

**Australian Vietnamese Women's Association Inc.**

# HỘI PHỤ NỮ VIỆT ÚC

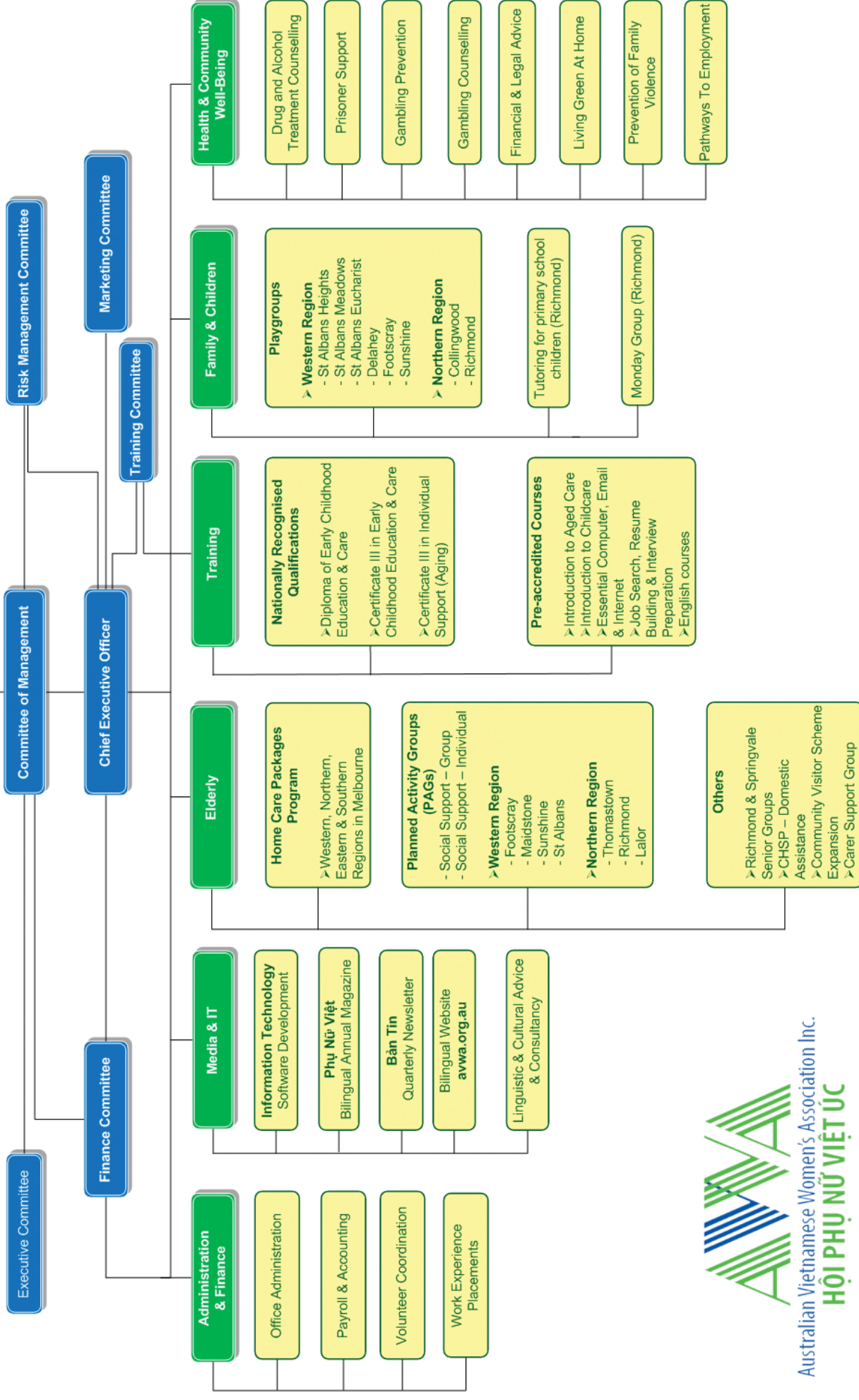
Serving the community since 1983

## ANNUAL REPORT 2016-2017



### WINNER of VICTORIA PLAYGROUP AGENCY OF THE YEAR





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Australian Vietnamese Women's Association Inc.

Hội Phụ Nữ Việt Úc

## *Acknowledgements*

### 20 YEARS OF SERVICE

**Tuong Nguyen**

### 10 YEARS OF SERVICE

**Cam Sau Le, Phuong Ngo, Thuy Pham**

**Khanh Tran, Que Xuan Doan**

### 5 YEARS OF SERVICE

**Nhan Huynh, Thi My Thu Tran**

**Kim Phuong Ngo, Huong Thi Nguyen**

*Thank you for your loyal service*

# A message from our President



AVWA Members and Associates,

Distinguished Guests,

Ladies and gentlemen,

First of all, on behalf of the Committee of Australian Vietnamese Women's Association Incorporated (AVWA Inc.), I acknowledge the owners of the land, the elders past and present.

I am very proud to present to you the 34th Annual General Meeting (AGM) report ending on 30/06/2017.

With the opening of our third office in Springvale, our clientele had increased considerably.

We also have successfully implemented the change from our *Own Rules* to the *Model Rules of Victorian Consumer Affairs*.

As one of AVWA's founding members since the 15th of January 1983 I can confirm that our Association is going from strength to strength.

Next year 2018, we will celebrate our 35th Anniversary.

We hope to see you all, then.

Thanh-Kham Tran Dang

President



Planning Week End (10/10/2016)

## Treasurer's report

It is my pleasure to present the financial report of the Australian Vietnamese Women's Association Inc. for the year ended 30 June 2017.

Our total revenue at \$6.6M was 40% higher than the year before while total expenses increased to \$5.8M or 31% higher, leaving a surplus of \$766,542. This great result was mainly driven by the growth of all services especially Training and Home Care Packages combined with efficient cost control of all programs. It is to be noted that the average staff wages increased by 6.5% including ERO ( *Equal Remuneration Order* ).

I would like to extend my personal appreciation and gratitude to the Committee of Management, our Secretary and CEO Ms Cam Nguyen and our dedicated staff and volunteers for their efforts and contributions to delivering another great result.

Yen Bui  
Treasurer



## Richmond Senior Group



Senior Group Birthday Celebration (21/12/2016)

# A message from our Secretary and CEO



Being the founder of AVWA, I cannot but help being excited at the prospect that our organisation will be celebrating its 35th anniversary next year. In 2008, we celebrated our 25th birthday with a book entitled *"A home of many rooms"* researched and written by Dr Catherine Earl, a member of the *History Department of Victoria University*. The planning process for the 35th celebration has barely started so I cannot share with you any news yet but you can rest assured that we will try to make our 35th birthday as exciting and memorable as possible.

