

**Australian Vietnamese Women's Association Inc.**  
**Hội Phụ Nữ Việt Úc**



**Annual Report 2013-2014**

Family, Youth & Childrens' Services



Health & Wellbeing



Sports & Recreation



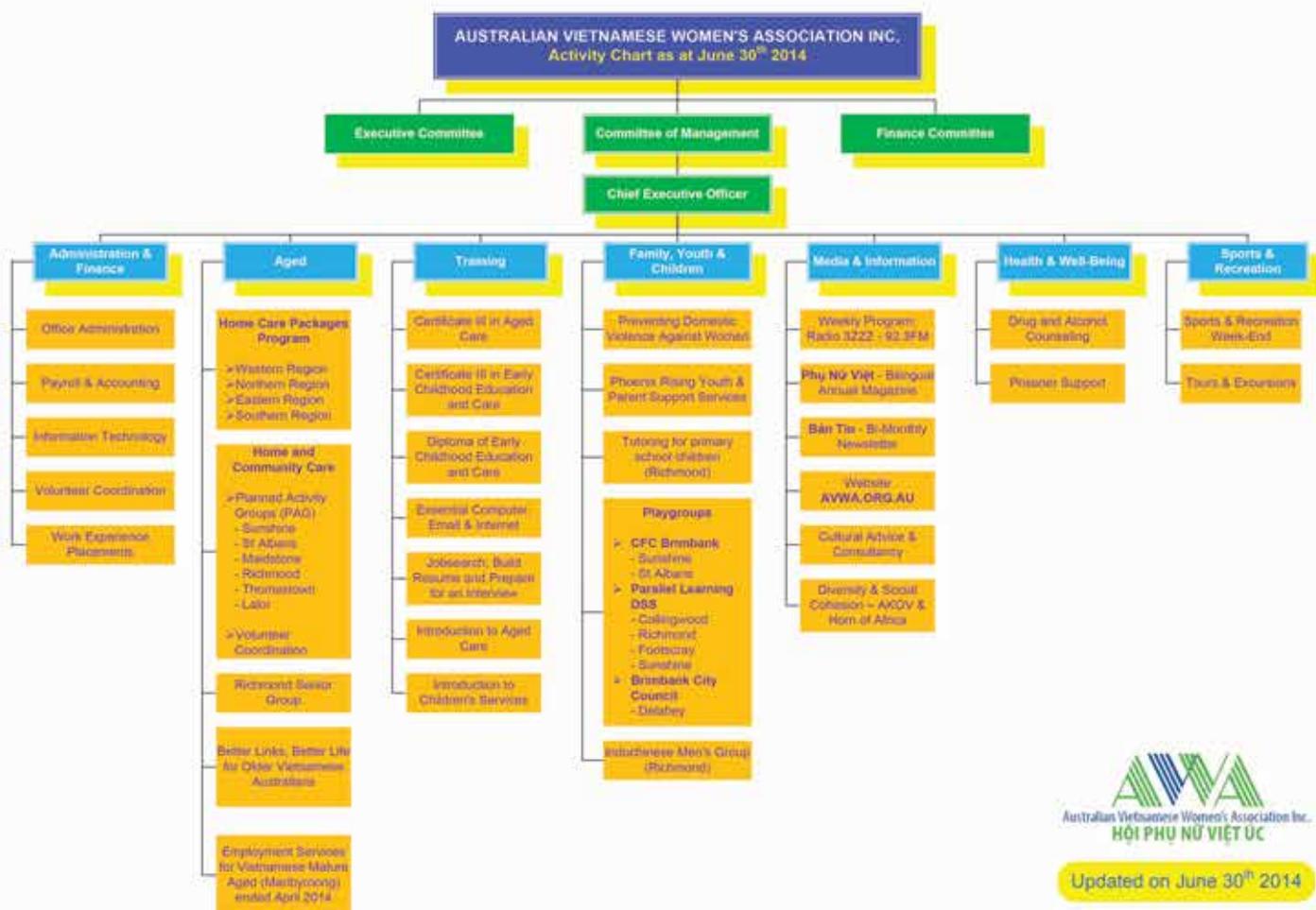
Training



Aged Care Services & Seniors' Activities

# AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

## Activity Chart as at June 30<sup>th</sup>, 2014



Updated on June 30<sup>th</sup> 2014



Committee of Management 2013-2014



31 Years Serving The Community  
1983-2014

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# Certificates of Recognition

## *Certificates of Recognition*

FROM THE AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

### 10 YEARS OF SERVICE

Cam Nguyen

Chief Executive Officer

Qui Ma

Minh Bui

### 5 YEARS OF SERVICE

Anh Thu Nguyen

Thi Thuy Hoang

Hiep Thi Hoa Nguyen

Thi Thanh Tuyet Nguyen

Dat Le

Nguyet Thu Thoi

November 2014



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1983-2014



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## A message from our President



I am very proud to present to you the Annual Report of the Australian Vietnamese Women's Association Inc. On November 24<sup>th</sup> 2013 at our last AGM, our members unanimously adopted the *Model Rules* following the *Incorporated Associations Reform Act 2012*. Our members also approved to change *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.

All three levels of government have continued to give funds and grants to help us deliver our services throughout the metropolitan regions.

Last but not least, I would like to thank all members of the Committee of Management, our CEO and Secretary, Mrs. Cam Nguyen, our volunteers and partners for their tireless support.

Thanh-Kham TRAN-DANG  
President

## Honorary Treasurer's report

I have pleasure in presenting the financial report of the Australian Vietnamese Women's Association Inc. for the year ended 30 June 2014.

Total Project Grants reached \$2.6M, an increase of 20% and brokerage activities increased by 8% compared with last year. These key activities were the main drivers in pushing total income to \$3.4M which is 15% more than last year.

Our major cost, salaries & wages increased by \$316,311 or 13% to \$2.7M. This combined with other costs makes for a well-controlled increase of 16% in total expenses.

On behalf of the Association, I would like to extend my appreciation and gratitude to the Committee of Management (especially the youngest member, Louise Cummins), our CEO, Cam Nguyen, all of our dedicated Staff, Members and supporters for their efforts and contributions during the year.

Yen Bui  
Honorary Treasurer



## Richmond Senior Group



*Excursion to Thieu Dao Meditation Centre*



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## A message from our Secretary and CEO



In May 2004, while I was President of the organisation, I and the Board unanimously recognised a pressing need to make a radical change. Instead of me continuing to act as a hands-on honorary president, it was necessary to appoint a CEO with executive power

and responsibilities and reporting to the board so that the board could focus on fulfilling all the tasks expected from a board. There was no problem nominating a president, our board comprising two vice-presidents at the time. Therefore, I accepted the challenging new position of CEO and have been CEO since.

