



30 Years Serving The Community
1983-2013

Annual Report **2012-2013**



Australian Vietnamese Women's Association
Hội Phụ Nữ Việt Úc

AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION

Activity Chart as at June 30th, 2013



Updated on 27/08/2013



Photo: 2012-2013 Board & CEO

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Message from The Prime Minister



PRIME MINISTER

MESSAGE FROM THE PRIME MINISTER

30TH ANNUAL GENERAL MEETING OF THE AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION

I am pleased to send my best wishes to the Australian Vietnamese Women's Association as you meet for your 30th Annual General Meeting.

Since 1983, the Australian Vietnamese Women's Association has provided a range of valuable services to the Australian-Vietnamese community.

Vietnamese people in Australia are characterised by their love of family, respect for education, devotion to their adopted country, and participation in small business.

Australia has been an immigrant society since 1788. Successive waves of newcomers eager for a better life have enriched our culture and added a heroic dimension to our national story.

I congratulate you on celebrating 30 years. May the Australian Vietnamese Women's Association continue to serve the community for many years to come.

A handwritten signature in blue ink, reading 'Tony Abbott'.

The Hon Tony Abbott MP
Prime Minister of Australia

22 November 2013



Message from The Leader of The Opposition



It is with great pleasure that I provide this message to the Australian Vietnamese Women's Association on the occasion of their 30th Annual General Meeting.

The AVWA has had another outstanding year and credit must be given to its board of directors, its founder and CEO and all staff who work so hard to serve the Vietnamese community in Australia as illustrated in this Report.

The AVWA works to promote a harmonious society in which everyone - irrespective of age, gender, skills, abilities, ethnicity and religion - feels valued, is motivated and empowered to contribute.

The AVWA strives to create equality of opportunity, a principle very close to my own heart. I praise them for placing equality at the centre of their platform.

I would also like to highlight the areas in which the AVWA has played such an active role, including domestic violence awareness and prevention within the Vietnamese community, the aged care sector, health and well-being programs, and families and children. I particularly congratulate the AVWA's team of volunteers for their tireless dedication, helping to strengthen multiculturalism and participation in our society.

2013 has been a very special year for the AVWA. I congratulate you on 30 years of serving the Vietnamese community in Australia and I look forward to the AVWA continuing its important work for many years to come.

Yours sincerely

Bill Shorten
Leader of the Opposition

Message from The Premier of Victoria



Premier of Victoria



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MESSAGE FROM THE PREMIER

On behalf of the Victorian Government, I would like to acknowledge the Australian Vietnamese Women's Association for its exceptional work in the community over the past three decades.

From humble beginnings in 1983, the Australian Vietnamese Women's Association has gone from strength to strength, working tirelessly to support the needs of local Vietnamese women and their families. Your organisation has successfully responded to the changing and diverse services required by Victoria's Vietnamese community, and continues to operate with respect, inclusion and compassion.

Yours is a contribution that has ensured Victorians of Vietnamese heritage have been able to find their place in a welcoming and well-established community. Vietnamese cultural traditions have enriched the wider Victorian community, and we thank your Association for your promotion of such traditions.

I congratulate the Australian Vietnamese Women's Association on the achievement of this important 30th anniversary milestone, and wish the organisation every success in its efforts to serve Victoria's Vietnamese community for many years to come.

The Hon Dr Denis Napthine MP
Premier



Message from The Leader of The Opposition of Victoria



MESSAGE FROM THE LEADER OF THE OPPOSITION

On behalf of the Victorian Labor Party, I congratulate the Australian Vietnamese Women's Association on another year of achievement.

In 2013, the Association marked 30 years of service and contribution to the Vietnamese Community in Australia.

Organisations like the AVWA are at the heart and soul of a modern, multicultural society – serving one community and enriching every other.

The Association's dedication to harmony and cultural diversity has made Victoria a friendlier place, and its commitment to aid and appeal has changed lives.

At the heart of this Association are its people. What began as a small gathering of volunteers three decades ago is now a thriving organisation.

I extend my best wishes to the Chief Executive Officer, and the dozens of staff and volunteers, who give so much to the Association and the community.

On behalf of the Victorian Labor Party, I wish the Australian Vietnamese Women's Association a successful 2013-14. May the good work continue.

Yours in friendship,

A handwritten signature in blue ink, which appears to read 'Dan Andrews'.

Daniel Andrews MP
Leader of the Opposition
Shadow Minister for Multicultural Affairs and Citizenship

A message from our President



It is an honour and a pleasure for me to report on another successful year for our organisation. In particular, I would like to highlight three events:

Firstly, on 5th August 2012, a special meeting was held to amend and update our constitution.

Secondly, on 16th November 2012, at our Annual General Meeting, Louise Cummins was elected to join our Board of Directors: being the first non- Vietnamese member of the board, she made history and has contributed significantly to the Board in the past year.

Thirdly, on 1st March 2013, we celebrated the 30th anniversary of our organisation at the Fitzroy Town Hall. Over 250 VIPs, guests and members were in attendance. I recall the first meeting to discuss the foundation of the organisation which was called by Mrs Cam Nguyen on 15th January 1983. I was present at that meeting with seventeen other women and we agreed on the initial name "*Australian Vietnamese Women's Welfare Association*". In 2007, the name was changed to "*Australian Vietnamese Women's Association*" dropping the word welfare because we provide a broad range of services in addition to welfare.

Currently, the Australian Vietnamese Women's Association offers the widest range of services for Vietnamese and other new settlers in Victoria.

AVWA owes its success to the commitment of its Board of Directors, its Advisor, the dedication and hard work of our CEO and Staff and the steadfast support of Members, Community, Partner Organisations, Funding Bodies and all three levels of Government.

