

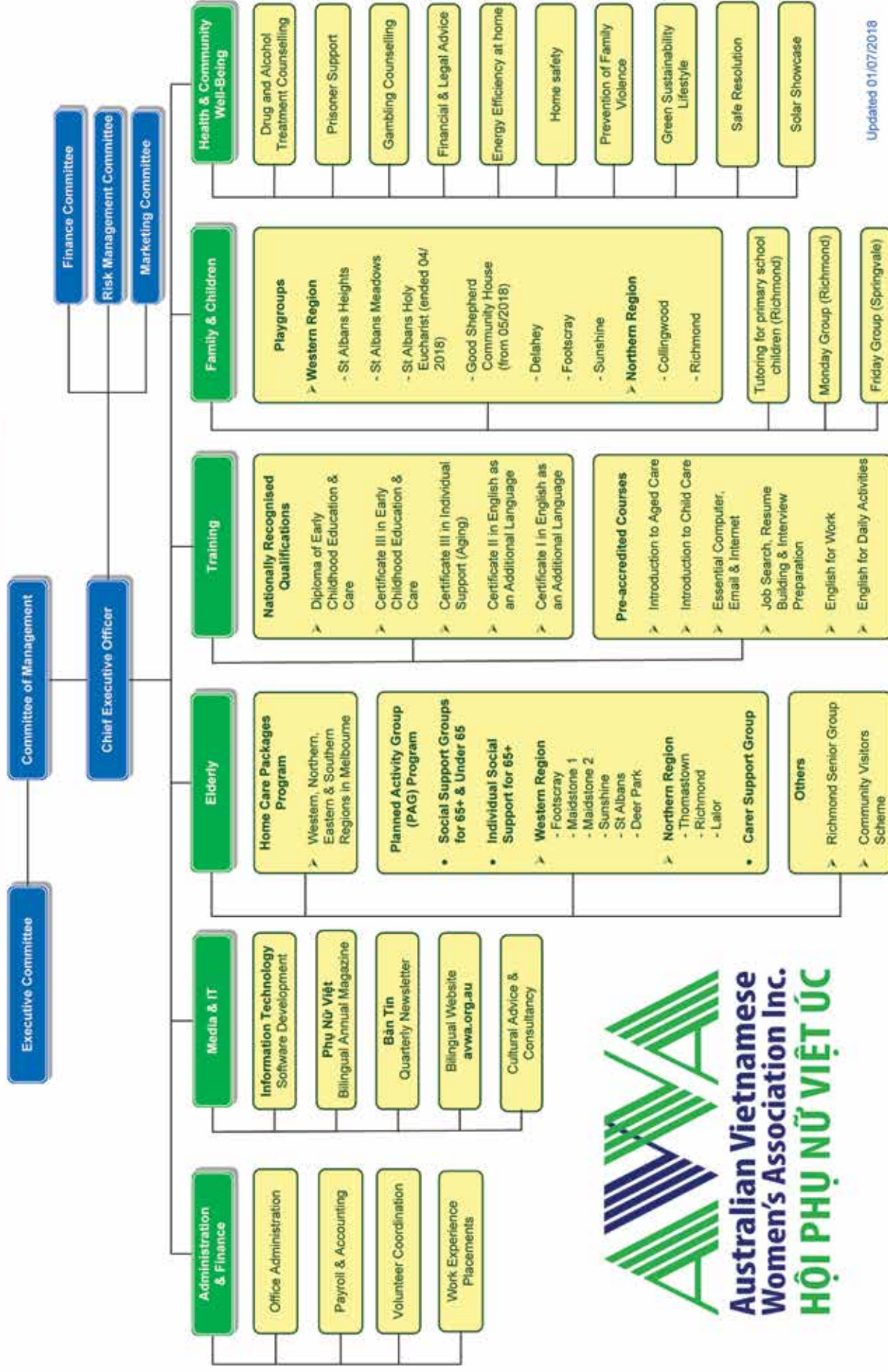


**Australian Vietnamese
Women's Association Inc.**

Hội Phụ Nữ Việt Úc

ANNUAL REPORT 2017-2018

35 YEARS YOUNG



Contents

Contents	1
Acknowledgements	2
A message from our President	3
Treasurer's Report	4
Richmond Senior Group	4
A message from our Secretary and Chief Executive Officer	5
Home Care Packages Program	6
Social Support Groups / Planned Activity Groups (PAGs)	10
Safe Resolution	12
Community Visitors Scheme	13
Training	14
Solar Showcase	16
Illicit Drug and Alcohol Treatment Counselling Project	17
Parallel Learning Playgroups	18
Vietnamese Prisoners Support Program	20
Gambling Counselling	21
Media and Information Technology	22
Richmond Tutoring Program	24
Gambling Prevention	25
Richmond Monday Group	26
Springvale Senior Group	26
Statement of Profit or Loss and Other Comprehensive Income	27
Statement of Financial Position	28
Independent Auditor's Report	29
Volunteer and Student Placements	30
Acknowledgements	32



Annual General Meeting at Richmond Town Hall (03/11/2017)



Australian Vietnamese Women's Association Inc.

Hội Phụ Nữ Việt Úc

Acknowledgements

35 YEARS

Cam Nguyen, Thanh-Kham Tran Dang

30 YEARS

Yen Bui

15 YEARS

Hung Ly, Van Ha

10 YEARS

Hue Van, Cuc Nguyen, Dung Nguyen,

Hiep Hoa Nguyen, Loan Ngoc Tran, Nganh Ha

5 YEARS

Ngat Ho, Quynh Luc, Tien Dang, Phong Hai Dinh,

Huyen Thi Nguyen, Thanh Xuan Nguyen, Thao Tran,

Kim Thien Truong, Liem Thanh Tran

Thank you for your loyal service

A message from our President



Distinguished guests, ladies and gentlemen, members and associates,

To begin with, I acknowledge the traditional owners of the land and pay my respect to all Aboriginal and Torres Islander people, elders past and present.

This year marks the 35th anniversary of the Australian Vietnamese Women's Association.

As one of the founding members of this association, let me take you back to the first day on 15/01/1983, the day when the founder of the association Mrs Cam Nguyen called a meeting of seventeen women to establish an *Australian Vietnamese Women's Association*. At that time, we all looked so young. The image is still vivid in my mind. We sat around a table in a stuffy room at the back of the *Melbourne Migrant Resource Centre* on Elizabeth street, close to Victoria market.

We did not have any money but we had a *Vision*, the vision to support disadvantaged Australian Vietnamese know their rights, responsibilities and what services were available to help them integrate into mainstream Australian Society.

In the beginning, we had a couple of part time volunteers, then, after a year or two, a couple of part-time staff working with two or three part-time volunteers. In 1994, when I was working as a part-time staff, there were eight of us in a small rented office in Footscray. Now, our organisation has three offices, two of which are wholly owned. Just before the end of the financial year, we had 161 staff working across all Metropolitan Melbourne. The Committee of Management decided to buy a good size and well located property in Springvale which will be developed to replace our current rented office.

