

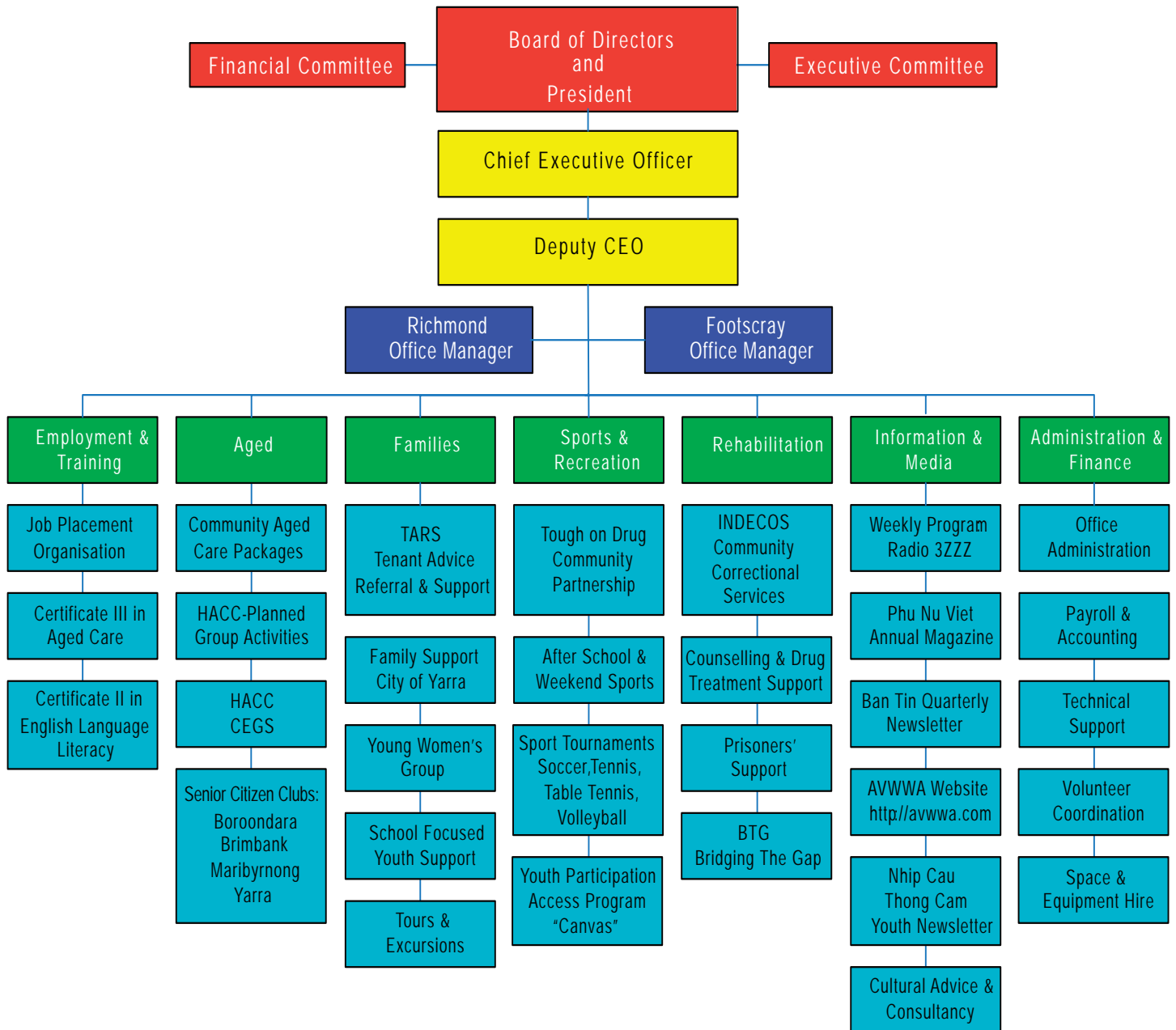


Australian Vietnamese Women's Welfare Association  
HỘI TƯƠNG TRỢ PHỤ NỮ VIỆT ÚC

# ANNUAL REPORT 2005 - 2006



# Australian Vietnamese Women's Welfare Association Organisation Chart June 2005 - July 2006



## AVWA OBJECTIVES

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

# President's REPORT

In the past year, our association has been very successful in all activities, especially community services such as aged care, child care training, employment assistance, prisoners support, sport activities and some other services.

I would like to take this opportunity to express our acknowledgement and our best thanks to Mrs Cam Nguyen the CEO, Ms Thuy Tien Nhan, the Deputy CEO, and all the Staff for their efforts in performing their duties.

I would like also to thank the Board of Directors including Mrs Hoa, Vinh, Thanh Kham, Yen, Hong, Binh, Loan, Cecile Phi Hoang for their contribution and support for the continuous development of the association.

And finally our sincere thanks to all the members for their support in all the association activities.

**Mrs Dorothy Duc Tran**  
*President*



*Mrs. Cam Nguyen CEO &  
AVWA President Mrs. Dorothy Duc Tran*

# Honorary Treasurer's REPORT

I have pleasure in presenting the audited financial statements for the Australian Vietnamese Women's Welfare Association (AVWWA) for the year ended 30 June 2006.

Total Project Grants for the year was in excess of \$1,105,687

Community Aged Care continue to be the main contributor, The department of justice is a close second, ACFE with DEET coming third. And coupled with our Funds Raising activities the Total Income for the year was \$1,328,664

Total Expense for the year was \$1,223,538 in line with expectation and the surplus of Net Income/ Expenditures for the year is a healthy \$105,125.

On behalf of the Association I would like to extend my appreciation and gratitude to all our Staffs, Members and Volunteers for their tremendous efforts in the past year.

**Mrs Yen Bui**  
*Honorary Treasurer*



*Ms. Thuy Tien Nhan Deputy CEO &  
AVWA Treasurer Mrs. Yen Bui*

# Contents

Chief Executive Officer's Report	3	Planned Group Activities	11
Deputy Ceo's Report	5	Technical & Communications Report	12
Job Placement Organisation	5	Education And Training Program	13
Prisoner Support Program	6	Culturally Equitable Gateways Strategy	14
Cacp Community Aged Care Packages	7	Bridging The Gap Program	14
Indecos Counselling Program	8	Sports & Recreation Program	15
Family Support Services	9	Statement Of Cash Flow	18
Drug Treatment Counselling Program	10	Balance Sheet	19
Canvas Arts & Recreation For Young People	11	Auditor's Statement	20

# Acknowledgement

*AVWA wishes to thank the following organisations and agencies for their support*

## **Childcare, Adged Care, Family & Social Services:**

ACACIA – Indochinese Children Services, Cook Court Childcare Centre, Boroondara Childcare Centre, Child Protection (Western Region), Anglicare, Bapcare, Benetas, Dept. of Health and Ageing, Broughton Hall -Nursing Home, Gladswood Lodge, Sir Eric Pearce House, Templeton House, North Richmond & Yarra Community Health, Vic Health, Inner Melbourne Post Acute Care Program, Centacare - Footscray, Immigrant Women's Domestic Violence Service, Isis Primary Care, Mary of the Cross Centre, Smith Family, Women's Domestic Violence Crisis Service of Vic., Women's Health West, Tenancy Services Office of Housing (PHAP), Transitional Housing – St. Vincent De Paul, Metro West Housing Services, The Office for Youth, Juvenile Justice Centre.

