

ANNUAL REPORT

2013-2014



VIETNAMESE COMMUNITY IN AUSTRALIA
NEW SOUTH WALES CHAPTER INC.

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Mission Statement & Objectives

MISSION STATEMENT

The mission of the Vietnamese Community in Australia – NSW Chapter Inc. is to:

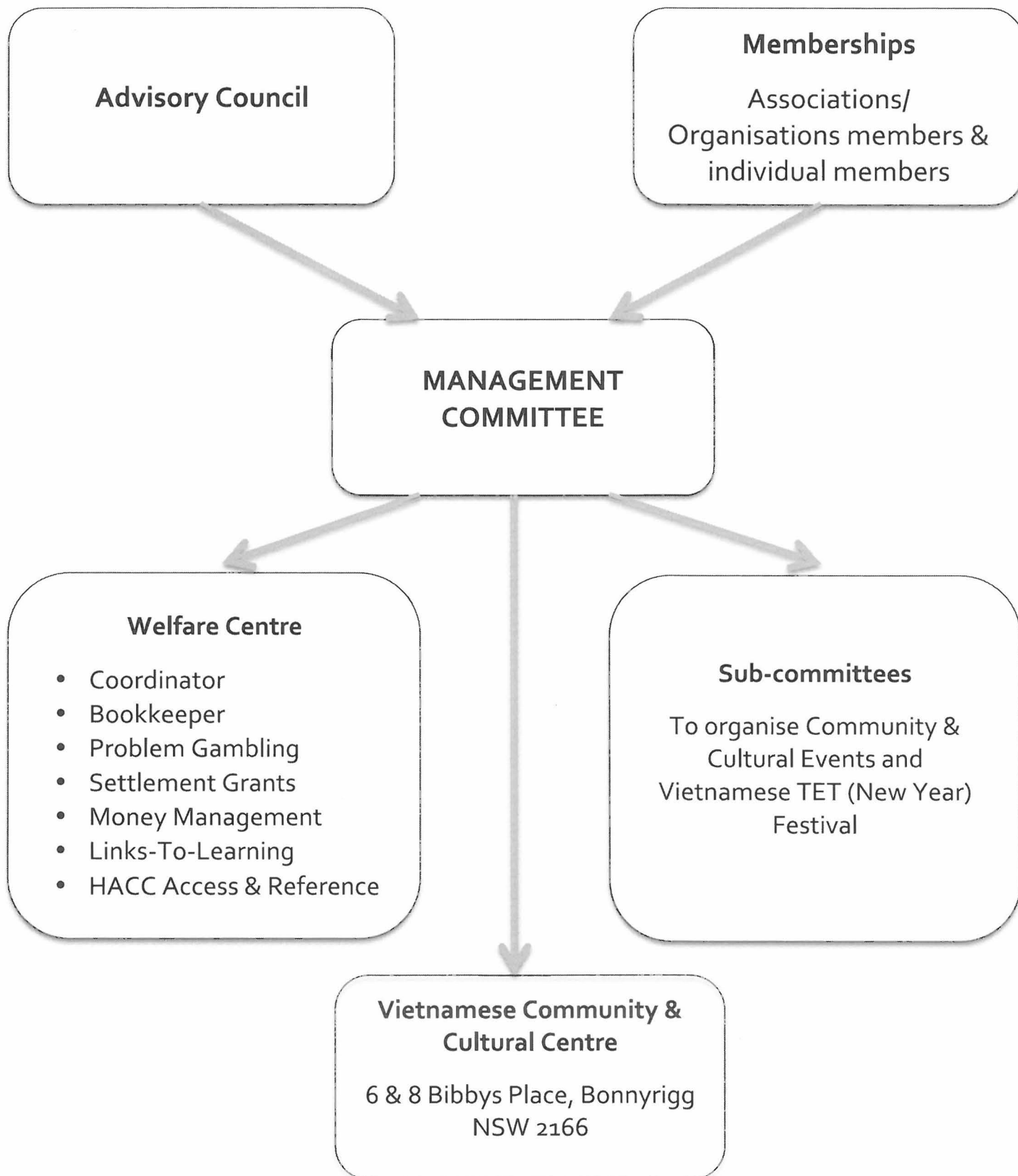
- Provide leadership on issues affecting Vietnamese – Australians and their families in NSW.
- Assist all Vietnamese – Australians and their families in need.
- Foster community harmony and co-operation amongst all, including Vietnamese and non-Vietnamese, communities and groups.
- Contribute to the advancement and well being of the Australian multicultural society.
- Undertake initiatives and participate in activities to raise awareness of the obligation for all to respect, promote and protect universal human rights and fundamental freedoms.

OBJECTIVES OF THE VIETNAMESE WELFARE CENTRE

To carry out its mission, the Vietnamese Welfare Centre pursues the following objectives:

- Assist Vietnamese people to access mainstream services relevant to their settlement needs.
- Assist government departments and relevant service providers to ensure their services provisions are culturally and linguistically appropriate and accessible to Vietnamese speaking clients.
- Assist Vietnamese refugees and migrants to successfully integrate into Australian Multicultural society.
- Promote cultural understanding and tolerance between Vietnamese and people from other backgrounds.