I would like to express my gratitude to all past presidents, office bearers, committee members, members and staff in particular Mrs Cam Nguyen, Mrs Hoa Phan, Mrs Duc Tran, Mrs Yen Bui, Mrs Vinh Nguyen and Mrs Phi Loan Nguyen.

Thank you everyone.

Thanh-Kham Tran Dang
President

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 2018.

It was not just another successful year for AVWA. It was a very successful year. Our total income increased from 6.9M to 9.7M – just short of the 10M mark - with incomes increasing across all programs.

- ☞ Our Home Care Packages program continued to grow in all regions by 42%.
- ☞ Our training program increased by 76%.
- ☞ Our children's services grew by 22%. We now have ten playgroups
- ☞ Apart from our long-running services like aged care, training, playgroups, counseling, and prisoners' support, the number of our small projects also increased, widening our services in all regions and promoting our culture and a stronger community.



Our total comprehensive income for the year increased from \$766,542 last year to \$1,301,855. We have used our accumulated surplus to purchase an office site in Springvale, planning to open a community centre to replace our current rented office.

I would like to extend my personal appreciation and gratitude to the Committee of Management, our Secretary and CEO, our dedicated staff, members and supporters in the community for their efforts and contributions to delivering another great result.

Yen Bui
Treasurer

Richmond Senior Group



Senior Group Birthday Celebration (25/10/2017)

A message from our Secretary and CEO

In our fast changing world and current technology revolution, apparently, more than 60% of commercial companies and community organisations disappear before their 30th year of operation. As this year is AVWA 35th anniversary, longevity is obviously a cause for celebration – but not only longevity, health and growth are even more crucial. At last year's AGM, the Treasurer pointed out that our total income was 40% higher than the year before, this year's increase is even higher at 47%. Financial health and growth are always good for an organisation. However, they are not our main aims which are to provide the best possible services to our clients while ensuring the health and well-being of our members, staff and community. The vast majority of recipients of all our various aged services, playgroups, training services etc... were very happy and appreciative and our staff and volunteers found great meaning and satisfaction in their work. As in 34 out of the last 35 years of operation, there was not a single Workcover claim and, on average, staff took less than nine days personal leave per person. In the community sector where annual staff turnover rate is over 30%, our turnover rate was only 10% p.a.



In my 2017 AGM speech, I promised an exciting program for this anniversary year. Indeed, among numerous celebrations throughout the year, there were three major events:

1. An exhibition about our services and activities in the Queen's Hall of the Victorian Parliament,
2. A celebratory gala dinner cum fund raising for Rohingya refugees and,
3. The purchase of a good size property in Springvale.

In March, was the official opening of the commemorative exhibition in the presence of two ministers, a number of MPs and VIP guests. After the launch, the exhibition remained open to visitors to the Parliament for a whole week.

In June, instead of just holding a celebratory dinner, we decided, as a show of humanitarian solidarity, to use the occasion to fund raise for Rohingya refugee women and children who were living in very tough conditions in Bangladesh.

Just before the end of the financial year, we signed a contract to buy a 3,400m² block of land close to the Springvale CBD with an existing 2,000m² warehouse. The purchase was made with our own funds without any bank finance. With the collaboration of architects of the *School of Design of Swinburne University*, the building will be fit out as a community centre to provide high standard accommodation to AVWA current and future services in South East Melbourne.

Finally, for this AGM, we had invited a number of women who used to serve on either our Board or Committee of Management throughout the past 35 years. We are greatly honored that about 23 of them are here today. I would like to thank and congratulate all past and current Board and Committee of management members, staff, partners, full and associate members for their ideas, contributions and hard work during all these years. **Together, WE HAVE MADE IT.** A successful and vibrant 35 years young organization.

Cam Nguyen
Secretary and Chief Executive Officer

Home Care Packages Program (HCP)

Manager: Qui Ma

Assistant Manager: Thuy Nguyen

Team Leader: Hue Van (Team West), Thuy Nguyen (Team North East South)

Case Managers: Dung Nguyen, Huong Dinh, Huong Duong, Lan Ly, Lan Pham, Linh Nguyen, Ngoc Tran, Queenie Lam, Tai Mai, Thao Ha, Tram Mai, Van Ha, Cam Huong Le, Hiep Ly, Le Nguyen, Lien Huong Nguyen, Phuong Tran, Quynh Huong Nguyen, Quynh Luc, Thuc Anh Nguyen, Uyen Do, Uyen Truong, Van Hoang

Registered Nurse: Trinh Phan

Administrative Support Officers: Dung Le, Lan Pham, Linh Ngo, Tram Ly, Van Ha, Quynh Luc, Thu Nguyen, Tuan Truong, Van Hoang

Care Workers: Hong Chau, Trinh Chau, Thu Dang, Tien Dang, Tu-Huong Dang, Phong Dinh, Thuan Doan, Huong Duong, Thuan Huynh, Yen Huynh, Loi Lam, Thanh Mai, The Mai, Mai Ngo, Bac Nguyen, Khanh Nguyen, Lieu Nguyen, Linh Nguyen, Long Nguyen, Mai Nguyen, Sang Nguyen, Ngoc Thu Nguyen, Tram Nguyen, Xuan Nguyen, Hai-Yen Nguyen, Hieu Pham, Lanh Pham, Ngoc Pham, Phao Pham, Mai Quach, Thu Thoi, Loc To, Dieu Tran, Gam Tran, Hoang Tran, Therese Tran, Loan Tran, Oanh Tran, Tinh Tran, Ngoc Trinh, Hoang-Anh Truong-Dinh, Nhung Vo, Ai Nu Tran, Anh-Dung Nguyen, Dung Nguyen, Duyen Ngo, Ha Hoang, Han Ngo, Hoa Hiep Nguyen, Hoa Nguyen, Huong Nguyen, Huong Phung, Huyen Nguyen, Khanh Pham, Kim Chi Nguyen, Kim Chi Tang, Kim Lien Le, Kim Ngo, Lam Tran Ingram, Liem Tran, Linh Huynh, Long Le, My Thu Tran, Nhan Pham, Nhi Lam, Nhung Bui, Oanh Do, Quang Nguyen, Quoc Huynh, Sang Nguyen, Sau Le, Tam Nguyen, Thu Hoi Tran, Thuy Hoang, Trang Le, Trang Ly, Trong Hoang, Tu Nguyen, Tuan Truong, Tuyet Nguyen.

Dementia Support Group Facilitator: Van Ha

Dementia Support Group Staff: Linh Ngo, Huong Duong, Thanh Du

2017-2018 marked the 14th year that AVWA had been operating this program. It was also a very dynamic and productive year for the HCP team. The number of packages as at 30/6/2018 had increased by 45% compared to the number twelve months earlier. During this year we served a total 361 clients from level 1 to level 4 across all regions of Metropolitan Melbourne. In order to meet the needs of the increasing number of clients, staff recruitment, induction and training formed a growing part of our activities. By the end of the year, we had 23 case managers, 80 care workers and a registered nurse who assisted with clinical assessment and recommendations for our clients.