Last year was a year of great changes and challenges. It started with the setting up of our 3rd office in Springvale and ended with the official opening of the office in the presence of two ministers and several VIPs from the Australian and Vietnamese communities. It is expected that within 2 or 3 years, the range of services for Australian Vietnamese in the South East region of Melbourne will catch up and become as diversified as our range of services in the other three metropolitan regions serviced by AVWA.

Thanks to the dedication, engagement and resilience of our staff, the *"generational"* change in government policy affecting the aged services, our biggest department went not only smoothly, but also very successfully. At last year's AGM, I mentioned that we had received a high number of additional Home Care Packages. All of them were quickly taken up. Then, after the *Department of Social Services* started implementing *Consumer Directed Care* on February 27th, 2017, a high number of Home Care Package recipients of Vietnamese background were able to exercise their new right to choose their provider and began the switching process from other providers to AVWA. The majority did so on the recommendation of their friends and relatives, having heard by word of mouth of the high quality of our services.

Towards the end of the last financial year, all our projects were doing very well and had their contracts renewed or expanded. The current financial year sees a big increase in staff recruitment. Thanks to our activities as a training provider as well as our reputation as an employer of choice, we have had no difficulties recruiting well motivated and highly professional staff.

In conclusion, I would like to most sincerely thank our Staff for their hard and enthusiastic work during the year, our partners, funding bodies and members of our Committee of Management for their continuing support.

Cam Nguyen  
Secretary and Chief Executive Officer



Official Opening Springvale Office (30/06/2017)

# Home Care Packages Program (HCP)

**Manager:** Qui Ma

**Team Leader:** Hue Van (Team West), Thuy Nguyen (Team North East South, cum Assistant HCP Manager)

**Case Managers:** Dung Nguyen, Hue Van, Huong Dinh, Huong Duong, Lan Ly, Queenie Lam, Tai Mai, Thao Ha, Van Ha, Cam Huong Le, Hiep Ly, Lien Huong Nguyen, Quynh Huong Nguyen, Quynh Luc, Thuy Nguyen, Uyen Do, Van Hoang.

**Administrative Support Officers:** Huong Duong, Lan Pham, Tram Ly, Van Ha, Trinh Phan (locum), Quynh Luc, Thu Nguyen, Van Hoang.

**Care Workers:** Bac Nguyen, Gam Tran, Hieu P, Huong Ngoc Duong, Hoang-Anh Truong-Dinh, Hong Chau, Khanh Nguyen, Lanh P, Lieu Nguyen, Loan Ngoc Tran, Loc Thanh To, Loi Phuoc Lam, Long Nguyen, Mai Ngo, Mai Thanh Quach, Mai Thanh Thi Nguyen, Ngoc Diec P, Nhung Hong Vo, Oanh Phuong Tran, Phao Phi P, Phong Hai Dinh, Thanh Thi Kim Mai, The Thi Mai, Thu Ngoc Nguyen, Thu Nguyet Thoi, Thuan Thanh Thi Doan, Tien Thanh Dang, Tinh Anh Tran, Tram Tu Nguyen, Trinh Mong Chau, Xuan Thi Thanh Nguyen, Thanh Du, Anh-Dung Nguyen, Dung Nguyen, Ha Hoang, Hiep Nguyen, Hoa Nguyen, Huong Nguyen, Huong Phung, Huyen Nguyen, Kieu Nga Le, Kim Chi Nguyen, Kim Chi Tang, Kim Chi Tran, Kim Phuong Ngo, Loan Nguyen, Long Le, My Thu Tran, Nhung Bui, Oanh Do, Quang Minh Nguyen, Quoc Huynh, Sau Le, Tam Nguyen, Thuy Hoang, Trang Le, Trang Ly, Trong Hoang, Tuan Truong, Tuyet Nguyen.

The financial year 2106-2017 was a very special year for HCP consumers and service providers with changes on February 27th 2017 - the introduction of Increasing Consumer Choice which established the portability of home care packages, giving consumers a greater choice, more control and flexibility in receiving home care services. All our HCP documents (Home Care Agreement, Consumer Handbook, and other forms) were revised according to the new government requirements. All our HCP staff were trained about the new changes. As a result, our team has transitioned well to the new working environment.



Lunar New Year Celebration (23/02/2016)

# Home Care Packages Program (continued)

From the beginning of the year, our workforce was re-structured into two teams – West team and North/ East /South team. A manager and two team leaders were appointed. We have 17 Case managers and 60 Care workers who provide care to 229 consumers across all levels 1, 2, 3 and 4. *Consumer Directed Care* (CDC) is the core principle of our care. Our staff have the opportunity to attend training, workshops, professional development to ensure excellence and continuous improvement in service provision to consumers.



On the occasion of the Lunar New Year, in February 2017, we organised two celebrations – one for consumers in the Western suburbs, and another one for Northern, Eastern and Southern consumers. During the events, consumers and family carers had the opportunity to enjoy Vietnamese New Year atmosphere with traditional decorations, food, music, and story sharing. All participants expressed their appreciation for the support from the Government and the services from AVWA which enabled the frail elderly to be more independent and continue to stay at home for longer than they would otherwise. They praised the high quality of care of our staff.

Caring for people with dementia was one of our focus as 22% of our consumers were receiving Dementia supplement. We facilitated group activities based on the Montessori approach as per training from *Alzheimer's Australia*. Our first group started with 25 consumers. The outcome was highly positive.

Due to the language barrier, there are still many senior people from Vietnamese background who are in need of formal aged care support but do not know about services available to help them live at home. Our team provided information in Vietnamese about Home Care services and how to apply for them.

After February 27th, a number of consumers chose to switch their packages to AVWA. The reasons mentioned were: **the good reputation of AVWA, the high quality of case management service, the caring and professional service from care workers, the convenience of not only verbal communication but also written documentation in Vietnamese, etc.** Consumers could directly speak for themselves, discuss care plans, request services, read letters, view monthly statements. They feel empowered not having to wait for assistance from their children or rely on the interpreting service.

229 Consumers



# Home Care Packages Program (continued)

***"We thank the Government for the recent change in aged care. Much of my "burden" is shared now."***

Mrs P is one of our HCP consumers in the Northern region. With past traumas, Mrs P became very much attached to her daughter T. Both Mrs P and T need to be listened to sharing their concerns and be assisted.

T stated that previously, she felt tense and depressed because she had to not only take care of her mother and but also do her own job and fulfill her family commitments. T mentioned that since Mrs P transferred her package to AVWA, they both could talk, share their stories and needs with the Case manager from AVWA, and get a lot more support than from the previous HCP provider.

On the transfer day, a comprehensive assessment was done and a care plan was developed as a co-product of Mrs P, T and the Case manager. On top of the direct care services arranged for Mrs P such as personal care, respite care and home help, other supports like nursing, incontinence assessment, continence aid assistance, and nutrition review were parts of the Care Plan. After listening to Mrs P's life story, her habits, hobbies and preferences, the Case manager was able to find suitable direct care workers who visited and assisted Mrs P weekly. The Case manager facilitated applying for the Dementia supplement for Mrs P to enable her having more support. The Case manager also liaised with Carelinks North to support T in her caring role.