I would like to express my sincere thanks to all and hope that the support and enthusiasm will continue to ensure the development of the organisation over the next 30 years.

Thanh-Kham Tran-Dang
President

Honorary Treasurer's report



I have pleasure in presenting the financial report of the Australian Vietnamese Women's Association for the year ended 30 June 2013.

For 2012- 2013 the number of approved projects from Government was slightly reduced. However, the total income compared to prior year increased by 7.3% to nearly 3M. This was mainly due to the growth of our CACP programs.

With strict governance and cost saving measures, we managed to keep Total Expenses in line with Total Income despite increases in general costs of doing business. Salaries and wages which accounted for 85% of all expenses increased by approximately 5% to \$2.4M.

Adjusting salaries and wages to realign with award levels, staff expectations and the Equal Remuneration order as decided by Fairwork Act was a difficult and costly task which we were able to complete successfully.

On this occasion, I would like to extend my appreciation and gratitude to the Board of Directors, CEO Cam Nguyen, all our dedicated staff, members and supporters in the community for their contributions during the year.

Yen Bui
Honorary Treasurer

Richmond Senior Group





30 Năm Phục Vụ Cộng Đồng
1983-2013

Certificates of Recognition

FROM THE AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION, INC

30 YEARS OF SERVICE

Mrs Cam Nguyen

as Founder, President, Executive Director
and Chief Executive Director

Ms Thanh-Kham Tran-Dang

as a Founding Member, Member of the Committee of Management,
Honorary Secretary and President

15 YEARS OF SERVICE

Hai Nguyen

10 YEARS OF SERVICE

Van Ha

5 YEARS OF SERVICE

Hue Van

Trinh Phan

Cuc Nguyen

Thanh Huong Thi Thai

Ngoc Loan Tran

Dung Thi Quynh Nguyen

Thu Thuy Truong

November 2013



A message from our CEO



In 2004-2005, after twenty one years of operations, our organisation revenue reached the one million dollar mark and therefore, at our 2005 AGM, the then state member for Footscray, Mr Bruce Mildenhall congratulated us for having joined the millionaires' club. After eight further years of operation, in 2012-2013, our revenue was almost 3 million and is expected to approach the 4 million mark at the end of the current financial year.

As for me, the founder of the organisation and its CEO in the last eight years, the journey has been strenuous, challenging and highly satisfactory. The organisation was established to address the needs of the most vulnerable segments of the Vietnamese community and as our community changes, so does the range of our services.

In the last year, we were able to provide home care to Vietnamese elderly living in the community in all Melbourne metropolitan regions: West, East, North and South. In addition, there were 4 Planned Activity Groups for the very frail elderly. For young families, we ran five very popular and dynamic playgroups in Richmond, Collingwood, Footscray, Sunshine and Delahey. Sports training was available for both children and adults in St Albans, tutoring and training at a number of venues, drug and alcohol services at our offices in Footscray, Richmond and Springvale, and a range of other services including youth service, family violence, prisoner support, radio program, driving for women etc...

Our range of services is currently the widest range offered by Vietnamese organisations in Australia. Our team which is always mindful of our values of integrity, respect, inclusion, compassion and excellence, is always open to new programs and partnerships to help individuals and families know their rights, responsibilities, options and opportunities, realise their full potential, improve their health, happiness and well-being as per our mission. To act on our vision of a harmonious society, I attended a number of events organised by Vietnamese and other ethnic organisations and a series of meetings of the Melbourne Employment Forum, working closely with iEmpower and a number of other African organisations.

A few exciting projects have started in the current year, namely *"Better links, Better Health"* concerning aged services co-ordination and community education, Workforce Innovation Network (WIN) and a social cohesion project in partnership with the Horn of Africa Network and the Karen Association. To accommodate our increasing services in the West, we have just purchased a new and larger office in Braybrook.

I would like to sincerely thank our board, advisor, staff, members, volunteers, partners, stakeholders and funding bodies for their support in the last year and hope that with your continuing support, AVWA will be able to provide an even bigger range of even better services to the whole Victorian community, in the next few years.

Cam Nguyen
Chief Executive Officer

Community Aged Care Packages (CACP) Western Region



Coordinator: Qui Ma

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

Locum Care Manager: Phuong Pham

Administrative Support Officers: Trinh Phan, Van Ha

Care Workers: Bac Nguyen, Dat Le, Duc Nguyen, Hong Nguyen, Hao Giang, Huong Thai, Khanh Tran, Loan Tran, Nga Luu, Ngoc Thu Nguyen, Nguyet Thu Thoi, Phao Pham, Phong Hai Dinh, Quan Truong, Thanh Luong, Thanh Trinh, Thao Nguyen, Thu Nguyen, Thuan Doan, Trinh Chau, Tuan Pham-Nguyen, Xuan Nguyen



We have been providing linguistically and culturally appropriate aged care services to frail older Vietnamese people for nine years. In the financial year 2012-2013 our program of 50 Community Aged Care Packages in the Western region was operating at full capacity.

Continuous improvement is one of the key features of the program. We frequently reviewed, evaluated our services, and looked for improvement opportunities. Throughout the year, all CACP-West staff participated in various training and professional development to improve our knowledge and skills in providing high quality aged care services to the community.

Service users are always placed in the centre of our care planning. Service users' decision making and independence in their daily living activities are highly encouraged and promoted. The Care managers coordinated all required services to support service users' health and well-being.

A successful case study:

Mrs X is an 82 year old woman who was experiencing complex medical conditions including diabetes, asthma, deafness, osteoarthritis, memory impairment, cognitive impairment and significant mental issues (depression, suicidal thoughts). Living alone in public housing, she did not have much support from her family and was unable to access services that could address her needs due to the language and culture barriers, leaving her in social isolation.