Home Care Packages Program (continued)

Continuous improvement is one of the core values of our organisation. Our HCP clients enjoyed culturally and linguistically appropriate direct care, additional purchased services and intensive case management in accordance to their agreed care plan. We got client feedback through phone contacts, home visits, letters, and client surveys. Case managers, administrative staff and care workers attended professional development meetings and training sessions to improve the quality of



service provision. Caring for people with dementia, home fire safety, elder abuse awareness, occupational health and safety were the key topics of the year. Case managers also attended network meetings to learn and share experience while being updated about changes in the industry. We noticed that the percentage of our clients who were living with dementia had been increasing from year to year. This year, 25% of our clients were receiving Dementia supplement. Case managers provided information about dementia and dementia care to these clients and their carers. Care plan and task lists were also tailored to meet the needs of individual clients. Our Dementia support group for clients in the West continued operating successfully with 33 participants, facilitated by staff who had been regularly attending training at Alzheimer's Australia to be able to organise stimulating activities and provide efficient support. Apart from weekly sessions, group members also celebrated events such as Mothers' Day, Mid-Autumn festival, etc.

It had been our tradition to organise parties on the occasion of the Lunar New Year. This year, the events were held in January - one for clients in the Western suburbs with 145 participants including 35 family carers, and another one for Northern, Eastern and Southern suburbs clients with 75 participants including 25 family carers. We also sent birthday cards to clients to celebrate their special day. For clients who reached their 90th, 95th or 100th birthday, we requested congratulatory messages about these remarkable milestones from the Premier, the Prime Minister, the Governor and the Queen.

We continued providing information in Vietnamese about Home Care Package services to the elderly in the Vietnamese community, and also assisting them with referral to My Aged Care as appropriate. Due to the language barrier, there were still a lot of senior people in need of aged care support who did not know about services available to help them live at home longer.

Finally, following the Increasing Choice in Home Care reforms implemented from 27th February 2017, a number of home care package recipients chose to transfer their packages to our organisation. According to these clients, the advantages of being served by AVWA were the convenience of not only verbal communication in Vietnamese but also bilingual written documentation in English and Vietnamese, the quick response from case managers as well as the caring and professional service from care workers. Clients and their family carers felt confident to call AVWA offices directly, speak to case managers and AVWA Aged Care Services (ACS) managers, discuss care plans, request services, read letters, view monthly statements, etc. - all in Vietnamese.

The financial year 2017-2018 was indeed a significant year for the whole HCP team. We had the satisfaction to feel that we were able to make a difference to so many elderly members of our community.

Home Care Packages Program (continued)

My Life Back

Mr X's family arrived in Australia over 25 years ago. His whole family, comprising himself, his wife & 6 children, escaped Vietnam in a fisherman's boat. The journey ended in the land of freedom but unfortunately did not end as hoped for. From eight at the beginning of the journey, only Mr X, Mrs X and one of his six children survived piracy, dehydration and starvation. The tragedy had a severe impact on Mr & Mrs X's life, affecting more and more their mental and physical health. Mrs X could not forget how she lowered her dead children one by one into the sea. She lost interest in life, suffered from Parkinson's disease and was not even able to cook meals or carry out simple domestic chores. Mr X tried to overcome the trauma with work but unfortunately could not continue due to a car accident. Tragedy struck one more time. The couple kept on living with financial hardship added to post trauma depression and aging deterioration. They did not know how to seek help. Life went on with distress, depression and financial hardship in a house where all members locked themselves in their own corner.

A year ago, Mr X heard from a friend about support he could get from the Australian Vietnamese Women's Association. At that time, Mr X just wanted some help in gardening as he was no longer able to do it. He was overwhelmed with the information provided to him and had no hesitation to ask our support officer to assist in registering and making a referral to My Aged Care.



Soon after that, Mr X was assessed and approved for a level 4 Home Care Package. Moreover, Mrs X accepted to be assessed as well and was also deemed eligible for one package, too.

Help started immediately and Mr and Mrs X were referred to different services such as counselling, medical specialists, social support...

While waiting for his package to be assigned, Mr X visited AVWA office again to express his inability to mow his lawn and his concern about getting a fine. Due to his high level of stress, he was advised to contact his assessor to get help. As he was willing to accept a level 2 package first while waiting in the queue for a level 4 one, he was assigned a level 2 package and chose AVWA as his Home Care provider, a day after his assessor made the change for him.

AVWA immediately appointed a case manager. Discussion was conducted with Mr X about health conditions and concerns and different services were explored for a better management of his daily life needs and reablement. A care plan was developed in consultation with Mr X reflecting his short and long term goals. Within a week, he received care services and could not be happier.

Lawn mowing service was offered immediately, bringing back peace of mind to Mr X.

Additional services took place when he finally was assigned a level 4 package.

Home Care Packages Program (continued)

A solution was found for daily meals which have been a source of great family stress. Home delivered Asian meals with many choices to enjoy were ordered to meet Mr X's need for a healthy and nutritious balanced diet replacing his appetite and weight loss over the previous years. In addition, he took daily nutritional supplement drinks and formula recommended by a dietitian.

Apart from nutrition, exercise was recommended to improve his wellbeing. Thanks to the funding, he was able to pay membership fees to the local leisure centre and start participating in gymnasium and swimming pool activities which he had not been able to afford previously.

For foot pain management, a referral was made to a podiatrist then to a pedorthist and finally, replacement of his pair of worn out shoes brought considerable relief to Mr X.

An occupational therapist was also arranged to assist with the management of his living environment after long months of discussions about safety concerns. Throughout the years, old books, newspapers and furniture had been piled up in his house ... leaving no space for functional living. Strategies were implemented to address the issue making an evacuation plan available in case of fire or emergency.

Mr and Mrs X never expected that, after years of suffering and depression, their quality of life could have improved so much following the allocation of their Home Care Packages and, especially, thanks to AVWA holistic care.

361

Consumers



Easy to contact. Quick response from case manager.

Mrs D was 82 years old, lived with dementia, and was bedbound and wheelchair dependent. Daughter M was her main carer, spent all her time looking after her mother. Mrs D had been served by a Home Care service provider, but daughter M found it very difficult to contact the case manager whenever help was needed. Through word of mouth, M heard about AVWA and she decided to make a change.

Mrs D's home care package was transferred to the AVWA smoothly after M was satisfied with all the explanations about services provided by AVWA, the home care agreement, individualised budget, fees and charges. Comprehensive assessment was done and a care plan was developed as a co-product of Mrs D's representative, i.e. her daughter M and the Case manager. On top of regular direct care services arranged for Mrs D such as daily personal care and respite care, other support like transport assistance when needed, nursing service, continence aid assistance and occupational therapy were parts of the Care plan.