T said that her mother was now happy with the assistance of AVWA Home care staff, and therefore T had more time for herself. T confirmed that they had made the right choice of transferring the package to AVWA and that "much of her "burden" is shared now".

T told the Case manager that she wanted to thank the Government for the recent change in aged care, and she thought this change should have been made a long time earlier to help the vulnerable.



***"To be a bride again!"***

Mrs. X lived with her daughter B. She had knee and back pain, depression and mild dementia. She used to spend most of her day in bed, trying to get some sleep as she never slept well at night. She only came out of her bedroom for meals. She was not interested in anything and was constantly anxious about dying. She didn't like to go out or meet friends. She needed assistance from B for all her daily activities and always wanted to have her daughter by her side. B tried her best to respond to her mother's needs however, was very stressed due to her inability to drive Mrs X to her multiple medical appointments, her own low English language fluency and her lack of information regarding available services for the elderly.

Help started as soon as AVWA offered a home care package to Mrs X in 2016. After a 360° assessment, a care plan was drawn up addressing the issues of transport and depression and focussing on the goals of engagement, reablement, restoration of Mrs X functions and skills. Mrs X was encouraged to attend on Fridays a social group designed by AVWA to support people living with dementia. Transport was arranged for all medical appointments.

# Home Care Packages Program (continued)

*Mrs X attended the first group meetings in B's company. Her first appearance left her case manager stunned. She looked so gorgeous, alert and cheerful. She enjoyed the light exercise session, made a few new acquaintances and engaged actively in the group activities such as playing with balloons, lotto... She looked so happy and had such a beautiful smile. Soon she no longer needed to be wakened up on Fridays, got herself ready and was looking forward to the group meeting. On those days when B was busy and could not accompany her, Mrs X chose to attend alone, assisted by the care worker. With her skill in doing origami revealed, she was encouraged to show the other group members how to fold paper birds or flowers. She excelled in that role and gave very efficient instructions.*

*Recommended by her GP and encouraged by her case manager, Mrs X decided to exercise at the swimming pool to improve her knee and back pain. Her package was used to fund her membership and a companion card was applied for so that B could care for her mother in the pool. Mrs X quickly increased to three regular weekly sessions as she was feeling so relaxed after the exercise and was sleeping better. Her fatigue was reduced and life was suddenly so enjoyable.*

*B requested a respite care service on Saturday as she wanted to have some rest at home. Escorted by the care worker, Mrs X was so pleased to stroll up and down High Point Shopping Centre or meditate at the temple, rediscovering a world that she had forgotten for a long time. She even started to re-visit old friends.*

*One day, B called to request for extension of the home care service. Mrs X needed some help to decorate her room with paper flowers and flamingos which she had made. B laughed and said that her mum wanted "to be a bride again".*

*"Within a year, my mum has become a different person. She has such a positive experience with AVWA care and I personally have so much peace of mind. We are so grateful to AVWA Home Care Packages Program", said B with tears in her eyes.*



Professional Development day for HCP Care workers (09/12/2016)

# Social Support Groups / Planned Activity Groups (PAGs)

Coordinator: Nam Nguyen

Assistance Coordinator: Ngat Ho (Natalie)

Group Core Staff: Cam Sau Le, Ngat Ho (Natalie), Nhan Huynh, Thuy Pham, Kieu Nguyen, Minh Bui, Tien Pham. Le Nguyen

Care Workers: Khanh Tran, Tien Dang, Thuong Nguyen, Lan Vu, My Tien Lac, Xuan Doan, Tinh Pham

Last year, the major achievement of our program was that we met all expected outcomes when the *Australian Aged Care Quality Agency* conducted its quality review in May 2017.

Our staff worked most effectively to implement the transition of the program from the State government management to the Federal government one. The tasks we performed included: reviewing and revising most of the program policies and procedures to match with the requirements of the new management, becoming familiar with *My Aged Care* (MAC) re. the process of making and receiving clients' referrals, and uploading client data onto the *Data Exchange* system.

*How to use iPad? (Maidstone Group)*



We also had many initiatives in group operations as well as client file management. Re. group operations, in addition to the weekly gentle exercises, the members of our seven group learnt how to use Iphone or Ipad which enabled them to extend their interests, and to keep connections with their friends and families in Australia and overseas. Group members were also introduced to MAC and what services MAC could provide to them. In cooperation with the "*Lets Talk Life*" program, our clients attended 6 lifestyle modification sessions which should help them to delay or prevent the onset of diabetes, heart disease and stroke. Re. client file management, all client files and progress notes were transferred from hard copies to electronic ones. This created a favourable working environment for staff, shortening time for communication between staff and improving performance, and especially keeping clients' files safer.

The results of client surveys conducted in all seven PAG groups in April 2017 showed that our PAG program was highly appreciated by the participants who were happy with our staff and volunteers. 100 percent of participants assessed declared that the PAG program was very important to them; 95 percent were satisfied with service quality.

# Social Support Groups / Planned Activity Groups (continued)

Below is a short piece written by Ha Le, a PAG volunteer whose mother had joined the PAG Sunshine group:

## ***“The wonderful feeling towards AVWA PAG program***

*It is Monday, again. Most people who work hate Monday, but for me, it is always a good day. I will tell you the reason. Monday is the day when my mother goes to her Planned Activity Group (PAG) in Sunshine. This group is run by the Australia Vietnamese Women’s Association (AVWA). It is almost two years since my mom joined this group. She is also receiving a Home Care Package (HCP) from that organisation. Her care manager was the person who referred her to the PAG group.*



*Birthday Celebration (Thomastown Group)*

*My mother was living with me. She used to have so many health problems, physically and mentally. After her knee surgery, her physical condition improved but her mind deteriorated significantly. She started withdrawing, easily got angry, refused to go out and whined about her condition. I had a casual job and two young children. My mom felt sad as her sickness became a burden for me. At the same time, I also felt guilty because I wasn’t able to care for my mother as I would like to. When my mum discussed her care plan, her HCP case manager suggested her to join the PAG group in Sunshine. She agreed. Since then, my mom has got better and better. She has more friends, likes to go out more and starts to learn new songs and new exercises. She also knows more about government services and what benefits she can get from them.*

*My mom usually tells me about her group and what she does there. Now, every Monday morning she gets ready for a care worker to pick her up. Even when she feels unwell, she refuses to stay home. When my sisters visit her, she shows them her Birthday photos, Mother’s Day photos and other photos from the group excursions organised by the PAG staff. Last year, she asked my sisters and me to accompany her for Mother’s Day and her birthday celebration. I did join her and felt so happy for her and myself since then.*

*A few months ago I started doing volunteer work for the PAG Sunshine group whenever I have some free time. I feel happy as I understand more about the program and gain more knowledge and experience in working with elderly people.*

*I just want to say “thank you” to AVWA aged care services, especially the PAG program for what they have been providing to Vietnamese elderly people. Please maintain this program, as it creates an opportunity for our Vietnamese elderly people to improve their health and enjoy their life in their own home.”*

# Prevention of Domestic Violence against CALD Women and Children

Project Officer: Kim Thien Truong

AVWA received a small grant from the City of Greater Dandenong to run an educational campaign to raise awareness of family violence. What we have achieved:

- ☞ Two workshops were held in Springvale. 95 people from the Vietnamese Australian Seniors Association (VASA) attended.
- ☞ 3 articles in Vietnamese were published in Viet-Times, Nhan Quyen and Phu Nu Viet Magazine.
- ☞ 200 flyers with information concerning the project were handed out to other community groups to introduce them to the program.
- ☞ 300 flyers were left at the local libraries and medical centres.
- ☞ Flyers were handed out at the Lunar New Year Festival in Springvale.

