



27 years of serving the community

A collage of seven hexagonal photographs showing various community activities: a soccer game, a woman in a red headscarf, a group reading a book, a classroom scene, children on a playground, a group of women in green shirts, and a group of children on a playground.

Annual Report 2009-2010

Australian Vietnamese Women's Association
Hội Phụ Nữ Việt Úc

AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION

Activity Chart as at June 30th, 2010

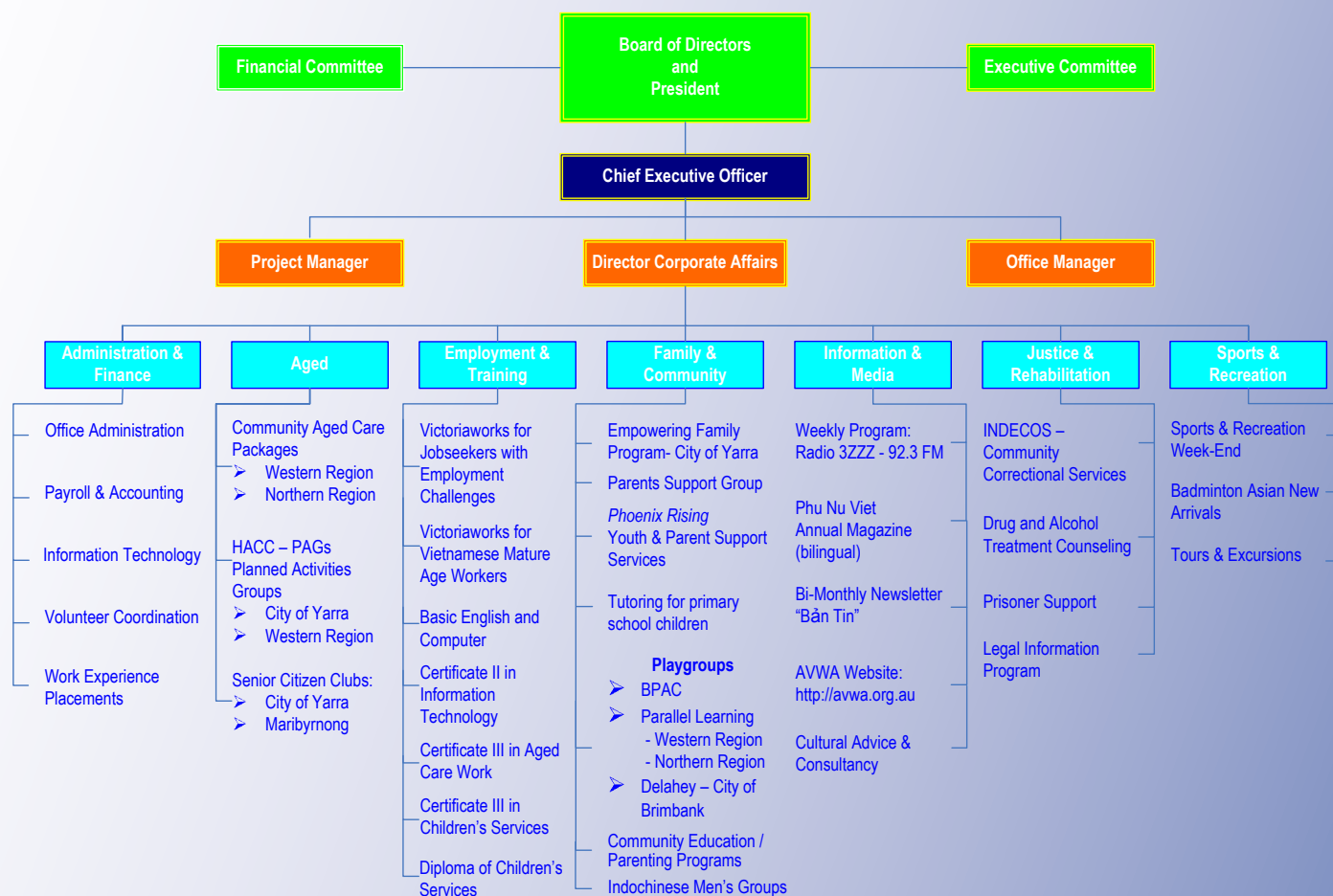


Photo: 2009-2010 Board & CEO

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PRESIDENT'S REPORT

On behalf of the Board of Directors, I am honoured and delighted to present the 2009-2010 Annual Report of the Australian Vietnamese Women's Association.

Despite 2009-2010 being a very difficult year for the Australian community sector, our Association has still managed to raise our total income from 2.1 million dollars in the last financial year to more than 2.6 million this year. This is a significant increase in view of the tight government budgets under which we operate.

I am pleased to report that all our major projects have been refunded while a number of new projects have been funded. We have started planning for the construction of our new Paisley Street premises in Footscray. With increased government support, we have created more positions: AVWA has currently on its payroll more than 80 staff including permanent, part time and casual employees.

Our members now number more than 300. I thank each and every one for their on going support. The Board of directors and AVWA Management are committed to exceeding our members' expectations and improving the services we provide.

Our achievements during 2009-2010 result from the combination of our members' enthusiastic support, the hard work of our staff and volunteers, and the leadership of the Board of Directors. We are very lucky indeed to have as our CEO the talented, experienced, and hard-working Mrs Cam Nguyen, whose devotion to the Association is a source of inspiration.

On behalf of the Board of Directors, I would like to take this opportunity to acknowledge and thank our members and volunteers, our staff, CEO and Board Members, all for their hard work, perseverance and commitment. They have each contributed in diverse ways to the success and development of our Association during this past year.



Vinh Nguyen

HONORARY TREASURER'S REPORT

I have pleasure in presenting the financial report of the Australian Vietnamese Women's Welfare Association for the year ended 30 June 2010.