To ensure the safety for both Mrs D and her carers, the Case manager made a referral to an occupational therapist for reviewing equipment such as hoist, wheelchair, adjustable bed, air mattress... and purchased or rent equipment as recommended by the occupational therapist.

Since Mrs D transferred her package to AVWA, the Case manager arranged for her to attend dental appointments which her daughter had wanted for quite a long time but was unable to get. The Case manager also wrote a letter to the Immigration Department to support Mrs D's sponsorship of another daughter of hers in Vietnam to come to Australia to help look after her, sharing the 24/7 caring role with overworked daughter M.

Daughter M told the case manager that both she and her mother found it much easier, more convenient to contact the AVWA Case manager who spoke the same language, was very helpful and responded promptly to her mother's needs. She found our Care workers were dedicated and enthusiastic, effectively assisting her to keep her mother at home with the family for as long as they wish.

Social Support Groups / Planned Activity Groups (PAGs)

Coordinator: Nam Nguyen

Assistance Coordinator: Ngat Ho – Natalie

Group Staff: Cam-Sau Le, Ngat Ho – Natalie, Nhan Huynh, Kieu Nguyen, Minh Bui, Tien Pham, Le Nguyen, Khanh Tran, Tien Dang, Thuong Nguyen, My Tien Lac, Xuan Doan, Loan Nguyen-Sheena, Tinh Pham

2017 – 2018 was the second year in which our PAG program was funded and managed under two levels of government: *Commonwealth Government for people aged 65 and over* and *Victorian Government for people aged under 65*.

Highlights:

- ☞ Number of new clients joining PAGs: 50
- ☞ Efficiently monitored referrals from My Aged Care
- ☞ All client care plans developed and implemented following the Goal Directed Care model.
- ☞ Group activities designed to accommodate/meet each individual's different needs, ages and health conditions. Activities included physical activities (Tai-chi, meditation, Zumba etc.), arts and crafts, brain stimulating activities (catch phrase and puzzles, learning to use smart phones and tablets), information sessions on varied issues, outings, etc.
- ☞ Two new self-funded groups in Western suburbs were established in response to the increasing number of referrals from My Aged Care. Total number of our PAG groups: 9 (6 in the Western and 3 in the Northern areas).
- ☞ Expanding and boosting partnerships with other organisations and groups such as *Indochinese Elderly Association, Viet Cultural Group, Yarra Senior Group...*



Social Support Groups / Planned Activity Groups (continued)

Case study: Re-empowerment

In 2018, after the Lunar New Year, Ms T. listened to a friend's suggestion and joined one of our PAG groups in the Western region. She was 60 years old and had been living with depression for a long time. At times, her depression was so bad she had attempted to commit suicide, not once but many times. Ten years ago, she was a victim of domestic violence and underwent a painful divorce. She was living with her 2 adult sons and a daughter. But the sons were in conflict with each other. Sometimes the fights were so serious the police had to be called. The daughter just could not care less. Therefore, not only Ms T. did not have much support from her children, they also caused her more stress, making her depression worse. Recently, her oldest son had been diagnosed with severe depression like her, so she had to keep an eye on him most of the time. This task increased her sadness and misery. She thought it was her karma.



When Ms T first joined the group, she was unsure of what to expect. Given her emotional state, she was very shy and reserved. After seeing the care and friendliness the group members showed to each other and to her, she became more confident and started to join in all group activities. She started to laugh at jokes and riddles, joined in group exercises, zumba dancing and singing. She said many times that she was so fortunate to find the group. She very much looks forward to each and every PAG day because it is the place where she feels comfortable, respected and cared for. It is also the time she forgets all the trouble at home, has fun and can relax.

*Since she enjoys writing poetry and stories, according to her **Goal Directed Care Plan** she was encouraged to write happy stories about her friends and people in the group. Previously she used to write articles and stories for Vietnamese newspapers, but often the subjects were sad and pessimistic, and they made her feel sadder. Now she looks for fun and positive things to write about, and brings them to share with the group. In addition, the staff told her that they were willing to share her feelings whenever she wanted them to. They also drive her to community events when needed. With encouragement from the staff and self-practice at home of exercises she learns with the group, Ms T feels much better and happier. She is also encouraged to practice driving again, as she had stopped driving for a number of years because she feared she might easily get distracted and cause accident. Hopefully, she will be confident enough to drive next year.*

Safe Resolution

Project Officer: Kim Thien Truong

Relationships Australia Victoria partnered with the Australian Vietnamese Women's Association (AVWA) and some community legal centres to run the project "*Safe Resolutions*" which provided family conflict mediation services free of charge to the Vietnamese community. AVWA provided a Vietnamese speaking Family Safety Worker to help with:

- emotional and practical support for those male and female clients affected by family violence throughout the mediation process,
- short-term casework support to make sure all other needs (such as information, advice and referrals to housing, family support and counselling services) were met before, during and after the mediation process.



The Vietnamese-specific cultural aspects of the program included the following:

- ☞ Use of both Vietnamese speaking lawyers and non-Vietnamese speaking lawyers using interpreters.
- ☞ This program was specifically designed for the Vietnamese community living in the Western Metropolitan Regions including Brimbank, Melton, Maribyrnong and Hobsons Bay Local Government Areas, and was subsequently extended to other metropolitan regions.
- ☞ The support provided was tailored on a case-by-case basis to make sure it met the needs of individual clients, however it could include assisting clients with applying for Intervention Orders, making police statements, planning for safety, and providing emotional support during the mediation process.
- ☞ The program helped overcome a range of barriers to Vietnamese people accessing existing mediation services including lack of awareness of mediation process, limited free legal assistance for family law disputes, lack of culturally appropriate support during the mediation process and limited English skills.

We held six information session workshops for Planned Activity Groups, Playgroups in St Albans, Maidstone, Sunshine, Footscray, Collingwood, and Braybrook with over 200 people attending. We distributed flyers with information such as community issues and services available for workshop participants. There were also 250 flyers handed out at the *St Albans Lunar New Year Festival* with staff on hand to talk to people face-to-face.

There were also articles in the Phu Nu Viet magazine, Vietnamese newspapers and a talkback segment on SBS Radio Vietnamese Program. These initiatives helped spread the message that there were effective family conflict mediation services available to the Vietnamese community in Victoria.

These activities resulted in numerous Vietnamese women attending workshops which helped them understand how to deal with domestic violence occurring to themselves, friends, neighbours and families.

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 2017-2018, we arranged for community visitors to visit aged care recipients at home and in residential facilities; our six volunteers visited five recipients of home care packages and ten residents in residential care facilities in Eastern and Southern suburbs. 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.