Organisational Structure



Management & Staff

MANAGEMENT COMMITTEE 2013 – 2014

PRESIDENT	Dr. Thang HA
VICE PRESIDENT (EXTERNAL AFFAIRS)	Ms. Maria TRAN
VICE PRESIDENT (INTERNAL AFFAIRS)	Ms. Dinh TRAN
VICE PRESIDENT (PLANNING & ORGANISATION)	Mr. Davy NGUYEN
VICE PRESIDENT (CULTURE & EDUCATION)	Mr. Duy Linh NGUYEN
SECRETARY	Ms. Janice LE
TREASURER	Ms. Kim PHAM

WELFARE CENTRE STAFF

COORDINATOR	Mr. Vuong NGUYEN
BOOKKEEPER	Ms. Tien NGUYEN
SETTLEMENT GRANTS PROGRAMME	Mr. Huy NGUYEN
	Ms. Tan NGUYEN
PROBLEM GAMBLING COUNSELLORS	Mr. Dinh Trong DANG
	Mr. Vuong NGUYEN
LINKS TO LEARNING COORDINATOR	Mr. Tri THAN
HACC ACCESS & REFERRAL OFFICER	Ms. Ngoc LE
MONEY MANAGEMENT PROJECT	Ms. Lieu TRAN
	Ms. Tien NGUYEN

President's Report

THANG HA, Ph.Ds.

It is my great pleasure to present our Annual Report for the 2013-2014 financial year to VCA-NSW stakeholders and the larger Vietnamese community in the State of New South Wales. This report focuses on the achievements of the Welfare Centre and its workers who have enthusiastically supported the welfare and well being of thousands members of Vietnamese community in South West Sydney.

Firstly, I would like to take the opportunity to appreciate:

- The Department of Social Services for making two grants to our association to provide Settlement Services for newly arrived Vietnamese migrants and Money Management Services for financially disadvantaged or hardship people and families.
- The NSW Office of Liquor, Gaming and Racing, Responsible Gambling Fund, to fund our Vietnamese Problem Gambling Service to provide therapeutic counseling to problem gamblers and their family members and to implement community education strategies on gambling and related issues.
- The NSW Department of Education and Communities for funding our Links To Learning project worker who has assisted students at-risk of disengaging their school education and early school leavers.
- The Bankstown Area Multicultural Network (BAMN) to financially support for a part-time worker to bring Home & Community Care Services to Vietnamese elderly who would otherwise miss necessary services for this age group.
- The Bankstown and Fairfield City Councils for funding our specific projects, such as Refugee week activities and domestic violence booklet.
- Mounties Club grants that gave us extra resources to provide employment related training courses for newly arrived women and youth.



I congratulate our staff in their cooperation with Vietnamese and mainstream services/organisations to keep the community fully aware of diverse social and health issues happening around them and indeed very relevant to their well-being. In particular, the effective collaboration with:

- Vietnamese media, i.e. newspapers, SBS Radio – Vietnamese language program, and SBTN and Vietface TV stations.
- Vietnamese-Australian Welfare Association Inc.
- Vietnamese Drug & Alcohol Professionals Inc.
- Multicultural Health Communication Service
- Bankstown Area Multicultural Network
- Fairfield Migrant and Refugee Committee
- Drug and Alcohol Multicultural Education Centre

I strongly commend the dedication of our volunteers and students in their work placement in Cabramatta and Bankstown offices where they assisted the community and office staff in:

- Yearly Tax Help service
- Administrative tasks

The Centre staff, volunteers and students have been working towards VCA-NSW mission of providing positive inputs on issues affecting the settlement and integration of Vietnamese-Australian members and families in Australia, and making active contribution to the Australian Multicultural society. As an organisation representing Vietnamese community in the State, VCA-NSW will continue to support and strengthen our Welfare Centre to implement effectively its projects/programs to assist our disadvantaged members and groups as part of the community development.

Coordinator's Report

VUONG NGUYEN, Ph.D.

My report for this financial year 2013-14 includes three parts:

- Highlights of the achievements of the funded projects and volunteers' contribution in Cabramatta and Bankstown offices,
- The coordination of VCA-NSW internal projects/services to support clients in a holistic approach,
- The role of VCA-NSW and its Welfare Centre to raise the community awareness of issues impacting the members' settlement and integration in larger Australian society.

Highlights of the achievements of the funded projects and volunteers' contribution:

1. Money Management: The project is funded by Department of Social Services under the Financial Management Scheme. Its two workers (Lieu Tran and Tien Nguyen) have made every effort to raise the understanding and skills necessary for proper management of money among disadvantaged groups in the community. Their caseworks to assist 511 individuals and families facing financial difficulties in 887 face-to-face sessions were very much appreciated. Their Money Business Community Education workshops served 291 participants. The workers assisted 95 individuals/families to use microfinance programs, like SaverPlus and No Interest Loan Scheme.
2. Settlement Grants: The project is funded by Department of Social Services under the settlement of migrants arrived in Australia within 5 years. The two workers (Huy Nguyen and Tan Nguyen) have served 850 face-to-face caseworks and 1143 telephone calls on settlement issues. The workers also actively organised and/or participated in group works and community development activities. Among them, free tax help and short-term employment related training courses were delivered.
3. Problem Gambling Service: is funded by Responsible Gambling Fund, NSW Office of Liquor, Gaming and Racing. The service includes therapeutic counseling and support in caseworks, and community education on gambling issues. In casework, it supported 84 problem gamblers and larger number of their family. More than 80% of clients valued the service and positively changed their gambling behaviours. The two workers (Trong Dang and Vuong Nguyen) have made use of diverse media channels and public events to raise awareness of the concept and behaviour of responsible gambling and to promote early intervention of problems caused by excessive gambling.
4. Links To Learning: the project is funded by NSW Department of Education and Community. The worker (Tri Than) has supported 36 students from year 7 to 11 at risk of disengaging their school education and early school leavers through family and personal supports, sport activities, excursion and skills development training courses.