## **Education, Training & Employment:**

Adult, Community and Further Education – ACFE, Dept. of Education, Employment and Training, Braybrook SC, Deer Park SC, Footscray City SC, St. Albans SC, Marian College, St. John the Evangelist Catholic PS, Maribyrnong SC, Sunshine SC, Melbourne University, Pivot Point Hair Design College Salon, Victoria University of Technology, Richmond West PS, Caroline Chisholm Catholic College, Dept. of Employment and Workplace Relations, Employment Victoria, Dept. of Victorian Communities, Crown Limited – Recruitment Team, AMES Employment Service, Industrial Labour Solutions - ILS, Centrelink: Footscray, Richmond, Newmarket, Job Network providers, Oneforce Recruitment.

## **Justice & Rehabilitation:**

ACSO – COATS, Dept. of Justice, Community Correction Services (Hume, Carlton, Prahran, Sunshine, Ringwood, Reservoir, Box Hill, New Port, Home Detention Centre) Corrections Victoria, Magistrate Court: Melbourne, Sunshine, Sunshine Juvenile Justice Centre, Barwon Prison, Metropolitan Remand Centre, Port Phillip Prison, Fulham Prison, Melbourne Assessment Prison, Dame Frost Phyllis Women Prison, Victoria Police, Buoyancy Foundation of Victoria, Dept. of Human Services - DHS, Dept. of Victorian Communities, St. Vincent De Paul Society, Turning point Alcohol & Drug Centre.

## **Sport & Recreation:**

AVA Seagulls Soccer Club, Dept. of Health and Family Services, Riverside Golf & Tennis Centre, Victorian Soccer Federation

## **Multicultural & Ethnic Services:**

Ethnic Communities Council (Vic.) – ECCV, Indo-Chinese Elderly Refugees Assoc. ICERA, Victoria Multicultural Commission – VMC, Department of Human Services, Department for Victorian Communities, MRCs: North East, North West, CO-AS-IT, Vietnamese Welfare Resource Centre, Vietnamese Community of Australia- Vic. Chapter

## **Media:**

Thoi Bao – Vietnamese Weekly Newspaper, Tivi Tuan San – Vietnamese Weekly Magazine, National Library of Australia, Nhan Quyen – Vietnamese Newspaper, 3ZZZ Radio – Vietnamese Language, SBS Radio – Vietnamese Program, Viet-News – Vietnamese Weekly Newspaper.

## **Local Councils:**

City of Brimbank, City of Maribyrnong, City of Yarra, City of Melbourne

## **Business & Other:**

Footscray Asian Business Association - FABA, Richmond Asian Business Association - RABA, Happy Reception, Quang Minh Buddhist Temple, Vietnamese Evangelical Church in Springvale.

# Chief Executive Officer's REPORT

2005-2006 was a year of consolidation for AVWA, after the celebrations marking the 30th anniversary of Vietnamese settlement in the previous year. The final celebratory event took place in December 2005: it was the launch of a project initiated a year earlier, by AVWA with a small grant, then researched & written by Dr Nathalie Nguyen, and finally jointly launched by AVWA & the Australia Centre at the University of Melbourne. Entitled "Voyage of Hope", the work explores the experiences & journeys of Vietnamese women who arrived in Australia as part of the massive exodus of refugees from Vietnam following the end of the Vietnam War in 1975.

In the past year, all the projects progressed well, most were rolled over or refunded, except for the "Tough on drugs" community partnership the funding of which terminated at the end of April 2006. However, on account of the momentum & importance to the Vietnamese community of sports programs initiated under that funding, AVWA has continued to fund this project with its own resources. The family support project funded by the City of Yarra was refunded for another 3 years. Our sincere thanks to the City of Yarra for funding a much needed service for the more vulnerable members of the Vietnamese community, in particular women & children living in the housing estates.

Canvas, funded by the Office of Youth, Department for Victorian Communities is the first AVWA creative arts project for Vietnamese Australian young people. It involves various art forms.

As the financial year draws to an end, we are very pleased to learn that the Department of Families, community

Services & Indigenous Affairs has given us funding to employ a support worker for Vietnamese families in the Cities of Brimbank & Maribyrnong. Additional new funding received for the forthcoming year will cover the costs of setting up 2 playgroups in Sunshine and a dementia project.

Receiving funding from a wide range of funding bodies & providing the widest range of services for the Vietnamese community in Victoria, AVWA staff now totals over 40 full time & part time workers. The total EFT is about 23 as a lot of members work part-time and job share. The staff turnover rate at AVWA is very low compared to the average in the sector. In the last 5 years, it has hovered between 5 & 10% only as against a sector average of 20%. This is thanks to the high morale, outstanding commitment & team spirit & the fact that all members are very friendly & supportive of each other like in a big family.

The one factor that is unsatisfactory in the AVWA work environment is the size of our Footscray office which is too small for the number of staff stationed & the activities being run or that could be run there. Being located on the first floor without lift & having no parking are two additional negative features. It is hoped that this situation will be addressed soon.

Finally, I wish to thank all our funding bodies, partners, supporters, members, board members and, last but not least, our staff. Thank you all for making 2005-2006 another successful year for AVWA.