A friend

Mrs L was diagnosed with dementia. She was living in a residential care facility. Her family visited her occasionally. In the facility, there was no other resident nor carer who could speak Vietnamese. Visits by CVS volunteer were highlights to Mrs L. Thanks to regular visits by K the volunteer, Mrs L had the opportunity to talk to someone who spoke the same language as her and could share her thoughts and stories with someone who had the same cultural background as her. Facility staff mentioned that since having visits by K, Mrs L had looked happier, had agreed for staff helping with showering (before that she was always reluctant to have shower). That is a small but meaningful difference that the volunteer has made to Mrs L's daily activities.

Mrs L's sister from Sydney came to visit her during last Christmas, and said to K the CVS volunteer that she was very touched to see her lonely sister now having a friend.

According to K, volunteering as a community visitor was a very rewarding experience for her.



Training

Coordinator: Dr. Phuong Ngo

Training Development Officer: Dr. Huyen Bui

Training & Student Placement Officer: Lan Dao (Northern & Western Regions)
Nhi Dang (Southern & Eastern Regions)

Administration Officer: Trang Do

Skills First Reconnect Program Leader: Dr. Huyen Bui

Skills First Reconnect Program Officer: Lan Dao, Nhi Dang, Phuong Nguyen

In 2017-2018, our Training department experienced its busiest year ever with new funded programs such as the *Skills First Reconnect* and *Foundation Skills* (EAL courses). We received extra funding to deliver pre-accredited courses in Brimbank and Greater Dandenong. The training team worked closely with internal and external stakeholders to provide a range of support services to our students. It was definitely a year of challenges and new opportunities.

Firstly, we had the opportunity to deliver more EAL courses to residents in Brimbank, Maribyrnong, Yarra and Greater Dandenong. These courses not only contributed to an increase in training income but also addressed the growing demand for English language learning throughout the regions. For instance, Mrs Than Nguyen, a 74 year-old EAL learner said, *"I really enjoyed learning English at AVWA as bilingual trainers were patient and caring for each learner. After several months of participating in the course, I feel more confident in social interaction and communication now. Recently, I was able to make a doctor's appointment over the phone, something that I had never done before in over 30 years of living in Australia. I myself could fill the medical forms at the hospital and understand not all but much of what the doctor said about my health issues in English"*.



Secondly, another significant achievement was the successful delivery of the Skills First Reconnect Program in three nominated suburbs, namely Brimbank, Maribyrnong and Greater Dandenong. This mentoring program proudly provided various supportive services and consultancy to nearly 50 disadvantaged clients to re-engage them in education, training and/or employment. Mr Q. Nguyen, one of the Reconnect clients said, *"I arrived in Australia at a very young age and did not have any formal education. My limited social knowledge and life experience led me to commit a series of crimes. Last year, when I was feeling completely lost and without direction, I approached AVWA as my last chance. For the first time in my life, I was motivated to make specific plans for my future education and employment. I attended a number of individual and group meetings as well as workshops conducted by extremely patient, professional and caring staff and social experts. They gradually changed my concepts and feelings towards myself, society and the community and I came to understand better my rights and responsibilities as a citizen. Thankfully to date, my life has become well balanced"*.

Training (continued)



Thirdly, all pre-accredited courses and accredited courses were successfully delivered in all 3 offices of AVWA and Acacia Children's Centre (St Albans). In March 2018, additional student contact hours were allocated to us for pre-accredited courses as a result of our early completion of the initial number of funded target hours.

Finally, the above results were achieved thanks to the close cooperation and partnership with internal stakeholders including *HCP, AOD, Gambling, and Prisoner Support* programs as well as external community partners such as *Duke St Community Centre* and job agencies in the cities of Brimbank and Yarra. Another factor contributing to our success was the teamwork and professionalism of the training staff resulting in great outcomes for our students.

The challenge that the training team is currently facing is the provision of direct support to students and trainers in a number of training sites in Braybrook, Richmond, Springvale and St Albans. In addition, there will be more classrooms in our newly purchased Springvale office which will increase the number of courses to meet the high demand for learning in the South Eastern region.



Solar Showcase

Project Officer: Kim Thien Truong

On the 30th October, 2017 our organisation started implementing a partnership with the *Yarra Energy Foundation* (YEF) to introduce “*Solar Showcase*” which was a bulk-buy solar program offering security and trust.

Information about the program was relayed through Vietnamese radio and Vietnamese-language newspapers with numerous phone enquiries being received.

YEF managed the program in conjunction with AVWA introducing the project through information seminars with some families choosing to have an evaluation of energy saving in their homes.

Three workshops were organised at:

1. Richmond AVWA office, 3rd April 2018 (more than 30 people);
2. St Albans Community Centre, 6th April 2018 (more than 30 people);
3. Lalor Living & Learning Centre, 10th April 2018 (more than 50 people).

An *Energy Expo* also took place on Wednesday, 18th April at the *Springvale Town Hall* with six stall holders and over 220 people in attendance.

The objective of the project was to educate the Vietnamese community on solar power and the benefits to be gained by installing solar panels.



Illicit Drug and Alcohol Treatment Counselling Project

Coordinator: Tuong Nguyen

Counsellors: Tuong Nguyen, Phuong Nguyen

This project - mainly funded by the *Australian Government Department of Health* under the *National Illicit Drug Strategy* - provided drug & alcohol information & counselling, consultancy and continuing care for Vietnamese clients across Melbourne metropolitan regions. Counselling and cultural/psychological support were provided to help clients to change their views on and habit of drug or alcohol use. The Program is run independently however it has a good relationship in terms of referral & support with other internal AVWA projects such as *Gambling Counselling, Prisoner Support, Training* etc...as well as with external agencies such as Corrections, Magistrates & Drug Courts, AOD network agencies etc... It also provided to the Vietnamese community through Vietnamese media related information viz '*Viral Hepatitis among the Vietnamese Community*' an article published in *Phu Nu Viet* magazine – issue 65 and promoted through the AVWA website.

The highlight for this year is a *Drug Education Program* delivered as a suite of information sessions to Vietnamese vulnerable women's groups in *Dame Phyllis Frost Centre* and AOD information sessions to Vietnamese vulnerable students in AVWA English courses. The results were assessed positively through both workers' and participants' feedback.



Tuong Nguyen received the 20-Year Service Certificate at 34th Annual General Meeting (03/11/2017)

Parallel Learning Playgroups

Coordinator: Tina Vo

Team Leader: Thuy Pham

Facilitators: Thao Tran, Tien Pham, Phuong Kim Chanh

Assistants: Phuong Pham, Phuong Lam, Son To, Bopha Hurt, Nganh Ha, Duyen Ngo

Playgroup – A Learning Centre for Mothers and Children

Leaving Vietnam for Australia under my husband's sponsorship, I left behind my family, my friends and my career. It has been 6 years. I have settled in my new home. I am now a mother to a two year old girl and a seven month old boy. My children were born with lots of love from mum and dad, my daughter is very well behaved, intelligent and active. But because I do not have any relatives here and have been very isolated, maybe that is why my daughter was very shy. Every time she saw an unfamiliar face, she got frightened and hid behind my legs. Concerned, I started to search on the Internet and came across the AVWA playgroups. I took my children to a group in St Albans and was surprised to see many mothers and children there.