5. Home and Community Care (HACC) Access & Referral: The service worker (Ngoc Le) is funded through Bankstown Area Multicultural Network to assist 67 clients using HACC services. They are mostly elderly women living by themselves with low level of English language skills
6. Voluntary Tax Help: a special cooperation between VCA-NSW and Australian Taxation Office in Parramatta which trained 6 volunteers to assist low-income earners making their tax returns. A Vietnamese-speaking Tax specialist (David Ngo) came to Cabramatta office to assist people dealing properly with tax issues.

The coordination of Welfare Centre services:

There are also advantages in our service provision basing on the internal coordination of the above projects. We could assist individuals and families to address various aspects of their life in Australia in a holistic approach. For example, newly arrived families were assisted with settlement issues, their children's schooling and money management skills, while elderly members would learn about relevant services to their age group. Intensive cases would also include referrals to external services.

The role of VCA-NSW and Welfare Centre in Vietnamese Community:

Over the years, the Welfare Centre has become the focus point for Vietnamese speaking persons and families, both long-termed and newly arrived, to visit and/or to phone in to ask for necessary information on the myriad services provided by Australian private and governmental departments. The workers are trained to listen attentively about the clients' issues/problems and to explore the means and options for their resolution. There are cases to be assisted by our services, but there are many cases we have to refer them to suitable services.

Equally important are our activities at the community level, particularly in using Vietnamese newspapers, radio and TV stations to raise community awareness of issues related to settlement and integration, domestic violence, problem gambling, drug and alcohol misuse, youth, health and employment. Our close cooperation with both Vietnamese and mainstream services had allowed us to operate at this level effectively. We are very keen to develop further this cooperation with other services so that our ability to "bridge" community members to the larger Australian society is even greater.

The cultural community events, the Vietnamese TET Festival in particular, which were organised by VCA Management Committee and its sub-committees have both strengthened the organisation reputation and its Welfare Centre.

On this occasion, I would like to express my sincere thank to the Centre's staff, volunteers, placement students for their hard work to keep up our service standards.

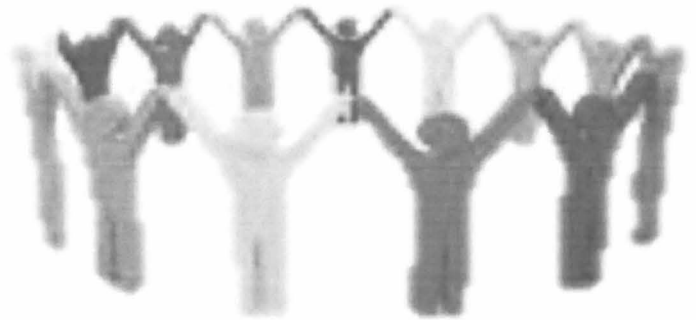
I am also very grateful to workers from other agencies that have worked closely with us to benefit our community. Together we have contributed to the development of Vietnamese community in Australia.

Volunteer Contributions



Volunteers play an indispensable role in our community and organisation. They make valuable contributions with no hope for reward. We must acknowledge and comment their tireless dedication and commitment.

*In 2013-14,
volunteers at the
welfare centre provided
over 805 hours
of voluntary service*



6 Tax Help



assisted

OVER 502

low income earners
with their tax returns

Our volunteers provide assistance in many areas, including, administrative support, client support, event organisation and resource development.

In addition to the volunteers who assist us in the welfare offices, the countless others who get involved in community events such as Clean Up Australia Day, our Lunar New Year Festival, sports tournaments, and many other community events.

We extend our sincerest gratitude to our volunteers. You make our work possible.

Settlement Grants Programme

HUY NGUYEN & TAN NGUYEN

CASE WORK



In 2013-14 we assisted
OVER 850
face-to-face enquiries.



This project is funded by The Department of Immigration and Border Protection (DIBP).

The aim of this project is to assist, support and advocate Vietnamese-Australians living in the Fairfield, Liverpool, Bankstown and Canterbury areas to sustain a successful settlement in Australia. The demography of Vietnamese people who arrived in Australia within the past 5 years, has encountered difficulties due to language barriers, cultural conflicts and found trouble accessing employment in the mainstream. During the past years, the project was strongly developed in both quality and quantity.

There were 850 face-to-face caseworks and 1143 telephone calls that have been served in both Bankstown and Cabramatta offices.

The funding that Vietnamese Community in Australia/NSW chapter received in 2013-2014 requested our agency's participation in developing activities for and doing caseworks for new migrants. More than 20 years of assisting Vietnamese migrants, the main and crucial services are helping clients in all matters relevant with a lack of English proficiency, immigration, income support, employment or training, legal, settlement information, housing, family and parenting, health, material support, social isolation and any others that are relevant. Our agency completed these tasks through face-to-face caseworks.

Based on the needs of new migrants integrating into a new society, the focus group was supported. We also organized a Citizenship Test supporting course to guide Permanent new migrants to improve their understanding of the Australian Citizenship Our Common Bond.