In response to ACAT's referral, the next available package was assigned to Mrs X as priority. However, Mrs X had concerns about her finances due to the cost of medication, rent, bills and food. To assist Mrs X, we did not hesitate to waive the fees for her. The initial assessment showed that Mrs X needed better medication management and intensive support to help her overcome her loneliness. We realised that Mrs X had discontinued the service from RDNS due to

Community Aged Care Packages (CACP) Western Region



the fees. A referral was sent to RDNS for medication management and diabetes monitoring. Once again, to get Mrs X's consent for RDNS referral, we offered to pay for her account. Services such as home care, transport to exercise, medical appointments or shopping were set up and closely-monitored, case management was also organised to help coordinate all the medical services requested by Mrs X's doctor. Care workers were asked to escort and assist Mrs X during those visits and report any changes or any health issues.

Within a year, Mrs X's health has vastly improved. She now has proper access to different services such as hydrotherapy, podiatry, occupational therapy assessment, etc... Her health needs have been addressed such as getting Continence Aids Payment Scheme, assistance for ordering continence products and medication supplies, etc.. She has also joined two different Planned Activity Groups and the benefits of socialising have been obvious for her mental health.

She felt less isolated and more confident as she knew that she could get support from our program. In conclusion, Mrs X's quality of life has been significantly improved through the benefits from AVWA CACP program.

However, as Mrs X developed more pain due to arthritis and more issues with her memory, we referred her to an assessment for a higher level care package. Although Mrs X was assessed eligible for such a package in August 2012, she is still on the waiting list on account of high demand and insufficient supply of higher level packages.

Good News: CACP-West program has received funding from the Department of Health and Ageing for 28 additional Home Care Packages (18 level 2, 6 level 3 and 4 level 4). This allocation would significantly help address the aged care needs of the Vietnamese community in the Western Region, including those of Mrs X.

Community Aged Care Packages (CACP)

Northern & Eastern Region

Coordinator: Thy Tien Nhan

Care Managers: Quynh Huong Nguyen, Lien Huong Nguyen, Bao Hiep Ly

Locum Care Manager: Ngat Ho

Administrative Support Officer: Anh Thu Nguyen

Care Workers: Dung Nguyen, Hiep Thi Hoa Nguyen, Huong Ngoc Duong, Huyen Thi Nguyen, Tham Thi Pham, Thi Thanh Tuyen Nguyen, Thi Thanh Tuyen Nguyen, Thi Thuy Hoang, Trung Hieu Phan, Tiffany Nhu Thuy Pham, Thi Kim Chi Nguyen, Thi My Thu Tran, Thu Trang Ly



It has been five years since the day we received the first Community Aged Care Packages for the Northern suburbs. As for the Eastern region, it has been three years. Most of our clients did not know about the aged care services before and a few had even declined services from main stream agencies because of the language barrier and cultural differences.

With only 45 Community Aged Care Packages, we cannot meet the demand for services from an increasing number of Vietnamese frail aged people in both regions. Quite a few elderly are on waitlist for months and we have no alternative but refer them to other available services during the waiting period.

Every year, we conduct a client survey and the result is always excellent. Our clients' well-being has improved in many different ways. We do not only provide direct care services but also facilitate our clients' connection with the Vietnamese and wider communities, such as purchasing for them

Planned Activity Group Services, which are of significant importance for the improvement of their physical and emotional health. Our Case Managers encourage clients to go out and get involved in social activities by providing transport. A number of taxi vouchers are distributed to clients, mostly residents of the Eastern suburbs. Both staff and clients are delighted to have a group of Vietnamese speaking taxi drivers available for the service. As a result, our clients have no fear travelling on their own. Our staff were very moved when thanked by some clients who told them that their lives had been much improved since they joined the program.

A client's comment such as *"I used to feel lonesome and hopeless, but now I have hope again"* is an invaluable reward for us. We, as a team of office and direct care staff, are committed to doing our best to help our clients improve their quality of life and therefore, live longer and better.

Community Aged Care Packages (CACP) Southern Region

Coordinator: Qui Ma

Care Managers: Thuy Nguyen, Uyen Do

Locum Care Managers: Trinh Phan, Lien Huong Nguyen

Administrative Support Officer: Uyen Do

Care Workers: Thi Tran, Chi Nguyen, Kim Ngo, Hung Huynh, Tham Pham, Huong Nguyen, Liem Tran



During the financial year 2012-2013, CACP-South staff continued promoting the CACPs program to the community via 3ZZZ and SBS radio, AVWA newsletter, Phu Nu Viet magazine and other community magazines. The program brochures were distributed to the local medical clinics, community networks and during the Tet festival in Sandown. We were referring prospective service users to the Aged Care Assessment Services in Southern region.

All 15 funded packages had been filled up by October 2012. There are more than ten people from Vietnamese background on the waitlist.

In order to provide high quality services to our clients, continuous improvement is one of our main focuses. During April and May 2013, the CACP-South program went through a Quality Review process conducted by the Department of Health and Ageing. The quality reviewers met and talked to some service users and their family carers, the CEO, the Program Coordinator, the Care managers, and the Care workers. The staff are proud of the fact the program received the top outcome report from the Department.

