



Australian Vietnamese Women's Association Inc.
Hội Phụ Nữ Việt Úc



Annual Report 2014-2015

AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

Activity Chart as at June 30th, 2015

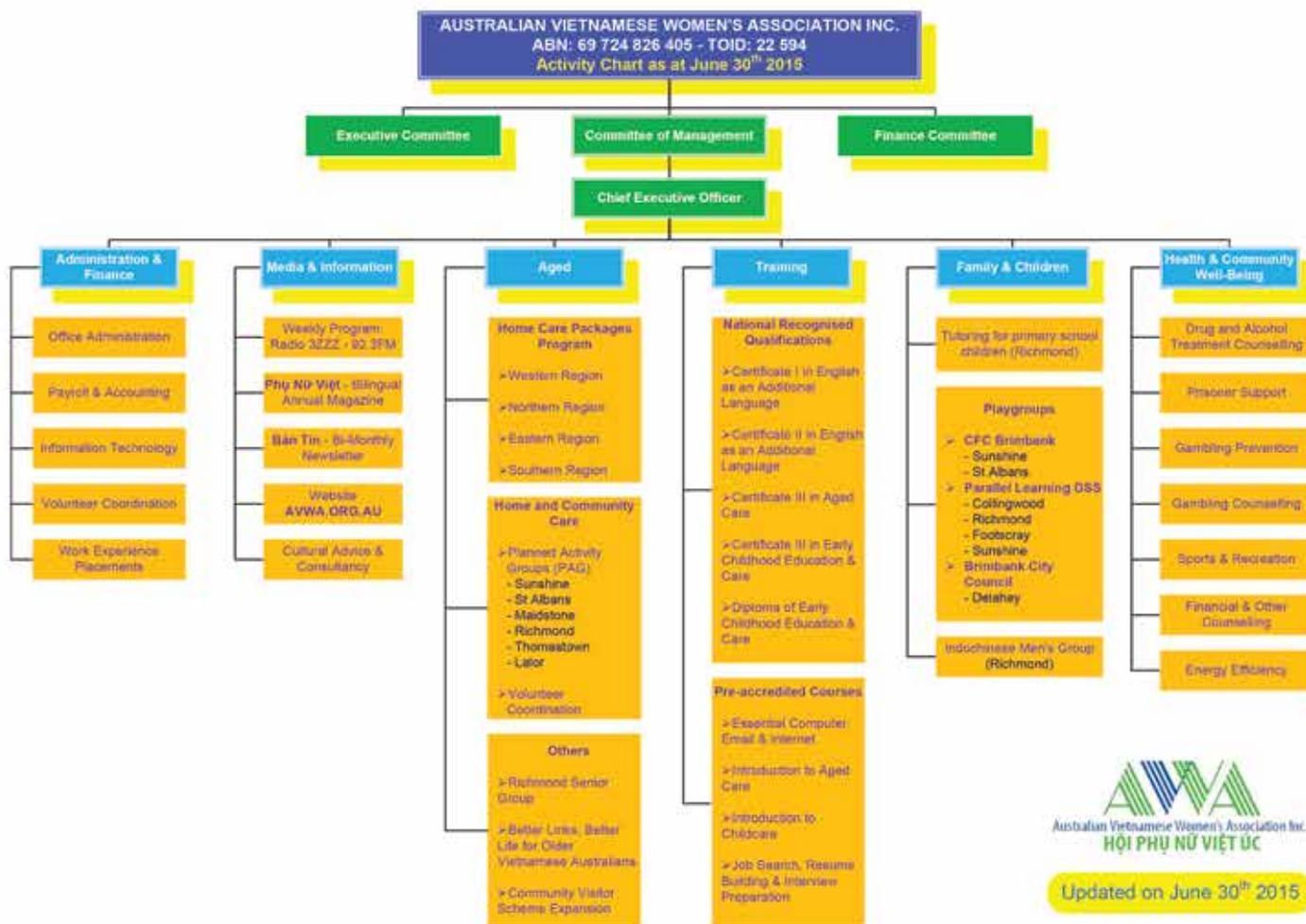


Photo: Committee of Management 2014-2015

Contents



Contents	1
Certificates of Recognition	2
A message from our President	3
Treasurer's Report	4
Richmond Seniors' Group	4
A message from our Secretary and Chief Executive Officer	5
Home Care Packages Program - Southern & Western Region	6
Home Care Packages Program - Northern & Eastern Region	8
Planned Activity Groups (PAGs)	10
HACC Volunteer Coordination Program	12
Better Links, Better Life for Older Vietnamese Australians	13
Training	14
Richmond Tutoring Program	15
Parallel Learning Playgroups	16
Energy Saving	18
Illicit Drug and Alcohol Treatment Counselling Project	19
Vietnamese Prisoner Support Program	20
Gambling Prevention	21
Gambling Counselling	22
Media and Information Technology	23
3ZZZ - 92.3 FM, Vietnamese Language Radio Program	24
Indochinese Men's Group	24
Statement of Profit or Loss and Other Comprehensive Income	25
Statement of Financial Position	26
Independent Auditor's Report	27
Vietnamese Carer Support Group	28
Volunteer and Student Placements	29
Acknowledgements	30

Certificates of Recognition

Certificates of Recognition

FROM THE AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

30 YEARS OF SERVICE

Mrs Vinh Nguyen
as Member, Board Member,
President and Vice-President

Mrs Phi Loan Nguyen
as Member, Board Member,
Honorary Treasurer and Vice-President

16 YEARS OF SERVICE

INCLUDING 4 YEARS AS GENERAL MANAGER (2011-2015)

Hai Nguyen

15 YEARS OF SERVICE

Kim Vu, Jimmy Hung Ly

10 YEARS OF SERVICE

Thuy Nguyen, Xuan Dung Huynh, Thuy Tien Nhan

5 YEARS OF SERVICE

**Lien Huong Nguyen, Bao Hiep Ly, Uyen Do,
Trang Do, Tai Mai**

November 2015

A message from our President



Dear Members of Australian Vietnamese Women's Association,
Ladies and Gentlemen,

I have the honor to present my annual report for 2014-2015. The past year has been an active one for our organization. The year was memorable and productive, I found it more difficult and not possible to fully detail all that our association achieved in this brief presidential report. Fortunately, you can find more details in the reports of our Secretary and CEO, Mrs. Cam Nguyen and our Treasurer Mrs. Yen Bui.

I hope that you will review the statistics and photos we have offered in this annual report.

In addition to the clients served, our Committee of Management was busy in 2014-2015 with efforts to strengthen our organization that included:

- Review and update of mission and by-laws
- Review and update of financial reporting
- Development of an organizational plan

When I succeeded President Vinh Nguyen in October 2011, I thought that I would step down after a year, but now I have held the office as President for four years from 2011 to 2015, thanks to all the support from AVWA.

We are a charitable organization registered with Australian Taxation Office, anyone who donates \$2.00 or more to us will get a tax deduction.

Although we have changed over the years and continue to do so as the world around us changes, it is essential that we hold firmly to the values that will guide us into the future.

The values we uphold are: Integrity, Respect, Inclusion, Compassion and Excellence (**IRICE**).

Thank you for your support.

Thanh-Kham Tran-Dang
President

Treasurer's report

It is my pleasure to present the financial report of the Australian Vietnamese Women's Association Inc. for the year ended 30 June 2015.