A large majority of female Vietnamese migrants, with low English literacy skills and children, have arrived in Australia under spouse ground and received assurances. They live in families with single low income and are in an isolated situation. They need to learn new skills in order to get part-time employment to support their families. They needed information and referral services to build capacity in the community and improve their access and equity to local services. The workers developed hospitality, manicure and pedicure classes to build up their confidence and self-esteem to get employment in the workforce. The classes had an interpreter to support them.

SUPERVISOR & VOLUNTEERS

The Free Tax Help program has assisted new migrants with low income declaring tax. The workers sent volunteers to Australian Tax Office getting training and back to work after graduating

The workers also supervised students from Ultimo, Granville, and Wetherill Park TAFE for their work experience.



INFORMATION SESSIONS, GROUPWORK AND SEMINARS/ CAMPAIGNS

Partnership with other agencies to organize information sessions and seminars with a total of participants as follows:

+ FAIRFIELD LIVERPOOL LGAs:

GROUPWORK: 2013-2014:

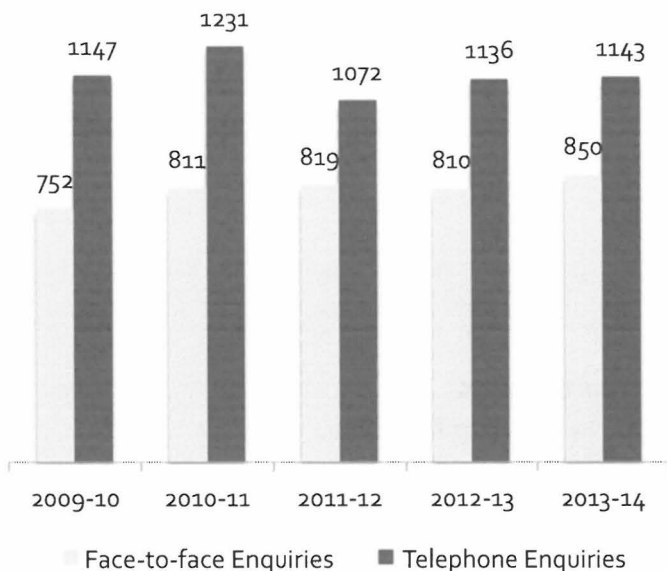
1. Mental health seminar for new migrants. Partnership with Mental Health First Aid 2 July 2013 – 19 participants – 2 hours
2. Money matters for new migrants. Partnership with ATO 19 July 2013 – 16 participants. 1 hours
3. How to vote. Partnership with AEC Australia Electorate Committee 19 July 13 – 15 participants 1 hours.
4. 25 July 2013 Activities and distribute flyer about Hepatitis B for Fairfield residents at Freedom Plaza Cabramatta.
5. 6 August 2013 Make up class at Cabramatta – end 17 Sep 13 7 weeks – 17 participants
6. 20 August 2013 Hospitality for youth new migrants at Café Horizon Cabramatta road 14 participants.
7. Youth activity at PCYC Cabramatta 4 Oct 2013 16 participants
8. AGM 12 Oct 2013 at VCCC Bonnyrigg 2177 120 participants 100 flyers
9. Navitas seminar, 15 Oct 2013, new migrants 30 participants 10AM to 11:30
10. Navitas seminar 15 Oct 2013 new migrants 32 participants 6:00PM to 7 PM
11. 1 November 2013 Vietnamese seniors friendship ass. Gambling session
12. White Ribbon Breakfast at CabraVale diggers club Cabramatta 13 Nov 2013
13. Bushfire Appeal: 3/11/13 Canley Heights
15/11/13 Crystal Palace
17/11/13 Freedom Plaza Cabramatta
14. Haiyan appeal: 7/12/13 Bankstown
8/12/13 Cabramatta & Canley Heights
15/12/13 Bobbys place Bonnyrigg 2177
15. 3/02/2014 Employment session at Cabramatta office 10 participants
16. 02/03/2014 youth session/social participation volunteer - 23 clean up Australia.
17. 10/04/2014 Tenancy & Financial support 2166 - 16 participants
18. 27/5/2014 Café Horizon Coffee course for youth 13 participants
19. 13/6/2014 Household Management session 2166 23 participants
20. 24/6/2014 Safety walks for SENIORS AT CABRAMATTA LIBRARY partnership with police 18 participants

+ BANKSTOWN CANTERBURY LGAs:

GROUPWORK: 2013-2014:

1. 25/07/2013: Computer class for Migrants to learn how to do a resume, looking for work on line and how to pay bills online – 90 minutes
2. 01/08/2013: Information Session 1 for Migrants Students at Navitas Bankstown – 25 participants – 45 minutes
3. 01/08/2013: Information Session 2 for Migrants Students at Navitas Bankstown – 17 participants – 45 minutes
4. 05/08/2013: Hair Dressing class at Bankstown – end 16 Sep 2013 – 7 weeks: 17 participants – 90 minutes
5. 11/09/2013: Information Session 3 for Migrants Students at Navitas Bankstown – 36 participants – 60 minutes
6. 02/03/2014: Clean up Australia Day: Encourage Vietnamese people who just came in Australia to participate in society's activities (especially the youth) 65 participants.
7. 01/04/2014: Domestic Violence: partnership with Creating Link: Group Session for family - 26 participants.
8. 08/04/2014: Domestic Violence: partnership with Creating Link: continuing to help families who are living under domestic violence circumstances and where they can get help - 17 participants.
9. 01/05/2014: Citizenship course and partnership with Centre Link's staff to help Vietnamese new arrived people to apply for E-Health Record and how they can apply for new start allowances and what they should do as they are eligible to get benefit allowances in Australia - 28 participants.
10. 08/05/2014: partnership with Creating Link to help new migrants to set up the family budget to manage the family financial matter to keep away in financial hardship circumstances - 31 participants.
11. 15/05/2014: partnership with South West Sydney Legal Centre - Staying Home Leaving Violence Service's staff to guide people who just came in Australia within 5 years to know all forms of Domestic Violence and what they will do when the Domestic Violence situation happened - 34 participants.