Planned Activity Groups (PAGs)

Coordinator: Thuy Tien Nhan

Team Leader: Nam Nguyen (*Footscray PAG Group*)

Core Staff: Nhan Huynh (*Sunshine & St Albans PAG Groups*); Cam Sau Le (*Richmond PAG Group*);
Thuy Pham (*Thomastown PAG Group*)

Community Development Worker: Thi Nguyen

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

Volunteers: Dung Do, Loan Nguyen, Hien Dao, Dinh Tran, Mai Ngo, My Dang, Quang Vuong, Thanh Le
Nguyen, Huong My Truong, Thuy Truong, Tien Tran, Tram Pham, Huu Truong, Thu Tran, Tram
Nguyen, Thao Huynh, Toan Nguyen, Hanh Nguyen, Cam Phan, Hai Nguyen, Vi Pham, Chau
Huynh



There are many changes in the Planned Activity Groups program (PAGs) during the financial year 2012 - 2013. In addition to the two existing PAG groups in Richmond and Footscray, 3 new PAG groups have been established in areas far from CBD, where many Vietnamese people live such as: St Albans, Sunshine and Thomastown. The PAGs program provides opportunities for frail elderly Vietnamese people who have mobility problems to meet each other for socializing, outings, learning English, doing exercises, or participating in health and community education sessions.....

The following conversation between an AVWA worker and an elderly person who lives in Taylor Lake has demonstrated the beneficial effect of the service on the participant's life

Question: How long have you been in this group? What reasons motivate you to participate in the group?

Answer: *I have been participating in this group for 3 months. In the past, I used to participate in many different groups. However due to*

old age, I find it increasingly hard to get on and get off public transport, therefore I decided to stay at home. All day at home alone, I could not meet anyone, I felt so sad and hopeless. My physical health declined rapidly, especially I was afraid that I might become demented as I had no opportunity to meet and speak to anyone.

Question: How do you feel after 3 months with the group?

Answer: *Happier. I feel much better as I have friends to talk to, catch up with new information and do exercises with the group. Each week, I look forward to this special day when I can dress up and go out to see people. I feel my life is meaningful again.*

Indeed, the PAG program has provided excellent opportunities for Vietnamese frail elderly and people with disability to participate in the community, remain independent, be healthy and happy in their own home as long as possible.

PAGs Volunteer Coordination

Coordinator: Nam Nguyen



During the financial year 2012-2013, there were 22 volunteers helping the five PAG groups in the four municipal councils of Yarra, Brimbank, Maribyrnong and Whittlesea. The volunteers fulfilled various duties ranging from administrative/back office tasks such as data input and group information updating to hands on tasks including cooking Vietnamese nutritious meals, assisting in arts and crafts and particularly providing physically assistance on many outings.

Vietnamese-speaking volunteers have contributed significantly to our PAGs operation. Without their help, it would have been very difficult for the PAGs staff to fulfill their workload due to the high demand for service from the frail elderly of our community.

Last year, we sent volunteers to attend courses to improve their skills: 7 volunteers obtained Food Handling and 3, Manual Handling Certificates.

Volunteers had many opportunities to meet and share experiences with each other through quarterly meetings. They were also invited to join in the AVWA 30th anniversary and end of year celebrations. In the 2013 Volunteers' Week, the PAGs program coordinator and the PAGs Volunteer coordinator especially acknowledged and thanked the group for their great contribution to the success of the PAGs program at a meeting at Sweet Grass Café in Footscray.



Preventing Family Violence Against Women

Project Officer: Thien Kim Truong



This project was funded by Brimbank City Council to provide information about family violence prevention in the Vietnamese community in Brimbank.

Two workshops were held at Delahey Community Centre and Quang Minh Temple. More than 400 fliers about the issue and services available were handed out to workshop participants and local community groups.

In addition, three articles in Vietnamese and Local Leader newspapers and a talk back segment on SBS Radio Vietnamese program helped spread the message to the Vietnamese community in the West. This has resulted in numerous Vietnamese women being confident in coming to workshops and sharing their stories.

In my presentations, I as the project worker explained the law concerning family violence and that it is an issue for the whole community and not just an internal family issue. I also provided information about the agencies and organizations that can be contacted for support or counseling for anyone in need of help.

Case Study

A Vietnamese-Chinese woman came to the AVWA office in Footscray to seek help as a victim of domestic violence on account of her husband.

She said that she had been married for 30 years but that her husband had a married lady friend with whom he spent a lot of time. This made her upset and she asked him to stop seeing that woman but her husband became angry and hit her, telling her she had no right to decide whom he could see. Her children were angry too and asked her to move out of the house because of the continuous fighting.

She applied for an intervention order with the police at the Sunshine Court.

She worried about her poor English and that she might be asked to divorce her husband which would break up her family.

I asked her to come to the workshop at Delahey Community about the prevention of domestic violence and referred her to Legal Aid where a Vietnamese interpreter would be present. I also gave her a flyer with all the relevant agencies and organisations that could help her.

Women Can Drive (RACV)

Project Officer: Thuc Anh Nguyen



A few participants and their children meeting with project officer and senior staff.

This project, funded by RACV, helped Vietnamese women learn to drive, get a Learner Permit, and gain confidence to be able to drive on their own.

25 women applied for this program, 16 were admitted according to our selection criteria. They were either single mums, divorcees or victims of family/domestic violence.

Seven women participated in this program without Learner Permit. After 3 weeks, they all got Learner Permit and then learnt to drive with their instructors. Nine other women had already obtained Learner

Permit when coming to our project. At the end of the project, 4 of them successfully got a Driving Licence.

This project significantly helped to improve the mobility and safety of these women and their dependents, as well as the community at large. For those women, who had not been able to obtain a driver licence and were dependent on others to get to places, the project provided an invaluable opportunity to practice and gain confidence to drive.

Indochinese Men's Group

Project Officer: Minh Bui



Group information session about alcohol and other illicit drugs issues.

Sports & Recreation Program



Coordinator: Jimmy Hung Ly

Throughout the year, the program has continued to provide opportunities for Vietnamese and other CALD background people to engage in sports and healthy recreational activities.

