



29 years of serving the community

Annual Report 2011-2012



Aged Care Services



Family, Youth & Children



Training

Australian Vietnamese Women's Association
Hội Phụ Nữ Việt Úc

AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION

Activity Chart as at June 30th, 2012

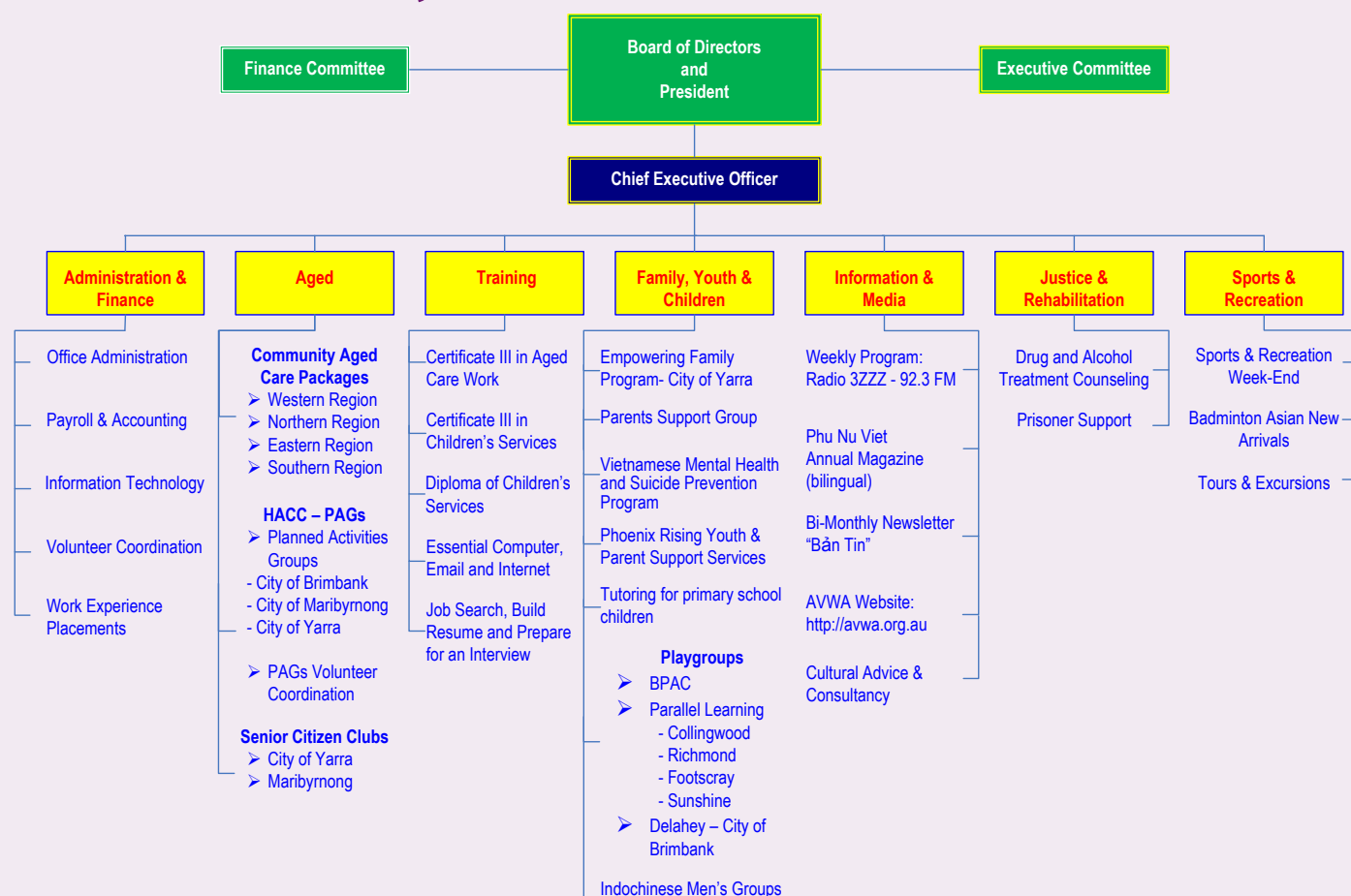


Photo: 2011-2012 Board & CEO

PRESIDENT & CHIEF EXECUTIVE OFFICER'S REPORT



Thanh Kham Tran Dang
President



Cam Nguyen
Chief Executive Officer

After joining the millionaires' club in 2004-2005, our organisation more than doubled its income in the next four years. When the global financial crisis hit in 2008, our income continued to grow strongly in the first two years. But last year's income, which at \$2,744,102 was marginally less than the year before, represents a period of consolidation. However, our total income is set to increase in the current financial year and should reach the three million mark by June 2013.