Our total revenue at \$4.1m was 22% higher compared to the year before. This great result was mainly driven by payments for Home Care Programs. During the year, we also received \$100,000 infrastructure grant towards the cost of our Braybrook office fit-out.

Total expenses increased to \$3.7m or 14% higher than the year before. This was in line with expectation from more project activities, higher support expenses and predominantly rising staff costs due to increased pay rates and staff number. During the audit review, we identified annual and long service leave as opportunities for cost control. We will encourage employees to take their annual leave within the year of accrual and introduce a new policy regarding the accumulation of annual leave and long service leave balances.

Net assets increased by \$1.6m to \$3.8m mainly due to the re-valuation of land and buildings and healthy net income.

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

Yen Bui
Treasurer



Richmond Seniors' Group



Celebrating Monthly Birthday for members

A message from our Secretary and CEO



At last year's AGM, my report was exceptionally long as I presented the highlights of the 10 years from 2004 to 2014 I had been serving as CEO of AVWA. This year's report is much shorter as it only relates to the past financial year.

The year started on a high note as we received news that our organisation was the only one to receive funding from the Victorian Responsible Gambling Foundation for both Gambling Prevention and Gambling Counselling services, both services being very much needed by the community. The year also saw an expansion in our playgroups as well as Planned Activities Groups for the frail aged while our greatest department, HCPs (*Home Care Packages*) underwent a generational change. Our aged care team is to be congratulated for working very hard to ensure not only a smooth and seamless transition of all packages in all regions to the new CDC (*Consumer Directed Care*) model well before the deadline of July 1st 2015 but also a perfect score in the departmental

quality review, meeting all eighteen service standards. As to our range of long standing programs, including Accredited Training, Drug and Alcohol Treatment Counselling, Prisoner Support, Information Technologies and Media etc..., they continue to be run by our dedicated and professional project workers.

Thanks to a WIN (*Workforce Innovation Network*) grant from the *Community Services and Health Industry Skills Council*, we had a 360° review of our organisation, with full situation analysis report, marketing and risk management plans and strategic plan to July 1st 2019.

However, the highlight of the year was the fit-out of **our new Braybrook office** and the move from our old Footscray office to that much larger, well appointed and very well located new office in South Road, opposite the Central West Plaza, a move very much appreciated by both staff and clients.

I will end my report by sharing with you our plan **to open a third office in Springvale** at the request of SEMVAC (*South East Melbourne Vietnamese Associations Council*) which is a group of 18 local organisations. The rationale is that South East Melbourne, which a quarter of Vietnamese background Victorians call home, is currently very much under-serviced compared to the West, North And East where most of our services are currently located.

Finally, I would like to thank our Committee of Management, Members, Staff, Volunteers, Partners and Funding Bodies for their continuing support. The current year which marks the 40th anniversary of the Vietnamese Australian community is shaping up as a great year of development and innovation for AVWA.

Cam Nguyen
Secretary and Chief Executive Officer

Home Care Packages Program (HCP) Southern & Western Region

Coordinator: Qui Ma

Case Managers: Hue Van, Thao Ha, Tai Mai, Dung Nguyen, Thuy Nguyen, Van Ha, Thuc Anh Nguyen, Uyen Do

Locum Case Manager: Trinh Phan

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

Locum Administrative Support Officers: Dung Nguyen

Care Workers: Bac Nguyen, Dat Le, Nga Luu, Huong Thai, Trinh Chau, Phong Dinh, Thuan Doan, Huong Duong, Ngoc Thu Nguyen, Nguyet Thu Thoi, Xuan Nguyen, Phao Pham, Loan Tran, Tinh Tran, Quan Truong, Thanh Mai, Thu Thi Nguyen, Minh Thi Hoang Nguyen, Chi Nguyen, Ha Hoang, Huong Nguyen, Kim Ngo, Liem Tran, Thi Tran.

Traditionally, during the Lunar New Year, Vietnamese elders often receive from friends and family good wishes including the phrase “wishing you live a long life until you are a hundred years old”. However, this New Year wish will no longer be suitable for many care recipients in our HCP Southern and Western Programs as they are reaching the centenary milestone. Currently, we provide services to 93 Vietnamese elderly, 2/3 of whom are over 80 years old.

Mr Q is 99 years old as mentioned on his documents. However, he discloses that his real age is 100, and all of his children from around the world have already organised a family gathering at his house to celebrate his 100th birthday.

Mr Q is very nimble, he remembers all appointments, and makes his own decisions. However, he has difficulty with his mobility, and he stays home by himself most of the time as his children and grandchildren have their work or study commitments. After accepting a Level 2 Home Care Package, Mr Q sets his goals at living at home with his family for as long as possible, and participating in group activities to keep his mind active and happy. A care plan is discussed with his case manager and a service schedule is set up as per Mr Q's needs and wishes. The care workers assist him with home help, and transport to weekly group meetings. When Mr Q has medical appointments or needs to go to the barbershop, additional care shifts are arranged for him. Apart from that, with Mr Q's consent, the case manager has made referral for a personal alarm, as well as referrals to a physiotherapist, a speech therapist and an occupational therapist for assessing and arranging equipment to ensure his safety. Mr Q says that since he started receiving services from AVWA HCP, he has felt very happy as the care workers are very caring, and he is able to maintain his participation in group activities, does not have to totally rely on his children when he needs to go out.

With Mr Q's consent, we are going to request congratulatory messages from The Queen, the Governor-General and the Prime Minister on the occasion of Mr Q's official 100th birthday.

The aims of the AVWA HCP Program are to assist male and female elderly from Vietnamese background to remain living at home for as long as possible, and enable them to have choice of care options which are culturally and linguistically appropriate to them.

Shining smile

Living with the children and being cared with love has always been the dream of Vietnamese elderly people. However, Mrs Ng was not as happy as she would like to be. She was feeling bored, being left at home alone for long hours while her children were at work. As she had reduced mobility, she had to depend on her children to take her out at weekends.

Things changed when Mrs Ng accepted a home care package. She was encouraged to talk about her problems, set her care goals and request the services that met her needs. Soon, Mrs Ng regained her independence and confidence: with some transport assistance, she was able to see her doctor by herself, do her shopping at her favourite places, go to the temple and attend AVWA Planned Activity

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



Group meetings every Monday. She enjoyed spending time with the care workers and socialising with the elderly group.

Assisted actively by her case manager, Mrs Ng has been working to achieve the goals that she had set, which were to stay safe and healthy. Her awareness regarding fall prevention has been raised by an occupation therapist, followed by the determination of using equipment and aids provided to ensure her safety. What a nice surprise for the family when Mrs Ng used the four wheeled frame without being prompted. Other referrals to Allied Health were made: physiotherapist, podiatrist, hearing specialist, dentist were consulted. Mrs Ng "emerged refreshed" showing proudly her new denture and a lovely shining smile.

***"My mum has never been so happy. My boss as well!** You know why? He notes that I am not taking days off anymore for my mum's medical appointments! Thank you for all the hard work, we have had such a wonderful experience with AVWA Home Care Packages Program and we can't stop telling our network of friends" said Anh, Mrs Ng's daughter.*

The financial year 2014-2015 was a busy and exciting year for all HCP staff with the transition of all current Home Care Packages to Consumer Directed Care (CDC), a new service model in which care recipients are encouraged and empowered to make their own choice of care services. The AVWA- HCP South & West had transferred all packages to CDC well before the due date of July 1st 2015 set by the Department.