COMMUNITY DEVELOPMENT



- Develop project "EMPLOYMENT FOR NEW MIGRANTS WITH LOW ENGLISH PROFICIENCY" through courses: hospitality, manicure, pedicure and haircuts
- Encouraged young Vietnamese residents within Cabramatta CBD to participate in the Australia Clean Up Day on March 2014
- Two sessions about information of housing and new migrant senior living with their children on SBS radio in November 2013.
- Biggest Morning Tea at Freedom Plaza, Cabramatta on 29 May 2014 to raise money for NSW Cancer Council.

COMMUNITY EDUCATION AND TRAINING (BANKSTOWN/CANTERBURY)

- Sessions over 2 week duration for new Vietnamese migrants about Domestic Violence happening in the family and the effects it has on children living with Domestic Violence circumstances and where they can get help.
- Sessions over a 3 week duration for new Vietnamese migrants about Citizenship Test, acknowledged that the forms of Domestic Violence, when the new migrants could be get the benefit from Centre Link and why they have to inform the Centre Link as they are planning to go overseas and how to make a family budget to keep away in financial hardship.
- Encourage new migrants participating in Australian society such as: Clean Up Australia Day and the Biggest Morning Tea Fund Raising for Cancer Council to research.

TRAINING & MEETING

Attended:

- How to write a submission to CDSE for getting funding.
- Training of DIBP
- Staff meeting
- 6 meetings – Multicultural Advisory Committee of Fairfield City Council.



HAIR DRESSING AT BANKSTOWN

FUTURE DIRECTION

To help new migrants understand the new society, our agency intends to make a brochure including a few things they need to know in Vietnamese.

Program costs for the course such as: Manicure, Pedicure, Hospitality, Coffee need funding to hire professional conductor. Our agency looks for funding from Club Grants of Fairfield City Council.

We write submissions and get funding to cover these activities. After finishing these courses, Vietnamese New Migrants feel more confident to get part-time employment, learn more in TAFE or work as volunteers in school, Meal on Wheels.

They will learn new skills and build self-esteem, confidence and prepare themselves before entering the Australian workforce.

ACKNOWLEDGEMENT

I would like to thank DIBP & DSS for their continued 6 months extended funding and Grants Managers for their professional guidance and supports.

I also would like to take this opportunity to thank the Management Committee and my colleagues for their supports and encouragement throughout the year.

MAKEUP CLASSES AT CABRAMATTA



MENTAL HEALTH SESSION AT CANLEY HEIGHTS



SAFETY FOR VIETNAMESE SENIORS AT CANLEY VALE



VOTING SESSION AT CABRAMATTA



COMPUTER COURSE FOR NEW MIGRANTS AT BANSKTOWN



INFORMATION SESSION AT NAVITAS BANSTOWN



HACC Access & Referral Service

NGOC LE

The SWS HACC Multicultural Access and Referral service at VCA has been conducting in partnership with Bankstown Area Multicultural Network (BAMN) since 2011 and focusing on the elderly, younger with disability and the carers in Bankstown, Fairfield and Liverpool areas. The service aims to provide information, private counseling and support in Vietnamese language to the clients and to connect them to the appropriate Home and Community Care services which meet their one or more specific needs.

This program is a pilot program commencing in 2011 to presence and is a pathway to Home and Community Care Services.

Home and Community Care (HACC) is a program that aims to provide assistance to people who experience difficulty with the normal tasks of daily living. The program is a central element of the Australian Government's aged care policy, providing community care services to frail aged and younger people with disabilities, and their carers.

ORGANISED INFORMATION SESSIONS & OTHER ACTIVITIES

- Information session at Cabramatta Migrant women's Health group
- Information sessions at Navitas
- Information session at Asian Women at work
- Information session at Cabramatta Senior Association
- Information session in Fall Prevention programs from Australian Vietnamese Volunteer Association and in Family with special need children group from Creating Links
- Service promotion with Centrelink social worker, with Bankstown Canterbury Community transport and Bankstown Uniting Care in one on one meeting
- Participated Vietnamese New Year Festival
- Attended Gambling Awareness Week and Biggest Morning Tea at VCA
- Attended Accidental Counseling training session with Startt

SWS HACC ACCESS & REFERRAL SERVICE 2013-2014

During 2013 - 2014, the service has helped 67 clients including returning and new clients by referring them to HACC services and has worked directly with clients and HACC services for 422 hours.

The number of clients who received SWS Access and Referral service to HACC at VCA has increased by about 30% compared to 2012 - 2103.

Statistically, the majority clients were the elderly women born in Vietnam, receiving an aged pension, living by themselves. Their main language is Vietnamese, no or very low level of English capacity. However there were still a number of clients who were younger with disability and carers.

The clients' common needs were transport, domestic assistance, respite, centre-based day, meal delivery, lawn mowing and social support.



