



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

**Hội Phụ Nữ Việt Úc**

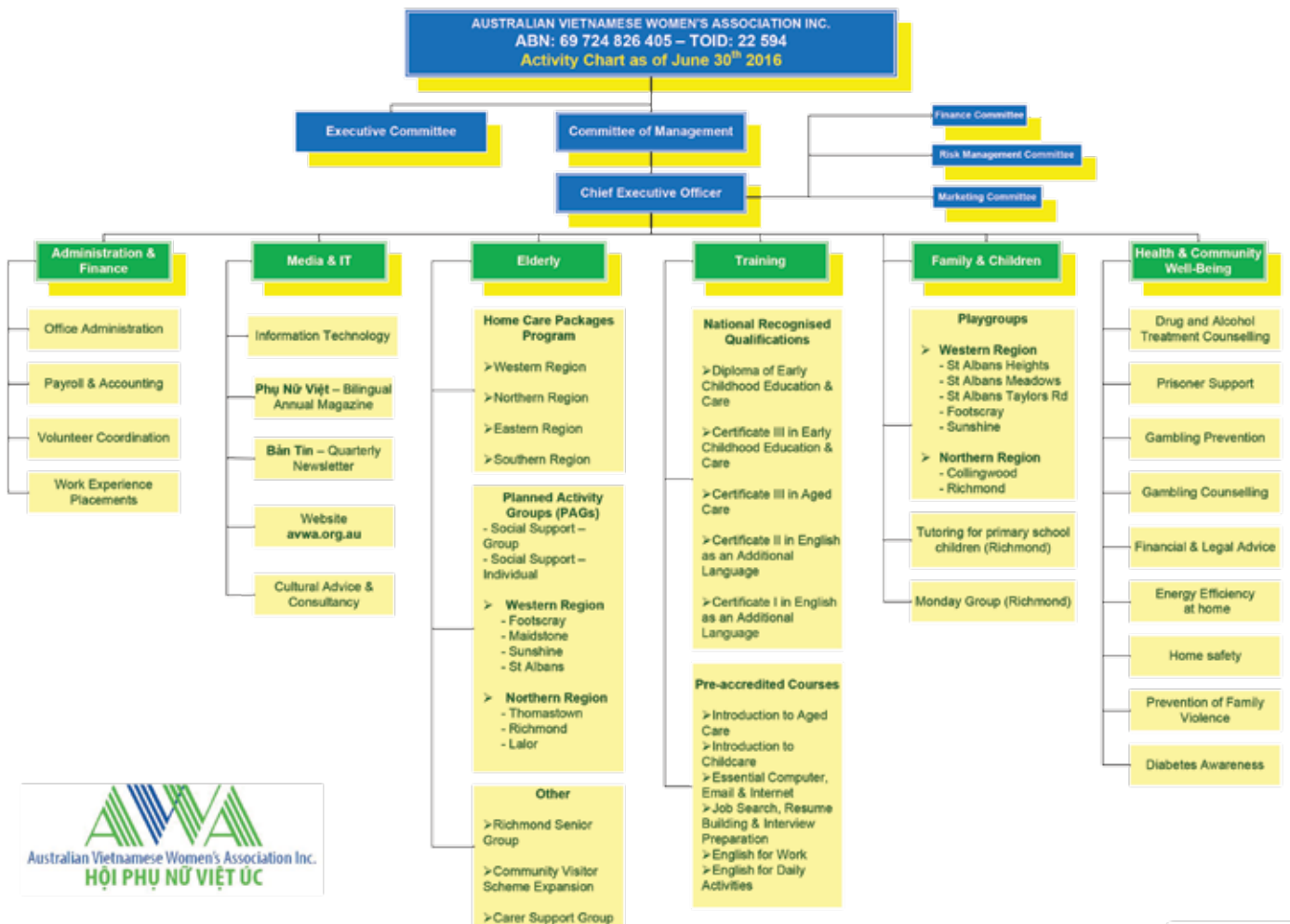
Serving the Community since 1983

## **Annual Report 2015-2016**



# AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

## Activity Chart as at June 30<sup>th</sup>, 2016



Updated 24/10/2016

### Committee of Management 2015-2016



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# *Acknowledgements*

**18 YEARS OF SERVICE**

**Hong Nguyen as 3ZZZ Radio Program Team Leader**

**16 YEARS OF SERVICE**

**Kim Vu**

**15 YEARS OF SERVICE**

**Thao Ha, Nam Nguyen**

**10 YEARS OF SERVICE**

**Huy Luu, Quynh Huong Nguyen**

**Yvonne Tran, Bac Thi Nguyen**

**5 YEARS OF SERVICE**

**Hoa Trinh, Tania Huynh, Thi Kim Chi Nguyen**

**Thu Trang Ly, Phao Phi Pham**

**Trinh Mong Chau, Thuan Thanh Thi Doan**

*Thank you for your loyal service*

# A message from our President



Dear AVWA Members, Associates and Distinguished Guests,

Ladies and Gentlemen, it is my honor and pleasure to report to you the accomplishments of AVWA during the 2015-2016 financial year.

Five years ago, when I was elected President, our annual turnover was only half of what it is today. In 2010-2011 the total income of our organization was only \$2,841,102. This year in 2015-2016 the income has almost doubled to \$4,570,901.

No organization can thrive without a vision. We continue to focus on our vision of serving and empowering our community. We have an enormous responsibility to take this organization to another level and to leave our footprints in the sand of time.

As always, I am deeply grateful to all those of you who have a profound commitment to our association. No organization would succeed if it failed to acknowledge the hard work and dedication of certain members.

I would like to thank Mrs. Vinh Nguyen, our Vice President, and Mrs. Yen Bui, our Treasurer. Also Ms. Kat O'Reilly and Mrs. Cam Nhung Thi Le, fellow committee members for their support and encouragement to me throughout the year.

In particular, I give special thanks to our Secretary come CEO, Mrs. Cam Nguyen for her skills and dedication in leading over one hundred and fifty staff, including casual, part time, and permanent full time employees.

To those of you who are not yet involved in AVWA, I ask that you consider volunteering and contribute to our organization from today.

Thank you all.

Thanh-Kham Tran-Dang

President of the AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION (AVWA) INC.

## Treasurer's report



I have pleasure in presenting the financial report for the year ending 30 June 2016.

Total Project Grants increased year on year by 13% reaching \$3.7m and this is the reflection of the hard work of our Association and the strong relationships we have forged over the years.