What are the highlights of this decade?

In 2007, in partnership with Victoria University, our organisation decided to start work on a commemorative book on its first 25 years, using our own archives as well as state and national archives. Dr Catherine Earl was commissioned with the task of interviewing all stakeholders including me as founding president, board members past and current, staff, clients, politicians and community leaders. The book entitled *"A home of many rooms: Celebrating the Australian Vietnamese Women's Welfare Association 1983-2008"* was bilingual, had 334 pages and was illustrated with a lot of photographs. When the book was launched in early 2008, it marked the end of a phase in the history of our organisation.

At the October 2007 AGM, our members agreed to change the name of the organisation from the initial *Australian Vietnamese Women's Welfare Association* to the current shorter name of *Australian Vietnamese Women's Association*, dropping the word *"welfare"*, the reason being that our activities had come to encompass much more than just welfare programs.

In the last ten years, the AVWA has been on a path of steady progress with a continuously increasing

number of staff and programs. When interviewed for the commemorative book, Hai Nguyen, our current general manager was quoted on p.326: *"When I started work here in 1999, we had only 8 staff and now (in 2007) we have nearly 40"*. Seven years later, in June this year, we had 80 staff on the payroll. In addition, 35 volunteers helped to deliver a greater number of bigger programs than 10 years ago. Our 2004-2005 annual report relating to my first year as a CEO numbered only 20 pages (not including the cover), this year's report has 32 pages. The total annual income has increased from \$1.15 to \$3.38 million.

Advances in technology in the form of software and hardware, computers and smart phones have brought great changes to the ways staff work. However, what has not changed is the family atmosphere as described in the commemorative book on p.208 and following. The author wrote that *"Within the Association, the staff regard their colleagues as their family and they deal with each other as though they are family members. The Association – like any other Vietnamese family in the community- brings together people with diverse opinions and attitudes as well as people from different generations"*. On p.218, Qui Ma, the then co-ordinator of Community Aged Care Packages was quoted *"All the staff are very dedicated to their work. Sometimes, even if it isn't their work, they are willing to help other people"*. Concerning the Confucian concept of hierarchy, Dr Earl quoted me saying: *"There is the hierarchical attitude which is the traditional attitude and could be interpreted in a harsh authoritarian way. But there is the family attitude of loving and treasuring people who are junior to you. When loving and treasuring is practised in the family, then it is a happy family"* (p.220).

Last year, our staff turnover was nil: no one resigned nor was anyone dismissed or re-trenched. We must have been a pretty happy family.

On this note, I would like to end my address and thank our Committee of Management, Staff and Volunteers, Members, Partners and Funding Bodies for your support in the last year and hope you will continue your support to me and AVWA.

Cam Nguyen  
Secretary and Chief Executive Officer

# Home Care Packages Program Western Region

Coordinator: Qui Ma

Case Managers: Hue Van, Tai Mai, Thao Ha, Thuy Nguyen, Uyen Do, Van Ha

Locum Case Manager: Phuong Pham

Administrative Support Officers: Quynh Luc, Trinh Phan, Van Ha

Locum Administrative Support Officers: Dung Nguyen

Care Workers: Bac Nguyen, Dat Le, Hao Giang, Huong Duong, Huong Thai, Kim Khanh Tran, Loan Tran, Nga Luu, Ngoc Thao Thuy Nguyen, Nguyet Thu Thoi, Phao Pham, Phong Dinh, Quan Truong, Thu Ngoc Nguyen, Thu Thi Nguyen, Thuan Doan, Trinh Chau, Tuan Pham-Nguyen, Xuan Nguyen



The highlight of the year was the 10<sup>th</sup> Anniversary Celebration of the program combined with the service users' meeting on April 17<sup>th</sup> 2014. Over fifty service users' and their family carers were present at the event. They were very pleased to learn that the program has some high care packages for the first time. They expressed their deep appreciation to AVWA staff for providing the support so that they could continue living in their own home.

Providing linguistically and culturally appropriate aged care services to frail older Vietnamese people for over ten years, our program has received additional funding for twenty eight packages including eighteen Level 2, six Level 3 and four Level 4 packages taking the total number of packages to seventy eight. The new packages are offered under the *Consumer Directed Care (CDC)*.

For the staff, it has been a very busy year as we must get ready for the implementation of CDC. As compliance and continuous improvement are of great importance to us, we frequently review and evaluate our services constantly looking for improvement opportunities. Throughout the year, all staff participated in various training and professional development to improve our knowledge and skills so that we could provide the highest possible quality care to the aged members of our community.



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# Home Care Packages Program Western Region



*HCP South West Care Worker Meeting (16/06/2014)*



*2013 Care Worker of the Year (29/11/2013)*

# Home Care Packages Program Northern Region



31 Năm Phục Vụ Cộng Đồng  
1983-2014

Coordinator: Thuy Tien Nhan

Case Managers: Quynh Huong Nguyen, Bao Hiep Ly

Administrative Support Officer: Anh Thu Nguyen

Locum Administrative Support Officer: Ngat Ho

Care Workers: Dung Nguyen, Hiep Thi Hoa Nguyen, Huong Ngoc Duong, Thi Thanh Tuyet Nguyen, Thi Thanh Tuyen Nguyen, Thi Thuy Hoang, Trung Hieu Phan



- This year, HCPs North was successful in its funding application and its number of packages expanded from twenty five packages to thirty three, including three additional packages at level 2, 3 at level 3 and 2 at level 4. The new packages are funded under the *Consumer Directed Care Model*.
- Staff started a process of gradually transforming all old packages from the current practice to *Consumer Directed Care (CDC)* model to respond to the *Aged Care Reform*.
- The program developed a wide range of networks in the region to assist our consumers with their complex care needs.
- We were also providing more brokerage services at the end of financial year.
- Besides caring for our HCPs consumers, we also assisted a significant number of people in the region with referrals for their needs.
- The co-ordinator of HCPs North-East helped to organise a *Vietnamese Focus Group* to work on community education material in partnership with *Palliative Care Australia*, *ECCV* and *Victorian Women's Health Centre*. She also contributed to the aged care professional training on Vietnamese and Palliative Care organised by *Eastern Migrant Information Centre*.