## Case Study:

*A lady followed the Project Worker to the carpark from a medical centre where the Worker placed flyers on Family Violence Prevention. She stated that she had read the flyer, listened to the Worker on FM 74.4 and read her articles on Viet-Times.*

*She said that she had been sponsored by her husband who was 11 years older than her and an Australian citizen of Vietnamese descent. They had a 2 year-old daughter. The husband was very controlling, kept all the money and did not give her any: she could not buy anything for herself or her daughter. She was not allowed to go places on her own viz. English classes etc... As a result, she felt isolated, stressed and depressed.*

*The Worker informed her of her rights, and provided her with the contact details of service providers whom she could contact to ask for help. The lady stated that she really wanted to work things out as her husband was the only support she had in Australia. The Worker suggested strategies to discuss with her husband about respectful relationship, the right and benefits of her learning English to be able to find a job, help him pay the bills and take better care of their daughter, etc... The lady thanked the worker for the suggestions and said she felt empowered to take actions to bring about changes into her relationship.*



# Community Visitors Scheme

Coordinating Staff: Lien Huong Nguyen

The *Community Visitors Scheme* (CVS) recruits volunteers to make regular visits to people who are socially isolated or are at risk of social isolation or loneliness. During 2016-2017, we arranged for community visitors to visit aged care recipients at home and in residential facilities in the Eastern region; our 3 volunteers visited 5 recipients of home care packages and 3 clients in residential care facilities. Our CVS clients were from Vietnamese background. As they did not have regular contact with friends or relatives, were feeling lonely and socially isolated, they were expected to benefit from contact. We received good feedback from both clients and volunteers about the positive changes brought about by CVS visits.

Our volunteers were provided with induction and training. A Volunteers' lunch was organised on the occasion of the New Year. An acknowledgement and appreciation certificate was handed to the volunteers who had assisted the scheme for more than one year.



Volunteer New Year Party (17/02/2017)

CVS coordination staff contacted many aged care facilities in the Eastern suburbs to look for residents from Vietnamese background. However, finding such residents was a challenge as there were not many of them in that region.

## ***A message of thanks from a daughter***

*"Many thanks AVWA for sending every Tuesday a friend to my mum who very much enjoys the visit. Thank you and all the best."*

## ***"My new best friend"***

*Mrs Le was diagnosed with dementia. She was living in a residential care facility in an Eastern suburb. Her family visited her occasionally. She felt very lonely as there was no other resident nor carer in the facility who could speak Vietnamese. Most of the time she sat silently in a chair in the common room.*

*Mrs Le said that since the day when Kim, the CVS volunteer, started visiting her, she felt very happy with this new companionship. She called Kim 'my new best friend'. Thanks to Kim's regular visits, Mrs Le had the opportunity to talk to someone who spoke the same language and who had the same cultural background as her and could share her thoughts and stories. Mrs Le always looked forward to Kim's visits. On visiting days, Mrs Le dressed up and waited for Kim to come. They enjoyed spending time together, talking with each other. According to Kim, volunteering as a community visitor was a very rewarding experience for her.*

*Kim mentioned that during her next visits she would encourage Mrs Le to go for a walk outdoor with her.*

# Training

Coordinator: Dr Phuong Ngo

Training Development Officer: Giang Tran, Dr. Huyen Bui (from June 1st 2017)

Student Placement Officer: Minh Bui (Northern & Western Regions),  
Tiffany Nguyen (Southern & Eastern Regions)

Training Administration Officer: Trang Do

In the financial year 2016-2017, our Registered Training Organisation (RTO) experienced a really busy and flourishing period with remarkable milestones including the new Skills First Reconnect funding, the successful delivery of pre-accredited and accredited courses, especially new classes in Springvale, and the recruitment of new qualified and experienced training staff. It was definitely a year of challenges and new opportunities.

The most outstanding achievement was that our application for the Reconnect Program was approved by the *Department of Education and Training* on June 26th, 2017. **This will give us the opportunity to support the most disadvantaged learners in the target cities of Brimbank, Maribyrnong and Greater Dandenong and guide them back into education, training or employment.**

Concerning accredited courses, the number of childcare and aged care courses increased by 50% due to the expansion of courses in our new Springvale office and in St Albans. The unique advantage of our AVWA Childcare classes is that the aged learners are welcome to enrol, so that after their course completion, they are free to decide whether to work in qualified childcare centres or to run their own business of family day care. As Phuong Thi Nguyen, a graduate of Certificate III in Early Childhood



## Training (continued)

Education and Care said *"before enrolling in this childcare course, I thought that I couldn't apply for a job due to my advanced age. Luckily, after graduation, I started my family day care and can earn a living on my own. I feel extremely happy with my own business now."*

All pre-accredited courses were conducted successfully, in terms of both quality and attendance in all three offices of AVWA. Our bilingual professional trainers are one of the advantages attracting more and more Vietnamese learners to enrol with AVWA. *"We really enjoyed learning with bilingual trainers because they could help us whenever we needed help and I felt more confident to learn"*, Mrs Tam T Nguyen, an English class student in our Richmond office commented.



Our professional training staff provided excellent consultancy services for individual clients to achieve great outcomes. For instance, one student from a childcare course felt so stressed with her family issues and study load that she intended to withdraw from her course. After consulting with her training coordinator, she continued her studies. A month later, she got a job offer from the childcare centre where she was doing her work placement. She said that if the training coordinator had not persuaded her to keep learning she would not have got that good job. This is evidence of the effectiveness of our student support services and gives us more motivation to keep delivering training services to our community.

Finally expansion presents multiple challenges to our training team. Firstly, we will need more training rooms when we increase the number of classes within the next two years; secondly, it is hard for training staff to provide extensive support to students because of time spent travelling between the training sites of Braybrook, Richmond, Springvale and St Albans. Other hand, we will hopefully have the opportunity to increase the number of our English classes next year when we submit an application for foundation skills in September.