As usual, at the end of each financial year, the HCP program carries out care recipients' survey. The result of the survey in June 2015 shows that 98% of care recipients and/or their representatives are satisfied & highly satisfied with our services, and 86% confirm that the support from the program assists them to remain living independently at home.

Latest news: A quality review team from the Australian Aged Care Quality Agency visited our offices on 22nd & 23rd July 2015 to assess the quality of care and services. The Agency has sent us a report confirming that **both the HCP Southern & Western Programs meet all 18 expected outcomes of the Home Care Standards.**

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, Tiffany Thuy Pham, Hieu Phan



This was a remarkable year marked by a significant government policy change from Community Aged Care packages (CACPs) to Home Care Packages - Consumer Directed Care Model (HCP- CDC). By 1 July 2015, our program had completed the transition of all care packages into the new CDC model.

The change to CDC provided consumers with more choice of care and encouraged them to increase their involvement in managing their own packages. **It was delightful to see our elderly clients becoming so engaged in discussing what they could and wanted to do with their money.**

"No nursing home for me please!" This response is no longer a surprise to us. *"I want to live and die in my home!"*. That is why one of our consumers who is 99 years old living in the Northern suburb still goes shopping for food at the local market every week, goes to the post office to pay his bills and manages his own medication. Another 87 year old lady who was with us since the beginning of the program walks to PAG and other social group meetings three times per week. *"Don't ever leave me. You are my children now"*-she often says with tears of happiness - *"I can live longer in my home, thanks to you all"*.

"I didn't have hot water for 2 days. I called the maintenance centre but there was no response. Only when you talked to the housing office, then they came to fix it. I can have a hot shower now" - a male consumer said happily.

"I didn't go out before because I was not confident to use a taxi by myself. The Vietnamese taxi drivers whom you recommend are great. They are so attentive. They treat me as if I was a member of their family. They walk me to the door and assist me by carrying heavy bags. I know they don't have to do that". This frail male consumer with mobility problem who uses taxi vouchers to attend AVWA PAG weekly meetings no longer feels isolated or lonely now.

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

"I wouldn't know what to do without your help. My mum's dementia is getting more severe day by day. Her words might hurt you as well as me sometimes. I am grateful for your understanding and also the many referrals and arrangements, that help to keep her safely at home with me "- said the daughter/carer of a consumer suffering from dementia.



"I am more lucky than many other elderly because I have this package, I can speak my language with care workers with the same cultural background as me"- a consumer said - **"I hope that many other Vietnamese elderly people out there will also have this service"-** this was not only the wish from our consumers but also from all our HCP staff.



Planned Activity Groups (PAGs)

Coordinator: Thuy Tien Nhan

Team Leader: Nam Nguyen

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



2014-2015 was a significant year for our Planned Activity program, because additional funding allowed for not only the setting up of a new group located in the city of Maribyrnong, but also a more diversified range of activities including crafts, outings, community events, performing arts comprising folk dances with glamorous costumes, acting in plays, singing, zumba and freestyle dancing - plus information sessions about a wide range of topics viz. palliative care, fire evacuation and home safety, heart health, arthritis, dementia, safe use of medication, Centrelink, elder abuse, etc...This enjoyable and stimulating program helped improve the participants' physical and emotional well-being.

The program achieved at a high standard all the goals set in its diversity and ASM (*Active Service Model*) plans. This was evidenced through numerous feedbacks from the participants and the obvious improvement in their ability to become more independent. In a survey conducted in June 2015 on the "Health improvement when attending PAG group" 81/138 participants stated "very good" and 52/138 stated "average".

During the last year, the staff reported an increase in the number of participants with dementia. However, instead of trying to set up a specific dementia group, our staff implemented an integrated model whereby they included people with dementia in the general group as they were confident that with the support of other participants, staff, carers and volunteers, participants with dementia would feel happier and their living skills would not deteriorate as quickly.

To respond to the increased rate of dementia in the Vietnamese community, our staff got in touch with Alzheimer's Australia for support and training, three PAGs staff being registered for the forthcoming "Train the trainers". This will equip our staff to respond more effectively to the increasing dementia needs in the Vietnamese Community.

Planned Activity Groups (continued)



An enjoyable and stimulating program including crafts, outings, singing, zumba, folk dances, information sessions, etc...



HACC Volunteer Coordination Program

Coordinator: Nam Nguyen

Volunteers: Nguyen Thi Huu Hanh, Truong Yen Thu, Dang Thi My, Le Thi Hoang Yen, Truong Huu, Nguyen Thi Le Thanh, Phan Cam, Ngo Thi Ngoc Mai, Nguyen Thi Hai, Tran Thi Hanh Dung, Nguyen Thi Minh Thuong, Nguyen Thi Viet Nga, Pham Thi Tinh, Nguyen Thi Nhuong, Pham Thi Mai Loan, Lac My Tien, Ho Thi Huon, Nguyen Thanh Long, Nguyen Thi Quynh Hoa, Bui Thi Ngan, Tran Thi Minh, Son To Stephane, Bui Thi My Hanh.



"I am very happy having someone coming to my home every week" or "My family is very grateful to the AVWA for appointing volunteers to visit my demented father at the hospital. Talking with them helps him to calm down because he is placed in a special and separate ward with other mental patients who cannot speak Vietnamese with him..."

Maintaining communication is very important for the elderly. Therefore, over the last year, the Volunteer Coordination program has sent five well trained volunteers to visit the elderly who are frail and live alone in order to help them live happier and healthier at home and in the community. In addition, volunteers can escort the elderly to hospital appointments or local activities or celebrations, depending on the assessment and availability of volunteers at the time. As the Vietnamese community is ageing fast, we need more volunteers.

In May last year, the *Carer Support Group* officially started with ten participants who were the carers of frail elderly or people with illness. Most of them lived in Brimbank. The purpose of the program is to give carers a safe and supportive environment. At group meetings, carers can share their experiences and relieve their stress with other members in similar situation. The group operates every three weeks for two hours. Useful and/or fun activities include Zumba dancing, Yoga, flower decoration, outings or information sessions.

The program provides sixteen volunteers to assist six PAG groups and the Seniors Group in Richmond. Their work is varied, ranging from administrative/back office tasks to hands-on tasks including cooking Vietnamese meals and assisting in all activities. The volunteers have helped greatly to enhance the quality of life of our clients. To thank them, we invited them to join in the AVWA's end of year celebration.

Better Links, Better Life for Older Vietnamese Australians

Coordinator: Minh Bui

Team members: Thuc Anh Nguyen, Kim Thien Truong



In September 2013, Australian Vietnamese Women's Association (AVWA) received funding from the Department of Health and Ageing for the project "*Better links, better life for older Vietnamese Australians*" (BLBL). AVWA started implementing this project in October 2013. The purpose of this program is to raise awareness of health and aged care services among Vietnamese Victorians by introducing information and services provided in the health and aged care sector and linking the Vietnamese community to service providers such as non-government organisations, city councils, State and Federal departments.

Although the government has been funding a wide range of services to both physically and mentally support Australian citizens in the senior years of their life, however, on account of cultural and linguistic barriers, few Vietnamese elders are aware or make use of the available services. To address this gap in both knowledge and access regarding the aged care services, BLBL ran a number of sessions in suburbs with large number of Vietnamese background residents. These sessions did not only provide information about the services and service providers, they facilitated access to both.