Key activities such as training, playgroups, brokerage of home care services pushed the total Income to \$4.5m which is 11% higher compared to the prior year.

Our major cost item being salaries and wages increased 16% to \$3.6m due to keeping in line with the Equal Remuneration Order issued by Fair Work Commission and the higher number of employees.

Net surplus for this year had been decreased as a result of implementing pay rates increase for staff combined with our strategy to expand our services across Victoria via lifting advertising and promotion, as well as sponsoring community events and functions. Our new office in Springvale, Greater Dandenong City is part of our strategic expansion, improving our infrastructure and equipment, enhancing our capabilities, efficiency and performance.

On behalf of the Finance Team, I would like to express our appreciation and gratitude to the Committee of Management (in particular Kat O'Reilly), our CEO Cam Nguyen and all our dedicated staff, members and supporters for their efforts and contributions during the past year.

Yen Bui  
Treasurer

## Richmond Seniors' Group





# A message from our Secretary and CEO



In my report last year, I congratulated our aged care team for meeting all 18 service standards and obtaining a perfect score in the departmental quality review. This year, I am pleased to report that we received a big allocation of additional home care packages. Additional case managers and care workers were recruited and trained and nearly all packages have been filled. Another good news was about our small prisoner support project for which the budget had remained the same for many years. After a quality audit by an outside consultant, the budget was finally trebled by Corrections Victoria, therefore, making possible a wider range of much needed services.

Finding an appropriate building and location for our third office in Springvale took longer than expected. The office was finally operational on July 18<sup>th</sup> 2016. This year and in the next few years, we are looking forward to expanding our services to the community in the Eastern and South-Eastern suburbs to a level comparable with that of our services in Central and Western suburbs.

When booking the Richmond Town Hall for this AGM, the date of November 25<sup>th</sup> coincides with the *International Day for the Elimination of Violence Against Women*. It was almost serendipity but not quite, for as a women's association, we cannot ignore the fact that in the Vietnamese community like in all communities, gender inequality and family violence are unfortunate and ongoing issues. We are therefore glad that the coincidence allows us, on the same day, to hold our AGM and celebrate *White Ribbon Day* as the start of the fortnightly campaign highlighting the fact that women's rights are human rights and should be respected.

Refugees of all backgrounds make the heart-wrenching decision to leave their homeland because their government tramples on human rights. Therefore, when they are lucky enough to be accepted and allowed to settle in a country like Australia, they should be mindful of their moral obligation to respect all human rights including those of women and children.

Before I end my report, I would like to thank our staff, volunteers and members of the Committee of Management for their dedication and hard work in the past year. Changes and disruption result in a challenging environment to work in. However, together we were able to address most of the difficulties last year and I am confident that next year will be also a good year.

Finally, I want to express my appreciation for the continuing support of our members, partners and funding bodies. Thank you.

Cam Nguyen  
Secretary and Chief Executive Officer



# Home Care Packages Program (HCP) Southern & Western Region

Coordinator: Qui Ma

Case Managers: Dung Nguyen, Hue Van, Tai Mai, Thao Ha, Thuy Nguyen, Thuc Anh Nguyen, Uyen Do, Van Ha, Trinh Phan (locum).

Administrative Support Officers: Van Ha, Trinh Phan, Tram Ly, Quynh Luc, Uyen Do.

Care Workers: Chi Nguyen, Ha Hoang, Huong Nguyen, Kim Ngo, Liem Tran, Thi Tran, Bac Nguyen, Hieu Pham, Hoang Anh Truong-Dinh, Huong Duong, Huong Thai, Kim Vuong, Lieu Nguyen, Loan Tran, Loi Phuoc Lam, Mai Quach, Mai Nguyen, Nga Luu, Ngoc Pham, Ngoc Thu Nguyen, Nguyet Thu Thoi, Nguyen Truong, Phao Pham, Phong Dinh, Quan Truong, Tam Ho, Thanh Mai, Thuan Doan, Thuy Nguyen, Tien Dang, Tinh Tran, Tram Nguyen, Trinh Chau, Xuan Nguyen.

The financial year 2015-2016 started with a remarkable milestone. A quality review team from the *Australian Aged Care Quality Agency* visited *Home Care Package (HCP) Southern & Western* sites in July 2015 to assess the quality of care and services. The review showed that both the HCP Southern & Western Programs meet all 18 expected outcomes of the Home Care Standards.

108 home care packages



One of the highlights of the year is the HCP consumer gathering to celebrate the Lunar New Year. All consumers were very happy to meet each other, sharing stories, enjoying traditional food, Vietnamese music, and lunar-new-year decorations. They expressed the wish to have the opportunity to welcome every New Year in a similar way.

Continuous improvement is one of the main focuses of our services. HCP staff and direct care workers attended professional development days, meetings and training to improve the quality of service provision. The staff also attended training on using My Aged Care Provider Portal and making referrals for prospective consumers to My Aged Care.

In April 2016 AVWA was granted 40 additional high-level care packages, of which 15 packages are for supporting the elderly in the Western region. This brought the total number of HCPs in the two regions to 108. New case managers and care workers have been recruited to provide services to our clients.





# Home Care Packages Program (HCP)

## Southern & Western Region (continued)

### **Independence, Empowerment, Restoration**

*Husband and wife - Mr B and Mrs C - were in their 80s, living far away from their children. They had difficulty in managing their daily activities due to health*



*conditions and declining mobility. They depended on their children for doing house chores and taking them out shopping and attending medical appointments. The children asked them to move closer to the children's homes for convenience, while Mr B and Mrs C wanted to stay in their own home.*

*Mr B and Mrs C were offered Home Care packages. Their goal to keep staying in their own home was identified. Care plans were discussed with them. Equipment such as a 4-wheel frame, shower chair, adjustable bed, ramp etc. were arranged in consultation with an occupational therapist. Their fall risk was minimised. The care worker assisted with house work while encouraging Mr B and Mrs C to do light tasks which they were still able to do. The care worker took them out for banking, shopping or seeing doctors.*

*There was a time when Mrs C was hospitalised due to her heart problem. A personal alarm was set up for Mr B when he stayed home alone. Cooking assistance was arranged until Mrs C was discharged from hospital and recovered at home.*

*Soon Mrs C was able to start cooking meals again like before her hospitalisation.*