# Pathways to Employment Projects

Project Officer: Le Nguyen



Two projects were funded, one by the Inner North Community Foundation and another one by the Scanlon Foundation. Both aim to utilize the network of existing AVWA services to provide a pathway to employment for Vietnamese job seekers with disadvantaged backgrounds living within the cities of Yarra, Brimbank, Darebin, Moreland and Greater Dandenong.

Job seekers are provided with career guidance, accredited training courses in Aged Care and Childcare (if eligible), comprehensive job search skills as well as help in networking with potential employers and service providers.

By the end of the projects, job seekers were expected to have

1. Improved their self-confidence and self-esteem;
2. Increased their skills in English language and Workplace practice;
3. Improved opportunities to obtain employment; and
4. Improved knowledge and experiences in how to deal with mainstream and other CALD individuals and communities.

## Achievements to date

- ☞ A wide range of tools and strategies were used to promote the projects including brochures distributed at key local and community venues of the targeted areas, advertising in the local newspapers, online and on radio, utilising AMES and Matchworks distribution networks, information booths at social and cultural events as well as existing AVWA program networks.
- ☞ Over fifty clients either made enquiries or were approached by the project regarding available support services in employment pathways in which forty eligible participants received customized support services depending on their individual needs.
- ☞ One workshop for 12 participants who completed a Certificate III in Individual Support (Ageing) with AVWA and over twenty one-on-one appointments on job search and employment preparation (career planning, job search tips, resume writing, interview techniques).
- ☞ On-going and constant support and encouragement for participants.
- ☞ Five participants successfully obtained employment mainly in Aged care and Childcare industries.

## Future activities

- ☞ Continue to identify and liaise with potential target groups to promote the projects.
- ☞ Career advice and guidance on Aged care and childcare industries for people who are interested.
- ☞ On-going and constant follow-up and encouragement for participants who are attending the accredited courses as well as for participants seeking employment.
- ☞ Collaborate with the training department in order to provide a workshop on job search and employment preparation for participants who mainly live in the City of Greater Dandenong and will finish their accredited course in November 2017.

## Feedback from project participants

*"The help, guidance and support I've received through one-on-one appointments as well as the job search and employment preparation workshop has given me the confidence I need to try and get the job I want." (Mrs N, Yarra)*

*"Thanks so much for AVWA's constant support and encouragement. It was so hard for me to find a job here and now I have finally got a job and will be able to support my family." (Mrs D, Dandenong)*

# Illicit Drug and Alcohol Treatment Counselling Project

Coordinator: Tuong Nguyen

Counsellors: Tuong Nguyen, Thuy Bui

This project - mainly funded by the *Australian Government Department of Health* under the *National Illicit Drug Strategy* - provided drug and alcohol information and counselling, consultancy and continuing care for Vietnamese clients across Melbourne metropolitan regions. Support was provided to help clients change their views on and habits of drug or alcohol use. The partnership with *Turning Point Drug Alcohol Centre* and *Multicultural Centre for Women's Health* provided information on mental health and drug use through group work and the Vietnamese media network viz. an article on *Post Traumatic Stress Disorder* in *Phu Nu Viet* magazine – issue 64; another article in *Viet Times* – issue: 168 Page: 35.

A *Drug Education Program* delivered as a suite of information sessions was provided to Vietnamese vulnerable groups in DPFC and Fulham prison. The results were assessed positively through both workers' and participants' feedback.



# Parallel Learning Playgroups

Coordinator: Suong Nguyen, Thao Quach

Facilitators: Thuy Pham, Thao Tran, Tien Pham, Phuong Pham

Assistants: Phuong Kim Chanh, Phuong Lam, Son To, Trang Do, Nganh Ha, Quyen Dang

## **AVWA awarded 2016 Victorian Playgroup Agency of the Year**

The Australian Vietnamese Women's Association was awarded ***Playgroup Agency of the Year*** at the ***November 2016 Playgroup Victoria Awards***.

AVWA was selected as a winner by the judging committee which included ACU Professor Suzy Edwards, Latrobe City Council Community Facilitator Libby Langford, DET Performance and Planning Adviser (South Western Victoria) Fiona Norman and children's author and Playgroup Victoria ambassador Jeannette Rowe.



AVWA has eight playgroups running each week in Richmond, Collingwood, Footscray, Sunshine, St. Albans and Delahey. Groups are held within primary schools and community centres with approximately 170 families attending on a weekly basis.



# Parallel Learning Playgroups (continued)

In addition to Vietnamese speaking families, a small number of families from Cambodia, Indonesia and the Philippines join regularly. Both Vietnamese and English language skills are fostered through participation in singing, reading, bilingual storytelling, games and dances.

Australian and Vietnamese volunteers led by staff with qualifications in Early Childhood Education and Family Support promote the maintenance of culture and language and encourage a smooth transition to kindergartens and primary schools.



AVWA has forged many partnerships in each local area. Working with the Smith Family, the Saver Plus program was introduced to groups, enabling interested families to gain financial skills, establish a savings goal and develop long term saving habits.

*"Evidence based parenting programs, such as Tuning Into Kids, have been implemented through Mackillop Family Services as well,"* said Jacinta Harper, who nominated AVWA for this award.

*"An innovative program called 'Play Picnic' has also been introduced, combining the expertise of a Dietician and Speech Pathologist to promote nutrition, speech and language development,"* said Harper.

AVWA received prizes to the value of \$1200 for winning the award. The Playgroup Awards is a Playgroup Victoria initiative, which recognises outstanding playgroups and individuals who support children and families across the playgroup spectrum.

# Vietnamese Prisoners Support Program

Officer In Charge : Hai Doan

The program provides culturally responsive support services to maintain prisoners' connections and relationships with their families and community with the ultimate aim of assisting Vietnamese prisoners to successfully reintegrate back into the community.

## OUTPUTS

From 1st July 2016 to 30th June 2017, the program delivered the following services to prisoners and their families.

Service type	Total from 1st July 2016 to 30th June 2017
Individual support to prisoners and their families	867
Prison visits	156
Post-release support	6
Cultural events	14
Sporting events	2

## OUTCOMES

Continuing services over twenty two years have resulted in a close working relationship between AVWA, Corrections Victoria, and the Vietnamese community in Victoria. The quality and efficiency of services provided to prisoners and their families have encouraged them to approach AVWA often and proactively, knowing that they will receive support without either prejudice, linguistic or cultural barriers. Recreational activities organised during cultural events helped reduce the stress prisoners were facing while in custody and at the same time, reassured families that their unfortunate members were being properly looked after until their release. In short, the program contributed to strengthening the profile of AVWA as the only Victorian organisation that could take care of Vietnamese and some other Asian prisoners, one of the most marginalised groups of our society.