The pause in the increase in staff numbers allowed us to focus on staff development at both core and casual levels. For the first time in the history of AVWA, we had a staff function to celebrate *Xmas in July*. On that occasion, we acknowledged and rewarded the outstanding contributions of five staff members in the just ended financial year. Our volunteers also had the opportunity to attend training during the year and eight of them received acknowledgement from the *City of Yarra*.

Our *Community Aged Care Packages* or *CACPs* program which started in the *Western Region* eight years ago, now extends to the whole *Melbourne Metropolitan Region*, including the *South Eastern Region*. The program has an enormous impact on the health and well being of elderly Vietnamese who receive help and support to remain either in their own home or continue living with their family instead of having to enter a nursing home. Our *PAGs* or *Planned Activities Groups* programs for the frail elderly have also greatly increased in size and will soon extend to *Whittlesea* and *St Albans*. At the other end of the age spectrum, our five play groups are thriving and the one in *Sunshine* in particular seems to have caught the attention of local media and entities.

In addition to implementing the major projects as displayed in our activity chart, our organisation also helped a large number of organisations in special projects such as *Research in Policing Issues* (Swinburne University) or *Vietnamese Diaspora* (Victoria University), *Community education in sustainability* (Cities of Darebin and Yarra), *Information on 100th year of Census* (Kham being nominated Ambassador), etc...

This year, we celebrated the 15th anniversary of our 3ZZZ community radio program which broadcasts regularly every week, under the steadfast leadership of Ms. Hong Nguyen. And next year, we will celebrate the 30th anniversary of our organisation which both of us helped to establish in 1983.

We would like to thank our staff and volunteers for their enthusiasm and hard work, our partners for their support and collaboration, our funding bodies and last but not least, our dedicated *Board of Directors*, in particular, the immediate past president, Mrs Vinh Nguyen.

HONORARY TREASURER'S REPORT



Yen Bui
Honorary Treasurer

I have the pleasure in presenting the financial report of the Australian Vietnamese Women's Association (AVWA) for the year ended 30 June 2012.

In a challenging year, AVWA was able to manage its expenses and maintain its revenue relatively to the previous year. Diversification in activities contributed to AVWA's total income of \$2.75M for this financial year.

Key expenses are similar to previous years with Salaries & Wages as the most significant cost. Overall expenses increased by only 1% demonstrating the commitment and success of our management team to control costs.

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



PRIME MINISTER
CANBERRA

MESSAGE FROM PRIME MINISTER JULIA GILLARD

**AUSTRALIAN VIETNAMESE WOMENS ASSOCIATION INC
2011-12 ANNUAL REPORT**

I am delighted to send my best wishes and congratulations to the Australian Vietnamese Women's Association in the lead up to its 30-year anniversary in March 2013.

As we reflect on the association's significant achievements and highlights we are reminded that much can be built from humble beginnings. What began as a small community gathering of 16 Vietnamese women in 1983, is now a strong and dynamic organisation consisting of over 71 staff and 22 volunteers; dedicated to promoting harmony and cultural diversity in all aspects of Australian life.

Through an expanding range of programs and services, these staff and volunteers make a considerable contribution to the Vietnamese and wider Australian community. For this outstanding commitment, the Australian Vietnamese Women's Association deserves our deepest appreciation. Long may its good work continue.

I send my best wishes to everyone who has contributed to the Australian Vietnamese Women's Association's 30 years of support to the Victorian community.

A handwritten signature in black ink, reading 'Julia Gillard', with a horizontal line underneath the name.

The Honourable Julia Gillard
Prime Minister of Australia

COMMUNITY AGED CARE PACKAGES - WESTERN REGION

Coordinator: Qui Ma

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

Administrative Support Officers: Trinh Phan, Van Ha

Care Workers: Bac Nguyen, Dat Le, Duc Nguyen, Hong Nguyen, Huong Thai, Khanh Tran, Loan Tran, Nga Luu, Ngoc Thu Nguyen, Nguyet Thu Thoi, Phao Pham, Thanh Luong, Thanh Trinh, Thao Nguyen, Thu Nguyen, Thuan Doan, Trinh Chau, Tuan Pham Nguyen



Our program of 50 Community Aged Care Packages for frail older Vietnamese people in the Western Region was operating at full capacity.

The highlight of our activities was the Clients' meeting cum 8th anniversary celebration of the Program on April 17th 2012. There were 30 clients and their family carers at the event. They were very pleased to hear that the program has achieved the top outcome in the *Quality Review* process with the *Department of Health and Ageing* on October 6th 2011. They expressed their appreciation to the Australian Government and AVWA staff for providing the support so they could continue living in their own home. They also expressed the strong wish that the Government increase the funding so the service could be extended to the many people on the waitlist.