**Cam Nguyen**  
*Chief Executive Officer*



*Mrs Cam Nguyen and  
Minister Marsha Thomson MP  
during her visit to AVWA Footscray  
office in July 2006*

# ARWA BOARD OF DIRECTORS

Dorothy Duc Tran	President	Thanh Binh Tran	Member
Vinh Nguyen	Vice President	Hong Nguyen	Member
Phi Loan Nguyen	Vice President	Hoa Phan	Member
Thanh Kham Tran Dang	Honorary Secretary	Cecile Campbell	Member
Yen Bui	Honorary Treasurer	Cam Nguyen	CEO

# ARWA STAFF

<b>Cam Nguyen</b> <i>Chief Executive Officer</i>	<b>Loc Pham</b> <i>Drugs Counsellor</i>	<b>Thy Nguyen</b> <i>Youth Coordinator</i>
<b>Thuy Tien Nhan</b> <i>Deputy CEO</i>	<b>Luan Nguyen</b> <i>CEGS Project Officer</i>	<b>Tony Le Nguyen</b> <i>Technical &amp; Communication Coordinator</i>
<b>Hai Nguyen</b> <i>Employment Coordinator Richmond Office Manager</i>	<b>Minh Bui</b> <i>INDECOS - Program Officer</i>	<b>Van Ha</b> <i>Bookkeeper &amp; Payroll Officer</i>
<b>Tuong Nguyen</b> <i>INDECOS - Coordinator Footscray Office Manager</i>	<b>Nam Nguyen</b> <i>Family Support Officer (City of Yarra)</i>	<b>Xuan Dung Huynh</b> <i>Information Technology Officer</i>
<b>Catherine Ly</b> <i>Family Counsellor</i>	<b>Noriko Bui</b> <i>Training Coordinator</i>	<i>Care Workers:</i>
<b>Cecile Campbell</b> <i>Submission Writer</i>	<b>Phong Nguyen</b> <i>Administration &amp; Recreation Officer</i>	<b>Phan Thi Thu Huong</b>
<b>Huong (Helen) Do</b> <i>PAG Coordinator</i>	<b>Qui Ma</b> <i>CACP Coordinator</i>	<b>Nguyen Anh Tai</b>
<b>Jimmy Hung Ly</b> <i>Sport &amp; Recreation Coordinator</i>	<b>Thao Ha</b> <i>Care Manager</i>	<b>Chu Thi Nu</b>
<b>Kim Vu</b> <i>Drugs Counsellor Prisoner Support Officer</i>	<b>Thuy Nguyen</b> <i>Care Manager</i>	<b>Nguyen Van Duc</b>
	<b>Toan Nguyen</b> <i>B.T.G Program Officer</i>	<b>Nguyen Thi Khuyen</b>
		<b>Nguyen Kim Lau</b>
		<b>Nguyen Thi Bich Loan</b>
		<b>Nguyen Thu</b>
		<b>Tran Bach Lien</b>
		<b>Tran Van Loc</b>
		<b>Nguyen Thi Bac</b>
		<b>Doan Thi Que Xuan</b>
		<b>Lee Hsiao Hsueh Tuyet</b>

# ARWA VOLUNTEERS & STUDENT PLACEMENTS

3ZZZ 92.3FM Broadcasting: <i>Team Leader:</i> <b>Mrs Hong Nguyen</b>	<i>Hospitality Coordinator:</i> <b>Mrs Loan Nguyen</b>	<b>Huong Quynh Nguyen</b>	<b>Xuan Tran</b>
<i>Broadcasting Team:</i> <b>Mr. Huu Nguyen</b> <b>Ms Hoang Yen Nguyen</b> <b>Ms Bich Thuy Tran</b>	<i>Volunteers &amp; Students Placements:</i> <b>Julie Dai</b> <b>John Phuong Ngo</b>	<b>Diana Khuu</b> <b>Kim Ngan Nguyen</b> <b>Thi Doan Nguyen</b> <b>Jame Tran</b> <b>Hai Anh Nguyen</b>	<b>Kammy Le</b> <b>Thao (Jane) Tran</b> <b>My Phuong Nguyen</b>

# Deputy CEO's REPORT

I was appointed in July 2005 to work with the Chief Executive officer focusing on Corporate Affairs & Quality Management.

Highlights of my work in the last 12 months are:

## Human resources

❖ Throughout the year, I have assisted the CEO in recruiting and supporting staff, in particular in aged care and family support services, two areas in which I had extensive professional experience before joining AVWA. Quality management & professional development are also important aspects of my work.

## Networking with other organisations:

❖ Working with ISIS Primary Care, ACSO, Melbourne City Mission, Duke Street Community House, Baptistcare to form partnerships on different levels to respond to the needs of the Vietnamese community.

❖ Attending peak bodies's meetings in aged care and community welfare service, including regional and local networks.

## Corporate affairs:

- ❖ I have had inputs in some funding applications, service agreements and memorandums of Understanding.
- ❖ A number of important policies including Occupational Health and Safety, Financial Management and Confidentiality have been updated.
- ❖ Two comprehensive manuals (in both English and Vietnamese) concerning policies and procedures for Clients and staff in the Community Aged Care Packages have been produced.

**Thuy Tien Nhan**  
*Deputy CEO*



# Job Placement Organisation

## Helping the Bureau of Statistics to carry out the 2006 Census

Since its establishment 9 years ago, The Employment Program at AVWA has helped countless job seekers find work and assisted a lot of employers to find staff.

In August of this year, we are proud to assist the Australian Bureau of Statistics

recruit more than 20 Vietnamese Bilingual Support Officers to help in the 2006 Census. The officers work at the call centre in Melbourne to answer queries from the Vietnamese community in Australia.

All candidates were bilingual, speaking fluently both English and Vietnamese with a high level of communication and customer service skills. 32 candidates were referred to the Bureau for interviews and more than

20 people were selected. The State Manager of the Recruitment team was very happy with the high number of successful applicants and very satisfied with the quality of AVWA employment services.

**Hai Nguyen**  
*Employment Coordinator*

# Prisoner Support PROGRAM



The primary aim of the project is to provide support and assistance to Vietnamese prisoners during their detention and help them to re-integrate into the community after their release. The secondary objective is to assist their families.

As the AVWA support worker, I focus on visits to Melbourne Assessment Prison and Dame Phillip Frost Centre, providing emotional support & counseling to assist inmates to cope with life in prison. I also provide information & referrals, organize family visits, family liaison and accommodation. I also help prisoners to communicate with prison staff regarding their language and cultural needs.

Recently the number of women and men prisoners has been decreasing. I assist the released to re-integrate into the community by providing counseling & on-going support and encouraging them to get involved in support groups, particularly with AVWA activities.

Highlights of the Prisoner Support Program from July 2005 to July 2006 are:

- ❖ In September 2005, I and some AVWA staff organized the Moon Festival for the women in Dame Phillip Frost Centre.
- ❖ In February 2006, we helped organize the Lunar New Year Celebration in Dame Phillip Frost Centre.
- ❖ In March and April 2006, I co-operated with the AVWA drug counselor to present drug information sessions for the women in Dame Phillip Frost Centre.
- ❖ I supported prisoners on bail.
- ❖ I wrote letters of support for prisoners required to present themselves at court hearings.