The *Badminton Project* was conducted in partnership with *Badminton Victoria* and *AVWA Youth Project*. *VicHealth* provided funding to *Badminton Victoria* to implement programs for new arrivals. The *Badminton project* promotes physical activities combined with training to improve the health and well being of participants of all ages and, also to strengthen their personal & social development. After two years funding, the project has become self funded.

Currently, there are four training groups meeting every week-end: two groups from Gilmore Girls College and two groups from St Albans Meadows Primary School.

In addition to running sports and recreation activities, the sports coordinator has contributed to AVWA newsletters and magazine as well as the 3ZZZ Vietnamese radio program and Vietnamese newspapers to promote the benefit of sports and recreation for young people's personal and social development, reducing the risk of their involvement in anti-social behaviour & criminal activities.

Finally, I would like to thank the AVWA board of directors, staff, friends and volunteers for their valuable contribution to our results in 2013.



Phoenix Rising Youth Services

Youth Officer: Tania Huynh



Phoenix Rising Youth Services have been funded by the *Department of Planning and Community Development* under the Engage program for three years. The project aims to assist young people from Vietnamese and CALD backgrounds between the ages of 12-25.

Throughout the year, Phoenix Rising provides a range of services that support young people of Vietnamese background and their parents through mentoring, peer support, leadership development, and sport and recreation activities in a variety of ways from visiting high schools, private consultations to running free weekly sport programs.

School visits allow me to develop a rapport and a strong connection with teachers and young people as well as the opportunity to provide information and referrals to assist and increase awareness of the range of services offered by AVWA to young people.

The Sport and Recreational projects give parents and young people the opportunity to engage

in activities such as badminton and soccer. The activities bring many benefits, not only fitness and physical health – but also, emotional health and social integration – through relieving stress, meeting new people and strengthening relationships.

The annual youth camp by far was one of our most successful activities, with the involvement and support of *Tran Hung Dao Scout Group* and *Victoria Police*, we were able to assist young people to develop skills such as leadership and teamwork. We had four leaders from Tran Hung Dao Scout group and two Victoria Police staff, one of whom of Vietnamese background, attending the youth camp.

I would like to send my message of gratitude to *Badminton Victoria*, *The Victorian Table Tennis Association*, *Victoria Police*, and *Tran Hung Dao Scout Group*, *Braybrook College*, *Sunshine College*, *Maribyrnong College* and my AVWA colleagues for their valuable support which has made possible the success of the program and I look forward to working with you all again next year.



Richmond Tutoring Program



Project Officer: Nam Nguyen

Tutoring Assistant: Hanh Nguyen



After 5 years, the Richmond Tutoring Program (RTP) is still running strong every Tuesday afternoon with the aim to assist primary school children (Prep to year 6) with their transition to year 7.

Melbourne Grammar School students help the children improve their self-confidence, self-esteem, social and communication skills. This project, funded by *Yarra City Council*, is implemented in collaboration with schools and organisations such as: *The Smith*

Family, Australian Catholic University, Melbourne Grammar School, Brotherhood of St. Laurence, Office of Housing and Yarra Library to promote parental involvement in children's education.

In the beginning, the Richmond Tutoring Program was only available for Vietnamese children. However, it is now accepting other CALD children such as Chinese, African, etc... living in the Richmond Housing estate.



Parallel Learning Playgroups

Coordinator: Hai Nguyen

Facilitators: Thuy Pham, Phuong Pham

Assistants: Thien An Le, Trang Do, Vuong Thai, Nu Nguyen & Nganh Ha

We run five weekly playgroups (Collingwood, Richmond, Footscray, Sunshine and Delahey) for children aged 0 to 5 to support families who are experiencing significant disadvantages such as isolation and cultural, linguistic and financial barriers. The 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 activities include facilitating parents and children reading together bilingual books, arts, crafts, music, singing, excursions and outdoor activities.

In addition, we also work in conjunction with local primary schools, children's services, health care and local service organisations to provide information sessions and distribute information to parents on various topics such as maternal health, kindergartens, child development, paediatric nutrition, health and wellbeing, resources and services available locally.

Through various surveys and feedback, playgroups run by our organisation are very successful in supporting Vietnamese parents who have low English language fluency, are isolated or without a broad informal support network.

One of the highlights was the Lunar New Year festival at St. Albans. This activity was run in partnership with several organisations viz. the City of Brimbank, Vietnamese Scouts, St. Albans Library and St Albans Business Association. AVWA distributed 1200 copies of its bilingual magazine including posters of our Vietnamese Playgroups. Festival activities included face painting, decorating more than 250 conical hats for children to take home, drawing competition, children wearing traditional costumes and following the dragon parade. More than 250 local parents & kids took up the opportunity to celebrate and promote Vietnamese traditions and culture, have fun together, thereby increasing bonding between the three generations, strengthening relationships and reducing the inter-generational gap.



Parallel Learning Playgroups



Case study:

A three generation family joined our playgroup, a few months ago. The mother who had limited English experienced difficulties playing and communicating with her 3.5 yrs old son. The boy, who was a bit over active, spoke little & easily became aggressive. The grandma, who was newly arrived, could not speak English at all, felt isolated staying home by herself so her daughter took her along to the playgroup.

On the first day, the mother and grandma were very shy, reluctant to talk to other parents in the group. The mother was not keen to join with her son in any activities. The boy did not interact or speak with other children and kept quiet at song and dance time; it was really hard to get him to follow instructions. At playtime he seemed to be very active but did not want to share toys or play with other children. His mother said that at home he was very active, did not listen to what mom said. Moreover, he easily got upset. His mother said that trait might have been caused by the older brother who would give the boy anything to keep him at arm's length, also because of the large difference in age as a result of which they could not play well together.