## CASE STUDY

*B was arrested for cultivating marijuana. He was very keen to speak to the worker as it was his first time in prison and he was very nervous navigating the prison support system as well as trying to adjust to his new living conditions.*

*Conversations between him and the worker helped build rapport. The prisoner started talking about his personal circumstances, the reasons why he was arrested and the persons he wished to contact, only one issue was that he could not remember the contact details of his relatives. The prisoner was highly stressed as it was the first time he got involved with the criminal justice system.*

*Having only the names of his partner, step-son and niece, the worker started to look for them. It was relatively straightforward to locate his partner as she was arrested and in custody at Dame Phillis Frost Centre. One email to the Multicultural Liaison Officer at DPFC and the inter-prison contact process was initiated. Similarly, his step-son was located in Metropolitan Remand Centre and support was provided to him, including referral to the medical service. Finding his niece was a lot harder as there was only a name and some sketchy details about a suburb she might be living. Further conversations with the prisoner provided more details, then after several enquiries with the Vietnamese community, it was revealed that his niece was very nervous waiting for news of her uncle as she had just recently arrived in Australia and was not familiar with life here. The prisoner support worker contacted her and reassured her that her uncle was alright and was looking forward to speaking to her.*

*The prisoner was relieved that he could finally contact his niece and know that she was alright. He became more positive and showed a trusting attitude towards the worker. In the last couple of conversations with the worker, he asked to be referred to a medical service and talked about his plan post-release, that he would take good care of his niece, his step-son, that he was relieved his partner was receiving appropriate care at DPFC, and that he would be waiting for her to be released so that they could rebuild their family.*

# Sustainable Living

Project Officer: Kim Thien Truong



Our organisation implemented and is continuing to implement a program called “Sustainable Living” with small grants from the Cities of Brimbank, Maribyrnong and Greater Dandenong. The aims are to improve:

- ☞ Choice around carbon footprint,
- ☞ Efficient gas, water, electricity and plastic usage,
- ☞ Rubbish recycling

The information was relayed through radio, flyers and Vietnamese newspapers. The Program showed simple ways to save energy, water and reduce waste through introducing our community to the three **R's (Reduce, Reuse, Recycle)**.

The central message that our project highlighted was that it was not merely money that consumers were saving. They were also helping save our planet.

The feedback from community members was very positive: participants realised that not only they were able to make savings on their bills but also improve the health and well being of themselves, their family and the environment in which they live.



# Gambling Counselling

Coordinator: Kim Vu, Thuy Bui

Counsellors: Kim Vu, Tania Huynh, Thuy Bui, Phuong Nguyen



This Gambling Counselling program is targeted at Vietnamese Victorians with gambling problems residing in the Western and Northern metropolitan regions, including the cities of Melbourne and Yarra. Our holistic service is to provide culturally and linguistically appropriate counselling to Vietnamese problem gamblers who cannot access Gambler's Help services because of cultural and English language barriers.

Last year, as well as providing individual counselling, we worked in collaboration with other Gamblers' Help agencies, Financial Counselling Service and local service providers. We also conducted responsible gambling education programs in prisons and the Vietnamese community.

From July to November 2016, the program was facing a few issues. These began with the Co-ordinator/Counsellor's health issues, and her resignation at the end of October, followed by the resignation of the other Counsellor at the end of March 2017. The Program having only two counsellors, therefore staff replacement was a challenge.

None the less, we still achieved significant outcomes as follows:

## Client-activity area:

We serviced 93 clients either self-referred or referred from prisons, Community Correction Centres, finance counsellors, gambling avenues, friends, families and community local service providers.

93 clients

Up to 80% of clients reported that there were improvements to their situation. The majority of clients were satisfied with the services received. This was evidenced by the high level of rapport and the number of clients attending counselling sessions on a regular basis.

Up to 90% of clients reported a reduction in gambling related behaviours, whereby clients reported gambling less to not gambling at all

## Non-client activity area:

1. We worked with Local Gambler's Help services, Corrections Victoria and other community services to improve client referral between services.
2. We conducted education programs for the Vietnamese community - raising awareness of: responsible gambling, gambling addiction, support services, and treatment options. According to our survey before and after sessions, there was an 80 to 90% increase in knowledge and awareness by participants about gambling-related harm and help available. The Vietnamese groups and community became more aware of: Gambling issues and the effects on families and the community, gambling addiction and options for treatment, how to get help and support for themselves, their families and friends, and the importance of well-being and self-care.
3. We distributed Gamblers' Help information materials and AVWA's Counselling Program flyers to Vietnamese Community members, and Vietnamese inmates in prisons on special occasions like Lunar New Year and Moon Festival.

# Gambling Prevention

Project Officers: Minh Hoa Phan, Huong Ngo

In our third year of operation, the Gambling Prevention project was able to exceed all our key performance indicators including strengthening partnerships with a wide range of organisations such as *Health West*, *ACACIA*, Vietnamese media, *Brimbank Film Project*, and *Cohealth* etc... The project also effectively implemented community education through articles, interviews, workshops, Mental Health First Aid courses, distributing materials and participating in the Theatrical Creative Play Project.



After much commitment and hard work, the Creative Play Project was able to show its first performances in an attempt to use art to break the silence on gambling and its stigma. P. a volunteer of the project said *"so many people in the audience whom I met in the following days, talked about the play and wanted to know when the next performance will be."* K, another volunteer shared *"I had never acted before, it was wonderful to feel and express the real emotions of a past story and share them with the audience. It made a difference to me. I am more open now, it has released my pain. I feel lighter, having shared the burden which I had carried on my own for a long time. Even my closest friend did not know my story, I kept it inside."* (extracted from the interview for the article "Unlock the silence" posted in the Inside Gambling, March 17). Feedback from audience of the Cohealth support group are *'meaningful and touching; should be longer'* (March 17) or *'it is a real story, should extend the script to consequences of problem gambling'*.

According to students in the Mental Health First Aid and Gambling Awareness Workshop, why gambling is one of the favourite choices in people's leisure time is that they have experiences such as a difficult life, loneliness, unemployment, language barrier etc, but the key point is that they feel very comfortable with the services and environment in the casino, gaming lounge.....where they feel *"respected"* - which boosted their self-esteem.

To help increase awareness of harm related to irresponsible gambling, Gambling Prevention continually and creatively worked with Vietnamese of all ages in the Cities of Yarra, Brimbank, Maribyrnong and Greater Dandenong. This year is the last year of GP project. We are very proud of what we have achieved and hope that messages which were sent would make meaningful changes in people's life which is our aim and passion.

# Richmond Tutoring Program

Program Facilitator: Kieu Nguyen

43 students



Thanks to the ongoing support of the Yarra City Council, the Melbourne Girls High School and a few other organizations, the Australian Vietnamese Women's Association was able to operate the Richmond Tutoring Program as usual last year: it was another year of success. The program provided mathematics and English instruction as well as support for homework assignments for primary students from Prep to year 6 living in the Richmond Housing estate.

The program ran every Tuesday during school terms. With the enthusiastic help of volunteer students and teachers from Melbourne Girls' High School, primary students improved their literacy and numeracy skills, did better in homework and learning at school and most importantly, increased in self-confidence in their classrooms.