In addition, I co-operated with AVWA staff to provide post-release support and assistance to prisoners with needs such as housing and employment so as to facilitate as much as possible their integration back into the community. There is a significant number of women released from Dame Phillip Frost Centre who have been able to settle down and reshape their life.

## CASE STUDY

*A 46 years old single mother with two children, one boy and one girl. Living in public housing with family allowance, she was struggling with financial difficulties due to the needs of her children. On account of her illegal activities, she received a 18 months sentence. The time in prison was a nightmare, she said, with her suffering depression, anxiety and asthma. I came to visit her providing counselling and support. Although going through lots of culture and language difficulties, she learned day by day to cope with the environment, to deal with life in prison and make friends with other inmates. While she was in prison, AVWA staff provided support to her children and helped her daughter to get a job as a para professional.*

*After release on parole, she was referred to AVWA for counseling, continuing care and support. She has integrated into the community through getting involved in healthy activities with AVWA support group. She has also started to do volunteer work at Buddhist temples while looking for a job.*

### **Kim Vu**

*Drugs Counsellor  
Prisoner Support Officer*



# CACP COMMUNITY AGED CARE PACKAGES

This year, AWWA has received funding for 5 more Community Aged Care Packages for frail older Vietnamese people in the Western region. As we have a long waiting list for CACP the 5 packages were very quickly filled. Our total number of current packages is 25.

Thuy Nguyen and Thao Ha have been appointed as care managers. The number of direct care workers has also increased from 9 to 12. This year, the management team and care workers have participated in many professional training sessions to improve the quality of the service as well as the occupational health and safety for care workers.

Our service recipients are living in 12 suburbs within the region. We also provide Vietnamese care workers for Vietnamese clients from BapCare, ISIS Primary Care (CACP and HARP Complex Needs Program) and Salvation Army. The case managers of these clients are very pleased that the AWWA is able to support their Aged Care services by providing Vietnamese care workers for their clients.

Currently, we are applying for additional Community Aged Care Packages for frail older Vietnamese people in the Western region. The success of this submission will help the Vietnamese elderly who are on the waiting list. We are also applying for 20 Community Aged Care Packages for the Northern Region where there is a high demand for aged care services.

The results of a 2005 survey of 200 Vietnamese elderly in Victoria have indicated that mainstream aged care services are perceived as not providing appropriate services to the Vietnamese community due to language and culture differences. As a result, people who needed services were not accessing those services.

Our clients and their relatives are very grateful to receive Vietnamese specific aged care services. The support and encouragement from the management team and care workers have helped in better client recovery after their release from hospital. We have received much positive feedback both via the phone and through letters.

**Qui Ma**  
*CACP Coordinator*

**Thao Ha**  
**Thuy Nguyen**  
*Care Managers*





## INDO-CHINESE PEOPLE ENTERING COMMUNITY CORRECTIONAL SERVICES

This project, funded by Corrections Victoria, Department of Justice from July 2000 provides counseling and support programs to assist people of Indo-Chinese background entering Community Correctional Services in the Western and Northern catchment areas.

The total number of clients serviced (1-7-05 to 30-6-06) is 132 including 111 new clients and 21 continuing clients from the last financial year. The total number of exit cases is 108.

Most clients' offences relate to alcohol & drug use & trafficking, growing cannabis and the rest to theft, gambling, violence, fraud and so on.

What has the INDECOS program provided to clients during this financial year?

- ❖ Individual culturally sensitive counselling sessions and discussions have been provided to all clients. Some modules used during the counselling sessions include for example:
- ❖ How to complete Court orders and not breach them
- ❖ Drug counseling sessions (for clients who are illicit drug users, traffickers and cannabis growers)
- ❖ Anger Management
- ❖ Alcohol counseling sessions
- ❖ Social & environmental related issues
- ❖ Employment and training issues
- ❖ Cultural issues: to enhance life skills in order to adapt to the new environment in particular for offenders who come from North Vietnam and have committed offences such as theft and growing cannabis.

- ❖ Outreach work: for 15 clients who either have full time work and cannot attend counseling sessions during working hours or have special circumstances i.e. mental problems. The outreach work accounts for around 11% of the project overall case work.
- ❖ Support to do community work: 45 clients have been accepted and supervised to do community work at the AVWA's offices (26 in Richmond office and 19 in Footscray office) and other sport venues to complete their order. The aim is to enhance their self-confidence and support them to integrate into the community .
- ❖ Special internal referrals and support services: 21 clients were internally referred to the AVWA Housing Support Services for accommodation, Drug & Alcohol counseling services and AVWA Employment Services at our Richmond Head Office.
- ❖ Financial support: one homeless client was provided some money for temporary living needs until he started receiving Centrelink payments.
- ❖ Reports to local CCSs include:
- ❖ CCS Sunshine, Newport, Hume, Carlton, Box Hill, Ringwood, Reservoir, Prahran, Sunshine Magistrate Court and Home Detention Centre.
- ❖ Regular meetings with Vietnamese CCOs to improve the quality of services for clients with CCO-CCS Sunshine and other CCSs
- ❖ Continue to promote the program to the local CCSs:

### Results:

- ☑ As a result of our hard work & effective support, only 9 clients out of 132 breached order during this financial year . This ratio of only 7% compares with the 67% ratio before our INDECOS program started 6 years ago: the breach ratio is now only 10% of what it used to be! The 123 who completed their order were able to avoid further prosecution, sentencing or even imprisonment.
- ☑ Exit cases: the total number of exit cases is 108 of which 15 clients have continuing or gain full-time jobs, 24 clients have part-time, seasonal or casual work or work at home, 16 clients attended English and/or training courses.
- ☑ Current case management : 24 cases
- ☑ Current waiting list: 3 cases.

**Tuong Nguyen  
Minh Bui**

*INDECOS Counsellors*

# Family Support Services

## FOR VIETNAMESE RESIDENTS IN THE CITY OF YARRA

In January 2006, the City of Yarra refunded this program for a three year period (2006 – 2008). Formerly an AVWWA housing support worker, I was appointed to work with Vietnamese families.

In the last 8 months, the project has provided on going services to 33 families from crisis intervention to counselling and intensive support, and one-off support to 124 families. 15 on going cases were successfully closed. One of these relates to mediation in sharing guardianship, with the result that the father was allowed to have access to his children. Another case is anger management. Within six months (set by the referral Child Protection officer), a client was able to keep her anger under control. As a result, she felt more confident in managing her family and gaining her husband's respect and trust.