*Mr B told his Case manager that he really appreciated the great support from the Home Care staff. Mr B now can make decisions about his service schedule as he wishes. He can go to the bank or do shopping on the day he wants to and does not have to wait for his children to come. Mr B and Mrs C said that they both felt happy, independent and safe living in their own home.*

### **"AVWA HCP provides excellent customer service"**

*Mrs T lived by herself in an Office of Housing flat. Her daughter worked full time in banking customer service. As her health condition changed, Mrs T had more and more medical appointments at different clinics and hospitals. The Home care packages program was able to accommodate all requests for transport assistance from Mrs T.*

*Her daughter gave feedback that AVWA HCP had been providing excellent customer service for her mum, and both of them were very grateful for the support from the program.*

### **"We highly recommend AVWA HCP service to our network of friends"**

*Mr P lived with his daughter. Both had limited English skills. Mr P was receiving aged care services from a mainstream organisation before accepting a Home care package with AVWA. Mr P and his daughter were very happy with the quality of the AVWA HCP service and in particular, the convenience of easy communication in Vietnamese with receptionist, case manager and care workers.*

*The daughter mentioned that before receiving AVWA services, Mr P had isolated himself, barely talked to anyone, but now he had become much more open, loved to talk with care workers, and enjoyed walking in the neighbourhood with the care workers. She said that they were highly recommending the AVWA HCP service to their network of friends.*

# Home Care Packages Program (HCP) Northern & Eastern Region

Coordinator: Thuy Tien Nhan

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

Administrative Support Officer: Anh Thu Nguyen

Locum Administrative Support Officer: Van Hoang

Care Workers: Dung Nguyen, Hiep Nguyen, Tuyet Nguyen, Thuy Hoang, Trang Ly, Kim Chi Nguyen, My Thu Tran, Huyen Nguyen, Thanh Le, Thuc Mi Quach, Xuan Dieu Trang Le, Thi Sau Le, Hung Quoc Huynh, Thanh Huong Phung, Phuoc Thuy Lan Truong, Ha Hoang, Co Hong Hoa Nguyen, Kieu Nga Le



*HCP North East Team with Case Managers and Care Workers*

In August 2015, the North-Eastern HCPs program was awarded the rating "Excellent" by the Commonwealth Quality Assessment team. In March 2016, our program received 25 additional packages at level 3 and 4 in response to the urgent need for high care service for our elderly in the Eastern region.

At the end of June 2016 the number of HCPs for the two regions was as follows:

Region	Level 2	Level 3	Level 4	Total
Northern	28	3	2	33
Eastern	15	15	10	40

The Eastern HCPs also received a little funding for the *Community Visitor Scheme*: our volunteers visited five isolated Vietnamese HCP recipients. Volunteers and HCPs clients enjoy their meetings tremendously, in particular when the intellectual visitor meets the intellectual consumer!

73

home care package clients





# Home Care Packages Program (HCP)

## Northern & Eastern Region (continued)

On 17 January 2016, The North-East HCPs team organised a Lunar New Year (Tet) event for its consumers. All enjoyed the meaningful celebration and wished to meet each other at the next New Year celebration!



*HCP team with consumers at the Lunar New Year Celebration*

The North-East team also successfully facilitated the first meeting of the AVWA Aged Consumers' Advisory Committee on 16<sup>th</sup> June 2016. This committee comprises 11 members and will meet twice a year to provide feedback and suggestions to HCP management.

Training for case managers on budgeting reports, CDC and policy changes were carried out during the year. Compulsory training for care workers on manual handling, first aid, CPR and other issues was completed fruitfully. In one of the all-regions HCPs planning sessions, a recommendation for a funded picnic day named: "*Bonding Day for Care Workers*" was approved by the CEO: this was seen as an acknowledgement by the organisation of the care workers' commitment and hard work.



*Consumer Advisory Committee*

# Planned Activity Groups (PAGs)

Coordinator: Nam Nguyen

Assistance Coordinator: Ngat Ho (Natalie)

Group Core Staff: Cam Sau Le, Ngat Ho (Natalie), Nhan Huynh, Thuy Pham, Vuong Thai, Minh Bui, Huong Ngo

Care Workers: Khanh Tran, Tien Dang, Tuyet Nguyen, Van Ngo, Xuan Doan, Thuong Nguyen, My Tien Lac, Tinh Pham



2015-2016 was a transitional year for PAG program. On 1<sup>st</sup> July 2016, *Victoria HACC Services for older people (65+)* will be transferred to the *Commonwealth Home Support Program (CHSP)* which is managed by the Commonwealth government. As our PAG program is one of the activities of HACC services, from July 2016 the program funding will be split between State government funding for individuals under 65 and Federal funding for individuals 65 and over. To prepare for the change, we reviewed the agreement on the types of service, funding allocation appropriate to the services provided to the different regions, and identified the significant issues and challenges to make the implementation plan for the PAG program.

During the last year, though PAG staff were very busy with the transition, we still achieved a high standard in all activities out of our seven PAG groups in Brimbank, Maribyrnong, Yarra and Whittlesea municipal councils. The diversified range of activities was always based on our clients' assessment and goals set in their *Care Plans*. These activities included arts and crafts, iPad and social media practice, outings, community events, dancing with glamorous costumes, singing, Zumba and freestyle dancing. We also presented information sessions on a wide range of topics including home safety, heart health, arthritis, dementia, safe use of medication, Centrelink, and elderly abuse. This enjoyable and stimulating program helped improve the participants' physical and emotional well-being.

In recent months, responding to the high demand of Vietnamese elderly for PAG programs in Brimbank, we agreed to set up a partnership with the *Macedonian Community Welfare Association* to run the *Vietnamese Multicultural Planned Activity Group* in the area. This Multicultural PAG comprises two language groups of clients with each group supported by a bilingual worker from the partner agency.

The Multicultural PAG project was a trial project which was evaluated as a very successful partnership and approved as an ongoing activity. Therefore, next year we will have a group of five frail Vietnamese elderly joining the Multicultural PAG in Brimbank.



## Planned Activity Groups (continued)



An enjoyable and stimulating program including arts and crafts, outings, singing, folk dances, information sessions



We responded to the increased rate of dementia in the Vietnamese community by appointing three PAG staff to attend the *"Train the trainers"* program run by Alzheimer's Australia. Two of the staff completed the course and were awarded certificates. They are now ready to share their dementia knowledge with the Vietnamese community.