2013 Care Worker of the Year  
(29/11/2013)

# Home Care Packages Program Eastern Region

Coordinator: Thuy Tien Nhan

Case Manager: Lien Huong Nguyen

Administrative Support Officer: Anh Thu Nguyen

Locum Administrative Support Officer: Ngat Ho

Care Workers: Hiep Thi Hoa Nguyen, Huyen Thi Nguyen, Thi Thanh Tuyet Nguyen, Thi Thuy Hoang, Tiffany Nhu Thuy Pham, Thi Kim Chi Nguyen, Thi My Thu Tran, Thu Trang Ly



- HCPs East had fifteen care packages at level 2 which were fully filled with a huge waitlist of ten eligible for HCPs levels 1 & 2 and ten eligible for levels 3 & 4.
- During the year, staff actively developed good relationships with other Home Care Packages Providers and provided brokerage services to *Baptcare Eastern*, *Benetas Eastern*, *Kincare*, etc.
- Networking with other aged care services improved through staff attending *Boroondara Aged Services Providers Association*, *ACAS Forum* and *Ashburton Support Services*.
- Vietnamese aged persons living in the Eastern Suburbs tend to be socially isolated as they live scattered and their number is rather small. To address this situation, AVWA started its *Community Visitors Scheme* in June 2014. We recruited skilled volunteers for this scheme.



# Home Care Packages Program Southern Region

Coordinator: Qui Ma

Case Managers: Thuy Nguyen, Uyen Do

Administrative Support Officer: Uyen Do

Care Workers: Chi Nguyen, Huong Nguyen, Huyen Nguyen, Kim Ngo, Liem Tran, Thi Tran



*HCP South West Care Worker Meeting (16/06/2014)*

The financial year 2013-2014 was a busy and exciting year with the introduction by the Government of the new *Home Care Packages Program* (HCP) replacing the former *Community Aged Care Packages* (CACP) on August 1<sup>st</sup> 2013.

All our fifteen funded level 2 CACP packages (now HCPs) in the Southern region having been fully filled since 2012, AVWA staff serviced a total turnover of nineteen consumers during this financial year.

Due to cultural and linguistic barriers, many senior people of Vietnamese background either did not know about or were unwilling to use services available to support the aged to live stronger and longer at home until AVWA started providing HCPs in the area. HCP-South staff continued promoting the program to the community via AVWA newsletter and *Phu Nu Viet* magazine. The program brochures were distributed during community events such as *Aged Care and Disability Service Expo 2014* in the City of Greater Dandenong, and the *Lunar New Year Festival* in Sandown. Prospective service users were referred to the *Aged Care Assessment Services* in the Southern region. The current number of eligible service users waitlisted for our *Home Care Packages* includes eight people at level 1 & 2 and eighteen people at level 3 & 4 which is almost double the number of funded packages!

Our care approach emphasizes building capacity for service users to live as independently as possible. The overall aim is to improve functional independence, quality of life and social participation.

Continuous improvement is one of the main focuses of our services. HCP staff and direct care workers attended professional development days, meetings and training to improve service provision. The Coordinator and Case managers also attend network meetings in the Southern Metro Region to share with and learn experience from other service providers, and to be updated with the latest aged care information.

In July 2013 service users' feedback forms were sent out to fifteen consumers. We received back eleven forms (73%) with very positive feedback about the services provided by direct care workers, case managers and admin staff. 100% of the feedback shows that care workers attended the shifts on time, and 91% care workers completed all the tasks as agreed in the Task list. 100% mentioned that they get a prompt and satisfactory response after contacting the case manager, coordinator or admin staff for requests. 100% confirmed that all the information such as *Service User's Rights and Responsibilities*, *Privacy & Confidentiality*, *Care Fee*, *Grievance Procedures* were provided and explained to the service users. Some of comments by the consumers include "Dedicated work, accountability and respect for elders", "Dedicated, devoted, responsible, and professional", "The care workers are devoted and always fulfill their job", "Mrs Uyen Do - Case manager was very attentive and efficient in following up and helping to solve all matters".

# HACC Volunteer Coordination Program

Coordinator: Nam Nguyen



*PAG Group enjoying Lac Viet Cultural Group Show*

- During the financial year 2013-2014, we had twenty three volunteers involved in our program.
- They provided essential assistance to PAGs clients and staff, ranging from administrative/back office work to hands-on tasks such as cooking and assisting in all activities.
- A special group of volunteers provided social support to very frail and isolated elderly by doing home visits and taking them to social activities in local areas, etc.
- To improve their skills, we sent volunteers to attend courses: such as *Recognise Healthy Body Systems in A Health Care Context Training*, *ASM* and *Manual Handling Training*. Fifteen volunteers attended two professional development days organised in November 2013 and June 2014.
- The volunteers had many opportunities to meet and share experiences with each other through PAG events and meetings. They were also invited to join in the AVWA New Year Party.
- The volunteers played a crucial role in helping to enhance the quality of life of the clients who used our services.



*Professional Development Day (June 2014)*

## Planned Activity Groups (PAGs)

Coordinator: Thuy Tien Nhan

Team Leader: Nam Nguyen

PAG Staff: Cam Sau Le, Ngat Ho (Natalie), Nhan Huynh, Thuy Pham, Vuong Thai

Care Workers: Khanh Tran, Tien Dang, Tuyet Nguyen, Van Ngo, Xuan Doan

Volunteers: Mai Ngo, My Dang, Thanh Le Nguyen, Huong My Truong, Thuy Truong, Huu Truong, Thu Tran, Thao Huynh, Hanh Nguyen, Cam Phan, Hai Nguyen, Vi Pham, Tram Nguyen, Thu Nguyen, Hang Bui, Linh Bui, Dung Tran, Thuong Nguyen, Mai Egan, Nga Nguyen, Tinh Pham, Nhung Nguyen, Loan Pham, Tien Lac, Long Nguyen

### Achievements:

- PAGs successfully completed its three year Active Service Model (ASM) Review and Diversity plan which required the participation of all levels of management and staff.
- Staff completed their care plans following the goal-directed Care Model.
- Establishment of one additional group in the city of Whittlesea.
- Additional funding received for high level clients in the cities of Yarra and Maribyrnong.
- After the staff had put in a lot of time and effort to explain to clients the ASM, our clients agreed to be actively involved in the setting up of new activities focused on enhancing their ability to live more independently.
- Increased partnerships with other organisations and groups such as *Indochinese Elderly Association, Lac Viet Cultural Group, Yarra Senior groups...*