In June, in collaboration with Richmond West Primary School and the Family Support Services of the City of Yarra, we established a Vietnamese Parents/Grandparents Support Group. This group holds meetings every Monday in Richmond West P.S. during school term with a varied program of activities such as cooking, make up & handicraft. However, we want to focus on providing information and counselling in relation to family issues and parenting education to help Vietnamese parents/grandparents enhance their parenting skills and develop strategies & life skills to minimise family tension.

In July and August, in collaboration with Mary of the Cross, I organised four consecutive sessions on parenting at Richmond West P.S. There was a lot of positive feedback from the 35-40 participants who attended all four sessions. In addition, various

recreational activities such as low-cost outings, sport tournaments and a walking tour were organised for Vietnamese families which greatly appreciated them.

**Nam Nguyen**  
*Family Support Worker*



# Drug Treatment COUNSELLING PROGRAM

The Drug Treatment Counselling Project is funded by the Commonwealth Department of Health and Ageing, under the National Illicitly Drug Strategy . The project provides culturally appropriate counselling, support, drug education and referrals consistent with the philosophy of harm minimisation.

Within this financial year, the project provided 132 episodes of counselling, consultancy and continuing care, 2 drug education sessions, across four

*The vast majority of our clients rely on their family and relatives as their main support networks*

major metropolitan regions (Western 65%, Northern 33%, both Eastern and Southern 1%). Our Alcohol And Drug Information System (ADIS) database indicates that 82% of clients are male and 18% are female. More than 60% of clients are under 35 years old. However, the 30-34 years form the biggest group, comprising 28% followed by the 25-29 years age group, 20%. The majority of clients under 34 seek counselling & support for their drug dependency problems. In

addition, a significant increase in the 35-39 and 40-44 years age groups, seek counselling in order to get treatment for their illicit drug use. The number of clients seeking help in order to support their relatives deal with their drug dependency is consistent with previous years.

In common with other CALD (Culturally and Linguistically Diverse) communities, Vietnamese migrants have experienced language, unemployment and social problems to varying degrees. While many people within the larger Vietnamese community have adjusted well to Australian society, a substantial number - particularly among the young - have experienced major problems in achieving social and professional acceptance. Youth unemployment and poor English proficiency have contributed to social and economic disadvantage. As a result of these circumstances, a number of Vietnamese youth have been involved in subcultures where illicit drug use and drug related crimes are some of the manifestations of the problems they experience.

Accommodation problems reflect the lack of housing affordability among our client group. Our clients are not accessing mainstream accommodation support services, but rather rely on room sharing within their own network as an alternative. Under these circumstances, they easily drift into relapse: the process of criminalisation results in their participation in activities associated with the use and trafficking of illicit drugs. Social and economic marginalisation and factors associated with their lifestyles increase the risk of drug use.

Determining factors that affect drug use among our clients is difficult. It appears that factors such as age, level of peer influence, unemployment and low level of literacy are relevant. There

are additional vulnerabilities related to coming to terms with the effects of the migrant experience, lack of proficiency in English, trying to establish themselves in a different culture and in a climate of diminishing opportunities for unskilled labour. Cultural factors also exacerbate the generational conflict. These factors are often closely inter-related and all contribute to make people who are accessing our service vulnerable to illicit drugs.

The vast majority of our clients rely on their family and relatives as their main support networks. We try to help them to broaden this network by working in collaboration with other local service providers as well as in conjunction with a number of AWWA projects such as Indochinese Entering Community Correction Services, Housing Advice and Referral, English Language and other accredited training, Job Provider Organisation and the numerous sports & recreation activities provided by AWWA Tough on Drugs Project . This connectedness approach and in-house collaboration result in synergy to the great benefit of drug affected Vietnamese clients with complex needs and low English language proficiency.

**Loc Van Pham**  
**Kim Vu**  
*Counsellors*

# Canvas ARTS & RECREATION FOR VIETNAMESE YOUNG PEOPLE

"Celebrating the contribution and talents of Vietnamese Youth"

The CANVAS project is funded by the Office for Youth, Department for Victorian Communities. CANVAS aims to provide opportunities for young Vietnamese people to contribute and showcase their talents to the broader community through Arts and Recreational programs.

## THE PROJECT

The CANVAS project aims to increase young Vietnamese people's skills, knowledge, confidence and access to networks that will improve their appreciation of the arts and their capacity as individuals and community members.

The project, involving various creative workshops such as performance,

music, design etc., aims to enhance the creativity of young Vietnamese Australians, and to address issues of identity & cultural diversity as well as social justice and community building agendas, for the prevention of social, cultural and family problems.

## 2006 CANVAS ACTIVITIES AND EVENTS

- ❖ BBQs
- ❖ 3-day Creative camp retreat
- ❖ Performance (Acting) Workshops
- ❖ Life skills workshops facilitated at Secondary Colleges in the Western Region
- ❖ Trivia Nights



- ❖ "CANVAS- A change of heart", end of year theatre production

Please check our website for details including venue & performance dates.

**Thy Nguyen**  
*Youth Coordinator*

## Planned Group Activities

In last year's annual report, we announced the establishment of 4 Senior Citizens Groups auspiced by AVWA. Membership in all these 4 groups has grown appreciably as shown in the following figures:

- 1) AVA Brimbank Senior Citizens: from 32 to 140
- 2) AVA Yarra City Senior Citizens: from 24 to 120
- 3) AVA Elderly in Maribyrnong: from 19 to 65
- 4) AVA Boroondara Senior Citizens from 19 to 40

At AVWA, we always try our best to satisfy the needs and expectations of our members by providing interesting activities to Vietnamese seniors, such as information sessions on various issues, sight-seeing tours & long trips.

We celebrate members' birthdays in Birthday of the Month functions which our members greatly enjoy. A lot of members also take advantage of a monthly package of hairdressing services at and free transport to Pivot Hairdressing Academy, in the CBD, either free of charge or at reduced costs.

This year is unique as we celebrated the 2006 Commonwealth Games & International Women's Day. Looking ahead, we are going to celebrate the Seniors Week in October 2006 with Vietnamese theatrical performances, sight-seeing tours, art and craft workshops as well as exhibitions & traditional cooking demonstrations.

Aerobic exercises and Tai Chi lessons have been provided by professional experts. Local physio-therapy clubs also offer discounted services for our members.



By joining our senior group activities, Vietnamese seniors have the opportunity to learn useful information and new skills in a friendly & supportive setting like a big family.

**Huong Do**  
*PAG Coordinator*

# Information Technology REPORT

At the end of 2005, our laptop users could use our WIFI network at both our Richmond office and our Footscray office. For security, we separated the staff network and the classroom network. We set up the firewall server for the Richmond office. We had utilized the Open Source software as Linux IPCOP and Linux SME Server in recycling our obsolete PCs. We plan to set up the firewall server for our Footscray Office before December 2006.