After a while, we observed that the boy was getting better at communication. Now, he could say "hi" to people and talk a bit with his mother and his grandma. He also could play with other children, knows how to ask for toys, listen and follow instructions for warm up, makes friends with other children and gradually calms down when playing. Moreover, the mother was becoming more confident to play with her son at home. Also she could communicate with the boy more easily, did not need to be impatient with him anymore. Even they could do story time at home together. Grandma is willing to help prepare food for lunch which was much appreciated by the young mothers busy with their children.

The mother and grandma told staff that they were happy to come to the playgroup every week, seeing that their boy had changed for the better.

Illicit Drug & Alcohol Treatment Counselling Program

Coordinator: Tuong Nguyen

Clinician/Counsellors: Tuong Nguyen, Kim Vu

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

Within the scope of the report, the project provided 119 episodes of counselling, consultancy and continuing care to Vietnamese drug users and their families across Melbourne metropolitan regions including Western, Eastern, Northern and South-Eastern region. Clients are either self referred or referred by GPs, solicitors, corrections officers, courts as well as families or friends. Individual cultural counseling, consultancy and psychological support were suitably provided to all clients, particularly those who are from low educational and social background. We received good feedback from clients and appreciation from community corrections officers. There was a high number of clients who had been stabilized on withdrawal program, remained free from drugs or found a job.

We successfully collaborated with other local AOD and related agencies to help and support our clients.



A successful case is briefly described here:

A client's mother rang to ask for help and support for her son who had been using heroin regularly for about two years. After a short discussion on the phone, the client accepted to attend counseling sessions through telephone and/or face to face at the AVWA office. An individual treatment plan was drawn up: harm minimization, treatment strategies/options and psychological support were to be implemented during the counseling sessions. Since attending AVWA's AOD counseling program, the client acknowledged the need for change. He started to reduce the amount of heroin used, then chose to follow a naltrexone implant treatment. He had regained his strength and positive attitude to life. He is currently looking for an appropriate job and stated that he was happy with himself since he had made good progress in reshaping his life.

Vietnamese Prisoner Support Program



Project Officer : Huy Luu

While in prison, Vietnamese Victorians are assisted to maintain, establish or re-establish links with family, friends and community and then, helped to reintegrate into the community after their release.

The majority of the prisoners receiving services in this report period were middle aged Vietnamese with very little or no English. Most of them were “first time” offenders who had experienced family break-down or had family members in Vietnam whom they had to support financially. A lot of time spent with them was for family support, general counselling and explaining the justice system.

Significant achievements of the Program from July 2012 to June 2013 are:

- Visiting 3 prisons on a regular basis & supporting over 200 prisoners on a face-to-face basis;
- Organising 6 Full Moon Festival events and 7 Vietnamese New Year Celebration events in 7 prisons around Melbourne and Geelong;
- Organising 2 sport events in the Metropolitan Remand Centre.

CASE STUDY: “Mum, I am home!”

One highlight that needs to be mentioned here was the successful effort of our Prisoner Support Worker to help a long term serving prisoner to be escorted out to look at the beloved face of his deceased mother before her body was taken back to Vietnam. The three day effort was carried out on the last days of the Vietnamese New Year, at a time when traditionally no one would want to think or mention about prison or death.

“K.H” was caught up in the vortex of drug addiction when he was in his tender teenage years. He did not have long to enjoy his freedom between youth justice and Corrections Victoria. His progress was patchy, as there were too many factors that affected his willingness to change such as feelings of guilt and shame, peer pressure, mental health issues, etc.

K.H loved his mum very much, but he tried not to think of her and did not want to see her, only because he could not bear the tears.

His current round of incarceration is long, very long. He used to tell the worker that his mum would not be there to see him free, that he would be old and useless once he is released. Counselling was provided to alleviate his negative thoughts. Unfortunately, nothing could help his mum who passed away.

The emergency started with an email from the Centre asking the worker to help verify a phone number of one of K.H's sisters. The sister then informed the worker of the news and asked if K.H could be allowed to come out to see his mum's face.

For the case to be assessed, the prisoner had to make an application himself, and certain documents (to show the relationship between the parties, the death confirmation, time and place for the visit, etc.) must be attached to his application. Yet it was hard for the family to decide if they should break the news to K.H, as they were anxious that K.H could not handle the news.

Quite a few things had to be decided and done, while the family was busy with arrangements for the funeral, on top of their normal occupations. Advocating, counselling, guiding, connecting, and waiting anxiously were all the worker could do. A lot of hiccups, which were completely out of the worker's control! The family could not be blamed either, because they did not understand how the system works and how to “work around” rules and procedures in such special circumstance as theirs.

K.H, despite his sorrow, was happy to show his gratitude for what the Worker and the Centre had done to help him see his mum. He also reported that when the staff were preparing to escort him back to the prison at the end of his visit – the car would not start: perhaps his mum did not want him to leave her!

Training

Coordinator: Phuong Ngo

Work Placement Coordinator: Minh Bui

Administrative Support Officer: Trang Do



The Australian Vietnamese Women's Association in collaboration with other registered training organisations delivers a range of courses such as *Children's Services, Aged Care, Job Search, Resume Building and Interview Preparation, Essential Computer, Email and Internet, etc...* By attending our courses, students are able to obtain qualifications such as diplomas and certificates, broaden their knowledge, improve their skills but also have the opportunity to interact with fellow students and have work experience in different settings.

Below is some feedback from our students:

Mr. Sinh Van Tran – *Essential Computer, Email and Internet* course

"I am very happy as I learnt a lot from this course. I am able to communicate with my relatives, and old friends in the army by email and Facebook. Knowing how to use Microsoft Word and email helps me run my family business more easily. Although my work shift is scheduled from 1.00am to 9.00am, I attended all sessions of the course without fail. In the near future, I hope to study a higher level computer course with the Australian

Vietnamese Women's Association as I appreciate the convenient training facilities and the joyful training atmosphere at AVWA."