Total Project Grants reached \$2.1M, an increase of 13.8% and brokerage activities increased by 70% compared to last year. These key activities were the main drivers in pushing total Income to \$2.6M which is nearly double the total income, 3 years ago.

On behalf of the Association, I would like to extend my appreciation and gratitude to the Board of Directors, all of our dedicated Staff, Members and supporters in the community for their efforts and contributions during the year.



Yen Bui

CONGRATULATORY MESSAGE FROM NICOLA ROXON MP MINISTER FOR HEALTH AND AGEING



Congratulations to the Australian Vietnamese Women's Association (AVWA) on another successful year of offering vital services to individuals and families in need. It is a great pleasure to be invited to provide a message for this annual report that highlights the achievements and contributions the AVWA has made to the community during the 2009-2010 financial year.

I am proud as the local Federal Labor Member for Gellibrand to have this Association located in my electorate of Gellibrand.

The Australian Vietnamese Women's Association is unique in providing a broad range of services to the community, in the areas of Aged Care, Family Support, Youth Support and Drug and Alcohol Counselling, just to name a few. These services play an important role and provide positive outcomes for our community at large.

I am pleased to note that during the past year all of the existing major projects for the AVWA have received funding, as well a number of new projects being successful with their grant applications. These additional grants will contribute to the ongoing success of this important Association.

I extend my warmest congratulations and regards to all members, volunteers, staff, the CEO and Board Members of the AVWA for all their hard work, perseverance and commitment to the community.

Well done!

A handwritten signature in dark ink, appearing to read 'Nicola Roxon'.

Nicola Roxon MP
Federal Member for Gellibrand
Minister for Health and Ageing

CHIEF EXECUTIVE OFFICER'S REPORT



2010 marks the 35th anniversary of the Vietnamese community in Victoria and the 27th anniversary of the Australian Vietnamese Women's Association. 2009-2010 has been another successful year for our organisation with total income increasing appreciably and the range and quality of our services greater than ever.

The focus on workforce development is reflected in the number of our staff attending conferences and training seminars. While there had been only one staff professional development day for the whole organisation, the years before, there were two staff PD days, last year. In a sector noted for its high staff turnover, only four staff members quitted our organisation, last year: one part time member in the accounts team because his start up business had taken off and been so profitable that he wanted to devote all his time and energy to it, one counsellor whose private practice as a psychologist had grown so much as to use up all her working hours, one youth worker who having started with us as a fresh graduate was offered a substantially higher paid position in a mainstream organisation and one young drug and alcohol counsellor who moved interstate to take up an offer to study medicine at Sydney University. We refer to ourselves not as a team but as a family. Maybe additional descriptive terms such as talent incubator could also be used since at AVWA, not only do we, as staff, care and empower our clients, we care and empower each other.

In her report, the President, Mrs Vinh Nguyen has already highlighted the year's achievements and therefore, there is no need for me to dwell on them. Our success is the result of the collective effort of our board, staff and volunteers. I feel so privileged and thankful to be working with such a dedicated and talented group of people, to serve the community. I am also thankful to colleagues in the various departments and partner organisations for their assistance and collaboration throughout the year.

Cam Nguyen



COMMUNITY AGED CARE PACKAGES - NORTHERN REGION

Thuy Tien Nhan, CACP Coordinator; Quynh Huong Nguyen, Care Manager;

Cam Sau Le, Administrative Support Officer; Toan Thi Nguyen, Administrative Support Officer

Care Workers: Dien Nguyen, Tuan Ngo, Hiep Nguyen, Dung Nguyen, Thao Tran, Kim-Lau Nguyen, Tuyet Nguyen, Kieu Truong, Thuy Hoang, Dao Duong, Duong Nguyen, Phan Nguyen, Sokha Ourn



The 25 packages program has been progressing well, with a few changes due to 2 clients moving to another region and 2 other clients passing away, this winter. Our brokerage service has been used by a number of local governments and other providers to respond to the needs of their Vietnamese and Chinese aged clients.

In the last year, we implemented a policy of continuous improvement, successfully organizing a *Carers' Forum* and a *Vietnamese CACPs Supporting Network*. These two events have contributed to the enhancement of staff skills to better serve our clients. The *CACPs Supporting Network* has become an important mechanism for us to address the complex needs of some clients whose care requires the collaborative effort of a number of health and welfare service providers.

We also notice that over the two years, our staff are caring for many more frail and isolated clients with complex social and health needs: as a result, our case management has grown more intensive due to clients' increased frailty. So far there has been only one client entering institutional palliative care due to her illness and another client who after entering a nursing home died within a few weeks after admission.

CACPs prove to be a suitable model of care for aged persons, effectively reducing the need for admission to institutional care.

COMMUNITY AGED CARE PACKAGES - WESTERN REGION

**Qui Ma, CACP Coordinator; Thao Ha, Care Manager; Thuy Nguyen, Care Manager;
Phong Nguyen, Care Manager; Hue Van, Care Manager; Van Ha, Administrative Support Officer**

**Care Workers: Bac Nguyen, Dat Le, Duc Nguyen, Huong Thai, Khai Nguyen, Khanh Tran, Khuyen
Nguyen, Loan Tran, Mai Lam, Nu Bui, Ngoc Thu Nguyen, Nguyet Thu Thoi, Tai Nguyen, Thanh Tran,
Thanh Luong, Thanh Trinh, Thu Nguyen, Thuong Nguyen, Tuan Pham Nguyen**



The 50 Community Aged Care Packages for frail older Vietnamese people in the Western Region have been filled and currently there are 26 people on the waiting list.