*Making Moon Lantern*

## Planned Activity Groups (PAGs)



*Birthday Celebration*

### **Case Study: Gaining more independence**

*Mrs Nguyen, a 77 years old client who lived alone in government housing, after her husband entered a nursing home, was feeling very anxious and depressed on her own. She did not know how to deal with the outside world as her husband was the person who did everything for her before. As a result, her health dramatically deteriorated. She felt weak, aching all over the body and often was short of breath, particularly when she worried that no one would know if she had a heart attack or became unconscious at home. She was referred to and accepted by our Home Care Package (HCP) service. She gradually regained her confidence and her health improved as she was re-assured that she would get help, should she need it.*

*Mrs Nguyen was then referred to one of our PAG groups. When discussing with her the Care Plan, we found she had a desperate wish to go back to Vietnam to visit relatives and stay there for a while. Since she had been sponsored to Australia by her husband 15 years ago, she had had no opportunity to go back to the home country. However, she was reluctant to leave Australia, as she was worried that she might lose the Home Care Package (HCP) service which she thought she could not live without.*

*Together with Mrs Nguyen, our PAG staff set up a Care Plan based on the ASM and the Diversity Planning and Practice to help her to gain more life skills, build up her confidence to manage her own life, and also reduce her fear before she decided to make a trip to Vietnam. With those three goals in mind, our staff organised for her to attend group discussions and information sessions on self help issues, Council's Home and Community Care (HACC) and personal alarm services, etc. Also together with her Home Care Package (HCP) case manager, we arranged for her to receive a personal alarm before the trip to Vietnam.*

*Subsequently, Mrs Nguyen's health became much improved. Most of her irrational anxiety was gone. She received the personal alarm, and Council's home care HACC services and was attending our PAG group weekly. More importantly, she had become more confident in using the services we had introduced to her and very independent in doing things, making decisions on her own. A few months ago the HCP staff re-offered the service to her, but she declined it as she felt confident that HACC and PAG services were adequate for her current needs.*

# Better Links, Better Life for Older Vietnamese Australians

Coordinator: Minh Bui

Team members: Thuc Anh Nguyen, Kim Thien Truong



*Presentation for Elderly Group in Springvale*

Since September 2013, AVWA has been implementing a project named *Better Links, Better Life for Older Vietnamese Australians* to help bridge the knowledge gap between elderly Vietnamese and the aged care services in Victoria and raise awareness of the wide range of health and aged care services among Vietnamese Australians and the cultural and other needs of the Vietnamese aged and mainstream service providers. This two-year project acts as a gateway, linking the Vietnamese Community to Non-Government Organisations, City Councils, State and Federal Departments.

From November 2013, twelve workshops have been conducted for older Vietnamese in *St Albans, Maidstone, Sunshine, Springvale, Lalor, Fawner, Footscray* and *Ashburton*. Those information sessions help to increase aged care services awareness among Vietnamese elderly and their carers. We also had two radio segments on *3zzz* and *SBS radio*. Two articles were published in *Phu Nu Viet* bilingual magazine (with a circulation of 6000 copies) and *ASTCO* magazine.

We delivered cultural awareness sessions to aged care nursing home staff to improve the skills and knowledge of staff and help them to better meet the care needs of Vietnamese residents in terms of language and culture appropriateness. A bilingual referral form was developed for aged care centres to improve the current assessment and referral system connecting Vietnamese older people to service providers.

During June 2014, a video *How to speak basic Vietnamese with Older Vietnamese people* was produced by our team. The video helps guide nursing home staff to speak a few daily basic Vietnamese sentences to greet and build rapport with Vietnamese residents so as to make them feel welcome and comfortable living in the aged care centres.

# Training

Coordinator: Phuong Ngo

Work Placement Coordinator: Minh Bui

Training Support Administrator: Trang Do



In the last financial year, training packages in the health and community services sector had to undergo great changes to meet the latest requirements of the industry. Especially, Certificate III and Diploma in children's services were changed in both title and contents of every single unit for learners to be able to gain new skills and knowledge to work effectively in the industry.

In partnership with a number of RTOs (*Registered Training Organisation*), the Australian Vietnamese Women's Association Inc. provided full training packages to clients who wanted to achieve a vocational qualification to get a job. Our holistic approach included:

- Providing pre-accredited courses (foundation courses),
- Delivering nationally recognised training programs,
- Providing extra language support such as English courses,
- Organising student work placements and ongoing support during placements,
- Providing job placement support after graduation.

Besides, we also provided basic computer courses taught by Vietnamese teachers. Learners of Vietnamese background who either lacked confidence or English language skills were able to communicate in both Vietnamese and English during the training period.

Our full up-to-date training packages benefited job seekers, 'Parents Returning to Work', Vietnamese and CALD adult clients etc. who gained vocational qualifications. The majority were able to find a job easily.

In June 2014, we were pleased to obtain re-registration as an RTO for the next 5 years. We expect the range and number of our courses will be steadily increasing during that period.

# Preventing Family Violence Against Women

Project Officer: Kim Thien Truong



31 Năm Phục Vụ Cộng Đồng  
1983-2014



Workshop at Preston

This project was funded by *Inner North West Primary Care Partnership* to provide information on prevention of family violence through raising awareness among Vietnamese women of human rights, gender equality, domestic violence and where and how to get help.

Information about rights and services was provided through community group meetings and various media such as Vietnamese newspapers, radio programs, and web pages to educate as many people as possible.

Family violence is not only a personal or family issue, it is a matter of concern for the whole community. Therefore, it is important to raise community awareness and provide community education. Some of the activities include:

- On 12/08/2013 a workshop at *Thomastown Library*, 50 people attended.
- Articles in Vietnamese Newspapers and AVWA bilingual *Phu Nu Viet Magazine*.
- 4 talk back programs on *SBS radio* and *FM97.4 radio*.
- 500 flyers with information about the project were handed out to other community groups.
- 100 flyers were handed out to mothers of the *Richmond* and *Collingwood Playgroups* on *Full Moon Lantern Festivals* in September 2013.
- The project worker and several women participated in the November 24<sup>th</sup> 2013 *White Ribbon Day* walk from Federation Square to Parliament House and in *Women's Car Sleep Out* in Brunswick on November 28<sup>th</sup> 2013.
- On 30/05/2014 a workshop for *Indochinese Elderly Refugees Association – Preston Group* at the *Spectrum Immigration Service*.

In addition, the project worker also provided information and resources to Vietnamese women victims of domestic violence to contact relevant agencies for counselling and support.