The following real case study illustrated this. In an information session at our AVWA Preston PAG, a BLBL project officer had an opportunity to talk to an elder who said that she had been in Australia for 20 years but had not been able to learn much English. She had felt very isolated as her children and grandchildren were always busy with work and study. A couple of months earlier, she had heard an aged care information session on SBS Radio and wrote down the contact details. Later on, she called AVWA office to ask if there was any PAG service (*Planned Activity Group*) in her locality. When told that there was a PAG group in Preston, she was elated as she had been wishing for such a service for many years. She expressed appreciation for the BLBL information session on SBS and confided that she had greatly enjoyed joining AVWA Preston PAG where she could socialise, exercise, play games and have a healthy meal. After the BLBL information session at the Preston PAG, she applied for a *Home Care Package* (HCP). Then, we learnt that four months later, she received approval for the HCP service which lightened the care burden for her children. Not only, did she receive home help but also her carer drove her to medical appointments.

Over the project lifespan, there were many similar stories with happy ending.

In May 2015, towards the end of the BLBL project, we organised an *Aged Care Expo* at Footscray YMCA Recreation Centre with participation of 15 organizations including aged care service providers and more than 200 Vietnamese residents and their families. This event gave Vietnamese elderly an opportunity to gain a wider knowledge of aged care services for their current and future needs.

Training

Coordinator: Phuong Ngo

Work Placement Coordinator: Minh Bui

Training Administration Officer: Trang Do

Training Development Officer: Giang Tran



Taking a look back at training activities in the last financial year, we are very proud to have provided quality training services to both male and female learners of all ages and from a wide range of backgrounds across Melbourne. Our professional staff consulted all students about their specific needs and abilities to ensure they would choose the right course and career pathway. Not only did we design learning materials to meet our learners' needs, but also we provided them with cultural and linguistic support as well as work placement. Here is the feedback from one of our many students, Ms. Mukai Kayoko, a Japanese background student of the *Diploma of Early Childhood Education and Care*:

*"I was a bit nervous before I started this course because English is my second language and I had never studied here before. But the trainer and all classmates were warm and friendly: we helped each other and discussed with each other and whenever we were not sure about the meaning of a question, the trainer would carefully explain it to us. I was offered a job at the childcare centre where I did work placement: **I reckon that was one of the great experiences of my life.**"*

Learners enjoyed a warm and friendly learning environment where they were able to learn, have lunch, and chat with their trainers and AVWA staff. They also had opportunities to attend other programs of AVWA such as playgroups or flower arrangement sessions. Students were very happy and greatly appreciated our training services. **The completion rate of our courses was about 98% and the employment success rate was 100% in the last financial year.**

Low English level of our clients and high competition from private RTOs are challenges we are faced with. We have added English courses to our RTO scope of registration and are applying for government funding this year. We hope to have funding to run FREE English courses early next year to meet our clients' needs.

Richmond Tutoring Program

Program Facilitator: Kieu Nguyen



The Richmond Tutoring Program (RTP) has been operating for seven years with 4 organisations working in partnership: Australian Vietnamese Women's Association Inc. (AVWA), Melbourne Girls College (MGC), Yarra City Council and Department of Housing (Richmond office).

Yarra City Council has funded this project in order to promote parental involvement in children's education and also help to guide parents who face linguistic challenges in supporting their children's homework.

The program aims to assist primary school children (Prep to year 6) with their transition to year 7. The MGC provides students to help the children attending the after school RTP program. The program runs every Tuesday afternoon during school term at the Community Hall, 106 Elizabeth Street, Richmond. Educational resources and refreshments are included in this program.

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.

Parallel Learning Playgroups

Coordinator: Hai Nguyen

Facilitators: Thuy Pham, Thao Tran, Tien Pham

Assistants: Thien An Le, Trang Do, Nganh Ha



Parallel Learning is a Vietnamese playgroup delivery model that continues to attract a large number of Vietnamese families in the Western suburbs. We currently have six groups (Collingwood, Richmond, Footscray, Sunshine, Delahey and St Albans). Due to the success of the program we will be looking at expanding our services in the next few months. Our playgroups on average have 15 – 20 families attending each week.

The Parallel Learning philosophy “*Play together, Stay together*” is embedded in our weekly activities which include organising family outings and excursions embracing two or even three generations to Caribbean Gardens, Gumbuya Park, etc... As a result we are able to see many families develop stronger bonds, improve communication skills and language competency and build relationships with other families. Our program helps families and children stay connected, have a stronger sense of identity and well-being, become involved learners and develop a greater sense of belonging to the playgroup as well as the community.

Parallel Learning programs incorporate **lots of fun ways for parents to get involved in their children’s** health by weekly preparing a healthy food dish such as chicken vegetable stir fry, a soup, or a fruit platter for lunch. This allows the children and parents to sit down together and enjoy conversation whilst at the same time eating healthy food. The benefits are shown in many parents talking, laughing and enjoying quality time together with their children.

Parallel Learning Playgroups (continued)



Parallel learning playgroup facilitators develop a close relationship with the families and children in their group and strive to refer them to appropriate services to help with any issues arising ranging from poor vision to anxiety, depression, domestic violence or problem gambling.

Our playgroup facilitators also work with the local communities to provide parents with a range of **information to help in the transition of their children to kindergarten, childcare or Primary School** through school tours, seminars, information sessions, brochures and links to various parenting websites. Parents have less anxiety and stress, more self-confidence and better parenting skills.

Parallel Learning strongly supports emerging literacy skills in children through active programs such as fortnightly bilingual storytelling in collaboration with Brimbank Library and Maribyrnong Early Years. Our weekly program incorporates lots of singing and nursery rhymes to improve children's social and oral language skills.

Our playgroup families being mainly from Vietnamese background, we celebrate important traditional festivals such as the *Full Moon Festival* in September and the *Lunar New Year Celebration* in February. Parents and children get actively engaged in craft, singing and cooking activities to reflect the cultural traditions and everybody thoroughly enjoys the experience.

Finally, our Parallel learning playgroup success is to a great extent thanks to the dedication of our passionate facilitators who try their best to help make "happy parents, happy children".

Energy Saving

Project Officer: Kim Thien Truong



On 7th May 2014, the Yarra Energy Foundation (YEF) in collaboration with the Australian Vietnamese Women's Association (AVWA) started a program called "Save Energy, Save Money as A Family". Its aim was to attract and promote choice around the consumption of electricity, including smart meters and flexible pricing.

In an effort to reach the more than 86,000 Vietnamese Victorians, information about the program was relayed through all media including Vietnamese-language newspapers. YEF managed the program while AVWA coordinated the activities including information seminars at Vietnamese group meetings or Vietnamese community events and exhibitions. A number of families agreed to participate in an evaluation of energy saving in their home.

In February 2015, AVWA developed an energy efficiency awareness campaign designed to reach Vietnamese background residents in the *City of Maribyrnong*. The organisation adopted from the *Consumer Utilities Advocacy Centre* a number of documents that can be summarised and presented in a culturally relevant manner.

Our target group is consumers who buy cheap gas, water, and electrical products and skip maintenance and scheduled services to save money. By showing them ways of saving energy that are easy, either free or affordable with proven records of substantial saving to be gained, the project helped the Vietnamese community improve their awareness and practice of efficient energy use.