In June, in collaboration with the HCP North East team, we successfully organised the first meeting of the Aged Services Consumer Advisory Committee at our Richmond office for our PAG program in the Northern region. Through this committee we seek the feedback and engagement of our clients in our PAG design.



# Home Safety for Elderly People

Project Officer: Kim Thien Truong

This project focuses on giving elderly people more knowledge on safety issues in their homes including fire prevention and the actions they can take when there is a fire in their home.

It also suggests ways on how to deal with door to door salespeople and telemarketers.

Darebin City Council sponsored the Australian Vietnamese Women's Association to organise two workshops for the Vietnamese seniors' groups in Thomastown to convey useful information on dealing with these issues.



## Preventing Family Violence Against Women

This project was funded by Brimbank City Council to provide information about family violence prevention in the Vietnamese community in Brimbank.

It was intended to raise awareness about human rights, gender equality, domestic violence among Vietnamese women and inform them where and how to seek help.

One strategy is to spread information through regular community group meetings. We held three special workshops and distributed flyers to the participants. Also, at the *St Albans Lunar New Year Festival* with staff spoke to people face-to-face and handed out 200 flyers.

There were also articles in the *Phu Nu Viet* magazine, Vietnamese newspapers and a talkback segment on FM 974 Radio Vietnamese program. These initiatives spread the message about family violence prevention to the Vietnamese community in the West.





# Sustainable Living

Project Officer: Kim Thien Truong



A program called “*Sustainable Living*” commenced in collaboration with The City of Greater Dandenong. The aim of the program was to inform people’s about their carbon footprint, usage of gas, electricity and water, rubbish disposal, solar & green energy, green investment, etc.

On Wednesday, April 27<sup>th</sup>, 2016, we organised an Environment Expo called ‘*Living Green*’ which was designed to target people and businesses from Vietnamese backgrounds in the City of Greater Dandenong by introducing them to the techniques they can practice in saving energy, water and money. The number of attendees was 240.

The message that our project conveyed was that people could make a difference in protecting the environment, while also saving money.



# Connecting Me

Project Officer: Hai Doan

The project started in February 2016 and is funded until 31<sup>st</sup> December 2016. It is a collaboration between AVWA and *Brimbank Melton Community Legal Centre* with the aim to provide free legal information and referral service in Vietnamese language.

Achievements to date are:

Outputs:

1. 65 enquiries toward the total minimum requirement of 100 enquiries for the whole project
2. 32 referrals made to CommUnityPlus
3. 6 public events to advertise the program
4. 2 workshops to provide general legal information
5. 3 articles on common issues faced by new members of the Vietnamese community
6. 3 flyers mainly to advertise the project

Outcomes:

- There has been an increase in awareness of the public about the existence of free services, offered in Vietnamese language that can be accessed by any members of the public. This is in contrast to the perception of some people that there is no free service to support them as they are not Australian citizens.
- There has been an increase in public trust toward the program as recent clients have disclosed more serious issues to the worker, for example, family violence and possible deportation due to unsuccessful visa application to remain in Australia.

*Information session on the International Women's Day*





# Connecting Me (continued)

## Future activities:

- 1) Working with CommUnityPlus to organise more workshops. There will be a detailed schedule for each program within AVWA to better suit the needs of each group of clients.
- 2) Increasing the awareness of the public about the program. More advertising materials will be produced, more public events will be held.
- 3) Activities to introduce the program to Vietnamese international students have been planned. They are expected to kick in at the start of the university second semester. Letters seeking expression of interest have been sent to Victoria University Students Union, Victoria International Students' Association, and Monash Vietnamese International Students' Association.

## Case study:

*L entered Australia with a tourist visa to start a new life with her partner and her 4-year-old son in Australia. She was granted a provisional spouse visa and was waiting to apply for a permanent residency when suddenly her husband left her for another woman. This resulted in her application for a permanent residency being rejected and she was facing the possibility of being deported from Australia. Her son, a 4-year-old Australian citizen, was facing the risk of being unable to attend school in Australia or living in his mother's care. L was distressed and emotional when she contacted the program. She was offered guidance to seek sponsorship and support from ASRC to apply for a humanitarian visa so she could stay in Australia permanently to take care of her little boy and enable him to attend his favourite school. In her latest contact with the worker, she was happy that she had had appropriate support and strongly hoped that she could stay in Australia permanently.*

# Diabetes Awareness Project

Project Officer: Kim Thien Truong

250 Blood Sugar Testers  
Distributed



This project was funded by *Inner North West Primary Care Partnership* to provide information in Vietnamese about diabetes to the Vietnamese community in the Inner North West catchment areas, including the Cities of Yarra, Moreland, Mooney Valley and Melbourne.

The project was delivered through information sessions, the distribution of information flyers and publications in various Vietnamese media, such as newspapers, magazines, radio programs, and web pages.

250 Accu-Check Performa machines to check blood sugar levels were also given away at workshops, to AVWA staff and members of the Vietnamese community. (Accu-Check Performa machines were supplied by *Terry White Chemists*).

# Training

Coordinator: Phuong Ngo

Work Placement Coordinator: Minh Bui

Training Administration Officer: Trang Do

Training Development Officer: Giang Tran

2

new courses



2

new  
bilingual trainers



The Training Program experienced a busy year with many remarkable developments. The delivery of brand new English courses, the success of Job Search courses, and the recruitment of bilingual trainers are the most notable ones.

The first English courses, English for Daily Activities & English for Work, were very successfully delivered at the Braybrook and Richmond offices. Many learners wished that the courses were longer, and they could attend more English courses at the Australian Vietnamese Women's Association.

Loan Trinh remarked: *"My classmates and I feel very comfortable when learning English at AVWA. The teacher has a unique ability to encourage all learners of different ages and English levels to participate in the learning activities. I've learnt English at many different schools but only at AVWA can I 'express' naturally what I learnt. I am now doing a Childcare course at AVWA and feel much more confident with my communication skills."*

Job Search, Resume Building and Interview Preparation courses were also successful. The courses equip learners with knowledge, skills, and tools to get a suitable job.

*"The course was very helpful. I am now able to write winning resumes and cover letters for myself, and prepare well for the job interview. I've applied for a position advertised by Home Care Packages Program at AVWA. I have been interviewed and hopefully I will get a job offer there,"* said Ms Khanh Nguyen.

Regarding staffing, we successfully recruited two qualified bilingual trainers to teach the Aged Care and English courses. The trainers add more value to the training program by providing language support to Vietnamese speaking learners.