Mrs Nam Thi Do – *Certificate III in Aged Care* course.

"Thanks to the AVWA, I learnt and improved my skills and knowledge in both theory and practice on how to care for aged people, especially my close relatives. Besides, I am in a good position to find a job after graduation. On behalf of my classmates, I sincerely thank the AVWA management team, staff, trainers, Footscray - Bapcare Westhaven Community, and other aged care facilities for supporting my classmates and me to complete the work placement successfully."

For our training team, it is incredibly satisfying that more and more learners with diverse needs want to attend AVWA's courses. We are always ready to welcome and assist people wishing to learn to broaden their knowledge or to get a job or for whatever reason. Please ring us on (03) 9396 1922 or (03) 9428 9078.

3ZZZ - 92.3 FM, Vietnamese Language Radio Program



Coordinator: Hong Nguyen

Co-Presenter: Dinh Hung, Tiet Thu

Sound Technician: Huu Nguyen

Dear Listeners,

The Vietnamese 3ZZZ weekly radio program 92.3FM undertaken by Australian Vietnamese Women's Association has been on air for 16 years.

We would like to share with you a few highlights generated from our audience's feedback:

- The features are relevant and useful for everyday life.
- The features are clear, concise and not too long.
- Music is selected carefully and fit in well with themes.
- The short stories always reveal some special aspects of life.

Indeed, listeners' feedback reflects our goals when planning this program.

To maintain and support this useful program, please keep listening. Tell your friends, those who do not know, to listen to this radio program between 10:00 am and 11:00 am every Tuesday on 92.3 FM.

Alternatively, anyone can access the program via the internet at www.3zzz.com.au.

Thank you for your attention.



Media & 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



In 2013, The Media & Information Technology Team successfully replaced the new data server for the Community Aged Care Packages - Western Region in February.

In addition to the data server, other IT equipment for staff and the training courses was purchased and upgraded including the operating system & software (Microsoft Windows 7 and Microsoft Office 2007), tablets, laptops & desktops, digital data projector and ergonomically designed 24" LED monitors.

For the fourth consecutive year, we continued to support AVWA Training project by taking care of the *Essential Computer, Email & Internet courses*. We were very happy to assist our Vietnamese community members of all ages and both genders to learn skills such as using the computer and smart phone, searching, e-mailing, chatting & social-networking in English and Vietnamese. In addition, we introduced the open source software, OpenOffice (free open-source productivity suite that rivals Microsoft's Office suite, the business world standard), Scrapbook Flair (free Digital Scrapbooking Software) Viber, Tango, Skype... (free text messages, photo messages and video messages (internet connection required)).

This year, The Media & IT Team continued to produce and distribute 6000 copies of the "Phu Nu Viet" bilingual magazine, "Ban Tin" newsletter and "Annual Report 2011-2012", maintain and update our website <http://avwa.org.au>. Also, we contributed to all events (AVWA 30th Anniversary, Trung Sisters Creative Arts Competition, Prevention of Domestic Family Violence, Senior Week Festival...) from emailing invitation letters to designing flyers, brochures and panels...

In the future, the Team will continue to update AVWA's IT infrastructure and provide IT and technical support to the organisation as well as ensuring that all staff have adequate and necessary IT and media skills and tools to carry out their duties more effectively. We look forward to another fun and successful year, keeping AVWA up to date in an ever changing I.T landscape.

Acknowledgements



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

97.4 FM Radio - Vietnamese Program
 ABC Vietnamese Program
 Aberdeen Aged Care facility
 ACACIA Indochinese Children's Services Centre
 ACAS teams (St George & Bundoora)
 AccessCare Southern
 ACFE North Western Metropolitan Region
 ACSO
 Adult Community and Further Education
 Aged & Disability services, City of Boroondara
 Aged & Disability services, City of Kingston
 Aged & Disability services, City of Maribyrnong
 Aged & Disability services, City of Yarra
 Aged Care - Spectrum Migrant Resource Centre
 Anderson Road Childcare Centre
 Anglicare
 Annecto
 Ardeer House
 Australian Catholic University
 Australian Multicultural Community Services - AMCS
 Alzheimer's Australia
 Badminton Victoria
 Baptcare
 Baptcare - Western Metropolitan Community Packages
 Baptcare Westhaven Community- Footscray
 Benetas
 Braybrook Secondary College
 Brotherhood of St Laurence - Employment and Training
 Cancer Council Vitoria
 Cardinia-Casey Community Health Service
 Carerlinks North
 Carers Victoria - Respite Connections
 Carlton Community Correctional Services Centre
 Caulfield Community Health Service
 Caulfield Aged Care Assessment Service
 Centacare
 Central Bayside Community Health Service
 Centre for Excellence in Child and Family Welfare
 Centrelink
 Child Protection Services (Western Region)
 Child Safety Commissioner
 City of Brimbank
 City of Maribyrnong
 City of Melbourne
 City of Whittlesea
 City of Yarra
 Cognitive, Dementia & Memory Service - Caulfield Hospital
 Cognitive, Dementia & Memory Service - Kingston Centre
 Collingwood Neighbourhood Justice Centre
 Commonwealth Respite & Carerlinks Centre
 Community Care Services, City of Greater Dandenong
 Community Offenders Advice and Treatment Service (COATS)
 Consumer Affairs Victoria
 Cooke Court Childcare Centre
 Corrections Victoria