Playgroup excursion at Fairy Park (January 2018)

The playgroup is facilitated by a Vietnamese staff, which puts me at ease straight away. The children have the opportunity to interact with one another, they play, learn to share, take turn. They learn while playing and showing creativity through painting, drawing, playing dough, art & craft and blocks. At playgroup, I play and talk more with my children, not like at home where I leave them in front of the television to do my chores. My daughter started to talk more and now understands when others speak to her. She can count from 1 to 10 in both English and Vietnamese. She has become more confident and is no longer afraid of being in a crowd.



Easter egg hunting at Citizens Park (April 2018)

Parallel Learning Playgroups (continued)



After an hour of playing with toys, we have story time and sing children songs in English and Vietnamese. The children are very interested in the books, they put their hands up to be called and turn the page excitedly to find what animals or things appear next. That is an effective way to build children's love for books and reading. I understand the importance of reading. So at home, I try to reinforce my daughter's reading habit by reading every night before bedtime. She can choose the book she wants me to read.

At playgroup, children also learn good manners for instance: saying hello, sorry and thank you. My daughter knows that she needs to line up to receive a gift or to wash hands before meal time. Compared with being at home, at playgroup my daughter eats more and can feed herself, does not need me to spoon feed her.

Playgroup is not just a playground for children but also a place for mothers to connect, socialise, share and learn parenting experience and skills. Every term, AVWA invites guest speakers from other organisations to come and speak about raising children (e.g. nutrition, physical and emotional development) and taking care of the whole family. I feel very fortunate because apart from playing and learning with my children, I also make friends and learn many things from other mothers.

Playgroup is truly an opportunity for children to connect with each other, parents and children to bond, mothers to get to know other mothers and especially it is a bridge connecting the Vietnamese community to beautiful Australia. Playgroup, the very first school for a child, the place for mothers to spend more time to play and learn with their children. I hope the playgroup program for Vietnamese is maintained so our children can have an enjoyable playground keeping our origin, values, traditions and mother language while sharing tips and information about our new country.

Thank you AVWA for providing the opportunity for playgroups to grow and expand among the Vietnamese community in Victoria.

*Mrs Diem Nguyen-Delahey Playgroup December 2017
(Translated by Tien Pham)*

Vietnamese Prisoners Support Program

Officer In Charge : Hai Doan

This program provides culturally responsive support, general counselling and information to Indochinese prisoners right after entering the justice system, during their detention and post-release. It helps them to connect with their family, friends and relatives worldwide, and to reintegrate into the community after their release.

OUTPUTS

Service type	Total from 1st July 2017 to 30th June 2018
Prisoners/relatives receiving individual support	316
Prisoners visited	177
Individuals receiving post-release support	27
Cultural events	14
Sporting events	2

In late 2015, Corrections Victoria reviewed and recommended a substantial expansion of our “Vietnamese Prisoners Support Program” which became the “Indochinese Prisoners Support Program”. 2017-2018 was the third year in which AVWA officially opened its arms to help other Asian clients in prisons as well as in the community outside.

Of the prisoners receiving services in this reporting period a high number spoke very little or no English. Services for sentenced prisoners and long-term remandees consisted of informal counselling and liaising with prison staff to address long term needs such as *enrolling in appropriate education programs, requesting items currently not available in canteens, etc....*

Post-release support included information provision, informal counselling, supervised unpaid community work at AVWA offices in Braybrook and Richmond, and other types of support to address outstanding problems such as *Centrelink issues, finding works, engaging with other support services, etc...*

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 were 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 knew 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.

Gambling Counselling

Gambling Counselling Team: 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 provides culturally and linguistically appropriate counselling to Vietnamese problem gamblers who cannot access Gambler's Help services because of cultural and English language barriers.

The Program includes two major parts: *direct counselling provided for individuals, and raising awareness of problem gambling among the Vietnamese speaking community*. The workload was allocated with 80% for counselling and 20% for non-client activities.

In this financial year, we have successfully achieved planned targets, both client activities and non-client activities. The following are outcomes achieved through the year:

Client-activity area:

We served in total 89 clients, not including anonymous clients (people who just passed by or called to ask about information). Those clients came from various sources such as self-referral, and referrals from friends, family, gambling avenues, *Community Correctional Services, Victorian Legal Aid, Child Protection, Dame Phillis Frost Centre, North Richmond Community Centre, Crown Casino, Domestic Violence services*, etc... Almost all clients were satisfied with the services received. According to records from *Ghconnect.gov.vic.au*, over 85% of clients reported that there were improvements to their situation. Specifically, clients reported that they had effectively been helped to gain control of their gambling behaviours. Some of them stated that they had stopped gambling, while others said they had reduced their gambling to a non-harmful level. Additionally, clients reported that not only their financial situation had improved but other areas such as physical and psychological health, family relationships, or legal issues had also improved.

Non-client activity area:

Our Gambling Counselling Program relies heavily on the harm minimisation approach, which promotes safety, health and resilience in the Vietnamese community in regards to gambling. We developed plans to prevent and minimise the harms arising from gambling through two major approaches:

- ☞ Stop or reduce problem gambling occurring amongst Vietnamese gamblers.
- ☞ Raising awareness of gambling harmful effects for the Vietnamese speaking community.

Based on this perspective, we collaboratively worked with other agencies, service providers, organizations such as *Local Gambler's Help services, Corrections Victoria, Prisons*, and professionals in order to improve client referrals. For instance, Mrs Thuy Bui delivered several presentations concerning *Vietnamese Cross Cultural Awareness* in relation to problem gambling to the staff of *Sunshine Corrections, and Gambler's Help, City & Inner North Centre*. Also in the effort to spread the awareness of problem gambling to Vietnamese speaking community, Mrs Thuy Bui had a crucial conversation with *SBS, Vietnamese Broadcasting Program* about experience of problem gambling amongst Vietnamese nowadays and the article was published on SBS website. We also helped to build up awareness of our Gambling Counselling service among the Vietnamese speaking community.

This strategy was illustrated through our efforts in distributing Gamblers' Help information materials and AVWA Counselling Program flyers to the Vietnamese community. Specifically, we had left flyers in *Sunshine, Fitzroy and North Richmond Libraries, Darebin Intercultural Centre, Dame Phillis Frost Centre, Sunshine Community Correctional Services*, and other places that had numerous Vietnamese visitors. Many clients said that they had found out our Gambling Counselling service in *Phụ Nữ Việt* magazine, or flyers we distributed.

We also conducted education programs for the Vietnamese community. The education programs covered some essential areas such as responsible gambling, gambling addiction, support services, and treatment options. Through surveys collected from participants, 90% of attendants declared that they had increased their knowledge and awareness about gambling-related harm and help available.