One challenge we had been facing is that we had no physical presence in the South East Region last year and there were not many enrolments. Our new Springvale office which opened in July 2016 will offer an excellent opportunity for us to provide quality training services to the Vietnamese community in the South Eastern suburbs.



# Illicit Drug and Alcohol Treatment Counselling Project

Coordinator: Tuong Nguyen

Counsellors: Tuong Nguyen, Kim Vu, Tania Huynh



This project – mainly funded by the Australian Government Department of Health under the National Illicit Drug Strategy – provides drug and alcohol information, counselling, consultancy, and continuing care for Vietnamese clients across Melbourne metropolitan regions.

After more than 10 years in operation, the program is still very much needed as it addresses the needs of clients with low English language fluency.

The highlights for this year are an information session provided to Vietnamese prisoners in Fulham prison, and our team joining the *Victorian Alcohol & Drug Association's (VAADA) Culturally and Linguistically Diverse (CALD) AOD Project* to help identify the specific health literacy needs of the various ethnic communities.

## *A story of a male client:*

*\*Tran voluntarily attended our AOD counselling program following an Odyssey House referral, after participating in a rehabilitation program at that agency. In the first meeting, he talked about his stressful life due to a troubled family situation, and subsequent feelings of loneliness.*

*Tran acknowledged that he needed to change his current psychological state which was causing alcohol abuse, and he accepted to attend AOD counselling sessions at the AVWA. In the meeting, he expressed the wish to be in an alcohol-free state. Unfortunately, he relapsed to alcohol use with some bottles of wine in the following week.*

*A psychological support strategy plan was set up for Tran. While attending 8 counselling sessions at the AVWA he remained alcohol-free over 2 months in a good mental state.*

*\*Name has been changed*

# Parallel Learning Playgroups

Coordinator: Hai Nguyen, Suong Nguyen

Facilitators: Thuy Pham, Thao Tran, Tien Pham

Assistants: Thien An Le, Trang Do, Nganh Ha, Son To



The first five years of a child's life are their most important developmental milestones, so it was fantastic news that AVWA continued to receive funding from both Federal (DSS) and local sources (*The Smith Family CFC – Brimbank*) to deliver supported playgroups programs across Melbourne from July 2015 to June 2017.

Seven Parallel Learning Playgroups catered for Vietnamese families in Richmond, Collingwood, St Albans, Footscray and Sunshine.

AVWA Playgroup facilitators worked very closely to connect families with local communities and Early Years Services. As a result, many families attending playgroups, participated in parenting programs, e.g., Mackillop Family Services (Tuning into Kids, Bringing up Great Kids), Local Community Hubs (School Holiday Activity Events), Local Libraries and enrolments into local council kindergarten services.



Throughout the year we had many guest speakers visiting from various services including Mental Health, Nutrition, Diabetes, Dental Health, Gambling Prevention, Legal Advice, Kindergarten enrolments and financial budgeting. Through these speakers, parents and carers increased their knowledge of many facets of parenting.



# Parallel Learning Playgroups (continued)

Our programs recognised the importance of emerging literacy skills in both parents/ children. As all our families came from a Non-English speaking background, our weekly bilingual storytelling allowed many families to learn conversational languages in a positive environment.

We also had volunteers from the Yarra Berg Children's Centre, Maribyrnong Early Years Council, and Yarra City Council to visit our playgroups to help increase parents' confidence in reading books to their children in English.

Throughout the year, many excursions were organised. As a result, our facilitators formed a very close relationship with many families. The importance of a mother's role & family time was highlighted in May, all our facilitators celebrated *Mother's Day* by organising outings to Kidzmania (Sunshine & Footscray PG), Fitzroy Gardens, Citizens Park (Collingwood/Richmond PG), and a BBQ & park outing (St Albans Heights PG).

One of our facilitators developed a very strong relationship with her group and noticed that many families lacked confidence travelling to the city by train. Therefore many learning opportunities were missed. By organising a train trip to the CBD, the facilitator was able to assist the families to gain confidence in using the Melbourne train system, showed them significant city attractions and empowered them to organise outings & excursions with their children.

In conclusion, Parallel Learning Playgroups could not be successful without the commitment & hardwork work from our co-ordinator, facilitators, assistants & volunteers. We would like to thank all the support we received from *The Smith Family – Communities for Children Families Program*, the *Department of Social Services* and all the guest speakers who contributed their time and knowledge to support stronger family functioning.



# Vietnamese Prisoners Support Program

Officer In Charge : Huy Luu



This project provides support, general counselling and information to Vietnamese prisoners during their detention, helps them to connect with their family, friends and relatives worldwide, and reintegrate into the community after their release.

This program was reviewed by *Corrections Victoria* late 2015 and was recommended for a substantial expansion.

Although affected by the on-going lock-down at the *Metropolitan Remand Centre* since the riot on 01/07/2015, we still managed to help as many prisoners as we could. Among those who received services, there was an increase in the number of prisoners with a history of drug use breaching their parole conditions. Most of them required general counselling to overcome the shock. There was also a high number of relatives who required intensive support and counselling over the phone.

Significant achievements of the Program from July 2015 to June 2016 are:

- Visiting three prisons on a regular basis & supporting 214 prisoners face-to-face;
- Organising six *Full Moon Festivals* and six *Vietnamese New Year Celebrations* in prisons in Melbourne and Geelong (no events could be organised at the *Metropolitan Remand Centre*)

214 prisoners supported



12 traditional celebrations





# Vietnamese Prisoners Support Program

## CASE STUDY: Freedom is within

*"K" was a TAFE student who lived in Australia by himself. He had to work hard to support his family in Vietnam. One day, he was offered a 'good job' by a new friend. One of the conditions was that K had to provide his passport for 'checking', and his problem started from then on.*

*K was 'lent' a lump sum of money to help pay the medical bills for his mother in Vietnam, and was brought to a house to stay for a few days waiting for the new job. Upon arrival, K learnt that the house was used for marijuana cultivation. He refused to stay. His 'friend' then threatened that he had signed the debt paper and surrendered his passport, he had better cooperate or ELSE!*

*K got caught for crop sitting. When visited at a remand centre, he repeatedly told the Worker that he was 'in' because people cheated on him!*

*It took a lot of time to make K understand that his and only his side of the story would not convince the Judge and that his story would not be taken into consideration without any proof or witness.*