26% of our clients are currently living alone independently in their home, some without a family carer. In response to the great unmet needs of the community, we are going to apply for additional packages in the next CACP round.



COMMUNITY AGED CARE PACKAGES - NORTHERN REGION

Coordinator: Thuy Tien Nhan

Care Managers: Quynh 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, Thi Thanh Tuyet Nguyen, Thi Thuy Hoang, Trung Hieu Phan



In the last four years, the Community Aged Care Package program in the Northern Region has been providing significant support to many Vietnamese elderly people who have shown their appreciation for our caring and enthusiastic staff.

With 25 packages tailored to individual needs which are fully taken up, there is a waiting list of more than ten people waiting for our service. At the moment, there are three current Community Aged Care Package clients who have been approved by the *Aged Care Assessment Team* for higher care needs (*Extended Aged Care at Home*): they are all anxiously waiting when there will be an *Extended Aged Care at Home* package available to them.



COMMUNITY AGED CARE PACKAGES - EASTERN REGION

Coordinator: Thuy Tien Nhan

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

Locum Care Manager: Ngat Ho

Administrative Support Officer: Anh Thu Nguyen

Care Workers: Huong Ngoc Duong, Tiffany Nhu Thuy Pham, Thi Thuy Hoang, Thi Kim Chi Nguyen, Thi My Thu Tran, Thu Trang Ly



The Community Aged Care Package program in Eastern Region with 15 packages operated successfully during the year. Our staff worked very hard to keep the program running at full capacity. We did lots of advertising to promote the service to members of the local Vietnamese community. All of our referrals to *Aged Care Assessment Team* were successful and the program has become well known by the community in the region.

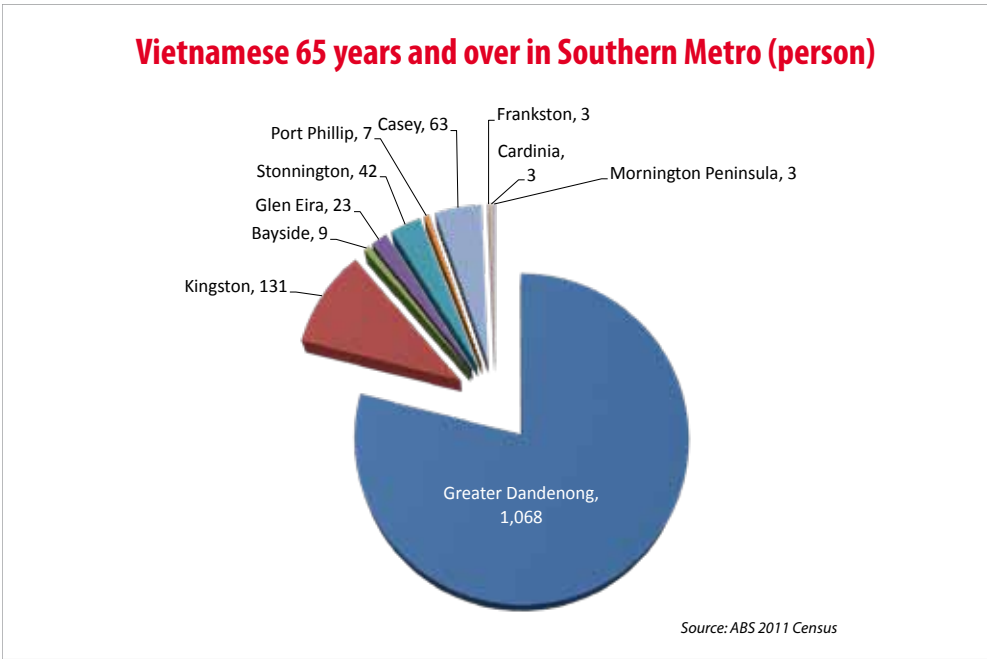
We are delighted to be able to help improve our clients' health and well-being. Clients come to our program with their trust and in return, we provide our care so that clients might enjoy living independently in their own homes.

COMMUNITY AGED CARE PACKAGES - SOUTHERN REGION

Care Manager: Thuy Nguyen, Uyen Do
Administrative Support Officer: Uyen Do
Care Workers: Thi My Thu Tran, Chi Nguyen, Hung Quoc Huynh

In March 2012, the Australian Vietnamese Women’s Association received funding from the *Federal Government* to start providing Community Aged Care Packages (CACP) in Southern Metro Region. Our CACP-South program provides services for eligible senior people from Vietnamese background who are residing in the *Cities of Greater Dandenong, Kingston, Bayside, Glen Eira, Stonnington, Port Phillip, Casey, Frankston, Cardinia Shire and Mornington Peninsula*.