In the current climate of rising gas, water and electricity rates, the use of energy-saving devices in the home is becoming very popular and consumers are keen to learn how to properly use them to save money. The message that our project gets across is that **it is not merely money that consumers are saving, they are also helping to save our planet.**

Illicit Drug and Alcohol Treatment Counselling Project

Coordinator: Tuong Nguyen

Counsellors: Tuong Nguyen, Kim Vu, Tania Huynh



This project - mainly funded by the *Commonwealth Department of Health and Ageing under the National Illicit Drug Strategy* - provided drug and alcohol information and counselling, consultancy and continuing care for 121 clients including 92 males and 29 females across Melbourne metropolitan regions. The clients were helped to change their views and habit of drug or alcohol use. The project also worked in partnership with *Turning Point Drug Alcohol Centre* and *Women's Health West* to run the *Catching Up* program which provided information on mental health and drug use through group work and the Vietnamese media network.

The project workers would like to share the story of a female client:

*She attended our AOD counselling program following her parole order. In the first meeting, she told of her stressful life due to a troubled family situation and un-stable accommodation after release from prison, in the early 2015. After this first meeting, she accepted to continue AOD counselling sessions at the AVWA as she acknowledged that she needed to change. Although she had earlier tried to follow methadone treatment program for several months and was able to maintain heroin free state during that time in detention, she expressed the wish to try the rehabilitation program at Odyssey House Victoria. The public housing support network was contacted and a support letter was provided and soon after, she was interviewed by a housing support agency and put on their waiting list for affordable renting accommodation. After completing the rehabilitation program, **she regained her strength and acquired a positive attitude to change her past drug use behavior.***

Vietnamese Prisoner Support Program

Officer In Charge : Huy Luu

One evening, at 8 pm, I got a phone call from the mother of K, a Vietnamese prisoner client of mine. I was so happy to hear her voice!

K wanted to apply to the prison authority to call his mother and receive her visits. However, she never answered the phone so her number could not be verified. K provided me with her address so that I could go and see her in person, but warned me that she might not be home. The reason was that too many debt collectors called looking for her son, and hiding was her only way to cope.

Regardless of K's countless brushes with the justice system and his many unsuccessful attempts to fix up his life, his mother was still very supportive of him. She would come and visit him, send him some money, and receive his calls. But if her number could not be verified, it would not be possible for him to call; and if he could not get her correct date of birth to complete his application for her to visit, she would not be allowed to come and see him.

I updated K's mother about her son's current location, told her about the problem of verification of telephone number and correct date of birth, explained to her rights, informed her that she could not be held legally responsible for her son's debts. She was also referred to Victoria Legal Aid to get professional advice on how to deal with this matter. Thanks to this phone conversation, K was able to call her the next day, and got her visit three days later.

Half an hour talk with the Prisoner Support Worker helped this mother to start the process of regaining a normal life. And that is part of what this project offers every week.

The Prisoner Support Program offers **hands-on assistance** in Vietnamese to prisoners who are serving their sentences. It provides **to prisoners and those people significant to them** information, general counselling and referrals to relevant services. Without it, the relatives, **the indirect "victims of crime"**, wherever they might be, either in Melbourne, interstate, Vietnam or USA would be left struggling on their own without able to have news or re-connect with those in prisons. Moreover, every year, the Prisoner Support Worker with the help of members, volunteers and staff of the Australian Vietnamese Women's Association, organises cultural events such as the *Full Moon Festival* and the *Vietnamese New Year* in men's and women's prisons with traditional food and music to cheer up the inmates, give them hope and make them feel that they are still part of the community.



Gambling Prevention

Coordinator: Hai Nguyen

Media and Activities Officer: Hoa Phan

Community Education Officer: Huong Ngo

Administrator: Anh Nguyen



In August 2014, the Victorian Responsible Gambling Foundation (VRGF) funded our organisation to run a gambling prevention project called *"Don't Bet Your Life"*. The project aims to increase the awareness of the detrimental effects of gambling in the Vietnamese community in Victoria.

AVWA was the only ethnic organization which was funded for both prevention and counseling services. In early October, the project was launched with the attendance of the Minister for Corrections, Edward O'Donohue; Mr. Serge Sardo, CEO of VRGF; Cr Nam Quach, Deputy Mayor of City of Maribyrnong; Cr Loi Truong of the City of Greater Dandenong and other local community leaders. Vietnamese media such as 97.4FM radio, 3ZZZ, SBS radio and representatives of Vietnamese organizations were also invited.

Through media and face to face information sessions, our project team strives to increase the awareness of our community about **what responsible gambling means and what the dangers of gambling are**, how to recognise early signs of gambling addiction, avoid being hooked to gambling, to become a victim of loan sharks that might lead to illegal activities, etc...

The *"Family Health & Well-being"* expo organized in May 2015 attracted more than 220 people with 20 organizations participating. Healthy leisure activities were presented as offering better options for individuals and family to keep them occupied and entertained in their spare time rather than gambling with the inherent risk of getting quickly and unexpectedly addicted. Weekend sports, gym membership, singing, ballroom dancing, family outings, flower arrangement, fruit carving, youth camps and other group activities were organized throughout the year not only to improve the physical and mental health of individuals but also to build stronger family bonds and a stronger community.

Furthermore, in conjunction with *MonashLinks*, we recruited a group of talented people to set up a performance group hoping to increase the awareness of problem gambling through theater performance.

Gambling Counselling

Coordinator: Kim Vu

Counsellors: Kim Vu, Tania Huynh

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.

The highlight of the program in this financial year is the high number of clients, 108 in all including 58 involved in the justice system through Dame Phillis Frost Centre, Community Corrections and Magistrates Courts. The Vietnamese community is greatly affected by problem gambling which has caused lots of harmful effects to individuals' lives as well as families. Most clients express regret or remorse and have strong motivation to make a change in their life. We have been successful in helping clients in critical situations such as in the case study below:



Ms. N., a 39 yrs-old Vietnamese woman with gambling and related legal issues was referred by a Solicitor at the County Court to our Counselling service.

This woman, a single mother with two children (a 7 yrs-old boy and a 10 yrs-old girl) had been gambling at the Casino for 5 years. She disclosed that she was greatly distressed when her marriage broke up when she was about to give birth to her son. Her husband left her with a new born baby and 3 yrs-old girl. She suffered a broken-heart, loneliness and postnatal depression. As she had no relatives in Australia, she turned to her friends asking for help and support. She later got into a new relationship with a man. Unfortunately her new boyfriend was a gambler; he took her to the Casino. She was involved in gambling with his money and became addicted. There were times she won a lot of money. She stated that she felt good in the casino environment and that gambling helped her to get out of loneliness and depression and forget her broken heart. She put her son in child care and her daughter in school then spent the whole day at the casino with her boyfriend. She disclosed that sometimes she was running late to pick up her children. One day, she received an urgent phone call from her boyfriend who was in the casino asking her to come straight away. She took the children with her as it was school holiday. Unfortunately, she left them in the car while she went in to meet the boyfriend. The security man found the children in the open car crying. The police managed to find her and she was charged with committing a crime against her children by neglecting them.