There were forty-three school students enrolled in the program, the majority from Vietnamese background and the rest from diverse backgrounds.



# Media and Information Technology

Media and IT Coordinator: Xuan Dung Huynh  
Media and IT Support: The Ly  
Website Developer: Trung Nguy  
Vietnamese Writer: Hanh Bui



Throughout last year, our Media and Information Technology (IT) team focused on publications, solutions, software development, and other issues to support the expansion of our organisation. Over all, requirements were successfully met with further development expected this year.

In July 2016, our new Springvale office started operating. Physical distances between offices were taken into consideration concerning technical issues, troubleshooting and solutions. The biggest step was the implementation of the Virtual Private Network technology which was to simplify processes for the IT department. VPN is an expertise solution which connects private networks (offices) across public networks (internet) by generating virtual tunnel connections in which traffic between private networks are encrypted, enhancing data security and integrity. This implementation was enormously cost-effective, because it helped to reduce IT resources wastage by remotely enabling such tasks as troubleshooting, data backup and recovery, technical support, etc.. Also, in terms of accessibility, personal data or folders across office networks can be mapped to a user's computer, so time-consuming travel for work intentions is dramatically reduced. A specific example is that Carelink+ servers can now be accessed remotely by those staff who work in multiple regions serviced by the Home Care Package Program.

Another important development was about our bilingual website which was completed and operational. In order to address the language barrier and inform the public more effectively, AVWA website publishes both English and Vietnamese articles, event information and project details, etc..It is also easy to access for web surfers who want to keep themselves up-to-date with AVWA current and future events. Another major IT solution in the last year was the creation of a system called "AVWA Administration" which was web-based and mainly for reception administrative officers. This is more effective and user-friendly when used internally in our intranet in order to generate manageable AVWA receipts and membership records, improve database and information management and reduce the cost of website hosting service. Last but not least, a number of computers in all three offices were either replaced, repaired or improved significantly during last year. By replacing old-fashioned hard disk drives, computers became more stable and functioned ten times faster with solid state drives.

Concerning the Media, the team and voluntary workers played a crucial role in the Phụ Nữ Việt publication. An outstanding volunteer – Naomie Tran contributed designs of ads, flyers and the magazine cover. 8000 copies of the magazine were published and distributed to the Vietnamese community across Melbourne viz. at various Lunar New Year festivals, at Hoan Thiện Catholic centre (Keysborough), Quang Minh (Braybrook) and Hoa Nghiêm (Springvale) Buddhist temples, etc.

Furthermore, the Media and IT team, satisfactorily responded to our CEO's demand for rapid internet information provision to the public. Events were photographed by IT team members who promptly edited the photos and uploaded them onto the website generally within 24 hours or even on the same day as the event. In addition, a bundle of banners, business cards, magnets, etc. was designed and printed for marketing purposes.

Cameras and security systems were configured accurately in order to create a safe working environment in all our offices. Training courses now being taught at our newest Springvale office enjoyed facilities such as TV, WIFI, and so on for students to access internet for training purposes.

The continuing growth in the number of AVWA employees coupled with the limited number of computers and working spaces is our undeniable future challenge for this year. This will possibly be addressed by providing user working accounts at any available computers. In addition, the system "AVWA Administration" is ready for development and enlargement with more functionalities if needed.

## Richmond Monday Group



## Springvale Senior Group



# Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2017

	2017 \$	2016 \$
<b>REVENUE</b>		
Project grants	5,569,206	3,759,491
Brokerage	917,463	724,768
Interest income	48,673	31,907
Other income	59,371	54,735
	<b>6,594,713</b>	<b>4,570,901</b>
<b>EXPENSES</b>		
Employee benefits expense	(4,785,838)	(3,683,198)
Project activities and support expenses	(769,112)	(501,460)
Operational expenses	(151,833)	(141,950)
Professional development and consulting fees	(49,663)	(33,104)
Depreciation	(29,001)	(33,363)
Repair and maintenance	(42,724)	(40,975)
	<b>(5,828,171)</b>	<b>(4,434,050)</b>
<b>Net surplus for the year</b>	<b>766,542</b>	<b>136,851</b>
<b>Total comprehensive income for the year</b>	<b>766,542</b>	<b>136,851</b>

The accompanying notes form part of these financial statements.

# Statement of Financial Position

## As at 30 June 2016

	Note	2017 \$	2016 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	2	1,379,662	421,135
Trade and other receivables	3	236,537	253,908
Financial assets	4	2,333,342	1,723,146
TOTAL CURRENT ASSETS		3,949,541	2,398,189
NON-CURRENT ASSETS			
Property, plant and equipment	5	3,019,299	3,021,849
TOTAL NON-CURRENT ASSETS		3,019,299	3,021,849
TOTAL ASSETS		<b>6,968,840</b>	5,420,038
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	6	527,903	151,984
Provisions	7	1,709,868	1,301,409
TOTAL CURRENT LIABILITIES		2,237,771	1,453,393
NON-CURRENT LIABILITIES			
Provisions	7	12,065	14,183
TOTAL NON-CURRENT LIABILITIES		12,065	14,183
TOTAL LIABILITIES		2,249,836	1,467,576
NET ASSETS		<u>4,719,004</u>	<u>3,952,462</u>
<b>EQUITY</b>			
Reserves	9	1,826,700	1,826,700
Accumulated surplus		2,892,304	2,125,762
TOTAL EQUITY		<u>4,719,004</u>	<u>3,952,462</u>

# Independent Auditor's Report



Legal • Accounting • Financial Planning • General Insurance

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**AUDITOR'S INDEPENDENCE DECLARATION  
UNDER SECTION 60-40 OF THE AUSTRALIAN CHARITIES AND  
NOT-FOR-PROFITS COMMISSION ACT 2012  
TO THE COMMITTEE OF MANAGEMENT OF AUSTRALIAN VIETNAMESE  
WOMEN'S ASSOCIATION INC**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2017 there have been no contraventions of:

- i. the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit; and
- ii. any applicable code of professional conduct in relation to the audit.

Lanyon Partners Audit & Assurance Pty Ltd  
ABN 95 196 483 868

**TC Kilham**  
Director

Camberwell  
25 September 2017

# Volunteer and Student Placements

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

## **AVA Yarra City Senior Citizens Group**

Cam Nhung Le, Thuy Truong, Van Le, Ngan Bui, Helen Lay,  
Kasini Nguyen, Nga Nguyen

## **Community Visitors Scheme**

Huyen Nguyen, Kim Ngo, Son To

## **Dementia Support Group**

Hoa Nguyen, Danh Le, Nguyet Nguyen, Truong Nguyen

## **Media & Information Technology**

Phi Pham, Naomie Tran, Andrew Duong

## **Richmond Monday Group**

Nam Huynh

## **Planned Activity Groups**

Hanh Nguyen; Yen Thu Truong; My Dang; Mai Ngo; Hai Nguyen;  
Nga Nguyen; Tinh Pham; Nhuong Nguyen; Huon Ho, Ngan Bui,  
Minh Tran, Son To, Dung Le, Deu Nguyen, Luc Pham, Thu Tran,  
Thuy Cao, Ha Le, Kieu Thi, Dung Tran.