Clients' survey in February 2010 indicated that over 90% were happy with the service. We have also received many positive feedbacks through letters and emails from clients and their carers. Having heard through word of mouth in the community about the benefit of the program, people ring up to inquire about CACPs for themselves, relatives or friends. The support from the program has made a difference for many clients and their families, particularly when clients are living alone with no carers. Ten percent of our clients are in their 90's and able to remain living in their home. One lady is 99 years old with no live-in carer. In supporting her living independently, we have been working with her carer, family Doctor, Royal District Nursing Service, Community Health Centre and Meals on Wheels service.

Our brokerage service also provides Vietnamese care workers for Vietnamese clients from *Annecto, Baptcare, Benetas, Carers Victoria, City of Melbourne, ISIS Primary Care, Maribyrnong City Council, Royal District Nursing Service and Uniting Aged Care*. There are many positive feedbacks from the service providers' survey in 2010.

FAMILY SUPPORT SERVICES - CITY OF YARRA

Nam Nguyen, Project Officer; Trang Do Tutoring Assistant



The *"Empowering Vietnamese Men and Women to Become Better Parents and Community Members"* program which is funded by City of Yarra Council is in the second year of its second funding round. In the last twelve months (from September 2009 to August 2010) the project has provided on going services to 60 families from crisis intervention to counselling and intensive support, and one-off support to 117 families on various issues.

Regarding the group activities, the new tutoring program now operating from 106 Elizabeth St. Richmond has been very successful with an ever increasing waiting list. Currently, we have 36 children enrolled, as against only 20 children in our submission estimate for 2010. The program which has involved 3 organisations: AVWA, Australian Catholic University and The Smith Family, has provided greatly appreciated support to Vietnamese low income and single parent families which cannot afford private tutoring classes. Parents are very happy as evidenced through the growing number of students and their regular attendance each week.

This year parenting program named *"Tuning in to Kids – Emotionally Intelligent Parenting"* was organized successfully for Vietnamese parents. The program aimed to teach parents to understand and regulate their children's emotions by assisting them to verbally label and manage their emotions; assisting them in problem solving; and guiding their behaviour within appropriate limits. After the program ended, parents stated that thanks to it, they had become aware of the importance of understanding their children's emotions, and learnt how to respond in a more supportive way. They were also much less likely to be dismissive or critical when their children were emotional. Many of them stated that they would attend the program again and introduce it to other parents.



INDOCHINESE MEN'S SUPPORT GROUPS

Minh Bui, Project Officer



The *Indochinese Men's Group* has been running for men living within the City of Yarra, for five consecutive years.

Early last year, another group was started for residents in the City of Maribyrnong.

The project is intended to empower marginalised men to function better in their roles as individuals, husbands, fathers and citizens in the context of their new country. The project includes:

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



PARALLEL LEARNING PLAYGROUPS IN THE NORTH

**Hai Nguyen, Playgroup Coordinator; Thuy Pham, Facilitator;
An Le, Support Worker; Phuong Pham, Support Worker**



Richmond and Collingwood Playgroups

A number of parents took part in the online Victoria University survey on Vietnamese integration into the Australian way of life. Computer and Internet skills are part of the weekly program of the playgroups to help parents obtain useful information for everyday life together with Vietnamese and English language learning for both children and parents. The popularity of the playgroups is evidenced by the growing number of participating families.

Popular and successful activities include:

- More families attending the Parenting Skills Workshops organised by AVWA and Mary of The Cross.
- Dancing & singing in English and Vietnamese
- Regular information sessions on general health issues and nutrition to establish good eating habits for the whole family
- Outdoor activities such as: Visits to ScienceWorks and the Snowy Mountain
- BBQs in local park, Lunar New Year and Christmas celebrations and children's parties.
- An increasing number of mothers enrolling as volunteers for the playgroup and outside community activities.

Parents are growing more confident taking part in outside community activities which help them to become more knowledgeable and creative concerning their children's development.



PARALLEL LEARNING PLAYGROUPS IN THE WEST

Huy Luu, Playgroup Coordinator; Nganh Ha, Facilitator;

Thuy Pham, Facilitator; Thanh Tran, Support Worker; Hoai An Hoang, Support Worker



Footscray, Sunshine and Delahey Playgroups

We have a 3- generation family who was initially very shy but is now taking an active part in our playgroup. Through playgroup training, the mother has learnt to play not only with her own children but also with other children. In fact, she openly says: *"Now I have learnt how to play with the children, I spend more time with them and less time in the kitchen"*. The grandmother is now sharing cooking tips with other parents and the two boys are more active with the other children. The above story is from the Delahey Playgroup but there are similar stories in the Footscray and Sunshine Playgroups showing that playgroups in the West are very much needed.

Successful activities include:

- Reading practice for parents and children to further their English language skills, enjoying the use of the local library and selecting books for reading
- Good partnership with the City of Brimbank library, The Smith family and Best Start
- Parents, volunteers and facilitators attending the Playgroup Victoria workshops in Brimbank which resulted in more active and creative play within the playgroups
- Mothers learnt how to make toys for their own children through art and craft activities,
- Children singing and dancing in traditional Vietnamese costumes happily together and in front of an audience.

Outdoor activities which included: Kids Mania (Indoor playground), visits to Brimbank Library, Science Works, also New Year and Easter celebrations in the local park provided opportunities for parents and children from all three playgroups to enjoy meeting one another, making for a stronger community.



PLANNED ACTIVITIES GROUPS (PAG)

Thuy Tien Nhan, PAGs Coordinator; Toan-Thi Nguyen, PAGs Support Officer



In the financial year 2009 – 2010, group members have participated and enjoyed a wider range of health and well-being activities. Apart from weekly gentle exercises and Tai Chi, lunches and monthly birthday celebrations, there was much more community education to provide our members with knowledge needed for their self-care so that they might remain independent for as long as possible. Guest speakers and educators have been engaged to present a number of health issues such as diabetes, dementia, nurse in home services as well as other health and social information relevant to the aged. The four forums about *"Sleep and Aging"* and *"Safe and Wise use of medicines"* attracted a big crowd at every session.