According to the *2011 Census of the Australian Bureau Statistics*, in the Southern Metro Region, people who speak Vietnamese at home live mainly in the *City of Greater Dandenong* with 14,859 persons, representing 10.96% to the total population of the city. There are 1,068 elderly people of 65 years and over making 5.64% of that age group in the *City of Greater Dandenong*. In *Kingston* and *Casey*, the numbers are 131 and 63 respectively.



Due to the language barrier, many senior people of Vietnamese background either do not know about or are unwilling to use services available to support the aged to live stronger and longer at home. We have visited Senior Citizens’ Centres, churches and Buddhist temples to introduce our *Community Age Care Packages*. We have started servicing clients and are building up a waitlist.

One of our new clients was transferred from a mainstream organisation to AVWA CACP-South in April 2012. She was promptly referred to the continence support service by her AVWA care manager as she had had the problem for quite a long time but felt uncomfortable to mention this to a non-Vietnamese speaking officer. This is a small example of how important culture and language play in aged care case management.

PLANNED ACTIVITIES GROUPS (PAG)

Coordinator: Thuy Tien Nhan

Team Leader: Toan Thi Nguyen

Core Staff: Cam Sau Le, Nam Nguyen, Nhan Huynh

Care Workers: Xuan Doan, Khanh Tran



The financial year 2011 - 2012 was a remarkable year with a lot of changes and achievements as we successfully separated our PAGs group from the senior citizens' club in Richmond to provide appropriate services and assistance to frail clients according to the *Active Service Model (ASM)*. We also developed strong ground work and are ready to similarly transfer frail clients residing in the *Western suburbs* including *City of Brimbank* and surrounding areas, to a specific PAGs activity group. Meanwhile, we expect extra support from the *Department of Health and Aging* for PAGs services to be delivered for frail senior people who live in the *City of Whittlesea* due to high needs there.

With these achievements, we would like to express our sincere thanks to the *Department of Health (DoH)*, local councils, other services providers and partner organisations for their ongoing support and assistance; in particular: *Heather MacMillan (DoH)*, *Adrian Murphy* and his *Aged and Disability Team (City of Yarra)* and *David Yeung (Victorian Chinese Elderly Welfare Society)*. We will not forget the great work and contribution from our amazing volunteers who have given their time and support to our PAGs clients for many years.

We look forward to working with everyone to improve and enhance our services following the *Active Service Model*.



PAGs VOLUNTEER COORDINATION

Coordinator: Cam Sau Le



Volunteers contribute a lot to our association. Without the help of volunteers, it would be difficult, if not impossible for staff to accomplish their jobs to the current high level in areas such as administration, sports, play groups, planned activities groups, seniors groups and youth groups.

This year, eight volunteers of the association were acknowledged by the *City of Yarra*: two volunteers in *Planned Activities Group* and six volunteers in *Play Groups* received certificates of acknowledgment. We send volunteers to attend courses which improve their capacity either to do their jobs better or to find jobs in the future.



PARALLEL LEARNING PLAYGROUPS

Coordinator: Hai Nguyen

Facilitators: Thuy Pham, Phuong Pham

Support Workers: An Le, Nganh Ha, Nu Phan, Trang Do

This year, our *Parallel Learning – Vietnamese Playgroups Program* celebrated its 5th year of providing services for vulnerable Vietnamese and CALD families living in *Collingwood, Delahey, Footscray, Richmond* and *Sunshine*. The program aims to provide isolated and disadvantaged families an opportunity to develop new social connections with other parents and learn modelling of good parenting strategies in a supportive and non judgemental environment.

Our *AVWA Parallel Learning Program* is a project which has received wide ranging support from the Federal State and Local governments and also philanthropic foundations. Last year, we worked in partnership with more than 40 organisations, these include government and non-government organisations to deliver support and assist more than 150 Vietnamese and CALD families with young children.



The weekly programs include activities for all the family and encourage parents and children to work and play together in a friendly environment through activities such as *parent and child reading together, arts, crafts, music, singing, dancing, excursions, outdoor activities, etc...* We also provided information sessions to parents on various topics such as paediatric nutrition, health and wellbeing, resources and services available in the local areas. Bilingual reading time has become very popular with children volunteering to bring their favourite books from home or the library. This activity has been enhanced by monthly visits from the library story teller.

In addition, during 2011-2012, many of our playgroup workers, volunteers and family members attended training workshops covering many topics relating to running a successful playgroup. The outcome from the workshops meant more families and volunteers are taking part in playgroup activities in a more effective way. Also, the training helps families to enhance their parenting and communication skills with their children.