## **Playgroups**

Barbara Anderson, Jen Ly, Yen Le, Phuong Lam, Duyen Ngo, Tay Tran,  
Helen Thomosson, Nga Nguyen, Linh Nguyen



*Lunch Preparation - Maidstone Community Centre (Planned Activity Groups)*

**THANK YOU TO THE STUDENTS  
WHO HAD THEIR PLACEMENT WITH AVWA.**

## **Kangan Institute**

Lan Dao

## **Melbourne City Institute of Education**

Huong Mai

## **RMIT**

Chi Walsh

## **Scott's Colleges**

Jenny Tran, Tiffany Tran, Ngoc Truong, Vy Pham, Thi Khoa Ni

## **Victoria University**

Leyna Thai



*Ageing in Australia Expo - Melbourne Town Hall (29/04/2017)*



*Lunar New Year Celebration at Lalor PAG Group (14/02/2017)*

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



12 5 2017

*Mother's Day Celebration at Dementia Support Group (12/05/2017)*

# Acknowledgements

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

97.4 FM Radio - Vietnamese Program  
 Abbotsford Primary School  
 ACACIA Indochinese Children's Services Centre  
 ACH Group  
 Adult Community and Further Education  
 Aged Care Assessment Team  
 Alfred Health Carer Services  
 Alzheimer's Australia VIC  
 Anderson Road Child Care Centre  
 Angliss Children's Centre - Footscray  
 Annecto  
 Arabic Welfare Association (AWA)  
 ASTCO  
 Australian Community Support Organisation Inc. (ACSO)  
 Australian Karen Organisation Inc.  
 Banyule Community Health Service Inc.  
 Baptcare  
 Baptcare Westhaven Community - Footscray  
 Benetas  
 Brimbank Melton Community Legal Centre  
 Brotherhood of St Laurence  
 Carers Victoria  
 Carlton Community Corrections Service Centre  
 Catholic Care, Delahey Community Centre  
 Centrelink  
 Chinese Gambling Concern Inc.  
 City of Brimbank  
 City of Brimbank - Beststar Program  
 City of Maribyrnong  
 City of Melbourne  
 City of Whittlesea  
 City of Yarra  
 Cognitive, Dementia & Memory Service -  
 Sunshine Hospital  
 CoHealth  
 Community Colleges Australia  
 Corrections Victoria  
 Dame Phyllis Frost Centre (DPFC)  
 Dandenong Drug Court  
 Dandenong Magistrates' Court  
 Department of Education and Training  
 Department of Health and Human Services  
 Department of Social Services  
 Development (DEECD)  
 Diabetes Australia - VIC  
 Doutra Galla Aged Care - Avondale Heights  
 Doutra Galla Yarraville Village  
 Duke Street Community House  
 Estia Health Ardeer  
 Ethnic Communities' Council of Victoria  
 Foot Choice Podiatry and Shoes  
 Footscray Aged Care  
 Goodstart Early Learning Braybrook  
 Hearing Victoria

Hepatitis Victoria  
 Higher Education & Skills Group  
 IMPAC  
 Incontinence Victoria  
 Inner East Community Health Centre  
 Inner North Community Foundation  
 inTouch Multicultural Centre Against Family  
 Violence  
 ISIS Primary Care - Aged & Disability  
 ISIS Primary Care - Gambler's Help  
 Kincare  
 Lady Nelson Centre  
 Lalor Library - City of Whittlesea  
 Latrobe University - Hep B research project for  
 the Victorians  
 Lets Talk Life program  
 Main Road East Early Learning Centre  
 Mekong Vietnamese Aged Care



Melbourne Girls' College  
 Melbourne Magistrates' Court  
 Melbourne Metropolitan Fire Brigade  
 Mercy Hospital - Mental Health Program  
 Merri Health Services  
 Metropolitan Fire Brigade (MFB)  
 Migrant Resource Centre - North West Region  
 Monash Health  
 Monash Link  
 Moreland City Council  
 Multicultural Aged Care Services Geelong  
 (MACS)  
 Multicultural Centre for Women's Health Care  
 (MCWH)  
 Multicultural Women Health Centre  
 Multicultural Women's Health  
 Napier St Child & Family Resource Centre  
 Neighbourhood Justice Centre  
 Nhan Quyen (Human Rights) - Vietnamese  
 Newspaper  
 North Richmond Community Health Centre  
 Palliative Care Australia  
 Penlican Early Learning - Cairnlea

Phoenix Street Children's Centre  
 Rayness Park Court - Residential Aged Care  
 RecWest YMCA  
 Ringwood Community Corrections Services  
 Centre  
 Royal District Nursing Service (RDNS)  
 Royal Freemasons  
 SBS Radio - Vietnamese Program  
 Scanlon Foundation  
 South Eastern Melbourne Vietnamese  
 Association Council (SEMVAC)  
 Southern Cross Care - VIC  
 Southern Cross Care Newport  
 Springvale Community Aid and Advice Bureau  
 St Albans Heights Primary School  
 St Albans Sweet Sounds Early Learning Centre  
 St Andrew Uniting Church - Footscray  
 St Vincent's Hospital  
 St Vincent's Hospital - Transitional Care  
 Sunshine Community Corrections Services  
 Centre  
 Sunshine Magistrates' Court  
 Taylors Hill YMCA Child Care Centre.  
 The Royal Melbourne Hospital  
 The Royal Melbourne Hospital - Post Acute Care  
 The Salvation Army  
 The Smith Family - CFC Brimbank  
 Thomastown Library  
 Tivi Tuan San - Vietnamese Newspaper  
 Uniting AgeWell  
 VELG Training  
 Victoria Police  
 Victorian Alcohol & Drug Association (VAADA)  
 Victorian Arabic Social Services (VASS)  
 Victorian Elderly Chinese Welfare Society  
 Victorian Registration and Qualifications  
 Authority (VRQA)  
 Victorian Responsible Gambling Foundation  
 (VRGF)  
 Viet Luan - Vietnamese Newspaper  
 Viet News - Vietnamese Newspaper  
 Viet Times - Vietnamese Newspaper  
 Vietnamese Australian Senior Association in  
 Victoria (VASA VIC)  
 Villa Maria Catholic Homes  
 Vision Australia - VIC  
 VNTV - Vietnamese Television  
 WAYSS - Homelessness Service  
 Western Health - Footscray Hospital - Post  
 Acute Care  
 Western Health - Sunshine Hospital - Post  
 Acute Care  
 Wintringham - Specialist Aged Care  
 Yarra Drug & Health Forum (YDHF)  
 Yarra Plenty Regional Library

**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



### Our Purposes

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



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