This year, we noticed that many PAG clients have become much more frail and have required Community Aged Care Packages (CACPs). A few of the clients cannot attend group activities on a regular basis, as they do not feel well.

Although Footscray PAG has some members from the City of Brimbank, there is a pressing need for a third PAG group in St. Albans. AVWA needs to consider how to set up an additional PAG service to address community needs and expectations in this area.



PAGs VOLUNTEER COORDINATION

Cam Sau Le, PAGs Volunteer Coordinator



AVWA has a large group of volunteers who have provided an invaluable contribution to a wide range of quality services, such as the PAG program in both the Northern and Western regions.

Seven volunteers helped in preparing and serving hot, nutritious meals to the groups, and assisting staff in excursions and social or cultural festivals etc...

Volunteer teams were invited to all special staff celebrations during the year such as Christmas and New Year, and the organization has acknowledged volunteers' contribution by presenting to them certificates of appreciation at AGMs.

In total, the 7 PAGs volunteers provided over 2,000 hours of service in the last financial year.



SPORTS & RECREATION PROGRAM

Jimmy Hung Ly, Sports & Recreation Coordinator



Just like last year, this year, the Sports & Recreation (S&R) program has continued its commitment to living up to its mottos “Get Moving” and “Get Fit” delivering a range of S&R activities to Vietnamese and CALD children, youth and adults.

In this financial year 2009-2010, AVWA has had to keep funding the S&R activities out of its own resources, and it is uncertain how long it can continue doing so. We are actively seeking funding to continue the good work.

In addition to running sports & recreation activities, we have actively promoted the benefit of sports to the Vietnamese community via articles published in AVWA newsletters (Ban tin), magazine (Phu Nu Viet), website (www.avwa.org.au), Vietnamese newspapers and radio networks 3ZZZ and SBS to increase participation in sports & recreational activities. This has been proven successful as evidenced in the dramatic increase not only in the number of participants in our tournaments & training activities, but also in the number of volunteers.

Without volunteers, it would not be possible to continue running some sports activities such as:

- Badminton training group I for Vietnamese young men/ women at Braybrook S.C. gym every Sunday morning (supported by Badminton Victoria and volunteer helpers).
- Badminton training group II and group III for Vietnamese young men/ women at Gilmore Girls’ College gym organised every Friday evening and Sunday afternoon (supported by Badminton Victoria and volunteer helpers)
- Table tennis training for Vietnamese & other CALD young people at St Albans Scout Hall every Friday (volunteer coach trainer)
- Volleyball training organised every Sunday afternoon (volunteer helpers)
- Bike ride for Vietnamese families organised every Sunday morning (volunteer helpers)
- Junior and senior soccer teams for Vietnamese/CALD young boys/ men at Footscray Park organised every Tuesday, Thursday evening and Sunday morning (volunteer helpers).

Last, but not least we want to express our deepest appreciation to our volunteers for their energy and commitment.



PHOENIX RISING YOUTH SERVICES

Ruth Nguyen, Youth Officer ; Yvonne Tran, Parents Support Officer



For Phoenix Rising youth services, this has been a very busy year. In the lead up to the 2010 Youth Forum, the theme of which is life balance, we have facilitated many activities for young people in the West. We have made weekly school visits to at least 8 schools, to build strong relationships with students and make our services known to teachers. We have engaged directly with students from year 7 to 12 and in the process, have uncovered many issues that affect young Vietnamese people today. These issues are now being addressed in our planned activities which provide a neutral, caring and respectful environment for youths to share their thoughts and feelings. One such activity is a competition to encourage the expression of artistic talents in drawing, painting, poetry or short story writing: the student works will be published in this year's 'Balance Your Books' event program. The new health blog named "the vegemite pork roll hour" continues to inform young people about safe, culturally appropriate health and lifestyle topics, in a non-biased, non-judgemental and youth orientated idiom. Currently, a group of 10 girls and boys ranging from year 9 to 12 meet on a weekly basis at AVWA Footscray office to discuss and take charge of this year's forum. Mentorship, leadership, participation, connectedness, fun, friendship are some of the themes that we focus on through workshops, games & group discussions. Finally, the AVWA all-girl soccer team won the All Nations Cup for the second year running, in the state Futsal League. The Commandos continue to be at the top of the ladder, with only 1 draw and 1 defeat out of 8 games.

While the Youth Support Service has helped teenagers in their transition to adult life, the Family Support Service has provided practical assistance to Vietnamese parents in the Western region by helping find appropriate solutions to prevent inter-generational conflicts in order to enhance the well-being of Vietnamese families and children.

We have informed parents that due to physiological & psychological changes at puberty, teenagers tend to become more independent, rebelling against parents' power and control: as adolescents need more freedom & want to try their wings, they are usually more stubborn & disobedient, playing truants and tending to resist discipline whether from family, school or society. People often see the negative aspects of teenagers' behaviour and rarely acknowledge that it is a form of self-affirmation, reflecting their human dignity and character.

We have encouraged parents to listen to the expression of their adolescent children's feelings, address the reasons behind teenagers' mistakes and teach the children without recourse to yelling or physical discipline. Parents' understanding would enable children to feel safe, trust the parents enough to express their concerns about sensitive matters as well as seek parents' advice without fear of parents getting angry and disciplining them. We have also advised parents to leave some space to teenagers, avoid comparing their children with others as each adolescent has his/her own unique strengths, avoid putting them down as parents' criticisms might leave them forever with an inferiority complex & lack of self confidence.

Parents are encouraged to share their parenting problems as well successes, what works & does not work so as to strengthen positive parents and children's relationships.

Go, Commandos, go!