From June 2006, our static html website <http://avwwa.com> had been changed. Actually, we have used an open source software Joomla! Content

Management System that was developed by an Australian company, Miro from the Mambo Open Source (MOS) version. Joomla! won two prizes at Linuxworld in London in October 2005.

In January 2006, we had two weeks for collecting the articles, designing & printing the 4000 copies of our Annual Magazine "Phu Nu Viet" which was distributed during the Lunar New Year Festivals at Richmond and Footscray. For the next year, we will also target the St Albans Festival.

This year, we have replaced PCs and LCD monitors for full time project workers. Next year, we will continue

to upgrade our system. We plan to set up our data server and create our application intranet server and mail server, budget permitting.

In the past, we have uploaded our project brochures, news and photos of events, at regular intervals. In the future, we will try to update them weekly.

**Xuan-Dung Huynh**  
*I.T. Technical Support*

# Technical & Communications REPORT

As Technical & Communication Coordinator, this year has been another rewarding year for our department with the appointment of Mr. Xuan Dung Huynh as Information Technology Officer. With many years of experience working in Europe, Xuan Dung is a great asset to our organisation.

I took six months' leave from AVWA to manage a large community arts project for the Vietnamese Community Association in Victoria entitled "Children of the Dragon". This was a very exciting project involving mainly 2nd generation Vietnamese Australians working with professional artists to explore issues of identity and migration.

My work is primarily looking at all technical and communication needs of AVWA. Two years ago, I set up the data projector and PA system at our Richmond office as a permanent installation but as projects began to spread out to more areas so there is a need for our equipment to be mobile as well.

This year our organisation adopted a new logo. This logo will soon appear on all our business cards, letterhead, newsletters, staff ID card and on all our buildings. Our organisation has recognised the need for a strong and clear logo which should also be easy to recognise and remember.

Ban Tin newsletter is now published quarterly; the usual quantity is 2,000 but is occasionally more. Apart from

being either mailed or hand distributed to our members, the newsletter is also available at most Vietnamese Doctors and Medical centres in Richmond, Footscray and St. Albans. Recently the Brimbank Library Service had agreed to circulate our newsletter within its network of libraries.

As Technical & Communication Coordinator, I will continue to explore new communication opportunities and strategies that will enhance our image with our members, the government and the public while at the same time working to improve our internal communications.

**Tony Le Nguyen**  
*Technical & Communications  
Coordinator*

# Education And Training PROGRAM

After a rigorous auditing process performed by an independent Training Consultant, our Education and Training program has successfully retained the registration for Registered Training Organization for the next 5 years. This indicates that we have received the seal of approval to deliver accredited courses to respond to the needs of our learners. We have extended our scope of delivery to include the Certificate I & II in ESL (Access) and the Certificate III in Children's Services. With the introduction of the 'Welfare to Work' program, there is a rise in demand for literacy courses as well as for Aged Care and Childcare courses. These courses will equip our learners with the necessary skills for entry into industries currently experiencing skills shortage.

In this financial year, there are many significant changes to the priority target groups as per ministerial statement. These groups happen to correspond to our traditional client groups who are finally receiving the attention they deserve. They are men over 45, people from culturally and linguistically diverse backgrounds and people over 55.

In the ESL class, we had Beth, our new trainer who had introduced fun and innovative methods of teaching. Students enrolled included men & women from Ethiopia, Sudan, East Timor, Macedonia, China and of course Vietnam. The class looked like a United Nations meeting. Despite the vast difference in the learners' ability and learning backgrounds, everyone was very keen to learn English. Beth had taken it in her stride to cater for all the differing needs of the students. The students had gradually warmed up to Beth's caring and bright personality. They were so enthusiastic about their progress in the English language that they were very disappointed with the news that the course could not be continued into the second semester. The students unanimously wrote a letter to our CEO requesting for the class to be continued. Unfortunately,

their demand could not be fulfilled due to funding not being available. This request has been brought to the attention of our Regional ACFE council and will hopefully be addressed next year.

The Certificate III in Aged Care Work class had also attracted large enrolments. We were successful in obtaining the extra funding to run an extra Aged Care course. We are also very fortunate to be able to recruit Julie, our new Aged Care trainer, who had lived in Vietnam and is very sympathetic to the needs of students of culturally and linguistically diverse (CALD) backgrounds. The students shared with Julie their learning experience and the cultural nature of aged care in Vietnam. They were provided with hands-on experience at the designated accredited Aged Care facilities. I would like to take this opportunity to express my gratitude to all the staff at Broughton Hall, especially Deb from Gladswood Lodge, Johanne from Templeton Lodge, Danielle from Glenroy Private Nursing Home and Andrew from Brimbank Nursing Home. They have contributed a lot of their time and patience to our students' valuable learning process.

The Certificate III in Children's Services commenced last July. There was an overwhelming demand for this course but we could only accommodate a limited number. The students were encouraged to go and find their own work placement armed with an introductory letter from us about the course and about their work requirements. There were practice sessions in class about the appropriate etiquette but almost all of the students were able to obtain their own work placements. Then the task was left to me as the Training Coordinator and Trainer to liaise with 20 Childcare centres to organize visits and workplace assessments. It was quite time consuming but it was very satisfying to see the students keenness to obtain the qualification in order to



gain entry into a much sought after industry. Starting the course for the first time was quite a challenge from getting the necessary documents for the approval of the course onto our scope to organizing the resources and finding the qualified trainer. I am very lucky to be able to get Ms Vi to take on the role as a part time trainer.

The year ahead will see more exciting changes in our training program with opportunities in funding for our Aged Care course in conjunction with the Aged Care providers and the possibility of tapping into the targeted Youth market for our Childcare course. I will be looking at obtaining funding for our English course as it is a vital ingredient for our learners' success in obtaining employment or accessing further education.

**Noriko Bui**

*Training Coordinator*

# Culturally Equitable Gateways Strategy

The highlight for me as the CEGS project officer for AVWA was an introductory training about cultural awareness I conducted in May 2006. Participants were assessment officers and home care workers from Brimbank council and non government agencies.

Through understanding of other cultures, we can enjoy working in a friendly atmosphere.

In September 2006, we will organise an information session in Vietnamese in Maribyrnong, in co-operation with

CEGS officers from Maribyrnong and Brimbank City Councils.