Below are some of highlights activities in the past twelve months:

- *The Full Moon Festival* with parents competing in cooking demonstrations and children making lanterns, attracted more than 130 participants.
- *Lunar New Year Festival* in St. Albans: in conjunction with the *Brimbank Children Services*, we organised outdoor activities for parents and young children making conical hats, wearing Vietnamese long dress and parading at the festival.
- In March, we celebrated the *International Women's Day* in the *Gahan Reserve* in *Abbotsford* which attracted more than 120 participants from three generations (grandparents, parents and young children). Guest speakers presented topics such as the role of Vietnamese Women in 21st Century and the meaning of volunteer work.
- We invited guest speakers such as Maternity Health Nurse, Dental Therapist, Nutritionist to visit our playgroups throughout the year to present information in general health including general health care and home safety.
- In May, Mrs Natalie Hutchins, *Member for Keilor*, visited the Delahey group.

Moreover, as partnership is so important in our program, we have participated in several focus groups and research studies such as *Linking Schools and Early Years*; *Evaluation of children and family services*. Through the partnership between our Footscray Playgroup and Early Years program of the *Maribyrnong City Council*, the "*Bilingual Story Times*" project is being acknowledged through a nomination for an award from the *Department of Children and Early Childhood Development*.



INDOCHINESE MEN'S SUPPORT GROUPS

Project Officer: Minh Bui

This year the *Lifeskills for Indochinese Men's Groups* project has continued to offer social support and provide relevant information sessions for men at both Footscray and Richmond locations. The bulk of the project remains very similar to last year:

- Providing community based social support.
- Informing men about health, finance, Centrelink related issues relevant to their age group.
- Challenging men to take a proactive role in family relationships through attending parenting and domestic violence workshops.
- Diverting men from unhealthy activities such as gambling, binge drinking at the weekend through social and educational activities.
- Providing them with opportunities to share experiences, feelings and ideas with peers under the leadership of a trained and experienced community development worker, to clarify such issues as rights, responsibilities and identity.



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*, which aims to assist young people of CALD backgrounds between the ages of 12 and 25 to actively engage in their personal development.

Throughout the year, Phoenix Rising provides support for young people of Vietnamese background and their parents through mentoring, peer support, leadership development, sport and recreation activities. I regularly visit high schools in the Western suburbs, and have set up a youth steering committee to help organise the annual AVWA youth camp in September.



School visits allow me to develop strong relationships with teachers and young people, provide information and referrals to assist young people and increase awareness of the range of services offered by AVWA.

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 connectedness – 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 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 thank *Badminton Victoria*, *The Victorian Table Tennis Association*, *Victoria Police*, and *Tran Hung Dao Scout Group*, *Braybrook College*, *Sunshine College*, *Copperfield College* and my AVWA colleagues for their valuable support which has made possible the success of the program.

ILLICIT DRUG & ALCOHOL TREATMENT COUNSELLING PROGRAM

Coordinator: Tuong Nguyen

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*. It is in its 11th year of operation. Thanks to some extent to the quality of our services in the past years, we have been successful in having the funding from the Federal Government renewed for the next three years although the national budget for AOD agencies as a whole had been reduced by more than 4 million dollars.

Within the scope of the report, the project provided 102 episodes of counselling, consultancy and continuing care to the Vietnamese drug users and their families across Melbourne metropolitan regions including Western, Eastern, Northern and South-Eastern region. We receive self-referred clients as well as clients from GPs, solicitors, corrections officers, courts and families. Individual cultural counseling, consultancy and psychological support were appropriately provided to all clients, including those from low socio- educational background. We received good feedback from clients and appreciation from the community corrections officers with whom we worked. There was a high number of clients who having been stabilized on withdrawal program, remained free from drugs and found a job.

A successful case study is as follows:

A client who had been regularly using ICE for around two years, appeared as having symptoms of anxiety due to family conflicts and debts. He came to AVWA asking for help with his addiction. He regularly attended his appointments working on his drug use and drug related issues. Harm minimization, treatment strategies / options and psychological support were developed and implemented during the counseling sessions.

Since attending AVWA's AOD counseling program, he acknowledged the need to change. He started to reduce the use of ICE to two days per week instead of everyday. He then totally withdrew from using ICE some weeks later and remained free of drug until he completed his three months counseling program without craving.

He regained his strength and positive attitude to undertake professional training. He successfully completed the Building and Construction course at the VU-TAFE. He is currently doing full-time handyman work and told his counsellor that he was happy with himself as he had made good progress in reshaping his life.

VIETNAMESE PRISONER SUPPORT PROGRAM

Project Officer : Huy Luu

The aims of the project are to provide practical support and assistance to Vietnamese prisoners during their detention to maintain links with family, friends and relatives worldwide and help them to reintegrate into the community after their release.