EMPLOYMENT

Hai Nguyen, Employment Coordinator;

Jimmy Hung Ly, Employment Consultant; Thu Ho, Employment Consultant;

Minh Bui, Employment Consultant; Lien Huong Nguyen, Employment Consultant



From left to right: Minh Bui, Lien Huong Nguyen, Jimmy Hung Ly, Thu Ho & Hai Nguyen

Our organisation has been successfully providing a range of employment services for the Vietnamese community, for the last twelve years. For the first time, the *Department of Innovation, Industrial and Regional Development (DIIRD) Workforce Victoria* has funded the Australian Vietnamese Women's Association to assist 30 Vietnamese job seekers who are 55 years old and over, back to the workforce. The program will help Vietnamese mature age job seekers to obtain part time jobs in the aged care industry, bringing companionship to frail Vietnamese elderly.

This program will provide free training to participants then offer them a part time job to work with our Community Aged Care Package programs, local hostels and nursing homes such as Mekong Hostel where there are Vietnamese elderly in residence

Vietnamese mature aged participants will learn to better integrate into the community and, at the same time, make Vietnamese elderly living at home or in nursing homes, happier and less lonely.

For further enquiry about this program, please contact either our Richmond Office: Minh Bui, Thu Ho or Lien Huong Nguyen on (03) 9428 9078, or our Footscray Office: Hai Nguyen and Jimmy Hung Ly on (03) 9396 1922

Case Study:

Mr. Nguyen is a 30 years old man, who came to Australia, 7 years ago. In Vietnam, he had completed a Diploma in IT and ran home-based computer services. When he came to Australia, he found difficulty in finding a job in IT due to barriers of English proficiency and lack of current skills.

With his father's support, he decided to study for a Diploma in IT and graduated in 2008. Unfortunately, his father lost his job not long after that. His family's financial situation became precarious. He was determined to find a job to support his family. Like many others, he applied for many jobs in IT, customer services and even in retail industry but he did not get any positive response from employers. He felt very disappointed, stressed, hopeless and useless.

In the middle of 2009, he registered with the AVWA employment program for job assistance. Our employment staff helped him with career information, updating his resume, writing application letters, interview tips, etc.... In addition, AVWA also offered him a volunteer job in IT to upgrade his skills. After a few months working as a volunteer at AVWA, he had gained experience and confidence. Then, through our network, he was helped to apply for a part time job in home sustainability retrofits, and this time, he was offered a part time job 4 days per week as a Community Engagement Officer.

TRAINING

Noriko Bui, Training Coordinator; Phuong Ngo, Training Assistant



In 2010, the Australian Vietnamese Women's Association provided numerous vocational training programs such as *Basic English and Computer*, *Certificate III in Aged Care*, *Certificate III and Diploma in Children's Services* for the Vietnamese and other communities. When we started delivering Certificate III in Aged Care in Springvale, the response from the Vietnamese community in South-East Melbourne was very positive. As we have identified a high demand for our training services in that region, we are planning to run two courses (Certificate III in Aged Care and Certificate III in Children's Services) in the first semester of 2011.

The Australian Vietnamese Women's Association invested in a new computer classroom for our Footscray office to deliver *Computer and English training*, *Email and Internet courses*. We designed various learning programs from basic level to advanced level to meet the demand of all learners.

In 2011, to enhance the benefits of competition in the vocational training industry, the Government will open the education market to all registered training organisations. To take up these opportunities and challenges, we are carefully preparing programs to attract learners in Footscray, Richmond and Springvale.



VIETNAMESE PRISONER SUPPORT PROGRAM

Huy Luu, Prisoner Support Project Officer

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.

This program has been refunded for the next three financial years as the need for the service is greater than ever.

Significant achievements of the Program from July 2009 to June 2010 are:

- Visiting 4 prisons on a regular basis and supporting 131 prisoners;
- Organising 6 Full Moon Festival events and 6 Vietnamese New Year Celebration events in 6 prisons around Melbourne and Geelong;
- Organising 2 sport events in Metropolitan Remand Centre;
- Delivering 4 Vietnamese cultural awareness workshops for Department of Justice staff and new recruits;

CASE STUDY: In the embrace of his family

"Binh" is a prisoner whose parents are very strict. He has been locked up for a few years and has had no contact with either his parents or his siblings.

The support worker suggested to him that his relatives most probably had been very worried about his well being, as they had no knowledge of his whereabouts. He was "talked" into having the support worker contact his relatives.

After a few phone calls and visits, his relatives had the opportunity to air their frustration and disappointment about his inability to change (at the pace they expected him to), and express the desire to re-establish their relationship with him and give him their full support.

The prisoner and his relatives started to rebuild a close relationship and have never looked back to the past.



*Artistic expression drawn
by young male client*

ILLICIT DRUG & ALCOHOL TREATMENT COUNSELLING PROGRAM

Tuong Nguyen, Illicit Drug & Alcohol Treatment Counselling Coordinator, Counsellor