# Phoenix Rising Youth Services

Youth Officer: Tania Huynh



AVWA has been providing youth services to the Vietnamese community for over 16 years. The project aims to assist young people between the ages 12-25 who reside mainly in the Western suburbs. AVWA has an annual target to service up to 250 youths per year. Our average youth participation is roughly 380 youths per year.

Two of the key features of our services are to facilitate sporting programs for disadvantaged youths and their family and organise social events such as excursions and an annual youth camp. Aside from our sporting programs and social programs, we also provide educational workshops around such issues as alcohol and drug use, and intergenerational relationships.

A significant achievement of our youth program is seeing young people who participate in our programs gain confidence and assume the responsibility of becoming leaders in the community. Since 2010, AVWA invited Victoria Police to attend our yearly youth camp. One police member who attended our first camp recognised one of the participating students who had encountered some trouble with the local police. This particular youth was very introverted, and in the presence of the police member who recognised him, he was incredibly nervous and even scared. However through camp activities, the youth realised that police members were just decent ordinary people, and there was no reason to be fearful of them. Eventually he was able to calm down and feel comfortable around the police officer and engage with him in a series of conversations. He subsequently attended our following youth camps and has recently won an award for being the most supportive and proactive team member at Camp AVWA.

Another case study was that of a female student who was quite rebellious in school and estranged from her mother at home. The mother sought AVWA's youth services to get help in what could be done to change her daughter's behaviour. After a series of school visits and one on one counselling sessions with the mother and daughter, the youth officer developed family therapy strategies for both of them. First, they were informed about the great generational and cultural differences of parenting in Australia and Vietnam. Then, the youth officer worked on strategies to help the mother and daughter express themselves in a calm, patient and rational manner and to avoid negative comments and body language. We also discussed topics around issues such as peer pressure, safety concerns around rebellious behaviour and introduced healthy lifestyle options to the family by referring them to our badminton sport program. After several months of mediation consultations, the mother and daughter became overall less stressed and happier being in each other's company. They recently travelled overseas as a family to Vietnam for the first time in 8 years. From time to time, the mother and daughter checked in just to keep the youth officer updated on their progress.

## Parallel Learning Playgroups

Coordinator: Hai Nguyen

Facilitators: Thuy Pham, Phuong Pham, Thao Tran

Assistants: Thien An Le, Trang Do, Nganh Ha

In November 2013, we started another Vietnamese Playgroup in St Albans to make up a total of six playgroups located in suburbs with high concentration of Vietnamese such as Collingwood, Richmond, Footscray, Sunshine, and Delahey for children aged 0 to 5. The aim is to support families who are experiencing significant disadvantages such as isolation on account of cultural, linguistic and financial barriers. Participation is absolutely free for families.

The weekly playgroups provide an opportunity for parents to develop new social connections with other parents and enable modelling of good parenting strategies in a supportive and non judgemental environment. The main activity is facilitating parents and children reading together bilingual books. Other essential activities are: arts, crafts, music, singing, excursions and outdoor activities.

Some highlights of our program were:

- To promote and maintain traditional culture through celebrating traditional Vietnamese festivals such as *Autumns Full Moon* with children lantern competition and *Lunar New Year* at St. Albans with children and parents wearing traditional long dresses.
- To celebrate multicultural society, we organized several events such as *Harmony Week* in March at Derrimut Community Centre, *Refugee Week* in April at Abbotsford Primary School and *Family Week* "Family that Plays Together, Stays Together" in May at the Maidstone Community Centre with more than 160 people attending.
- To celebrate *Mother's Day, Father's Day, International Women's Day* and *Easter*.

In addition, we worked in conjunction with local primary schools, children's services, health care and local service organisations to provide information sessions and distribute to parents leaflets on various topics such as maternal health, kindergartens, child development, pediatric nutrition, health and wellbeing, resources and services available locally. During the school terms, our playgroups visited primary schools, local libraries and childcare centres to give parents and children ideas of how school operated and what the early age education environment looked like.



*Family Week (May 23<sup>rd</sup> 2014): "Family That Plays Together, Stays Together"*

## Parallel Learning Playgroups



*2014 St Albans Lunar New Year (January 5<sup>th</sup> 2014)*

### **Case study:**

*Two years ago, a mother and her 2-year old son joined the Vietnamese Playgroup. Like other young mothers who just arrived in Australia, she encountered many difficulties in her daily life, being unaccustomed to the new way of life, in spite of being surrounded by her Australian husband's loving family. She told the Playgroup worker that she joined the Playgroup in the hope that her son would be able to speak not just English but also Vietnamese. In the beginning, the young mother showed shortcomings in parental skills. She spent the time only playing with her young boy, unwilling to join in group activities. Then gradually through bilingual story time, singing and dancing, the son started to make friends, and the mother acquired useful knowledge and skills in healthy living, social services, cooking skills etc.*

*The mother then actively participated in Playgroup activities. She even brought along her Australian husband and mother-in-law to the 6 week parenting workshop organised by the Playgroup.*

*Thereafter, all members of her family became close friends with other Playgroup members. They participated in culturally important Vietnamese celebrations such as Full Moon and Lunar New Year festivals. Her Australian family expressed their appreciation to the Playgroup for enabling them to better understand Vietnamese traditions and culture. The mother-in-law made many toys for the Playgroup. The mother then had another baby whom she also brought along to Playgroup. She became a very active Playgroup volunteer and was sent to various useful training courses on Playgroup, Leadership and Food Handling, etc.*

*The mother said she dreamed of getting a job with the Vietnamese Playgroup, as she had learned a lot, and had felt settled in her new life in Australia. She wanted to use her own knowledge and experience to help other mothers in a similar situation to hers.*

*We believe she would do a very good job of bridging the two cultures.*

## Richmond Tutoring Program

Coordinator: Hai Nguyen

Project Officer: Elizabeth Le

English Teacher: Paul Cater (*Melbourne Girls College*)

This project, funded by Yarra City Council, was implemented in collaboration with schools and organisations such as Melbourne Girls College, Brotherhood of St Laurence and Office of Housing - to promote parental involvement in children's education.

After 6 years, the Richmond Tutoring Program (RTP) was still running strong with the aim to assist primary school children (Prep to year 6) with their transition to year 7. Students from Melbourne Girls College (MGC) helped the children improve their self-confidence, social and communication skills. While in the beginning, the RTP was only available for Vietnamese children, it had come to accept other CALD children such as Chinese, African, etc.... living in the Richmond housing estate.