This program has been funded by the *Department of Justice* till the end of June 2013 to deliver the services to the Asian prisoners and their relatives.

Significant achievements of the Program from July 2011 to June 2012 are:

- Visiting 3 prisons on a regular basis & supporting 207 prisoners on a face-to-face basis;
- Organising 7 Full Moon Festival events and 6 Vietnamese New Year Celebration events in 6 prisons around Melbourne and Geelong;
- Organising 2 sport events in the Metropolitan Remand Centre.

CASE STUDY: **Mentally locked up**

"An" had not been in Australia long before coming into the Victorian justice system. He and his wife could not speak any English. Due to the burden of starting a new life in Australia as well as supporting their much needy families back in Vietnam, An was lured into the "lucrative business" of cannabis cultivation, not realising that there would be hefty consequences for his offending behavior.

With no knowledge of the legal system here in Australia and no one to turn to, An's wife approached their "lawyer" whose area of expertise is immigration for help. Quite a big amount of her hard earned money was spent with no measurable outcomes for her husband's criminal case.

A friend of hers who had been caught up in a similar situation saw her at the Court and gave her the contact details of the Prisoner Support Worker at the AVWA. The support worker counseled the husband in the remand centre and his wife at AVWA's office and over the phone, providing them with information about the justice system and how to access free legal services.

An's wife is still working long hours seven days a week, but she feels better knowing that the welfare of her husband is well looked after by the prison staff and the service providers both inside the prison and outside in the community. She also feels comforted receiving updates via phone calls and SMSes from the AVWA Prisoner Support Worker, day and night.

The worker would have preferred to keep his work contained within normal business hours, but with a passion to help those who are in need, he was willing to provide a bit of flexibility and help both the prisoner and his wife to navigate the maze of justice services.

SPORTS & RECREATION PROGRAM

Coordinator: Jimmy Hung Ly



Throughout the year, the badminton program has continued to provide opportunities for Vietnamese and other CALD background people to enjoy the sport. The Badminton Project called “*Badminton Asian New Arrivals*” was conducted in partnership with *Badminton Victoria* and *AVWA Youth Project*. The project offered staffing as well as free equipment like nets, racquets and shuttlecocks. The project also provides free training in badminton and free court use, with the aim to promote badminton in Victoria.

The Badminton project has four training groups: two groups from *Gilmore Girls College* and two new groups from *St Albans Meadows Primary School*.

The 2011 Gia Long Soccer Tournament comprised 8 teams of Vietnamese and CALD background participants, divided into two categories: four *Senior over 35* and four *Under 35 years of age*. It aims to promote a healthy life style through sports & recreational activities in the community with the support from *Western River FC* and *Burwood VN* teams. The Grand Final, ending with BBQ and cup presentation was held at Henry Turner Reserve, Footscray on Sunday November 6th 2011.

Finally, my thanks go to *Badminton Victoria*, *AVWA Youth Project*, *AVWA Staff* and *Board of Directors* and, last but not least, our team of dedicated volunteers for their assistance and commitment in ensuring the success of the program.



TRAINING

Coordinator: Phuong Ngo

Student Support & Work Placement Coordinator: Minh Bui

Administrative Support Officer: Trang Do

A WIDE RANGE OF VOCATIONAL COURSES

As a local training provider, the Australian Vietnamese Women's Association (AVWA) has been innovating and diversifying training programs to meet Vietnamese learners' needs. In 2011-2012, we have collaborated with many RTOs to deliver a wide range of vocational courses such as childcare, aged care, cleaning, retail, business, cookery, patisserie, fabrication & automotive trade, English, computer etc... Besides, AVWA also provides courses in various locations such as *Footscray, Richmond, Springvale, Broadmeadows, Moonee Ponds, Heidelberg and Melbourne CBD*.

AVWA has received funding from *Adult, Community and Further Education* to deliver pre-accredited courses particularly in basic computer, how to use Internet and email targeted at local learners. The pre-accredited program aims to build a solid foundation for people without qualification so that they are able to further study to certificate and diploma levels. For example, a client without childcare background can start with an *Introduction to Childcare* course and then continues to study *Certificate II, III* as well as *Diploma of Children's Services*. It is a great opportunity for clients without any qualifications to be able to obtain vocational qualifications for a future career.