Media and Information Technology

Media and IT Coordinator: Xuan Dung Huynh
Media and IT Support Officer: The Ly

A massive number of tasks and solutions promised in 2017 were successfully implemented by our Information Technology (IT) team.

Concerning the Media, events and publications were successfully completed with diverse human resources comprising not only Media and IT staff but also voluntary workers who helped with professionally designing flyers, posters, tickets, etc. These were distributed to the Vietnamese community via various means such as AVWA website, local newspapers or letter box delivery. The AVWA 35th Year of Service Exhibition at the Parliament House and the Fundraising Gala Dinner for Rohingya refugees were the biggest events with photographing, filming, etc. support from the team. For the exhibition, twelve panels were expertly produced with the aim of summarizing the wide ranging operations of AVWA during the last 35 years. For a whole week, they were efficiently displayed in the Queen's Hall for visitors to have an overview of AVWA's past and current projects. For the Gala Dinner, media staff designed attractive posters and 400 tickets. The event slideshow was used in association with the AVWA Administration system (which was introduced last year) to display not only photos, but also live updates and summary of proceeds including donations, ticket sales, raffle tickets and auctions which contributed to the total of \$43,000 raised. Besides, 10000 copies of the annual Phu Nu Viet magazine and more than 500 copies of AVWA quarterly newsletters respectively were published and distributed across Metropolitan Melbourne from Sunshine to Springvale.

Concerning IT, we focused on continuous support, and implementing technological improvements to prevent or minimize technical problems, enhance computer performance and staff efficiency. More than 90% of AVWA computer and laptop hard drives were replaced with high-speed Solid State Drive. With the rapidly growing number of AVWA employees and limited working spaces, one technology, the Active Directory (AD) which was considered in the previous year was implemented. This is a vast feature of Windows Server which centralizes technical management and allows users' profiles, folders, settings, etc. to be automatically configured and synched when switching from one computer to another. So, the definition of personal computer is radically changed and the lack of space is effectively addressed, because, in an AD environment, multiple users can use a workstation whenever it is unoccupied. In addition, *Virtual Private Network (VPN)* proves itself valuable in the modern working style concerning mobility demands for teleworkers who are defined as employees working without coming to office. VPN permits connections and ensures secured data transmission between the three AVWA offices as well as externally configured computers or laptops and internal IT networks. Furthermore, AVWA Administration System was transformed from offline to online during the Gala dinner in order to provide on-the-spot receipts for donors and precise calculations of payment summary.

Looking at the future, distances between offices is a factor to be taken into consideration with our aim to reduce travelling time and increase attendance for regular meetings. A potential solution is a video conference room utilizing live and visual connections for the purpose of communication through the Internet. The integration of Police Check Management into the current AVWA Administration System will result in better renewing reminders. Another upcoming software called *AVWA Attendance System* will use either Smart ID Cards or Phone IDs for attendance records in order to reduce manual signing from employees and diminish the complexity of data entry for administrative officers.

The Media and IT team was able to solve a considerable number of significant matters during the year and is ready to serve the growth of AVWA by planning and implementing non-stop technical support for our fast increasing staff.

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.

Media and Information Technology (continued)



PANEL 1
CÁC HOẠT ĐỘNG



PANEL 2
VĂN PHÒNG & TÀI CHÍNH



PANEL 3
CHƯƠNG TRÌNH CHĂM SÓC CAO NIÊN TẠI GIA



PANEL 4
DỊCH VỤ CAO NIÊN KHÁC



PANEL 5
TẬP SAN PHỤ NỮ VIỆT



PANEL 6
SỨC KHỎE & CỘNG ĐỒNG



PANEL 7
GIA ĐÌNH & TRẺ EM



PANEL 8
BẢN TIN & TRANG MẠNG



PANEL 9
TRƯỜNG DẠY NGHỀ



PANEL 10
DỊCH VỤ KHÁC



PANEL 11
DỊCH VỤ ĐÃ TỪNG CŌ (1996-2017)



PANEL 12
DỊCH VỤ ĐÃ TỪNG CŌ (1996-2017)

Richmond Tutoring Program

Program Facilitator: Kieu Nguyen

41 students



Our Richmond Tutoring Program was operating as usual. Now in its 10th year, it provided quality tutoring for Vietnamese, Asian, African students and empowered them to achieve success. Its goals were to increase student engagement in the learning process and foster academic improvement.

The program is an ongoing partnership between our organization and *Melbourne Girls' College (MGC)* with the support of *Yarra City Council* and a few other organizations. This collaborative relationship is essential to promote, develop and sustain the program. This tutoring program can only succeed with such collaboration and open communication among all interested parties.

Richmond Tutoring Program offers Literacy and Numeracy for primary students from Prep to year 6 living in the Richmond Housing estate. It provides students with the opportunity to challenge themselves and address areas of weakness that may be impeding their progress in Literacy and Numeracy. Though all types of students appear to benefit from tutoring, there is evidence that children from disadvantaged backgrounds and with limited learning aptitudes make the biggest gains.

The program is free of charge and runs every Tuesday during school terms throughout the whole year at 106 Elizabeth St, Richmond. There were forty-one primary school students who benefited this year.



Gambling Prevention

Actors: Hong Nguyen, Mai Ngo, Ky Nguyen, Phuong Tran



Richmond Monday Group



Springvale Senior Group



Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2018

	2018 \$	2017 \$
REVENUE		
Project grants	8,375,398	5,569,206
Brokerage	1,010,251	917,463
Interest income	99,499	48,673
Other income	84,780	59,371
	9,569,928	6,594,713
EXPENSES		
Employee benefits expense	(6,014,979)	(4,779,155)
Project activities and support expenses	(1,412,999)	(781,762)
Operational expenses	(192,618)	(145,866)
Professional development and consulting fees	(94,943)	(49,663)
Depreciation	(40,489)	(29,001)
Repair and maintenance	(17,045)	(42,724)
	(7,773,073)	(5,828,171)
Net surplus for the year	1,796,855	766,542
Other comprehensive income		
Items that will not be reclassified to profit or loss:		
Loss on revaluation of land and buildings	(495,000)	-
Total other comprehensive loss	(495,000)	
Total comprehensive income for the year	1,301,855	766,542

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	2,531,808	1,379,662
Trade and other receivables	3	497,056	236,537
Financial assets	4	3,670,789	2,333,342
Other assets	5	195,718	-
TOTAL CURRENT ASSETS		6,895,371	3,949,541
NON-CURRENT ASSETS			
Property, plant and equipment	6	2,476,565	3,019,299
TOTAL NON-CURRENT ASSETS		2,476,565	3,019,299
TOTAL ASSETS		9,371,936	6,968,840
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	576,470	527,906
Provisions	8	2,695,042	1,709,868
TOTAL CURRENT LIABILITIES		3,271,512	2,237,771
NON-CURRENT LIABILITIES			
Provisions	8	79,565	12,065
TOTAL NON-CURRENT LIABILITIES		79,565	12,065
TOTAL LIABILITIES		3,351,076	2,249,836
NET ASSETS		6,020,859	4,719,004
EQUITY			
Reserves	10	1,331,700	1,826,700
Accumulated surplus		4,689,159	2,892,304
TOTAL EQUITY		6,020,859	4,719,004

The accompanying notes form part of these financial statements.