Kim Vu, Counsellor

Layla Vu, Counsellor

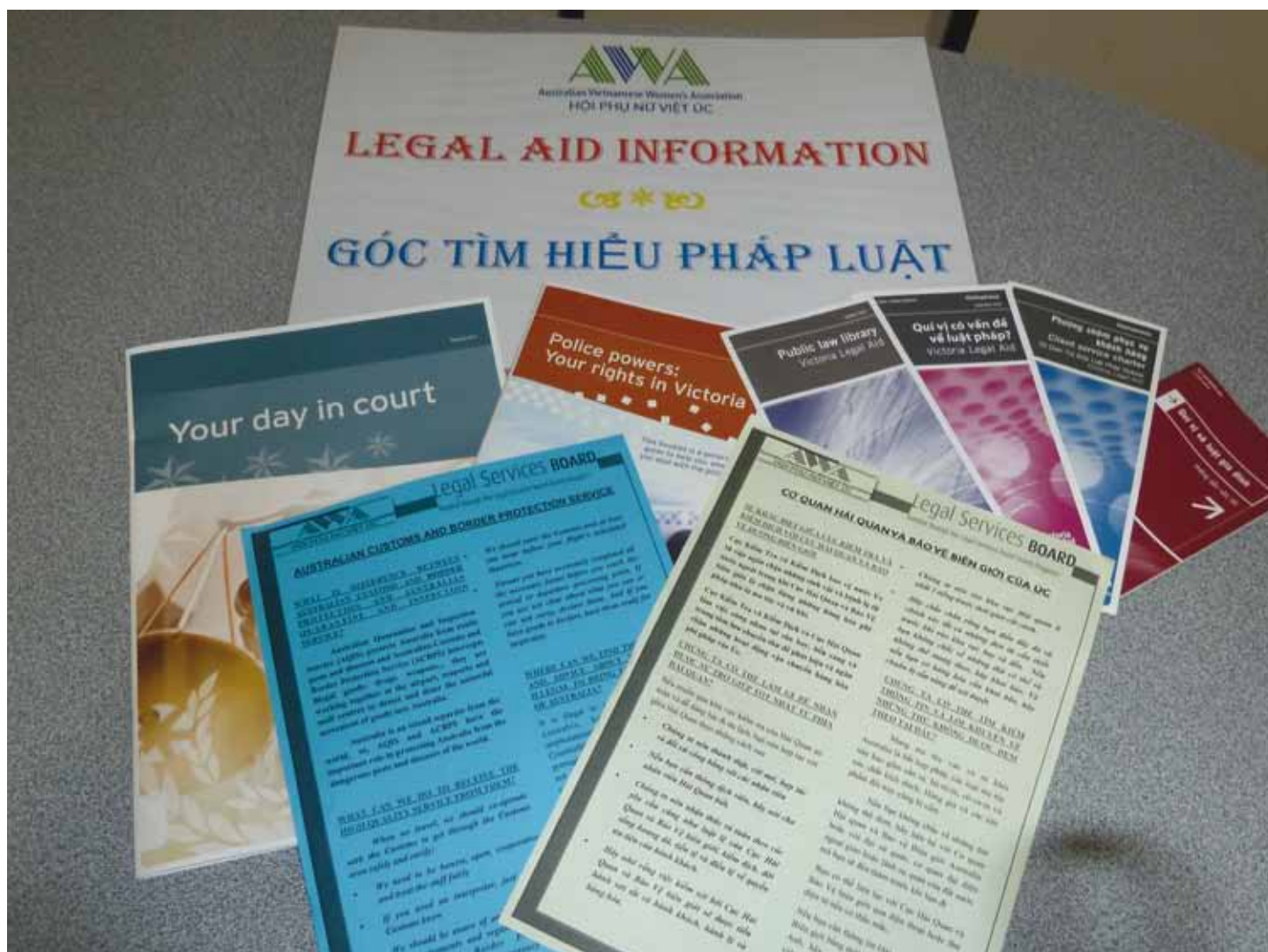
The Project which is funded by the Commonwealth Department of Health and Ageing, under the National Illicit Drug Strategy, provided 104 episodes of counselling, consultancy and continuing care, across Melbourne metropolitan regions. Clients have come to our program for counselling and support services either on their own or referred by their solicitors, Court, DHS (due to family violence) etc.

CASE STUDY:

A new female client appeared having low self esteem, symptoms of anxiety and somatic complaints. She was using heroin while following a methadone treatment program (35mg per day). Psychotic medicines have also been prescribed for panic disorder & traumatic family life due to abuse & violence, for several years. She would like to abstain from heroin by increasing methadone use. Harm minimization treatment strategies and psychological support were implemented during the subsequent counseling sessions during which Vietnamese family & cultural issues were openly discussed. She is still maintaining methadone treatment within 40mg per day and has been in heroin free state for over two months. She is continuing to study part time at university for a bachelor degree.

LEGAL INFORMATION PROGRAM

Trinh Phan, Project Officer



Legal information is a new project of Australian Vietnamese Women's Association funded by the *Legal Services Board* as well as the City of Yarra. The project aims to increase the knowledge and understanding of the Vietnamese Community about the Australian and Victorian legal systems.

Are you clear about what you can or cannot do when travelling or going fishing?

Do you know that statutory declarations are very important in Australia?

Why are we sometimes required to go to a Court although we have not done anything illegal?

How much is too much alcohol consumption?

How many courts are there in Victoria and what are they for?

They are some of the questions that we have identified through the project. Our program provides information about the rights and responsibilities of Victorians. As prevention is always better than cure so we are running this project to enhance the knowledge of Vietnamese community about Victoria legal system so as to reduce the risk of breaching the law.

If you have any inquiries about legal information, please visit our website www.avwa.org.au or contact Ms Trinh Phan on (03) 9396 1922 or trinh.phan@avwa.org.au. We will have some radio segments on 3ZZZ (92.3 FM). Factsheets are always available at both our offices in Richmond and Footscray.

COUNSELLING PROGRAM FOR INDO-CHINESE PEOPLE ENTERING COMMUNITY CORRECTIONAL SERVICES (INDECOS)

Kim Vu, INDECOS Coordinator, Counsellor (Springvale Office)

Tuong Nguyen, Counsellor (Footscray Office)

Huy Luu, Counsellor (Footscray Office)

Layla Vu, Counsellor (Footscray Office)

Nhan Huynh, Counsellor (Richmond Office)



From left to right: Minh Bui, Nhan Huynh, Kim Vu & Layla Vu

The INDECOS project is funded by the *Department of Justice* and has entered its tenth year providing counselling for clients of Indo-Chinese background entering Community Correctional services in the Western, Northern and Southern catchment areas of Victoria. Our bilingual service aims to reduce the breach rate amongst Indo-Chinese clients on court based orders. In this financial year, more than 150 clients were referred by Community Correctional Services and the Drug Court to our care which includes:

- Culturally sensitive counselling sessions to enhance client's rehabilitation and reintegration into society, focusing on key underlying issues contributing to their past offending.
- Practical assistance and support services to encourage clients to access community resources, building on their knowledge and support networks.