*Depressed. That was what he felt day in, day out. K needed to talk to the Worker week in, week out to explore and discuss his 'options'. The Worker helped him get in touch with quite a few friends, but none of them was willing to put in time and effort to help prove that K was only a victim.*

*The Worker could sense that K's mental health was going downhill and informed the Health Service Team inside the Centre. But they could only put him on watch.*

*One day, K received the shocking news that his mother had passed away. He was transferred to a mental health unit because he was suicidal. The move affected his mental health even more: he was terrified days and nights with the thought that the "crazy prisoners" there would kill him. He locked himself in his room, did not want to eat or talk to anyone but himself (actually, he could not talk to anyone, as he barely understood English).*

*The Centre asked the Worker to provide support. The Worker knew that K could only feel safe and "normal" around other Vietnamese inmates, therefore put all his efforts into convincing K to push himself out to the communal area, eat and exercise during the day, and meditate at night.*


*Two months later, K was transferred back to a mainstream unit. He put on weight with all the eating and exercises, and meditation helped him free himself from the mindset that his life was totally ruined forever because of the "cheaters". K welcomes the days as they come, and real freedom is finally within his reach.*



# Gambling Counselling

Coordinator: Kim Vu

Counsellors: Kim Vu, Tania Huynh

81 clients 

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 on account of the cultural and English language barriers. As well as providing individual counselling, we ran responsible gambling education programs in prisons and in the Vietnamese community.

In the financial year 2015-2016, we serviced 57 clients, referred by Dame Phillis Frost Centre, Tarrengower prison, Community Corrections, Magistrates Courts, GPs, financial counsellors, social workers, families & friends. Also, we had 24 self-referred clients serviced by telephone counselling. Most clients acknowledged their gambling problems and related harm. They expressed regret and wanted to learn strategies to change their gambling behaviour as well as reduce harm. Through information and education sessions delivered via diverse media, the Vietnamese community has become more aware of gambling issues and the importance of well-being and self-care. We have been successful in helping clients in critical situations.



The service was very much appreciated, so we would like to share with you some feedback from our clients and stakeholders as quoted in the review and evaluation of the program:

*"I felt so relieved each time I talked with my counsellor! She listened to my story with attention and empathy"*  
- Client

*"It is very important to me that, the counsellor speaks the same language and has the same cultural background; it allows me to express my thoughts and feelings. Also, that she has the ability to understand and the professional skill in counselling is very necessary. I feel supported, motivated and challenged to change my gambling behaviour "* - Client

*"She made me feel comfortable. She listened to me with respect and was non-judgemental. I can tell her everything, even about my failures and wrongdoings; I didn't feel put down or ashamed. I felt relieved when talking to her. She helped me to deal with my own personal issues as well as family issues. I felt understood, supported and appreciated. And this helped me to stop gambling".* - Client

*"She assisted me in how to cope with problems and how to prevent relapse. She helped me with the strategies to stay away from risks. I feel confident that my gambling problem has reduced by 80%. I am successful in controlling my urge to gamble. I am grateful and do appreciate the service".* - Client

*"We adopt a flexible approach to combine therapeutic and financial counselling to assist our mutual clients – we work well together."* - Financial Counsellor

*"The Service provider does incredible work both as a counsellor and as a community development worker – she has a great ability to bring the community in".* - Stakeholder

*"AVWA does a great work in providing gambling counselling and gambling education to the women in DPFC"* – Multicultural officer in DPFC



# Gambling Prevention

Project Officers: Minh Hoa Phan, Huong Ngo

In its second year of operation, the Gambling Prevention project achieved all its key performance indicators including strengthening its partnership with a wide range of organisations including Health West, Isis Primary Care, City of Brimbank, and Vietnamese media. We effectively implement community education through articles, interviews, workshops, pamphlets, Mental Health First Aid courses, and a Theatrical Creative Play Project.

*Feedback from a Mental Health First Aid course student:*

*"I now have knowledge of mental health symptoms and know how to help or get help from proper professional services when needed. I find the workshop very useful for myself and our community".*



*Feedback form a Gambling Awareness workshop attendee:*

*"Through the workshop, I have become aware of the gambling issues which would lead to mental health problems. I am also well informed about the increasing threat of problem gambling in our community and its related harms".*

To help increase awareness of harm related to irresponsible gambling as well as awareness of the availability of AVWA counselling service and other support services, the Gambling Prevention team started some innovative activities such as working with students including international students and offenders in prisons and recruiting former problem gamblers who are willing to volunteer sharing their tribulation through acting. Our AVWA Gambling Counselling project has had a 30% increase in its annual client intake which is an excellent outcome.

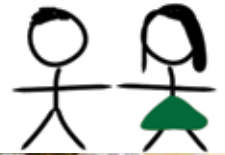


- Materials placed at 55 venues
- 75 gambling awareness and mental health first aid workshop participants
- 24 creativity play workshops

# Richmond Tutoring Program

Program Facilitator: Kieu Nguyen

37 students



The Richmond Tutoring Program (RTP) has been operating for eight years. It is a collaboration with Melbourne Girls' College (MGC), Yarra City Council and the Department of Housing (Richmond office).

The program aims to assist primary school children (Prep to Year 6) with their transition to year 7. More than 20 MGC students volunteered their time each Tuesday afternoon of the school term to work with primary school students and parents from the Lennox Street Housing Commission flats, to promote parental involvement in children's education and to guide parents who face linguistic challenges in supporting their children's homework.

The program is remarkably successful and popular. Thirty-seven primary school students benefited in the financial year 2015-2016.

## The objectives of RTP program are:

- To provide a safe and enjoyable learning environment where children are supported by tutors to improve their literacy and numeracy skills.
- To build the capacity of parents to support and encourage their children's learning at home.
- To improve the children self-confidence, self-esteem, and social and communication skills.
- To bring together children, families, organisations and schools to benefit the wider Richmond community.

## The Benefits of Richmond Tutoring Program

- **To increase academic skills and improve students' attitudes toward school and learning.** It helps break down social barriers and facilitate new friendly relationships between students who otherwise may have never conversed before. It also promotes emotional support and positive role modelling.
- For students, one on one instruction specifically tailored to each individual's learning styles and needs. Students can progress at their own pace in a supportive and non-competitive environment while improving their social skills.
- For tutors, they can gain satisfaction, self-esteem and self-confidence, for providing help, increasing their communication skills and sense of connection to the community while obtaining valuable experience.