Independent Auditor's Report

LANYON PARTNERS

**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 2018 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.

Cam Vachet Phet, Ngan

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

TC Kilham
TC Kilham
Director

Camberwell
12 September 2018

Liability limited by a scheme approved under Professional Standards Legislation



Office Level 3, 5 Prospect Hill Road, Camberwell VIC 3124 | Mail PO Box 304, Camberwell VIC 3124 | Tel (03) 986 6100 | Fax (03) 986 3997 | www.lanyonpartners.com.au

LANYON

PARTNERS

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

Opinion

We have audited the financial report of Australian Vietnamese Women's Association Inc. (the association), which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the statement by members of the Committee of Management.

In our opinion, the accompanying financial report of Australian Vietnamese Women's Association Inc. is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (Vic), including:

- giving a true and fair view of the association's financial position as at 30 June 2018 and of its performance for the year then ended; and
- complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the auditor independence requirements of the Australian Charities and Not-for-profits Commission Act 2012 (the ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Committee of Management's financial reporting responsibilities under the ACNC Act and the Associations Incorporation Reform Act 2012 (Vic). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee of Management for the Financial Report

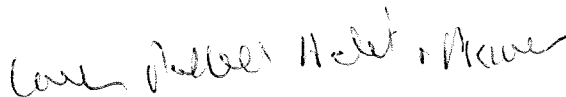
The Committee of Management of the association is responsible for the preparation of the financial report that gives a true and fair view and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the Associations Incorporation Reform Act 2012 (Vic) and is appropriate to meet the needs of the members. The Committee of Management's responsibility also includes such internal control as the Committee of Management determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee of Management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Committee of Management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.



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



TC Kilham
Director

Camberwell
12 September 2018

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, Van Le, Ngan Bui, Nga Nguyen, Khanh Nguyen

Community Visitors Scheme

Hoa Dang, Kim Ngo, Ky Ngo, Quan Quach, Tuyen Tran, Tuyet Tran

Dementia Support Group

Hoa Nguyen, Thanh Le, Nguyet Nguyen, Huong Dang, Ca Nguyen, Thanh Nguyen

Media & Information Technology

Naomie Tran, Andrew Duong, Vinh Nguyen

Planned Activity Groups

Hanh Nguyen, Thu Truong, My Dang, Mai Ngo, Hai Nguyen, Nga Nguyen, Tinh Pham; Nhuong Nguyen; Ngan Bui, Minh Tran, Son To Stephan, Dung Le, Deu Nguyen, Luc Pham, Thu Tran, Thuy Cao, Ha Le, Nguyet Nguyen, Kieu Thi, Phuong Nguyen, Khanh Nguyen

Playgroups

Jenly Legiman, Thanh Nga Nguyen, Yen Le, Ngoc Suong Son, Duyen Ngo, Bich Vuong, Tay Tran, Lan Quynh Pham, Hiep Huynh, Quyen Mai, Lien Yeomans, Helen Thomasson, Nga Nguyen, Linh Nguyen



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

Scott's Colleges

Hien Thu Luu Nguyen, Sarah NGUYEN, Lisa Nguyen,
Thi Diem Tuyet HUYNH, Ngoc Thao Nhi TRAN, Son Hoang DUONG

Southern Cross Education Institute

Minh Le



150 meals preparation for PAG event

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



Performance of "Vọng Cổ" (Vietnamese Traditional Music) at Mother's Day Celebration (Dementia Support Group)

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
ACACIA Indochinese Children's Services Centre
Adult Community and Further Education Board
Anderson Road Childcare Centre
Arabic Welfare Association
Baptcare Westhaven Community- Footscray
Brotherhood of St Laurence
Carers Victoria
City of Brimbank
City of Maribyrnong
City of Yarra
Comm Unity Plus
Corrections Victoria
Department of Health and Human Services
Dame Phyllis Frost Centre
Department of Social Services
Doutta Galla Yarraville Village
Duke St Community House
Estia Health Ardeer
Footscray Aged Care
Goodstart Early Learning Braybrook
Inner North Community Foundation
Intouch Multicultural Centre Against Family Violence
Hoa Nghiem Temple
Higher Education & Skills Group
Holy Eucharist Parish St Albans
Holy Name Catholic Church Preston East
Lady Nelson Childcare Centre
Main Road East Early Learning Centre
Melbourne Girls' College

Multicultural Women Health Care
Neighbourhood Justice Centre
North Richmond Community Health Centre
North Western Melbourne Primary Health Network
Nhan Quyen - Vietnamese Newspaper
Quang Duc Temple
Quang Minh Temple
Phoenix Street Children's Centre
Rayness Park Court - Residential Aged Care
Richmond Housing Commission
Saints Hoan-Thien Catholic Centre
Salvation Army
SBS Radio - Vietnamese Program
Springvale Vietnamese Evangelical Church
St Albans Sweet Sounds Early Learning Centre
St John Vianney Parish Mulgrave
St Joseph's Catholic Church Springvale
St Vincent Liem Centre
Sunshine Community Correction Service Centre
The Channel of Peace Community Church Vietnamese
The New Life Community Baptist Church Vietnamese
Tivi Tuan San - Vietnamese Newspaper
Viet Luan - Vietnamese Newspaper
Viet News - Vietnamese Newspaper
Viet Times - Vietnamese Newspaper
Vietnamese Australian Senior Association in Victoria (VASA VIC)
Victorian Responsible Gambling Foundation
Victoria Legal Aid Services
VELG Training



Opening of AVWA 35-Years Exhibition at Queen Hall - Victoria Parliament House (19/02/2018)

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

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



Staff & Volunteers at Professional Development Day (23/03/2018 - Williamstown)

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.
- ☞ To provide high quality education and training services to the disadvantaged people in Victoria including the unemployed, the educationally disadvantaged, the aged and disabled.



Australian Vietnamese Women's Association Inc.

Richmond Office 30-32 Lennox Street
RICHMOND VIC 3121
Phone + 61 (3) 9428 9078 - Fax + 61 (3) 9428 9079

Braybrook Office 7/6-12 South Road
BRAYBROOK VIC 3019
Phone + 61 (3) 9396 1922 - Fax + 61 (3) 9396 1923

Springvale Office 19/134 Springvale Road
SPRINGVALE VIC 3171
Phone + 61 (3) 9546 2699 - Fax + 61 (3) 9546 4188

ABN 69 724 826 405 - TOID 22594



Website: www.avwa.org.au

Email: info@avwa.org.au