We thank Minh Bui and Catherine Ly for their quality service to clients during their time with INDECOS. We also extend our warm welcome to Huy Luu and Nhan Huynh who have recently joined the INDECOS team to meet the increasing needs of clients from the Northern and Western regions.

CASE STUDY:

Client X is a 50 year old male who received a Community Based Order for drug related offences. He was born in Vietnam and migrated to Australia. He pursued the Australian dream, working hard, saving up and building a strong family with his wife. Although experiencing the language barrier, the client was able to maintain an active social life with friends and family. One day, he was diagnosed with a serious medical condition that affected his physiological condition and caused extreme stress and trauma for his family. The client fell into a depressive state of mind and socially withdrew himself from others. Slowly, his relationships with family and friends deteriorated and he experienced low self-esteem, loss of confidence in himself & in the wider community. The client turned to illicit substances to deal with his issues: as his needs increased, the cost of maintaining his habit grew to the point where he needed to sell drugs in order to afford to use them. He was charged with possession and trafficking offences.

When he first came into the program, he was reluctant and did not dare to hope. With the holistic case work that focused on raising awareness on court orders, cognitive behavioural therapy, health awareness and personal development programs, he was able to complete his court order and complied with its conditions.

INFORMATION TECHNOLOGY & MEDIA

Xuan-Dung Huynh, Information Technology and Media Coordinator

Liem Le, I.T Designer; Tram Ly, I.T Support Officer; Trung Nguy, I.T Support Officer

Hành Trình Hy Vọng xem xét các hành trình và kinh nghiệm của những phụ nữ Việt nam đến Úc như là thành phần của cuộc di tản không lồ các người tỵ nạn từ Việt nam tiếp sau khi chấm dứt Chiến Tranh Việt nam 1975. Cuốn sách cho thấy kỷ ức của các phụ nữ về cuộc sống ở Việt Nam trong thời Pháp thuộc và sau đó, qua suốt cuộc chiến với những hậu quả của nó, và những gì đã kích động họ rời bỏ quê hương, thực hiện những chuyến đi nguy hiểm tìm tự do -- một hành trình hy vọng sau cùng đưa họ tới cuộc sống mới ở Úc đại lợi.

"Tầm rộng và sâu những chuyện kể cá nhân này tương tự với những từng trải của rất nhiều người Việt ở Úc. Tuy thế, vì đây là lần đầu những chuyện này được giới thiệu theo phương cách luận đề như vậy bởi một chuyên gia về nghiên cứu văn học, bản thân là người Việt, kết quả đưa ra là một công trình viết thật hay, đi xa hơn những quan tâm có tính cách xã hội học, tìm cho mình một chỗ trong lịch sử văn hóa Việt và Úc."

Nancy Viviani, nguyên Giáo sư Chính trị học Quốc tế và Khoa trường Phân khoa Nghiên cứu về Á châu và Quốc tế, Viện Đại học Griffith, tác giả *The Long Journey (Hành Trình Dài)* và *The Indochinese in Australia 1975-1995 (Người Đông dương ở Úc, 1975-1995)*.

"Trong tác phẩm tràn ngập sắc thái độc đáo này, Nguyễn Huỳnh Châu Nathalie giới thiệu chuyện kể của mười hai phụ nữ kiên cường. Kể qua cảnh sống ở Việt Nam, cảnh trốn chạy và định cư, các câu chuyện mang về quen thuộc (domestic) nhưng gây ấn tượng do phân tích lịch sử nhạy bén của tác giả khéo sắp xếp vào bối cảnh."

Lesleyanne Hawthorne, Phó Giáo sư, Phân khoa Y, Nha và Khoa học về Sức khỏe, Đại học Melbourne, người biên tập *Refugee: The Vietnamese Experience (Tỵ nạn: Kinh nghiệm của người Việt nam)* và tác giả *Making it in Australia (Thành công nơi xứ Úc)*.

NGUYỄN TÁC ANH NGŨ VOYAGE OF HOPE ĐÃ ĐƯỢC ĐỀ CỬ VÀO CHUNG KẾT TRANH GIẢI NEW SOUTH WALES PREMIER'S LITERARY AWARDS 2007



Nguyễn Huỳnh Châu Nathalie là Nghiên cứu viên của Trung tâm Nghiên cứu Úc đại lợi (ARC), Viện Đại học Melbourne. Sau khi hoàn tất Cử nhân Văn chương (Hạng Danh dự) Đại học Melbourne, cô được học bổng Liên bang đi học Đại học Oxford [Anh quốc] và đỗ Tiến sĩ ở đó.

Tác phẩm của cô *Vietnamese Voices: Gender and Cultural Identity in the Vietnamese Francophone Novel* (Southeast Asia Publications, 2003), *Voyage of Hope: Vietnamese Australian Women's Narratives* (Common Ground Publishing, 2005) đã được đề cử vào chung kết tranh giải New South Wales Premier's Literary Awards 2007 và *Memory Is Another Country: Women of the Vietnamese Diaspora* (Praeger, 2009).



Australian Vietnamese Women's Association
Hội Phụ Nữ Việt Úc
WWW.AVWA.ORG.AU



HÀNH TRÌNH HY VỌNG

Nathalie Huynh Chau Nguyen

HÀNH TRÌNH HY VỌNG

Chuyện kể của những phụ nữ Úc gốc Việt



Nathalie Huynh Chau Nguyen

It was only last year that the Information Technology and Media team (I.T. & M) set up a new IT classroom in Footscray with supporting infrastructure. This year, the I.T. & M team installed a server for the Community Aged Care Packages (CACP) program, purchased and updated laptops and desktops for old and new employees.