The program provided a safe and enjoyable learning environment where children were supported by tutors to improve their literacy and numeracy skills, to build the capacity of parents to support and encourage their children's learning at home and to bring together children, families, organisations, schools and businesses to benefit the wider Richmond community.



2014 Victoria Street Lunar New Year Festival (January 19<sup>th</sup> 2014)



31 Years Serving The Community  
1983-2014

# Drug and Alcohol Treatment Counselling Project

Coordinator: Tuong Nguyen

Counsellors: Tuong Nguyen, Kim Vu, Tania Huynh

The Drug and Alcohol Treatment Counselling Project is funded by the *Commonwealth Department of Health*, under the *National Illicitly Drug Strategy*.

The project provided 124 episodes of counselling, consultancy and continuing care, across Melbourne metropolitan regions in this financial year. Many of them have come to AVWA's Drug and Alcohol program for counselling and support services on themselves or referrals from their solicitors, local Community Correction Services agencies, Court, DHS etc.

An example of a successful case is briefly noted as follows:

*A female client had been using ice for several years since she was student at University. She graduated with a B.A degree nearly a year before and was still un-employed. She appeared having signs of anxiety and somatic complaints at the first meeting. Harm minimisation, treatment strategies and psychological support were implemented in the next counseling sessions during which Vietnamese cultural issues in particular her family situation were discussed.*

*She tried to cut down ice use from 2mg per day to 0.5mg per day and then 0.5mg per week. Before exiting from our AOD counseling program, she had been able to maintain an ice-free state for over a month and was actively looking for appropriate work.*

## Indochinese Men's Group



*Information session of drug related harm and mental health within Vietnamese community*

# Vietnamese Prisoner Support Program

Prisoner Support Officer : Huy Luu

***This project provides support, general counselling and information to Vietnamese prisoners during their detention, helps them to connect with their family, friends and relatives worldwide, and to reintegrate into the community after their release.***

This program has been funded by the *Department of Justice* since 1995.

Of the prisoners receiving services in this report period were a high number of middle aged Vietnamese (in 30 – 44 YO bracket) with very little or no English. Most of them required family support and general counselling. There were also some very concerned relatives who required intensive counselling and support over the phone.

Significant achievements of the Program from July 2013 to June 2014 are:

- Visiting 3 prisons on a regular basis & supporting 242 prisoners face-to-face;
- Organising 7 Full Moon Festivals and 7 Vietnamese New Year Celebrations in 7 prisons in Melbourne and Geelong;
- Organising 2 sport events at the Metropolitan Remand Centre.

## **CASE STUDY: Service In A Timely Manner**

*“T” was a university student who lived in Australia by himself. He kept in touch with his family members in Vietnam regularly via phone. Then, no communication was made for two weeks. His parents were worried a lot, but could not turn to anyone for help. They asked around and found out the Australian Vietnamese Women’s Association’s website.*

*T’s parents contacted the Prisoner Support Worker directly to tell him their concern for the whereabouts and well being of their son. With only the son’s full name and date of birth and nothing else, the worker said he could not promise much but would try his best to help.*

*Initial checks with the prisons and remand centres found no trace of him. The Police was notified of T as a missing person, but did not want to give any information about him to the Worker due to the Privacy Act.*

*Nearly a month without any news from him, his parents were very upset and kept crying when talking to the Worker on the phone. Taking into consideration the fact that offenders could be held in police cells long before being transferred to a remand centre due to overcrowding, the Worker used all his connections with justice and corrections staff and tricks-of-the-trade to try and find T.*

*He found out that T was being held in a police cell in a country town. Though it was a piece of “bad news”; it was a relief to his parents that he was found alive. His parents were informed about the justice system here in Victoria, how well their son would be looked after compared with the system in Vietnam. From then on, things went smoothly: right after he was transferred to a remand centre, arrangements were made so he could call his parents. The worker and his friends visited him to provide support.*



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# International Ingredients for a Multicultural Bouquet

Project Officer: Minh Bui

Partner Organisations Staff: Mrs. Thamaypaw Naysay, Mr Deng Malith



*International Ingredients for a Multicultural Bouquet (IIMB)* was the second social cohesion project that AVWA had been implementing in partnership with other ethnic communities such as the African and Burmese groups.

The IIMB project aimed at demonstrating how ethnic groups could work together to foster a harmonious multicultural society. By planning and organising various events during the year, each ethnic group brought to IIMB its strengths, skills in cooking traditional dishes, singing and dancing traditional songs, sharing information, narratives or even jokes, etc.

One of the objectives of the IIMB is to recruit and train fifteen potential community women leaders across the three groups. The IIMB conducted training sessions in community communication and leadership skills, food safety and handling. These women also applied and received working with children check certificate. The number of recruited women leaders actually attending the training sessions varied between 15-21 participants.

During the IIMB project lifespan, the three groups worked together to coordinate and run combined events on special dates such as *Harmony Day*, *National Family Day* and *Full Moon Festival*. Each individual group also organized three own cultural events as platforms for their trained women leaders to apply the skills they had learnt in community communication and leadership skills training sessions.

Through mutual respect, understanding, harmony and collaboration between groups from different cultural, racial and religious backgrounds, the IIMB project made a positive contribution in building a better and more cohesive Victorian community.



# 3ZZZ - 92.3 FM

## Vietnamese Language Radio Program

Coordinator: Hong Nguyen

Co-Presenters: Dinh Hung, Tiet Thu, Hieu Huynh, Mai Ngo

Sound Technician: Huu Nguyen



*Hong Nguyen at HCP West 10<sup>th</sup> Anniversary Celebration*



*From left to right: Tiet Thu, Hong Nguyen, Mai Ngo and Dinh Hung*

# Media and Information Technology

Coordinator: Xuan-Dung Huynh

Technical Support Officers: Huy Luu, Tram Ly

Editors: Cam Nguyen, Thanh Kham Tran Dang

English Language Proofreader: Cam Nguyen

Vietnamese Language Proofreaders: Thanh Kham Tran Dang, Huy Luu

During 2013-2014, The Media and IT Team continued to produce and distribute 6000 copies of the "Phu Nu Viet" bilingual magazine, "Ban Tin" newsletter and the Annual Report 2012-2013, help maintain and update our website <http://avwa.org.au>. We have also recorded major events including Harmony Day, 10<sup>th</sup> Anniversary Celebration of Home Care Packages Program – Western Region, Responsible Gambling Awareness Week, etc... Other activities ranged from emailing invitation letters, to creating flyers, brochures and photo panels.