There are further opportunities in the current year as the Government will subsidise new training courses commencing on July 1st 2012. Under the new arrangements, higher rates are given to foundation and apprenticeship qualifications. The highest subsidy levels are provided to courses where contribution to the economy is assessed as high, and where government subsidy is seen as essential in enabling delivery and participation in training. (Source: *Department of Education and Early Childhood Development*)



MEDIA & INFORMATION TECHNOLOGY

Coordinator: Xuan-Dung Huynh

In 2012, the *Media and Information Technology Team* had successfully separated the Carelink+ database and allocated three new data servers for the *Community Aged Care Packages: Western Region, Northern and Eastern Region and Southern Region*. Also, the implementation and installation of the new data server for the *Finance and Accounting Team* took place in February. The new data server allows each team exclusive use of computer resources for faster work capacity and also benefit from the latest network operating system *Microsoft Windows Server 2008 R2*. In addition to the data server, other IT equipment was purchased and upgraded including operating system and software (*Microsoft Windows 7 and Microsoft Office 2007*), laptops and desktops, digital camera and ergonomically designed 22" - 24" LED monitors.

For the third consecutive year, we continued to support *AVWA Training Project* by tutoring the *Essential Computer, Email & Internet Course* in October 2011 and May 2012. We were very happy to assist our Vietnamese community members of all ages and both genders to learn skills such as using the computer, searching and e-mailing in English and Vietnamese. This year, our Team welcome Naomie Tran, 12 years old, for designing our 2012 Phu Nu Viet Magazine cover. We hope that this collaboration continues with young members. Media wise, the team has continued to support and promote community and local events such as the *Hai Ba Trung Writing Competition* and the comedy "*Phi and Me Too*". In the future, the team will continue to update AVWA's IT infrastructure and to provide IT and technical support to the organisation as well as ensure that all staff have adequate and necessary IT and media tools to carry out their duties. We look forward to another fun and successful year keeping AVWA up to date in an ever changing IT landscape.



ACKNOWLEDGEMENT

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
 ACAS teams (St George & Bundoora)
 AccessCare Southern
 ACSO
 Action on Disability within Ethnic Communities (ADEC)
 Adult Community and Further Education
 Ardeer House
 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
 Alzheimer's Australia Vic
 Anglicare
 Annecto
 Attorney General's Department
 Australian Catholic University
 Australian Multicultural Community services
 Badminton Victoria
 Baptcare - Western Metropolitan Community Packages
 Benetas
 Berwick Community Correction Centre
 Braybrook Secondary College
 Brimbank City Council
 Bupa Sunshine
 Cardinia-Casey Community Health Services
 Carerlinks North
 Carers Victoria - Respite Connections, Carer@Work
 Carlton Community Correctional Services Centre
 Carlton Family Resource Centre - City of Melbourne
 Caulfield Aged Care Assessment Service
 Centacare
 Centre for Excellence in Child and Family Welfare Inc.
 Child Protection Services (Western Region)
 Child Safety Commissioner
 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
 Copperfield College
 Corrections Victoria
 Court Integrated Services Program
 Dandenong Community Correctional Services Centre
 Dandenong Drug Court
 Dan Chua Uc Chau Magazine
 Dental Health Victoria
 Department of Education & Early Childhood Development
 Department of Families, Community Services and Indigenous Affairs

Department of Health and Ageing
 Department of Human Services (DHS)
 Department of Innovation, Industrial and Regional Development (DIIRD) Workforce Victoria
 Department of Immigration and Citizenship (DIAC)
 Department of Justice
 Diabetes Australia Vic
 Djerriwarrh Employment & Education Services
 Dousta Galla Community Health Centre
 Duke St Community House
 Early Beginners Childcare Centre
 Ethnic Communities Council of Victoria (ECCV)
 Family Support & Counselling Services - City of Greater Dandenong
 Family Support Service - City of Yarra
 Footscray City College
 Footscray Community Legal Centre
 Footscray Primary School
 Goodstart Early Learning Braybrook
 Great Connections
 Greater Dandenong City Council
 Greater Dandenong Community Health Services
 Heidelberg Community Correctional Services
 Hoa Nghiem Buddhist Temple
 Hobsons Bay City Council
 HomeGround Housing Services
 Horn of Africa Community Network
 Immigrant & Refugee Women's Coalition
 Immigrant Women's Domestic Violence Services
 IMPAC Inner Melbourne
 Indo Chinese Elderly Refugees Association Vic
 ISIS Primary Care
 Jesuit Social Services
 JobWatch Centre
 John H Kerr Centre
 Kingston Aged Care Assessment Service
 Magistrates Court of Victoria
 Marian College - Sunshine West
 Maribyrnong City Council
 Mary of the Cross Centre
 Melbourne City Council
 Melbourne City Mission
 Melbourne Grammar School
 Metro West Housing Services
 Metropolitan Fire Brigade
 Moonee Valley City Council
 Mount Saint Josephs Girls College
 Mt Eliza Aged Care Assessment Service
 Nhan Quyen - Vietnamese Newspaper
 North Richmond Community Health Centre
 North West Aged Care Assessment Service
 Oakleigh Community Correction Centre
 Office for Youth - Department of Planning and Community Development
 Office of Women's Affairs