HACC SERVICES TYPES

Transport	Self Care Aids
Social Support	Other Goods & Equipment
Respite Care	Medical Care Aids
Personal Care	Communication Aids
Other Food Services	Domestic Assistance
Nursing Care (Home)	Centre-Based Day Care
Nursing Care (Centre)	Case Management
Meals (Home)	Carer Counseling Support
Meals (Centre)	Assessment
Home Modification	Allied Health Care (Home)
Home Maintenance	Allied Health Care (Centre)

Links to Learning

TRI THAN

OVERVIEW

Our Delivery Plan Program courses in 2015 aim to help participants build social, teamwork, cooperation, participation, communication skills with their fellow participants. These courses also help developing personal learning, life skills and working skills as well as increasing confidence, self-esteem and resilience in order to help participants remain in school to studies or training courses.

Our Links to Learning program covers the following topics:

- Photography
- Computer, multimedia and video skills
- Hospitality skills
- Arts and Craft
- Sport and recreation
- Environmental activities
- Life skills

Each course will be delivered at local venues over a course of 10 weeks to groups of 12 to 18 participants.

SERVICES

Links to Learning program, through its courses and activities, provides opportunities for young people to develop and gain living skills for problem solving, communication, team work, planning, organising, health, hygiene, personal presentation and technology. Those skills and knowledge would help them with challenges and successful transition to education, training or employment.



HOSPITALITY COURSE



PHOTOGRAPHY COURSE





EXCURSIONS WITH MANY INTERESTING ACTIVITIES



CONTACT DETAILS

For more information please contact our
Links to Learning officer, Tri Than.

Phone: (02) 9727 5599

Email: triducthan@hotmail.com.

TARGET GROUP

The target group for Links to Learning projects are compulsory aged students enrolled in government schools. In particular:

- Students in Years 7 to 11 who are identified by the learning and support team, welfare team or parents as being at risk of disengaging from their learning and/or at risk of leaving school early.
- Students in Year 6 who have been identified the learning and support team, welfare team or parents as at risk of disengaging, or are disengaged from their learning with a focus on transition from Year 6 to Year 7.



SPORT AND GROUP ACTIVITIES



Problem Gambling Service

DINH TRONG DANG & VUONG NGUYEN

Looking at the activities of the VPGS during the last year, we can honestly report that the service has maintained a high level of information provision, therapeutic counseling, education and support services for members of the Vietnamese Community in the State of New South Wales, especially problem gamblers and/or members of their families.



COMMUNITY ENGAGEMENT ACTIVITIES

During the last year, we continued working with local organisations, groups, to raise awareness about the adverse impacts of problem gambling on members of the Vietnamese Community in New South Wales and the availability of the gambling counseling services.

In partnership with other organisations, namely Vietnamese Drug and Alcohol Professionals (VDAP), Drug and Alcohol Multicultural Education Centre (DAMEC) we run a Six-Week "Smart Recovery Program" for a group of Vietnamese clients. Although this was the very first time that such a course had been run, although the number of participants was less than we had expected, based on the positive feedbacks of the participants about the contents of the program as well as the presenters we were very pleased with the results. We would like to take this opportunity to thank Mr. Dang Khoa Nguyen (Vietnamese Project Officer from South West Sydney Drug Heal Services) and Mr. Van Thanh Nguyen (Transition Program Project Officer from DAMEC) for their dedication, assistance and support.

We also contacted with local clubs within Fairfield and Bankstown in an effort to work in partnership with them for making responsible gambling programs more effective for members of our community. The responses that we received from the major clubs within the regions were very positive.

Giving the fact that newly arrived tend to be introduced and then attracted to the amusement of recreational activities of gambling venues and many of them later turn into problem gamblers, together with workers of other projects of the Vietnamese Welfare Centre, our counselors went to give talks about the gambling problem and associated issues (financial difficulties, domestic violence, depression, criminal activities..etc. to Vietnamese students at "Navitas Centres" in Cabramatta and Bankstown.

In addition to giving talks to members of the Vietnamese Social Support groups and Elderly Friendship Associations in Bankstown and Cabramatta, last year we also set up an information stall and distributed information and other gambling materials to the patrons of the Vietnamese New Year Festival (TET) in Fairfield Show Ground and "White Ribbon Day" at Cabramatta PCYC.

However, the most noticeable event in terms of community engagement activities for the Vietnamese Problem Gambling Service last year was the launch of the "Problem Gambling: Help for Families and Friends" (Vietnamese language) at Freedom Plaza during the Gambling Awareness Week. The booklet was launched local MP representing the Minister for Trade and Investment. It was attended by the Mayor of Fairfield, the Director of Responsible Gambling Fund (RGF), the President of the Vietnamese Community in NSW and representatives from different government and community organisations.



THERAPEUTIC COUNSELING

One of the key trends in the past few years has been the significant number of clients referred to our service was from the criminal justice or legal system. Thanks to the promotional activities and new established links last year we have seen an increase in non-mandatory clients.

Having awarded that the lack of understanding about the counseling process, the stigma associated with gambling problem and related issues have been the barriers prevented many gamblers and/or their significant others to contact our service for assistance, our counselors work to foster a positive and trusting counseling environment. As a result, in our clients satisfaction survey, 80% of clients described the counseling service as well as the environment where they received counseling sessions as "excellent" and more than 50% of clients reported that they had better managed their gambling habit as a result of counseling sessions. Although we are happy with the clients' positive feedbacks and referral organizations we are constantly working to improve our capacity to deliver the best service to our clients.