On Christmas 2013, we successfully restored and upgraded our website after eradicating the "Pharma Hack". We appreciated our CEO, the President and a few other members who discovered and alerted us on time.

In July 2013, The Media and Information Technology Team replaced all the desktops in the Richmond office computer class. On a daily basis, we maintain eighty eight Microsoft Windows 7 desktop computers and laptops and seven Microsoft Windows Server 2008 R2 & Microsoft SQL Server 2008 R2. We have continued to support and upgrade other softwares like: MYOB, Carelink+, FULLADIS, ACE, VETtrak, ...

In the future, the team will continue to update AVWA IT infrastructure and provide IT and technical support to the organisation and make sure that all staff have adequate and necessary IT knowledge and tools to help them work more effectively. We are looking forward to another fun and successful year with AVWA and to their ever changing IT landscape.



# Sports and Recreation

Youth Officer: Tania Huynh



*Cam Nguyen at the Youth Lunar Table Tennis Tournament (27/09/2013)*



*Youths attempting low ropes course at Rowallan Recreation Camp*



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# Income Statement

## For year ended June 30<sup>th</sup> 2014

	2013-2014	2012-2013
<b>Income</b>		
Funds raising	\$12,301	\$13,214
Project grants	\$2,627,801	\$2,197,103
Brokerage	\$686,900	\$636,856
Interest	\$29,072	\$39,675
Reimbursed expense	\$0	\$2,760
Student fees	\$7,361	\$15,823
Miscellaneous income	\$15,675	\$38,925
Gain/(loss) on sale of NCA		
<b>TOTAL INCOME</b>	<b>\$3,379,109</b>	<b>\$2,944,355</b>
<b>Expenses</b>		
Activity/donation expenses	\$55,789	\$59,529
Professional fee	\$58,199	\$16,371
Bank interest & charges	\$4,786	\$1,466
Depreciation	\$35,970	\$33,796
Insurance	\$1,767	\$5,588
IT expenses	\$15,258	\$12,289
Motor vehicle expense	\$47,324	\$45,571
Printing, postage & stationery	\$53,895	\$43,805
Professional development	\$16,389	\$9,693
Project support	\$82,782	\$75,012
Repairs & maintenance	\$35,830	\$12,178
Salary, wages & on cost	\$2,746,482	\$2,413,840
Staff amenities	\$2,349	\$2,932
Telephone & Internet	\$37,938	\$36,349
Travel & entertainment	\$50,635	\$46,819
Utilities	\$8,778	\$6,546
Bad debt	\$4,000	\$0
Miscellaneous expenses	\$34,309	\$22,774
Loss on sale of asset		\$2,799
<b>Total expenses</b>	<b>\$3,292,480</b>	<b>\$2,847,356</b>
<b>Net surplus/ (deficit)</b>	<b>86,629</b>	<b>96,999</b>



# Balance Sheet

## As of June 30<sup>th</sup> 2014

	Notes	2014	2013
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	2	599,594	1,136,668
Financial assets at fair value			
Trade and other receivables	3	238,249	156,912
Total current assets		837,843	1,293,581
<b>Non-current assets</b>			
Land and buildings		1,690,549	1,154,534
Plant and equipment	4	15,281	15,300
Computers and Printers		23,227	30,071
Fixtures and Furniture		24,837	23,062
Motor Vehicles		86,931	103,995
Total non-current assets		1,840,825	1,326,962
<b>Total Assets</b>		2,678,668	2,620,543
<b>Liabilities</b>			
<b>Current liabilities</b>			
Payables	5	30,133	13,027
Advance received		17,498	59,591
GST liabilities		29,258	25,457
Payroll liabilities	6	19,800	54,366
Leave provision (AL and LSL)	7	347,922	317,761
Borrowings	8	-	5
Total current liabilities		444,611	470,198
<b>Non-current liabilities</b>			
Leave provision (LSL)	7	29,296	32,213
Total non-current liabilities		29,296	32,213
<b>Total liabilities</b>		473,907	502,411
<b>Net assets</b>		2,204,761	2,118,132
<b>Equity</b>			
Retained earnings		1,518,872	1,421,873
Net Income		86,629	96,999
Reserves		599,260	599,260
<b>Total Equity</b>		2,204,761	2,118,132



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# Statement of Cash Flows

## For year ended June 30<sup>th</sup> 2014

	<b>Notes</b>	<b>2014</b>
		\$
<b>Cash Flows from Operating Activities</b>		
Receipts from project grants		2,500,371
Receipts from brokerage, funds raising and other income		722,236
Interest received		29,072
Payment to suppliers and employees		(3,238,921)
<b>Net cash (used in) generated from operating activities</b>	<b>9</b>	<b>12,758</b>
<b>Cash Flows from Investing Activities</b>		
Payment for motor vehicle plant & equipment		(549,832)
Receipts from sale of motor vehicle		—
<b>Net cash (used in) generated from investing activities</b>		<b>(549,832)</b>
<b>Net Increase (Decrease) in cash held</b>		
Cash on hand at the beginning of the financial year		1,136,668
Cash on hand at the end of the financial year		<u>599,594</u>



# Auditor's Independence Declaration

**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SECTION 307C OF THE CORPORATIONS ACT 2001  
TO THE MEMBERS OF  
AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.  
ABN 69 724 826 405**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2014 there have been:

- i. no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

.....  
P T Walton  
Registered Company Auditor

Dated: 1 September 2014



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## 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**  
**ABC Vietnamese Program**  
**ACACIA Indochinese Children's Services Centre**  
**AccessCare Southern**  
**Adult Community and Further Education**  
**Alfred Health Carer Services**  
**Annecto**  
**Anderson Road Childcare Centre**  
**Ardeer House**  
**Australian Karen Organisation Inc.**  
**Australian Multicultural Community services**  
**Azheimer's Australia**  
**Baptcare**  
**Baptcare Westhaven Community- Footscray**  
**Bo De Temple**  
**Braybrook College – Mai Nghiem**  
**Cardinia-Casey Community Health Service**  
**Carers Victoria**  
**Carlton Community Corrections Centre**  
**Caulfield Aged Care Assessment Service**  
**Caulfield Community Health Service**  
**Central Bayside Community Health Service**  
**Centrelink**  
**Cohealth**  
**City of Brimbank**  
**City of Greater Dandenong - Community Care Services**  
**City of Maribyrnong**  
**City of Melbourne**  
**City of Whittleseas**  
**City of Yarra**  
**Cognitive, Dementia & Memory Service - Caulfield Hospital**  
**Cognitive, Dementia & Memory Service - Kingston Centre**  
**Community West Inc**  
**Cooke Court Childcare Centre**  
**Dandenong Community Corrections Centre**  
**Dan Viet - Vietnamese Newspaper**  
**Department of Education and Early Childhood Development**  
**Department of Health**  
**Department of Social Services - DSS**  
**Derrimut Community Centre - YMCA Community Programs**  
**Diabetes Australia - Vic**  
**Doutta Galla Grantham Green (aged care)**  
**Filipino Community Council of Victoria**  
**Footscray Aged Care**  
**Goodstart Early Learning Braybrook**  
**Greater Dandenong Community Health Service**  
**Healthy Movement Chiropractic**  
**Hoa Nghiem Buddhist Temple**  
**Horn of Africa Communities Network**  
**ISIS Primary Care - Aged & Disability**  
**Kingston Aged Care Assessment Service**  
**Lady Nelson Centre**  
**Lien Tri Temple**  
**Linh Son Temple**  
**Main Road East Early Learning Centre**  
**Maribyrnong College**  
**Mekong Vietnamese Aged Care**  
**Mount Eliza Aged Care Assessment Service**  
**Multi Centre for Women's Health**  
**Napier St Child & Family Resource Centre**  
**Neighbourhood Justice Centre**  
**Nhan Quyen - Vietnamese Newspaper**  
**North Richmond Community Health centre**  
**Phoenix Street Children's Centre**  
**Quang Minh Temple**  
**Royal District Nursing Service (RDNS)**  
**SBS Radio - Vietnamese Program**  
**Southern Cross Care (VIC)**  
**Springvale Community Aid and Advice Bureau (SCAAB)**  
**Springvale Indo Chinese Mutual Association (SICMAA)**  
**St Joseph Springvale Catholic Church**  
**St Vincent Hospital - Transition Care**  
**Sunshine College**  
**Sunshine Community Corrections Centre**  
**Taylor's Hill YMCA Child Care Centre**  
**The Malka Group (TMG) Pty Ltd.**  
**The Royal Melbourne Hospital - Post Acute Care**  
**Tieu Dao Meditation Centre**  
**TiVi Tuan San - Vietnamese Newspaper**  
**TiVi Victoria- Vietnamese Newspaper**  
**Tran Hung Dao Scout Group**  
**Uniting AgeWell**  
**Victoria Police**  
**Victorian Chinese Elderly Welfare Society**  
**Viet Luan - Vietnamese Newspaper**  
**Viet News - Vietnamese Newspaper**  
**Viet Times - Vietnamese Newspaper**  
**Vietnamese Australian Senior Association in Victoria (VASA Vic)**  
**Vietnamese Evangelical Church in Springvale**  
**VNTV - Vietnamese Television**  
**Western Region Aged Care Assessment Service**  
**Westgate Community Initiatives Group Inc.**  
**Whittlesea Library**  
**Women's Health Services**

# Volunteer and Student Placements

THANK YOU TO OUR VOLUNTEERS WHO CONTRIBUTE THEIR TIME AND EFFORT, SKILLS AND PASSION FOR OUR ALL COMMUNITIES.



## Volunteers

Hong Nguyen, Dinh Hung, Huu Nguyen, Tiet Thu, Hieu Hung, Mai Ngo (**3ZZZ**)

My Lien Boc (**Accounting**)

Van Hoang, Thuc Anh Nguyen, Erica Bradford, Serena Nguyen (**Admin**)

Nam Huynh (**Men's Group**)

Nghi An Vu, Viet Thanh Phong Le, Dung Hoang Nguyen (**Media & I.T.**)

Mai Ngo, My Dang, Thanh Le Nguyen, Huong My Truong, Thuy Truong, Huu Truong, Thu Tran, Thao Huynh, Hanh Nguyen, Cam Phan, Hai Nguyen, Vi Pham, Tram Nguyen, Thu Nguyen, Hang Bui, Linh Bui, Dung Tran, Thuong Nguyen, Mai Egan, Nga Nguyen, Tinh Pham, Nhung Nguyen. Loan Pham, Tien Lac, Long Nguyen (**Planned Activity Groups**)

## Volunteers

Cam Nhung Le, Huu Truong, Thuy Truong, Van Le, Phuong Le, Helen Lay, Rasini Nguyen (**AVA Yarra City Senior Citizens Group**)

*Tran Hung Dao Scroust Group:*  
Tracey Nguyen, Sherry Lam, Michelle Lam, Vincent Phan, Giang Dang, Hoang Uyen Phan, Phuong Hoang Phan

*Victoria Police:* Moses Lado, Ansam Sadik, Foteini Kambouridis, Steve, Jason (**Phoenix Rising Youth Services**)

Suong Nguyen (**Family Day Care Scheme**)

Hanh Nguyen (**Richmond Tutoring Program**)

Tay Tran (**Collingwood Playgroup**)

Nu Phan, Nguyen Do, Nheu The, Tien Pham (**Delahey Playgroup**)

## Volunteers

My Pham (**Richmond Playgroup**)

Elizabeth Ann Le, Nguyen Do, Nheu The, Tien Pham (**St Albans Playgroup**)

## Student Placements

Huyen Le, Vy Nguyen (**Australia Catholic University**)

Ngoc Nguyen, Vy Nguyen (**AMES Noble Park**)

Duy Tran, Loanne Nguyen (**Careers Australia**)

Son To (**Centre for Adult Education**)

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

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

**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



## 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.



## Australian Vietnamese Women's Association Inc.

Richmond Office, 30-32 Lennox Street, NORTH RICHMOND VIC 3121

PO BOX 1024 RICHMOND VIC 3121

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

Footscray Office, Level 1, 144-148 Nicholson Street, FOOTSCRAY VIC 3011

PO BOX 2336 FOOTSCRAY VIC 3011

Phone + 61 (3) 9396 1922 - Fax + 61 (3) 9396 1923

**ABN 69 724 826 405 - TOID 22594**



*Harmony Day on March 19<sup>th</sup> 2014 at Derrimut Community Centre*

**For more information about the Australian Vietnamese Women's Association Inc.,  
visit [www.avwa.org.au](http://www.avwa.org.au), email [info@avwa.org.au](mailto:info@avwa.org.au),  
call the Richmond office on 03 9428 9078 or the Footscray office on 03 9396 1922.**

Family, Youth &  
Childrens' Services



Health &  
Wellbeing



Sports & Recreation



Training



Aged Care Services  
& Seniors' Activities