# Media and Information Technology

Media and IT Coordinator: Xuan Dung Huynh  
Media and IT Support: Dung Hoang Nguyen (01/07/2015-31/12/2016)  
The Ly (From January 1<sup>st</sup> 2016)  
Website Developer: Trung Nguy (From April 1<sup>st</sup> 2016)

## Contributors:

Cam Nguyen	<i>Editor and English language Proofreader</i>
Thanh Kham Tran Dang	<i>Editor and Vietnamese language Proofreader</i>
Huy Luu	<i>Vietnamese Language Proofreader</i>
Hanh Bui	<i>Vietnamese Writer</i>

new network connection



The Media and IT team was successful in problem-solving and supporting AVWA staff, students and clients in a highly demanding and changing environment.

Internet reliability and stability were of enormous concern to AVWA staff. To address these concerns, we researched and were approved to migrate from commercial ADSL2+ to fibre optic internet connection. This change dramatically supported our team in uploading news for events and media purposes, but also significantly reduced AVWA staff and students' dissatisfaction and frustration with the previously unstable connection. Also, with the expansion of AVWA to Springvale, our team was active in helping with site inspection, electricity and Internet connections, and of course, technical support related to Information and Technology.

In early 2015, the new AVWA website was launched to serve our clients and the general community better. The Media and IT team did not stop there as it continued to focus on the development of another AVWA website. A new Vietnamese version will better serve members of the community with limited English language ability.

Our media output was strengthened thanks to staff writer Ms Hanh Bui who contributed a bundle of quality articles in Vietnamese newspapers, informing the public about our activities and events. Her articles have been uploaded on our website at [www.avwa.org.au](http://www.avwa.org.au). Furthermore, our Home Care Package and Training ads were posted to the *Ti-vi Tuan San Magazine* on a weekly basis. As a result, the AVWA profile has become more prominent in the Vietnamese community. Additionally, some important articles were also posted for the purpose of teaching and raising public awareness. An example of this is "*Tuổi Trẻ và cờ bạc*" in *Nhân Quyền*, issue 1507, informing young people about useful responsible gambling and available counselling services.

We worked not only in the office environment; we were also proud to be part of the success of the Environment Expo run by Thien Kim Truong and other staff. Another highlight was the book launch – "*South Vietnamese Soldiers: Memories of the Vietnam War and After*" written by Associate Professor Nathalie Nguyen. For these external events, we played a significant role in the photography, printing, and design.

With the growth of AVWA, our Media and IT team aims to enhance capabilities to meet our current and future needs as well as changes in the community services sector. The opening of the third AVWA office in Springvale offer major challenges for our team in 2017. We must ensure increased security, stability and system accessibility by conducting continuous maintenance and upgrades.

# 3ZZZ - 92.3 FM Vietnamese Language Radio Program

(Finished on November 24<sup>th</sup> 2015)

Coordinator: Hong Nguyen

Co-Presenter: Dinh Hung, Tiet Thu, Hieu Huynh, Mai Ngo

Sound Technician: Huu Nguyen



*From left to right: Tiet Thu, Hong Nguyen, Mai Ngo and Dinh Hung*

## Richmond Monday Group





# Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2016

	Note	2016 \$	2015 \$
<b>REVENUE</b>			
Project grants		3,759,491	3,335,872
Brokerage		724,768	629,981
Interest received income		31,907	20,857
Other income		54,735	141,979
		<b>4,570,901</b>	4,128,689
<b>EXPENSES</b>			
Employee benefits expense		(3,683,198)	(3,143,265)
Project activities and support expenses		(501,460)	(373,030)
Operational expenses		(141,950)	(89,058)
Professional development and consulting fees		(33,104)	(67,312)
Depreciation		(33,363)	(33,822)
Repair and maintenance		(40,975)	(38,792)
		<b>(4,434,050)</b>	(3,745,279)
Net surplus for the year		<b>136,851</b>	383,410
Other comprehensive income			
Items that will not be reclassified to profit or loss:			
Gain on revaluation of land and buildings		-	1,227,440
Total other comprehensive income		-	1,227,440
Total comprehensive income for the year		136,851	1,610,850

The accompanying notes form part of these financial statements.

# Statement of Financial Position

## As at 30 June 2016

	Note	2016 \$	2015 \$
<b>ASSETS</b>			
CURRENT ASSETS			
Cash and cash equivalents	2	421,135	598,058
Trade and other receivables	3	253,908	81,297
Financial assets	4	1,723,146	700,000
		<u>2,398,189</u>	<u>1,379,355</u>
Non-current assets classified as held for sale	5	-	360,000
<b>TOTAL CURRENT ASSETS</b>		<b><u>2,398,189</u></b>	<b><u>1,739,355</u></b>
NON-CURRENT ASSETS			
Property, plant and equipment	6	3,021,849	3,069,324
<b>TOTAL NON-CURRENT ASSETS</b>		<b><u>3,021,849</u></b>	<b><u>3,069,324</u></b>
<b>TOTAL ASSETS</b>		<b><u>5,420,038</u></b>	<b><u>4,808,679</u></b>
<b>LIABILITIES</b>			
CURRENT LIABILITIES			
Trade and other payables	7	151,984	117,323
Provisions	8	1,301,409	864,748
<b>TOTAL CURRENT LIABILITIES</b>		<b><u>1,453,393</u></b>	<b><u>982,071</u></b>
NON-CURRENT LIABILITIES			
Provisions	8	14,183	10,997
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b><u>14,183</u></b>	<b><u>10,997</u></b>
<b>TOTAL LIABILITIES</b>		<b><u>1,467,576</u></b>	<b><u>993,068</u></b>
<b>NET ASSETS</b>		<b><u>3,952,462</u></b>	<b><u>3,815,611</u></b>
<b>EQUITY</b>			
Reserves	10	1,826,700	1,826,700
Accumulated surplus		2,125,762	1,988,911
<b>TOTAL EQUITY</b>		<b><u>3,952,462</u></b>	<b><u>3,815,611</u></b>



# Independent Auditor's Report



Legal • Accounting • Financial Planning • General Insurance

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

### **Report on the Financial Report**

We have audited the accompanying financial report, being a special purpose financial report, of Australian Vietnamese Women's Association Inc (the association), which comprises the statement of financial position as at 30 June 2016, 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 comprising a summary of significant accounting policies and other explanatory information and the statement by members of the Committee of Management.