**Luan Nguyen**  
CEGS Project Officer

## Bridging The Gap PROGRAM

The AVWA Bridging The Gap is a program funded by Department of Justice to assist Indochinese sentenced prisoners with significant alcohol and drug issues who are within 6 to 12 weeks of their release. The program aims to provide support and assistance to help resettle them in the community following release from prison.

- ❖ The risk of re-offending and re-imprisonment
- ❖ The harm associated with the use of alcohol and other drugs.

In the last 9 months of 2005-2006 the AVWA BTG program assisted 31 clients (100% of annual target) from:

- ☑ Fulham Correctional Centre- 19 clients (61%)
- ☑ Barwon Prison 04 clients (13%)
- ☑ Loddon Prison 08 clients (26%)

Residential locations post-release:

- ☑ Inner Metropolitan 12 clients (39%)
- ☑ Western 12 clients (39%)
- ☑ South Eastern 05 clients (16%)
- ☑ Northern 02 clients (06%)

- ❖ Participation in the program is voluntary and not a condition of any order.
- ❖ The BTG worker assists clients with their varying needs on release from prison. Areas of support include access to drug and alcohol treatment, accommodation, education, health, training and employment, family reconciliation, etc...

**Toan Nguyen**  
BTG Officer



### Program Goals

The ultimate goals of Bridging the Gap are to reduce:

- ❖ The risk of post-release overdose and death

### Main features:

- ❖ The BTG worker aims to visit the client several times prior to the release so that he can get to know the client, and decide what assistance that client might need following release.
- ❖ Contact with clients is mostly on an outreach basis and effort is made to keep the clients engaged with the program.



# Sports & Recreation PROGRAM

Since 2003, the project has offered flexible and varied sports activities that 'get together' Vietnamese-speaking persons. These activities are:

## Week days

- ❖ Soccer and Noodles (soccer training for young drug users)
- ❖ National Families Week and Mothers Day Bike/Walk activities.
- ❖ Friendly match soccer between AVA Seagulls and HM Loddon Prison, Fulham Correctional Centre
- ❖ After school: Various Sports at
- ❖ Richmond West primary school
- ❖ Western English language school
- ❖ Braybrook College
- ❖ Footscray City College

## Tournaments:

- ❖ Gia Long Soccer Tournament
- ❖ Autumn Tennis Tournament
- ❖ Table tennis Tournament
- ❖ Volley ball Tournament

Weekend sports at Braybrook College:

- ❖ Indoor soccer girls
- ❖ Indoor soccer boys
- ❖ Indoor soccer men
- ❖ Various sports for kids
- ❖ Volleyball training

## AVA Sports Association:

- ❖ Outdoor senior soccer
- ❖ Junior Goalkick
- ❖ Junior soccer
- ❖ Bike riding

## Target Groups

The primary target is Vietnamese background youth, who are still at school/ have left school or are homeless, aged 14 to 24 years of age.

The secondary target is principally parents and significant others.

For the past 3 years, the number of participants has increased from 795 in 2003 to 1200 in 2006.

14-24 participants represented approximately 85% of all participants the remaining 15% being those in the 24+ age group. The "Get Together" project has been of direct benefit for the principal target group as proven through their rate of participation.

## Project Achievements

Project outcomes for young people and the community:

Increased Community connectedness for young Vietnamese people and their community-

- ☑ Vietnamese young people are linked to and developed networks with community organizations through their participation in positive sporting and youth arts activities;
- ☑ The number of participants engaging in "Get Together" activities has consistently increased each year;
- ☑ Community starting to adopt healthy lifestyles through
- ☑ Participating in sports and recreational activities,
- ☑ Participating in conferences and forums run by AVWA informing the community about health and well-being (Vietnamese Women's Health and Well-being Forum 2005)
- ☑ Drug Education for Vietnamese Parents ( Mt. St. Joseph's College, St. Paul's College )

Contacts and networks are established with other organizations through community partnerships initiatives. The Soccer & Noodles project is in partnership with the Burnet Institute, Victoria University & Open Family.

Increased family connectedness (building of family relationships) through AVWA family friendly sporting events.

### Jimmy-hung Ly

*Sports & Recreation Coordinator*



# AUSTRALIAN VIETNAMESE WOMEN'S WELFARE ASSOCIATION INC.

ABN: 69 724 826 405

## INCOME AND EXPENDITURES

FOR PERIOD FROM 1 JULY 2005 TO 30 JUNE 2006

### INCOME

Funds Raising			
	Gifts and Donations Income		\$15,349
	Membership Dues		\$1,488
	Social Activities		\$171,389
<b>Total • Funds Raising</b>			<b>\$188,226</b>
Project Grants			
DHS - HEALTH DEPT. VIC			
	HACC	\$71,122	
	Housing	\$38,409	
Total DHS - HEALTH DEPT. VIC			\$109,531
DH & AC DEPT.			
	Drug Treatment Service	\$73,209	
	Community Aged Care	\$231,155	
	Illicit Drug Section	\$26,000	
Total DH & AC DEPT.			\$330,363
Dept. of Justice			
	Community Correction Grants	\$37,500	
	Bridging The Gap (ACSO)	\$94,724	
	Indecos	\$109,164	
Total Dept. of Justice			\$241,388
DEET			
	ACFE	\$160,970	
	Community Job Program	\$15,680	
Total DEET			\$176,650
City of Yarra			
	Family Support	\$50,000	
	HACC	\$9,786	
Total City of Yarra			\$59,786
Dept. for Vic Communities			
	Community Job Program	\$82,405	
	Youth Services	\$6,759	
	Canvas Project	\$35,000	
	Others	\$600	
Total Dept. for Victorian Communities			\$124,764
Dept. Employment & Workplace			
	Employment	\$17,300	
Total Dept. Employment & Workplace			\$17,300
Dept. VicHealth			
	Vietnamese Chinese Elderly Comm.	\$10,000	

Total Dept. Vic Health		\$10,000
Dept. of Family & Community		
	Family Support	\$29,980
Total Dept. of Family & Community		\$29,980
Other Projects Grants		\$5,925
<b>Total Projects Grant</b>		<b>\$1,105,687</b>
Bank Interest		\$11,726
Reimbursed Expenses		\$1,018
Student Fees		\$9,270
Miscellaneous Income		\$12,737
<b>Total Income</b>		<b>\$1,328,664</b>