On behalf of the Vietnamese Problem Gambling Service, we would like to thank the trustee of Responsible Gambling Fund for the financial assistance, members of the Management Committee of the VCA for their guidance, the staff, students on placement, volunteers of the Vietnamese welfare Services for their support during the last year.

Money Management Project

The project is funded by Department of Social Services to provide FREE and CONFIDENTIAL money management services to Vietnamese people living in Fairfield, Liverpool, Bankstown and Canterbury LGAs in our Cabramatta and Bankstown offices.



The aims of this project are to provide:

- Better understanding of common issues about money management,
- Basic skills for proper management of personal and family money,
- Knowledge of some government-funded financial services and packages such as Commonwealth Financial Counseling, Emergency Relief, No/Low Interest Loan Schemes, and other Microfinance programs
- Intensive supports to individuals and families facing financial difficulties/hardships, which include access to financial institutions/services, skills for personal/family budgeting, making decision on suitable money plans to achieve saving, insurance policies, retirement plan,
- managing debts, bills payment, credits risks etc. and refer to the most suitable financial services such as financial counselor, legal aid due to case complexity.

LIEU TRAN & TIEN NGUYEN CASE WORK

The project assisted **759 clients in 1,205 face-to-face sessions**. We served clients in all matters related to money matters under the “**Keep Them Well and Safe**” strategy. The clientele includes people of various age groups, particularly women of 45 – 54 years old and men of 55 – 64 years old, who are responsible for their family well being.

We referred **318 cases** to services such as SDRO (State Debt Recovery Office), NILS (No or Low Interest Loan Scheme), ATO, Centrelink, Housing, Fair Trading, Utilities Company, Local Councils, Emergency Relief (The Smith Family, The Salvation Army, St Vincent’s De Paul, Anglicare, Parks Community Centre, Cabramatta Community Centre), Banks, Financial Counselors, and The Ombudsman Service.

We assisted 483 clients with 30 group works and seminars, information session.





SAVERPLUS PROGRAM COURSE –
CABRAMATTA



NILS (NO INTEREST LOAN SCHEME) –
CABRAMATTA

GROUPWORK & SEMINARS

Working in partnerships with other agencies to organise the following group work and seminars at Cabramatta and Bankstown offices:

- 20/02/2014 – MMS seminar – Budget – Making the money last until payday
– 11 participants
- 11/03/2014 – NILS seminar (No Interest Loan Scheme) – 17 participants
- 17/03/2014 – SDRO & WDO (State Debt Recovery Office and Word and Development Order)
– 22 participants
- 27/03/2014 – MMS seminar – Planning for the future, How can bank help?, Internet and Phone banking – 3 sessions – 21 participants
- 10/04/2014 – MMS seminar – Credit can be hazard - 13 participants
- 24/04/2014 – MMS seminar – Money Loans – Sharks and Traps - 17 participants
- 20/05/2014 – MMS seminar – (2 sessions) – A roof overhead – Home ownership & Tenancy
– 28 participants
- 06/06/2014 – SaverPlus Program Course, The Smith Family, ANZ – budget, saving Money, planning for the future – 23 participants
- 10/06/2014 – MMS seminar – Managing paperwork - 18 participants
- 13/06/2014 – SaverPlus Program Course, The Smith Family, ANZ
– 23 participants



SDRO AND WDO - CABRAMATTA



MMS SEMINAR CABRAMATTA

INFORMATION SESSIONS

- 20/08/2014 – Cabramatta Office – 15 participants
- 23/08/2013 – Cabramatta Office – 20 participants
- 30/08/2014 – Cabramatta Office – 20 participants
- 06/09/2013 – Cabramatta Office – 20 participants
- 13/09/2013 – Cabramatta Office – 20 participants
- 20/09/2013 – Cabramatta Office – 20 participants
- 27/09/2013 – Cabramatta Office – 20 participants
- 04/10/2014 – PCYC – 15 participants
- 15/10/2013 – Navitas – 2 sessions – 60 participants
- 01/11/2013 – NSW Vietnamese Elderly Ass. Inc. – around 80 participants



CABRAMATTA LEISURE CENTRE



BUDGET INFORMATION SESSION AT BANKSTOWN

COMMUNITY ENGAGEMENT

- 05/09/2013 – Multicultural/General – Cabra Vale Diggers Club – around 70 participants
- 10/10/2013 – Multicultural/General – Fair Trading, Evon, State Debt Recovery Office, Law Access, Aboriginal & Torres Strait Islander Outreach Program, Anti-Discrimination Board of NSW – Liverpool Club – 35 participants
- 22/11/2013 – Multicultural/General – PCYC – White Ribbon Days – around 300 participants
- 26/03/2014 – Multicultural/General – ATO Parramatta – 25 participants
- 29/05/2014 – Vietnamese – Freedom Plaza Cabramatta – VAWA, VCA, VDAP, around 100 participants
- 13/06/2014 – Vietnamese – Cabramatta Leisure Centre – ATO, Asian Women at Work, VCA – around 70 participants

Audited Financial Statements

Paul Huy Nguyen & Co Pty Ltd

ABN: 73 071 346 060

Certified Practising Accountants – Registered Tax Agents – Business Advisers.