### **Committee of Management's Responsibility 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 Australian Charities and Not-for-profits Commission Act 2012 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 the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

### **Auditor's Responsibility**

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee of Management, as well as evaluating the overall presentation of the financial report.

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

### **Independence**

In conducting our audit, we have complied with the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012.

# Independent Auditor's Report (continued)

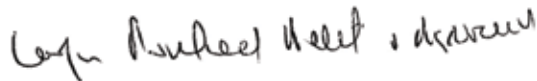
## Opinion

In our opinion, the financial report of Australian Vietnamese Women's Association Inc has been prepared 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:

- (i) giving a true and fair view of the association's financial position as at 30 June 2016 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-profits Commission Regulation 2013.

## Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 of 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 Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (Vic). As a result, the financial report may not be suitable for another purpose.



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



TC Kilham  
Director

Camberwell  
22 September 2016





# Volunteer and Student Placements

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

## Volunteers

Hong Nguyen, Dinh Hung, Huu Nguyen, Tiet Thu, Hieu Hung, Mai Ngo **(3ZZZ)**

Vy Ha, Nghi Nguyen **(General Admin)**

Cam Nhung Le, Huu Truong, Thuy Truong, Van Le, Phuong Le, Helen Lay **(AVA Yarra City Senior Citizens Group)**

Nam Huynh **(Men's Group)**

## Volunteers

Nguyen Thi Huu Hanh, Truong Yen Thu, Dang Thi My, Ngo Thi Ngoc Mai, Nguyen Thi Hai, Tran Thi Hanh Dung, Nguyen Thi Viet Nga, Nguyen Thi Nhuong, Pham Thi Mai Loan, Ho Thi Huon, Nguyen Thi Quynh Hoa, Bui Thi Ngan, Tran Thi Minh, Son To Stephane, Bui Thi My Hanh, Le Thi Dung, Le Thi Hoang Yen, Nguyen Thi Due, Pham Thi Luc, Hong Thi Bich Loan, Hoang Thi Hue, Tran Thi Bich Thu **(Planned Activity Groups)**

## Volunteers

Duyen Ngo, Tay Tran, Phuong Chanh, Quyen Dang, Phuong Pham, Barbara Anderson, Yen Le, Nga Nguyen, Ta Le Phuong Vy **(Playgroups)**

Kieu Nguyen, Duy Nguyen **(Richmond Tutoring Program)**

## Student Placements

Hai Doan **(Victoria University)**



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

# Acknowledgements

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

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

Higher Education & Skills Group  
 IMPAC  
 Inner East Community Health Centre  
 Incontinence Victoria  
 inTouch Multicultural Centre Against Family Violence  
 ISIS Primary Care - Aged & Disability  
 ISIS Primary Care - Gambler's Help  
 Kincare  
 Lady Nelson Centre  
 Lalor Library - City of Whittlesea  
 Latrobe University - *Hep B research project for the Victorians*  
 Lets Talk Life program  
 Main Road East Early Learning Centre  
 Melbourne Metropolitan Fire Brigade  
 Mekong Vietnamese Aged Care  
 Melbourne Girls' College  
 Melbourne Magistrates' Court  
 Mercy Hospital - Mental Health Program  
 Merri Health Services  
 Metropolitan Fire Brigade (MFB)  
 Migrant Resource Centre - North West Region  
 Monash Health  
 Monash Link  
 Moreland City Council  
 Multicultural Aged Care Services Geelong (MACS)  
 Multicultural Centre for Women's Health Care (MCWH)  
 Multicultural Women's Health  
 Multicultural Women Health Centre  
 Napier St Child & Family Resource Centre  
 Neighbourhood Justice Centre  
 Nhan Quyen (Human Rights) - Vietnamese Newspaper  
 North Richmond Community Health Centre  
 Palliative Care Australia  
 Penlican Early Learning - Cairnlea  
 Phoenix Street Children's Centre  
 RecWest YMCA  
 Rayness Park Court - Residential Aged Care  
 Ringwood Community Corrections Services Centre  
 Royal District Nursing Service (RDNS)  
 Royal Freemasons  
 SBS Radio - Vietnamese Program  
 South Eastern Melbourne Vietnamese Association Council (SEMVAC)  
 Southern Cross Care Newport  
 Southern Cross Care - VIC  
 Springvale Community Aid and Advice Bureau  
 Springvale Indo-Chinese Mutual Assistance Association (SICMAA)  
 St Albans Heights Primary School

St Albans Sweet Sounds Early Learning Centre  
 St Andrew Uniting Church - Footscray  
 St Vincent's Hospital - Transitional Care  
 St Vincent's Hospital  
 Sunshine Community Corrections Services Centre  
 Sunshine Magistrates' Court  
 Taylors Hill YMCA Child Care Centre.  
 The Royal Melbourne Hospital  
 The Royal Melbourne Hospital - Post Acute Care  
 The Salvation Army  
 The Smith Family - CFC Brimbank  
 Thomaston Library  
 Tivi Tuan San - Vietnamese Newspaper  
 Uniting AgeWell  
 VELG Training  
 Victorian Alcohol & Drug Association (VAADA)  
 Victorian Arabic Social Services (VASS)  
 Victorian Elderly Chinese Welfare Society  
 Victorian Responsible Gambling Foundation (VRGF)  
 Victoria Police  
 Viet Luan - Vietnamese Newspaper  
 Viet News - Vietnamese Newspaper  
 Viet Times - Vietnamese Newspaper  
 Vietnamese Australian Senior Association in Victoria (VASA VIC)  
 Victorian Registration and Qualifications Authority (VRQA)  
 Villa Maria Catholic Homes  
 VNTV - Vietnamese Television  
 Vision Australia - VIC  
 WAYSS - Homelessness Service  
 Western Health - Footscray Hospital - Post Acute Care  
 Western Health - Sunshine Hospital - Post Acute Care  
 Wintringham - Specialist Aged Care  
 Yarra Drug & Health Forum (YDHF)  
 Yarra Plenty Regional Library





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

**Our Vision:** A harmonious society in which everyone, irrespective of age, gender, skills, abilities, ethnicity and religion, feels valued, is motivated and empowered to contribute.

**Our Mission:** To help individuals and families

Know their rights, responsibilities, options and opportunities

Realise their full potential

Improve their health, happiness and well-being

*Committee of Management and Staff 2015-2016*



### **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.





## Australian Vietnamese Women's Association Inc.

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