## EXPENSES

Activity Expenses		\$18,341
Advertising		\$2,220
Bank, VISA Charges		\$2,797
Books & Subscriptions		\$7,573
Building Maintenance		\$3,986
Conference, Exhibition & Forum		\$4,104
Depreciation		\$19,714
Gifts & Donation		\$3,414
Insurance		\$4,467
Internet		\$2,116
Membership Fee		\$1,719
Mortgage Interest		\$2,686
Motor Vehicle Expenses		\$17,640
Office Stationery		\$2,481
Postage & Freight		\$1,415
Printing & Reproduction		\$14,963
Professional Fees		\$2,636
Project Support		\$33,082
Repairs		\$1,432
Salary ,Wages & on Cost		\$1,009,590
Software Expense		\$816
Staff Amenities		\$6,224
Staff Training		\$3,378
Telephone		\$23,352
Travel & Entertainment		\$21,617
Utilities		\$7,030
Volunteers		\$5,940
Other Expenses		\$349
<b>Total Expense</b>		<b>\$1,225,083</b>
<b>Net Surplus of Income/Expenditures</b>		<b>\$103,580</b>

**AUSTRALIAN VIETNAMESE WOMEN'S WELFARE ASSOCIATION INC.**

ABN: 69 724 826 405

**STATEMENT OF CASH FLOW**

FOR PERIOD FROM 1 JULY 2005 TO 30 JUNE 2006

**CASH FLOW FROM OPERATING ACTIVITIES**

Interest received from Bank Account	\$11,726	
Received from Fund Raising Activities	\$200,963	
Received from Projects Activities	\$1,114,957	
Received from Costs Recoveries & Others	\$1,017	
Payments to Suppliers of Goods & Services	-\$195,779	
Payments to or for Benefits of Employees	-\$1,009,590	
		\$123,294

**CASH FLOW FROM INVESTING ACTIVITIES**

Payment for Current Asset	-\$161,000	
Payment for Non-Current Asset	-\$11,324	
		-\$172,324

**NET INCREASE (DECREASE) 1 JULY 05 TO 30 JUNE 06**

**-\$49,030**

Net Increase (Decrease) - ANZ Card	\$9,499
Net Increase (Decrease) - Adv. Receipt for future Service	-\$95,880
Net Increase (Decrease) PAYG Payable	-\$4,170
Net Increase (Decrease) GST Payable	-\$4,099
Net Increase (Decrease) Long Term Liabilities	\$38,450
Net Increase (Decrease) - Leave Provision	\$67,413
Balance Cash from 30 June 2005	\$42,336

CASH AT BANK AT END FINANCIAL YEAR 30 JUNE 2006

\$4,519

# AUSTRALIAN VIETNAMESE WOMEN'S WELFARE ASSOCIATION INC.

ABN: 69 724 826 405

## BALANCE SHEET

FOR PERIOD FROM 1 JULY 2005 TO 30 JUNE 2006

### ASSETS

#### Current Assets

Cash at Bank	\$4,519
Cash Management A/C	\$55,000
Trade Debtors	\$250
Term Deposit	\$120,000
Shares at Cost	<u>\$150,000</u>
Total Current Assets	\$329,769

#### Fixed Assets

Building Costs	\$350,740
Additional Building Costs	<u>\$204,534</u>
Total Fixed Assets	\$555,274

#### Other Assets

Computer & Printer	
Computer & Printer at Cost	\$49,136
Less Acc. Depreciation	<u>-\$31,087</u>
Total Computer & Printer	\$18,050

Furniture & Fixtures	
Furniture & Fixtures at Cost	\$23,682
Less Acc. Depreciation	<u>-\$19,256</u>
Total Furniture & Fixtures	\$4,426

Motor Vehicle	
Motor Vehicle at Cost	\$78,614
Less Acc. Depreciation	<u>-\$21,701</u>
Total Motor Vehicle	\$56,913

Plant & Equipment	
Plant & Equipment at Cost	\$37,069
Less Acc. Depreciation	<u>-\$29,387</u>
Total Plant & Equipment	<u>\$7,681</u>

**TOTAL ASSETS** **\$972,113**

### LIABILITIES

#### Current Liabilities

ANZ Credit Card	\$5,135
GST Tax Payable	\$22,682
Leave Provision	\$85,209
PAYG - Tax Withheld Payable	<u>\$6,808</u>
Total Current Liabilities	\$119,834

#### Long Term Liabilities

CBA - Building Loan	<u>\$42,272</u>
Total Long Term Liabilities	<u>\$42,272</u>

**Total Liabilities** **\$162,106**

**NET ASSETS** **\$810,007**

#### EQUITY

Retained Earnings	\$706,427
Net Income	<u>\$103,580</u>

**Total Equity** **\$810,007**

**A.LESTER & ASSOCIATES**

**CERTIFIED PRACTISING ACCOUNTANTS**

**3 HAMILTON PLACE, MT WAVERLEY 3149**

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF  
THE AUSTRALIAN VIETNAMESE WOMEN'S WELFARE  
ASSOCIATION INC**

*To the Members,*

***Scope***

*We have audited the attached financial report of THE AUSTRALIAN VIETNAMESE WOMEN'S WELFARE ASSOCIATION INC for the year ended 30<sup>th</sup> June 2006. The Financial Committee is responsible for the preparation and presentation of the financial statements and the information obtained therein. We have conducted an independent audit of the financial statements in order to express an opinion on them to the members of the club.*

*Our audit has been conducted in accordance with the Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion as to whether in all material respects, the financial report is presented fairly in accordance with the requirements of the association's constitution and Australian Accounting Standards as required under Section 30(3A) of the act and other mandatory professional reporting requirements so as present a view of the accounts which are consistent with our understanding of its financial position and the results of its operations.*

*The audit opinion expressed in this report has been formed on the above basis.*

***Audit opinion***

***In our opinion the financial report of THE AUSTRALIAN VIETNAMESE WOMEN'S WELFARE ASSOCIATION INC represents a true and fair view in accordance with the requirements of the association's constitution and Accounting Standards as required under Section 30(3A) of the act and other mandatory professional reporting requirements the financial position as at 30th June, 2006 and the results of its operations for the year then ended.***

**A. LESTER & ASSOCIATES  
CERTIFIED PRACTISING ACCOUNTANTS**

**A. LESTER**

**Melbourne 17/8/06**







Australian Vietnamese Women's Welfare Association  
HỘI TƯƠNG TRỢ PHỤ NỮ VIỆT ÚC

Richmond Office: 30-32 Lennox Street, Richmond, Vic. 3121  
Tel: (03) 9428 9078, Fax: (03) 9428 9079

Footscray Office: Level 1, 144-148 Nicholson Street, Footscray, Vic. 3011  
Tel: (03) 9396 1922, Fax: (03) 9396 1923

P.O. Box 1301, North Richmond, Vic. 3121

Email: [info@avwwa.com](mailto:info@avwwa.com)  
Website: [www.avwwa.com](http://www.avwwa.com)