Over the past year, the I.T. & M team also took a lead role with regards to the production of the AVWA sponsored Vietnamese version of the book "Voyage of hope" by Dr Nathalie Nguyen. We also continue to publish and distribute the Ban Tin (newsletter), the production of which is being done entirely in house now, halving printing cost. This has been achieved through the updating of all AVWA office printers reducing down time and maintenance costs for the organisation.

The I.T & M Team aims at continuing to oversee the CACP software implementation as well as upgrade and renew existing infrastructure including the installation of a new server for the accounts team so that financial paperwork can be processed more efficiently.

3ZZZ 92.3 FM, VIETNAMESE LANGUAGE RADIO PROGRAM

Hong Nguyen, Coordinator; Tiet Thu, Co-Presenter; Dinh Hung, Co-Presenter

Huu Nguyen, Sound Technician

Our **3ZZZ** program every Tuesday from 10.00 am to 11.00am, is as strong and popular as ever



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)
 ACFE North Western Metropolitan Region
 Action on Disability within Ethnic Communities (ADEC)
 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
 ACSO
 Attorney General's Department
 Australian Polish Community services
 Australian Catholic University
 Badminton Victoria
 Baptcare - Western Metropolitan Community Packages
 Benetas
 Berwick Community Correction Centre
 Braybrook Secondary College
 Brimbank City Council
 Bupa Sunshine
 Carerlinks North
 Carers Victoria - Respite Connections, Carer@Work
 Carlton Community Correctional Services Centre
 Carlton Family Resource Centre - City of Melbourne
 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 Offenders Advice and Treatment Service (COATS)
 Consumer Affairs Victoria
 Corrections Victoria
 Court Integrated Services Program
 Dandenong Community Correctional Services Centre
 Dandenong Drug Court

Dental Health Victoria
 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
 Djerrivarrh 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
 Great Connections
 Greater Dandenong City Council
 Heidelberg Community Correctional Services
 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
 ISIS Primary Care
 Jesuit Social Services
 JobWatch Centre
 John H Kerr Centre
 Magistrates Court of Victoria
 Marian College - Sunshine West
 Maribyrnong City Council
 Mary of the Cross Centre
 Melbourne City Council
 Melbourne City Mission
 Metro West Housing Services
 Metropolitan Fire Brigade
 Moonee Valley City Council
 Mount Saint Josephs Girls College
 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
 Quang Minh Temple
 Reservoir Community Correctional Services Centre
 Richmond Toy Library
 Royal Melbourne Hospital-Transition Care
 Salvation Army Social Housing Services
 SBS Radio - Vietnamese Program
 Southern Access Care.
 Springvale Aid and Advice Bureau
 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 Project
 The Smith Family - Learning for Life Program
 TiVi Tuan San - Vietnamese Newspaper
 TiVi Victoria - Vietnamese Newspaper
 Uniting Aged Care - North West Community Programs
 Van Nghe Tuan Bao - Vietnamese Newspaper
 VicHealth
 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 Uniting Church, West Footscray
 Vietnamese Welfare Resource Centre - Flemington
 VNTV - Vietnamese Television
 Western & General Hospital - Post Acute Care
 Western Aged Care Assessment Service
 Western Community Health Centre
 Western Region Health Centre
 Western Region Outreach Service
 Westpac
 Women's Health West Footscray
 Yarra City Council

VOLUNTEERS & STUDENT PLACEMENTS

Volunteers

Mrs. Hong Nguyen (3ZZZ Program Coordinator)
 Nhu Nguyen (3ZZZ)
 Tiet Thu (3ZZZ)
 Dinh Hung (3ZZZ)
 Ms Cam Nhung Le (HACC/PAG)
 Yen Thu Truong (HACC/PAG)
 Ngoc Mai Nguyen (HACC/PAG)
 Dong Huynh (HACC/PAG)
 My Dang (HACC/PAG)
 Hien Tran (HACC/PAG)
 Hai Nguyen (HACC/PAG)

Volunteers

Phuong Le (HACC/PAG)
 Xuan Le (HACC/PAG)
 Dung Do (HACC/PAG)
 Vi Trinh (HACC/PAG)
 Thuy Truong (HACC/PAG)
 Cam Phan (HACC/PAG)
 An Tran (HACC/PAG)
 Hoa Huynh (HACC/PAG)
 Ms. Anh Nguyet Nguyen (General Admin)
 Ms. Cao Tram Mai (General Admin)
 Ms. Phuong Tram Pham (General Admin)
 Ms. Ngoc Anh Pham (General Admin)

Volunteers

Ms Tram Ly (IT Support)
 Mr Trung Nguy (IT Support)
 Ms. Bao Ngoc Hong (Men's group)
 Ms Samantha Statton (Playgroup N & W)
 Ms Uc Huynh (Playgroup North)
 Ms Dung Vu (Playgroup North)
 Ms Thao Tran (Playgroup West)
 Ms Nga (Playgroup West)
 Ms Trang Do (Tutoring Program)
 Ms. Thu Ha Nguyen (Tutoring Program)

Student placements

Ms. Danqing Wang (Maggie)
 Ms. Jenny Luong
 Ms. Jiayi Zhou (Jacklin)
 Ms. Jolie Dang
 Ms. Quyen Nguyen
 Mr. Tai Mai
 Ms. Tam Le
 Ms. Thuc Mi Quach
 Ms. Zizi Lujable



Photo: Christmas Party at Gold Leaf- Dockland

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.



Photo: Staff Professional Development Day at Treacy Conference Centre- Parkville

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



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