When she joined the gambling counselling program, the counsellor listened to her story, with sensitive and attentive listening. An initial assessment was made; an individual treatment plan was discussed and drawn up with short term and long term goals.

The counsellor provided a report to court presenting her progress in changing her gambling behaviour and taking good care of her children. The client was referred to a professional mental health worker for treatment of depression and a GP for health care. She was also referred to a Vietnamese social worker to help her with a parenting program.

*She stated that **it was worth attending the gambling counselling program and accessing the support from AVWA other services** such as play group for her son. She stated that she was very grateful to the workers of AVWA as she found herself being understood, supported and helped to solve her problems and make a change in her life.*

Media and Information Technology

Coordinator: Xuan-Dung Huynh

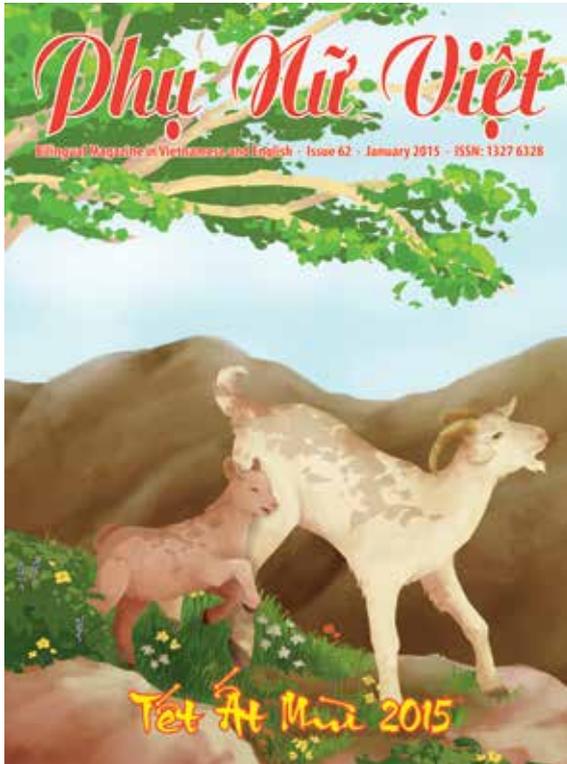
Technical Support Officers: Dung Nguyen, Tram Ly

Editors: Cam Nguyen, Thanh Kham Tran Dang

English Language Proofreader: Cam Nguyen

Vietnamese Language Proofreaders: Thanh Kham Tran Dang, Huy Luu

Vietnamese Writer: Hanh Bui



Có học có phải là bình thường? Có học có phải là ai thành? Nếu còn có học là bình thường ở Úc thì tại sao lại vẫn còn đi với cộng đồng Việt cũng như với cộng đồng các sắc dân khác ở Úc? Có ai nhận người vì tăng lên một cách đáng kể vì phạm pháp do liên tục đến có học là một hiện tượng không thể làm ngơ. Vì có học là giải trí như các loại trò chơi khác, thì người tham gia chơi phải mất tiền để được chơi, thì khi chơi chơi đi kiếm tiền, không như mua một vài tờ phim chụp ảnh, phải mất tiền mua vé để vào chơi gì gì. Chơi có học cũng vậy, các dịch vụ xã hội cũng đóng, mua vé và tiếng. Không hay thanh cũng đi để giải trí, là đi ăn bánh ngọt. Ăn thì mua đồ chơi ở nhà có nhân thức, có chứng mực, có sách nghiên cứu là thì, gia đình và với xã hội?



Một Sự Mang Tử Thiệt từ Trái Tim
 Bà Hoàng Bích Cẩm (Cam Nguyen) một đại diện danh hiệu "Tấm gương sáng" Nữ của Thành Phố Yarra năm 2015 (Yarra's International Woman of the Year). Bà Cẩm được vinh danh vì những đóng góp lớn của bà cho cộng đồng thành phố Yarra.
 Đây là niềm vinh dự mà bà rất trân trọng và biết ơn vì đã vinh danh và ủng hộ cộng đồng của bà và gia đình và xã hội.
 Cũng thường niên được trao tặng Ủy danh chuẩn bị kỷ niệm 40 năm kiến thức thành Việt Nam, kiến thức ngôn ngữ Việt phát triển và mở rộng và đến từ bạn bè.
 Vào tháng Tư năm 1975, khi Cộng Sản xâm chiếm miền Nam Việt Nam, Bà Cẩm và gia đình, người họ Đại Sư Việt Nam Cộng Hòa ở Nhật Bản, đang ở Tokyo.
 Cũng như bao nhiều người Việt ở Nhật Bản, bà và gia đình đã chọn một Úc làm quê hương (thứ hai). Mặc dù là người với bằng Kinh Tế ở Đại Học Cambridge, nhưng cũng kinh nghiệm của bà và gia đình đã giúp nhiều khả năng trong những năm đầu ở Melbourne.
 Vào năm 1983, bà quyết định lập ra Hội Phụ Nữ Việt Úc để giúp đỡ những người Việt mới sinh sống tại Úc.
 "Tôi rất tự hào vì là một người lãnh đạo của tổ chức này trong những năm đầu tiên của nó. Tôi rất biết ơn những người đã giúp đỡ những người đi sau một lần Úc vì có thể tự thân thực. Tôi không mong đợi"



Để có phần thưởng này là một vinh dự. Tôi cảm thấy mình phải nói về trước với anh bạn tôi này", Bà Cẩm phát biểu.
 Bà Cẩm lập Viên của Hội Phụ Nữ Việt Úc, Bà Cẩm đã đóng một vai trò quan trọng trong việc phát triển Hội và các hoạt động khác. Từ năm 2004 Bà nhận danh hiệu vì Trung Tâm Đào Tạo (Centre for Education) với sự quản lý thành công. Từ một là nhân tố hỗ trợ cho người mới sang lập bằng luật các dịch vụ cộng đồng thì người có văn hóa khác nhau. Năm 2004, bà có 8 nhân viên không nhận lương (năm 2015) và sự trợ cấp tổng hơn 80 và 73 được nguyện viên. Bà Cẩm nói thêm: "Tôi cảm thấy rất tự hào vì được các nhân viên đi về được nhận chức vụ các hoạt động này và điều đó là rất quan trọng cho tôi".
 Bà Cẩm cũng công nhận một sự ngại dè dặt trong sự trung thực là trong cộng đồng Việt Nam, việc làm là nhiều người có bằng Đại Học cao và cũng nhiều còn học lại là những người họ học chỉ về học, không công việc ngoài giờ và tình thân sự phải. Tôi tin rằng, sự sáng tạo của người Việt vào việc sống là một thế thành là lớn.
 Chúc mừng Ellen Gungung Sing Nữ của Thành Phố Yarra năm 2015 với một sự trung thực từ trái tim tôi.
 (Phỏng vấn ở đây The Terra News April 2015)

2014-2015 was another successful year for our Media and IT team as we continued to address the needs of AVWA staff, students and clients in an environment of increasing demand and change, especially with the relocation of our AVWA Western Region office to Braybrook in February 2015.

For AVWA Staff, **we worked hard to improve reliability, focusing on information security and improving the overall AVWA Information and Technology system.** The purpose is not only to support our staff to have adequate and necessary tools in order to carry out their daily duties smoothly, but also to protect the data and assets of the organisation.