Our Community
 Phoenix Street Children's Centre
 Quang Minh Temple
 Reservoir Community Correctional Services Centre
 Richmond Toy Library
 Royal District Nursing Service
 Royal Melbourne Hospital-Transition Care
 Salvation Army Social Housing Services
 SBS Radio - Vietnamese Program
 Southern Cross Care
 Southern Health
 Springvale Community Aid and Advice Bureau
 Springvale Senior Citizens Club
 St Joseph Springvale Catholic Church
 St Vincent Hospital - Transition Care
 Start Over Program - Brosnan Centre
 Sunshine College - West Campus
 Sunshine Community Correctional Services Centre
 Sunshine Community Legal Centre
 Sunshine North Primary School
 Taylors Lakes Secondary College
 The Smith Family - Communities for Children Brimbank
 The Smith Family - Learning for Life Program
 Tieu Dao Meditation Centre
 TiVi Tuan San - Vietnamese Newspaper
 TiVi Victoria - Vietnamese Newspaper
 Tran Hung Dao Scout Group
 Trung Vuong Women's Group
 Uniting Aged Care - North West Community Programs
 Van Nghe Tuan Bao - Vietnamese Newspaper
 VicHealth
 Victoria Legal Aid
 Victoria Police
 Victoria Police: CorporaStrategy and Governance
 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 Senior Association in Victoria
 Vietnamese Community In Australia - Victoria Chapter
 Vietnamese Evangelical Church in Springvale
 Vietnamese Uniting Church, West Footscray
 Vietnamese Welfare Resource Centre - Flemington
 VNTV - Vietnamese Television
 Western & General Hospital - Post Acute Care
 Western Aged Care Assessment Service
 Western Region Health Centre
 Western Region Outreach Service
 Westgate Community Initiatives Group Inc
 Westhaven Community
 Westpac
 Women's Health West Footscray
 Yarra City Council

3ZZZ 92.3 FM, VIETNAMESE LANGUAGE RADIO PROGRAM

Coordinator: Hong Nguyen

Co-Presenter: Dinh Hung, Tiet Thu

Sound Technician: Huu Nguyen



VOLUNTEERS & STUDENT PLACEMENTS

Student placements

Lily Pham, Tran Le (*Academy of Mary Immaculate*)
 Chuong Vo, Dinh Tran, Hanh Vu, Hien Nguyen, Mai Nguyen, San Tran, Tien Tran, Trang Tran, Trinh Huynh (*Australia Catholic University*)
 Vuong Thai, Suot Nguyen, Hanh Nguyen (*NMIT*)
 Lien Ngo (*Stott College*)
 Maria Huynh (*Maribymong Secondary College*)

Volunteers

Mrs. Hong Nguyen (*3ZZZ Program Coordinator*)
 Mr Dinh Hung (*3ZZZ*)
 Mr Huu Nguyen (*3ZZZ*)
 Mrs Tiet Thu (*3ZZZ*)
 Ms. Thuc Anh Nguyen (*Admin*)
 Ms. Phuong Le (*Admin*)
 Ms. Hoa Phan (*Admin & Employment*)
 Ms. Thu Vuong (*Admin & HR*)
 Mr. Chau Anh Khong (*Account*)
 Mr. Andrew Tran (*Account*)

Volunteers

Ms. Cam Nhung Le (*HACC/PAG*)
 Ms. Cam Phan (*HACC/PAG*)
 Ms. Dong Huynh (*HACC/PAG*)
 Ms. Dung Do (*HACC/PAG*)
 Ms. Hai Nguyen (*HACC/PAG*)
 Ms. Hien Tran (*HACC/PAG*)
 Ms. Hoa Huynh (*HACC/PAG*)
 Ms. Huu Truong (*HACC/PAG*)
 Ms. My Dang (*HACC/PAG*)
 Ms. My-Huong Truong (*HACC/PAG*)
 Ms. Ngoc-Mai Nguyen (*HACC/PAG*)
 Ms. Phuong Le (*HACC/PAG*)

Volunteers

Ms. Thuy Truong (*HACC/PAG*)
 Ms. Vi Trinh (*HACC/PAG*)
 Ms. Samantha Statton (*Collingwood, Richmond & Footscray Playgroup*)
 Ms. Uc Huynh (*Richmond Playgroup*)
 Ms. Hanh Pham (*Richmond Playgroup*)
 Ms. Thao Nguyen (*Richmond Playgroup*)
 Ms. Nga Luu (*Sunshine Playgroup*)
 Sr. Lorna Brown (*Teaching English*)

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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 2011

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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Health & Well-Being



High Challenge Camp 2011



St Albans Lunar New Year 2012

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.