Court Integrated Services Program
 Dan Viet - Vietnamese Newspaper
 Dandenong Community Correctional Services Centre
 Dandenong Drug Court
 DEECD
 Department of Border Security
 Department of Education and Early Childhood Development
 Department of Health
 Department of Health & Ageing
 Department of Human Services (DHS)
 Department of Immigration and Citizenship (DIAC)
 Department of Justice
 Department of Planning and Community Development
 Department of Social Services
 Diabetes Australia - Vic
 Doutta Galla Community Health Centre
 Doutta Galla Grantham Green (Aged Care)
 Duke St Community House
 Early Beginners Childcare Centre
 Ethnic Communities Council of Victoria (ECCV)
 Footscray Aged Care
 Footscray City College
 Footscray Community Legal Centre
 Goodstart Early Learning Braybrook
 Great Connections
 Greater Dandenong City Council
 Greater Dandenong Community Health Service
 Healthy Movement Chiropractic
 Hoa Nghiem Buddhist Temple
 HomeGround Housing Services
 Horn of Africa Community Network
 Immigrant & Refugee Women's Coalition
 Immigrant Women's Domestic Violence Services
 IMPAC Inner Melbourne
 Inner North West Primary Care Partnership
 ISIS Primary Care
 Jesuit Social Services
 John H Kerr Centre
 Kildonan (HESS program)
 Kingston Aged Care Assessment Service
 Lady Nelson Centre
 Magistrates Court of Victoria
 Main Road East Early Learning Centre
 Marian College - Sunshine West
 Mekong Vietnamese Aged Care
 Melbourne City Mission
 Melbourne Grammar School
 Moonee Valley City Council
 Mount Eliza Aged Care Assessment Service
 Mount Saint Josephs Girls College
 Multicultural Centre for Women's Health
 Napier St Child & Family Resource Centre
 Nhan Quyen - Vietnamese Newspaper
 North Richmond Community Health Centre
 North West Aged Care Assessment Service
 Oakleigh Community Correction Centre
 Office of Women's Affairs
 Phoenix Street Children's Centre
 Quang Minh Temple

RACV - Community Foundation
 Royal District Nursing Service (RDNS)
 Royal Melbourne Hospital-Transition Care
 Salvation Army Social Housing Services
 SBS Radio - Vietnamese Program
 Southern Access Care
 Springvale Community Aid and Advice Bureau
 St Albans Heights Primary School
 St Joseph Springvale Catholic Church
 Sunshine College - West Campus
 Sunshine Community Correctional Services Centre
 Sunshine Community Legal Centre
 Sunshine North Primary School
 Taylors Lakes Secondary College
 The Smith Family
 Tieu Dao Meditation Centre
 TiVi Tuan San - Vietnamese Newspaper
 TiVi Victoria - Vietnamese Newspaper
 Tran Hung Dao Scout Group
 Turning Point
 Uniting Aged Care - North West Community Programs
 Uniting AgeWell
 Van Nghe Tuan Bao - Vietnamese Newspaper
 VicHealth
 Victoria - Youth
 Victoria Legal Aid
 Victoria Police
 Victoria University
 Victorian Elderly Chinese Welfare Society
 Victorian Multicultural Commission
 Vien Xu - 88.9 FM Radio
 Viet Luan - Vietnamese Newspaper
 Viet News - Vietnamese Newspaper
 Viet Times - Vietnamese Newspaper
 Vietnamese - Australian Table Tennis Association
 Vietnamese Australian Senior Association in Victoria (VASA Vic)
 Vietnamese Evangelical Church in Springvale
 Vietnamese Uniting Church, West Footscray
 Vietnamese Welfare Resource Centre
 VNTV - Vietnamese Television
 Western & General Hospital - Post Acute Care
 Western Aged Care Assessment Service
 Western Community Health Centre
 Western Health
 Western Health Centre
 Western Region Health Centre
 Western Region Outreach Service
 Westgate Community Initiatives Group Inc
 Women's Health West Footscray

Volunteer and Student Placements

A group of elderly women are performing a traditional dance in a room decorated for a birthday celebration. They are wearing traditional Vietnamese dresses (áo dài) in various colors like maroon, orange, white, and purple. The room has large windows and a 'HAPPY BIRTHDAY' banner. The women are holding fans and moving in a line, smiling and looking towards the camera.

Student placements

Lena Hua, Diep T. Quyen
(Academy of Mary Immaculate)

Vy Nguyen, Huyen Le
(Australia Catholic University)

Susan Le (CAE)

Ba Thi Dinh, Kim Chi Pham
(Carringbush Adult Education)

Alan Nguyen (Lakeview College)

Carl, Aaron, Lucy, Sarah, Carmen
(Maribyrnong College)

Van Ly (RMIT)

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

Realise their full potential

Improve their health, happiness and well-being



Photo: CEO & Staff at Annual General Meeting 2012

Objectives

- ☞ To operate as a non-profit Association to assist the settlement of Vietnamese speaking refugees and migrants in Victoria.
- ☞ To provide material aid, practical assistance, emotional support and counselling to the above for the relief of distress, poverty, sickness, ignorance and helplessness.
- ☞ To operate as learning and family support centre which will focus on the most disadvantaged sections of the community including: women, the unemployed and the educationally disadvantaged.
- ☞ To assist the harmonious integration of the Vietnamese community in Australia by providing information on life in Australia to Vietnamese and providing information about Vietnamese culture and concerns to official bodies and the general public.
- ☞ To do all such things as are lawful and conducive to the objectives of the Association.



Australian Vietnamese Women's Association

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ABN 69 724 826 405



Photo: Board of Directors, CEO & VIP Guests at 29th AGM

1983 - 2013

For more information about the Australian Vietnamese Women's Association, visit www.avwa.org.au, email info@avwa.org.au, call the Richmond office on 03 9428 9078 or the Footscray office on 03 9396 1922.