For AVWA clients and the general community, we completed and launched a new website in early 2015 that is better, more user-friendly and with faster access. Like every year, we published and distributed 6000 copies of the "Phụ Nữ Việt", annual bilingual magazine, as well as more than 2000 "Bản Tin" newsletters and, of course, the 2013-2014 Annual Report.

Furthermore, throughout the year, the team played an active part in helping to successfully organise AVWA AGM, events, meetings, exhibitions, etc. providing technical support, setting up sound system, designing and producing brochures, flyers, banners, taking photographs, writing articles, etc.

With the high quality articles of Hanh Bui, the new writer who recently joined our team, and the contribution of our 3ZZZ Vietnamese Radio Team now in its 18th year, delivering the information about AVWA's wide range of quality services to the Vietnamese community is a continuous improvement process implemented in collaboration with the Vietnamese media such as SBS Radio, FM 97.4 Radio, Viet Luan, VietNews, Nhan Quyen, Tivi Tuan San, etc... and last but not least AVWA's Website.

In the Digital Revolution, new technologies, upgrades and maintenance to enhance IT capabilities are critical for meeting current and future needs of our community services sector. We are looking forward to another interesting and challenging year ahead, and will be working harder to catch up with the growth of modern media and technology.

3ZZZ - 92.3 FM

Vietnamese Language Radio Program

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

Indochinese Men's Group



Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2015

	Note	2015 \$	2014 \$
REVENUE			
Project grants		3,335,872	2,627,801
Brokerage		629,981	686,900
Interest received income		20,857	29,072
Other income		141,979	35,336
		4,128,689	3,379,109
EXPENSES			
Employee benefits expense		(3,143,265)	(2,746,482)
Project activities and support expenses		(373,030)	-290,424
Operational expenses		(89,058)	(109,186)
Professional development and consulting fees		(67,312)	(74,588)
Depreciation		(33,822)	(35,970)
Repair and maintenance		(38,792)	(35,830)
		(3,745,279)	(3,292,480)
Net surplus for the year		383,410	86,629
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		1,610,850	86,629

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2015

	Note	2015 \$	2014 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	598,058	599,594
Trade and other receivables	3	81,297	238,249
Financial assets	4	700,000	-
		<u>1,379,355</u>	<u>837,843</u>
Non-current assets classified as held for sale	5	360,000	-
TOTAL CURRENT ASSETS		<u>1,739,355</u>	<u>837,843</u>
NON-CURRENT ASSETS			
Property, plant and equipment	6	3,069,324	1,840,825
TOTAL NON-CURRENT ASSETS		<u>3,069,324</u>	<u>1,840,825</u>
TOTAL ASSETS		<u>4,808,679</u>	<u>2,678,668</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	117,323	96,689
Provisions	8	864,748	347,922
TOTAL CURRENT LIABILITIES		<u>982,071</u>	<u>444,611</u>
NON-CURRENT LIABILITIES			
Provisions	8	10,997	29,296
TOTAL NON-CURRENT LIABILITIES		<u>10,997</u>	<u>29,296</u>
TOTAL LIABILITIES		<u>993,068</u>	<u>473,907</u>
NET ASSETS		<u>3,815,611</u>	<u>2,204,761</u>
EQUITY			
Reserves	10	1,826,700	599,260
Accumulated surplus		<u>1,988,911</u>	<u>1,605,501</u>
TOTAL EQUITY		<u>3,815,611</u>	<u>2,204,761</u>

Independent Auditor's Report



Accounting • Financial Planning • General Insurance

PO Box 8161
Camberwell North Vic 3124
Level 1, 971 Burke Road
Camberwell Vic 3124

T 03 9861 6100
F 03 8678 3997

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

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 2015, 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, the Associations Incorporation Reform Act 2012 (Victoria) and the needs of the members. The Committee of Management's responsibility also includes such internal control as the Committee of Management determines is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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 Committee of Management'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 association'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 audit 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 (Victoria), including:

- (i) giving a true and fair view of the association's financial position as at 30 June 2015 and of its performance and cash flows for the year ended on that date; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Committee of Management's financial reporting responsibilities under the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Reform Act 2012 (Victoria). As a result, the financial report may not be suitable for another purpose.

Lanyon Partners Audit & Assurance

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


TC Kilham
Director

Camberwell
24 September 2015

Vietnamese Carer Support Group



Volunteer and Student Placements

THANK YOU TO OUR VOLUNTEERS

WHO CONTRIBUTE THEIR TIME AND EFFORT, SKILLS AND PASSION FOR OUR COMMUNITY.

Volunteers	Volunteers	Volunteers	Student Placements
Hong Nguyen, Dinh Hung, Huu Nguyen, Tiet Thu, Hieu Hung, Mai Ngo (3ZZZ)	Suong Nguyen (Family Day Care)	Loan, Lac My Tien, Ho Thi Huon, Nguyen Thanh Long, Nguyen Thi Quynh Hoa, Bui Thi Ngan, Tran Thi Minh, Son To Stephane, Bui Thi My Hanh, David Yeung (Planned Activity Groups)	Kieu Nguyen, Minh Tran (Academies Australasia Polytechnic)
Hanh Hoang, Van Hoang (Accounting)	Nam Huynh (Men's Group)	Tay Tran, Nu Phan, Nguyen Do, Nheu The, Tien Pham, My Pham, Phuong Pham, Thi Tu Quyen Dang, Barbara Anderson (Playgroups)	Huong Trieu (Australian Catholic University)
Van Hoang, Kieu Nguyen, Serena Hat Minh Nguyen, Minh Tran, John Thuy, Hanh Bui (Project / General Admin)	Thanh Xuan Le, Dung Nguyen (Information Technology)	Kieu Nguyen, Duy Nguyen (Richmond Tutoring Program)	
Cam Nhung Le, Huu Truong, Thuy Truong, Van Le, Phuong Le, Helen Lay (AVA Yarra City Senior Citizens Group)	Nguyen Thi Huu Hanh, Truong Yen Thu, Dang Thi My, Le Thi Hoang Yen, Truong Huu, Nguyen Thi Le Thanh, Phan Cam, Ngo Thi Ngoc Mai, Nguyen Thi Hai, Tran Thi Hanh Dung, Nguyen Thi Minh Thuong, Nguyen Thi Viet Nga, Pham Thi Tinh, Nguyen Thi Nhuong, Pham Thi Mai		