INDEPENDENT AUDIT REPORT

TO: The President of VIETNAMESE COMMUNITY IN AUSTRALIA – NSW CHAPTER

SCOPE

We have audited the financial records of Vietnamese Community in Australia for the year ended 30 June 2014. The members of the governing body take responsibility for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on it to the Director of Vietnamese Community in Australia.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures include examination, on a test basis, of evidence supporting the amount and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements and relevant statutory and other requirements so as to present a view which is consistent with our understanding of Vietnamese Community in Australia's financial position, the results of its operations and its cash flows.

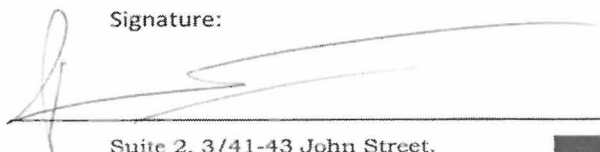
AUDIT OPINION

In our opinion, the financial reports present fairly, in accordance with applicable Accounting Standards, other mandatory professional reporting requirements and the Funding and Performance Agreement with the Directors, the financial position of Vietnamese Community in Australia as at 30 June 2014 and the results of its operations for the year ended.

Dated: 21/08/2014

Firm: Paul Huy Nguyen & Co Pty Ltd

Signature:



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Liability Limited by a scheme approved under Professional Standards Legislation

VIETNAMESE COMMUNITY IN AUSTRALIA NSW CHAPTER INC.

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2014

CURRENT ASSETS	NOTES	2014	2013
Cash at Bank		\$74,815	\$221,626
Term deposits		\$104,904	\$100,000
Account Receivable		\$74,861	\$712
Total Current Assets		\$254,580	\$322,338
NON CURRENT ASSETS			
Plants and equipments		\$13,052	\$17,802
Property - Office at 4/50 Park Rd Cabra		\$436,768	\$436,768
Property - Office at 23 Greenwood Ave Bankstown		\$601,804	\$601,804
Total Non Current Assets		\$1,051,624	\$1,056,374
TOTAL ASSETS		\$1,306,204	\$1,378,712
CURRENT LIABILITIES			
Account Payable		\$423	
Income received in advance	1	\$17,758	\$100,000
Accrued - GST		\$6,193	\$19,135
Accrued - PAYG		\$5,910	\$6,558
Accrued Superannuation		\$8,564	\$0
NON CURRENT LIABILITIES			
Provision for Annual Leave		\$34,426	\$24,279
Provision for Long Service Leave	2	\$12,685	\$8,508
Provision for Admin cost		5,330	
Total Liabilities		\$91,289	\$158,480
NET ASSETS		\$1,214,915	\$1,220,232
ACCUMULATED FUNDS			
Accumulated surplus		\$1,214,915	\$1,220,232
TOTAL ACCUMULATED FUNDS		\$1,214,915	\$1,220,232

Notes to the accounts

Note 1: Income received in advance

Income received in advance represents grants which was received in advance from government fundings but not yet earned at balance date.

Note 2: Provision for Long Service Leave

Long Service Leaves provision is calculated on the basis that is consistent with the current state legislation. The provision is conservative and reflects true liabilities of the organisation to its employees.

VIETNAMESE COMMUNITY IN AUSTRALIA NSW CHAPTER INC.

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
INCOMES		
Responsible Gambling Fund	150,252	147,190
Dep. Of Education & Communities	52,782	19,725
Dep. Of Immigration & Border Protection	123,860	119,132
Dep. Of Families, Housing, Community Services & Indigenous Affairs	100,000	
Office of Communities, Community Building Partnership program	19,000	
Bankstown City Council (Domestic & Family Violence project)	4,950	
Employment for Vietnamese New Migrants (Club Grant)	2,674	9,091
Let's Get Together, Healthy Living & Ending Isolation (Club Grant)	6,831	
Bankstown Area Multicultural Network Inc.	16,880	13,420
Donation	3,225	
Bank Interest	9,591	6,687
Other Incomes	2,062	20,255
Total Income	492,108	315,246
EXPENSES		
Depreciation	4,751	4,616
Membership & Subscriptions	55	35
Insurance	7,083	6,982
Maintenance	345	683
Staff Amenities	119	610
Superannuation	28,875	21,924
Wages & Salaries	319,133	241,070
Worker Compensation	5,867	9,271
Current year Long Service Leave	0	6,802
Provision for Long Service Leave	4,177	5,142
Provision for Annual Leave	10,147	2,552
Printing	1,708	313
Program - Professional Fees	5,693	5,904
Program - Other Costs	5,778	2,877
Stationery	1,142	827
Advertising - Promotion	3,107	190
Auditing fees	4,550	2,550
Bank Charges	162	72
Seminar & Training	258	859
Telephone	4,425	5,091
Internet	1,321	1,400
Travel Allowance	484	233
Office Equipment	4,517	2,301
Electricity	3,116	2,995
Rates & Charges	11,125	4,308
Administration cost	3,000	
Catering	1,528	709
Water Rate	1,274	1,693
Rent (Cabramatta & Bankstown offices)	24,000	0
Subsidy to General Accounts	0	16,075
Let's Get Together, Healthy Living & Ending Isolation project expenses	6,831	
Domestic & Family Violence project expenses	1,947	
Cabramatta Office Renovation	19,000	
Miscellaneous	456	130
Total Expenses	485,973	348,214
NET SURPLUS (DEFICIT)	6,134	-32,969



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