Sunshine College students visiting our new Braybrook office

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
Adult Community and Further Education
Aged Care Assessment Team – North West Region
Alfred Health Carer Services
Alzheimer's Australia VIC
Anderson Road Child Care Centre
Annecto
Annecto - Northern
Arabic Welfare Association (AWA)
Ardeer House
ASTCO
Australian Community Support Organisation Inc. (ACSO)
Australian Karen Organisation Inc.
Banyule Community Health Service Inc.
Baptcare
Baptcare - Eastern
Baptcare Westhaven Community - Footscray
Benetas
Benetas - Eastern
Carers 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 – Western Region
Community Colleges Australia
Cooke Court Childcare Centre
Dandenong Drug Court
Dandenong Magistrates' Court
Department of Education and Early Childhood Development (DEECD)
Department of Education and Training
Department of Health
Department of Social Services
Diabetes Australia - VIC
Doutta Galla Grantham Green (Aged Care)
Duke Street Community House
Ethnic Communities' Council of Victoria
Footscray Aged Care
Goodstart Early Learning Braybrook
Higher Education & Skills Group
IMPAC
ISIS Primary Care – Aged & Disability
ISIS Primary Care – Gambler's Help
Kincare
Lady Nelson Centre
Lalor Library – City of Whittlesea
Main Road East Early Learning Centre
Mekong Vietnamese Aged Care
Melbourne Girls' College
Melbourne Magistrates' Court
Mercy Hospital - Mental Health Program
Merri Community Health Services
Metropolitan Fire Brigade (MFB)
Migrant Resource Centre - North West Region
Monash Health
Monash Link
Moreland City Council
Multicultural Aged Care Services Geelong (MACS)
Multicultural Centre for Women's Health Care (MCWH)
Multicultural Women Health Centre
Napier St Child & Family Resource Centre
Neighbourhood Justice Centre
Nhan Quyen (Human Rights) - Vietnamese Newspaper
North Richmond Community Health Centre
Palliative Care Australia
Phoenix Street Children's Centre
RecWest YMCA
Ringwood Community Corrections Services Centre
Royal District Nursing Service (RDNS)
Royal Free Masons
SBS Radio – Vietnamese Program
South Eastern Melbourne Vietnamese Association Council (SEMVAC)
Southern Cross Care - Northern
Southern Cross Care - VIC
Springvale Community Aid and Advice Bureau
Springvale Indo-Chinese Mutual Assistance Association (SICMAA)
St Albans Heights Primary School
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 Smith Family – CFC Brimbank
Thomaston Library
Tivi Tuan San - Vietnamese Newspaper
Uniting AgeWell
Victorian Alcohol & Drug Association (VAADA)
Victorian Arabic Social Services (VASS)
Victorian Elderly Chinese Welfare Society
Victorian Responsible Gambling Foundation (VRGF)
Viet Luan - Vietnamese Newspaper
Viet News - Vietnamese Newspaper
Viet Times - Vietnamese Newspaper
Vietnamese Australian Senior Association in Victoria (VASA VIC)
VNTV - Vietnamese Television
WAYSS - Homelessness Service
Western Health – Footscray Hospital – Post Acute Care
Western Health – Sunshine Hospital – Post Acute Care
Wintringham - Specialist Aged Care
Yarra Drug & Health Forum (YDHF)



AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

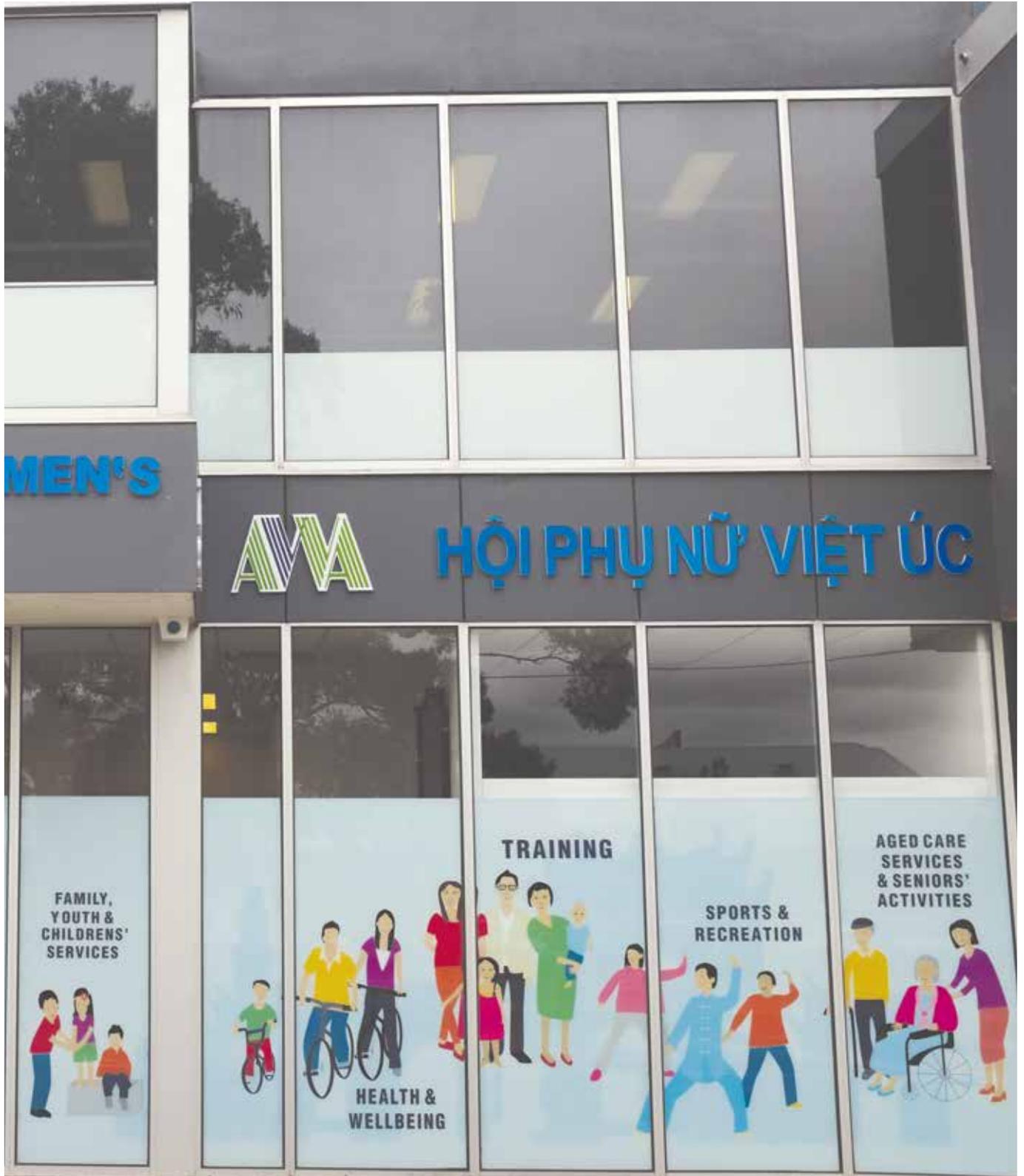
HỘI PHỤ NỮ VIỆT ÚC

30-32 LENNOX St, NORTH RICHMOND VIC 3121

Tel: (03) 9428 9078 - Fax: (03) 9428 9079

info.avwa.org.au

avwa.org.au



AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.

HỘI PHỤ NỮ VIỆT ÚC

7/6-12 SOUTH ROAD, BRAYBROOK VIC 3019

Tel: (03) 9396 1922 - Fax: (03) 9396 1923

info.avwa.org.au

avwa.org.au

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



Photo: Committee of Management and Staff 2014-2015

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.

Richmond Office,

30-32 Lennox Street

NORTH RICHMOND VIC 3121

Phone + 61 (3) 9428 9078 - Fax + 61 (3) 9428 9079

Braybrook Office,

7/6-12, South Road

BRAYBROOK VIC 3019

Phone + 61 (3) 9396 1922 - Fax + 61 (3) 9396 1923

ABN 69 724 826 405 - TOID 22594



Richmond Office since 1998



Photo: Full Moon Festival 2014 at Delahey Community Center

For information about the Australian Vietnamese Women's Association, visit www.avwa.org.au, email info@avwa.org.au, call the Richmond office on 03 9428 9078 or the Braybrook office on 03 9396 1922.