

VIETNAMESE
COMMUNITY IN AUSTRALIA
SOUTH AUSTRALIA CHAPTER INC



ANNUAL REPORT

2020-2021

A woman with short dark hair, wearing a blue long-sleeved top with a yellow collar and cuffs, and a blue skirt with a pink lotus flower design, is smiling and playing a djembe drum. She is seated on a green chair.

CONNECT
EMPOWER
SUPPORT

A man with dark skin, wearing a green and yellow patterned shirt, is playing a djembe drum. He is seated on a green chair, and his hands are visible on the drum head.

VCASA MISSION STATEMENT

The Vietnamese Community in Australia/South Australia Chapter Inc. aims to serve the interests of all South Australians of Vietnamese background with an aim of building a cohesive and vibrant community that can make a positive contribution to our multicultural society.

CAaSSA MISSION STATEMENT

CAaSSA develops genuine relationships with people from CALD communities to support healthy wellbeing and connection to one another and build their capacity to positively impact their community.

STATEMENT OF PURPOSE

To support people from CALD communities connect with Community Access and Services SA (CAaSSA) services to overcome disadvantage and social disconnection.

CONTENTS

OUR BOARD	4
REPORT FROM THE PRESIDENT	5
REPORT FROM THE MANAGING DIRECTOR	6
ABOUT CAaSSA	8
CHILDREN & FAMILIES	9
YOUTH SERVICES	12
COMMUNITY CARE	17
COMMUNITY CONNECT	21
HEALTH PROMOTION	23
INTERVENTION	27
EDUCATION	40
INFORMATION & REFERRALS	44
CAPACITY BUILDING	46
CULTURAL PRESERVATION	53
FINANCIAL SUMMARY	57
LOOKING FORWARD	63
VOLUNTEERS	64
SUPPORTERS	66





OUR BOARD



PRESIDENT

Mr. Phung Van Nguyen



VICE PRESIDENT INTERNAL AFFAIRS

Mr. Linh Dang Nguyen



VICE PRESIDENT EXTERNAL AFFAIRS

Ms. Kim Thoa Nguyen



VICE PRESIDENT PLANNING

Miss Phung Thai Ho



GENERAL SECRETARY

Mr. Tinh Van Vo



TREASURER

Mr. Dang Phuong Nguyen



ASSISTANT VICE PRESIDENT INTERNAL AFFAIRS

Ms. Kha Thuy Nguyen



ASSISTANT TREASURER

Ms. Hanh Parton



TECHNICAL OFFICER

Mr. Liem Huu Nguyen



REPORT FROM THE PRESIDENT

As we are approaching the end of our Management Committee's 24th term, I am pleased to deliver a report on the accomplishments of our final year, also the second term of our team.

Similar to last year, the world has continued to face challenges with Covid-19 pandemic throughout 2021, particularly due to the new strains and variants. As such, the Management Committee (MC) has adapted to a new mode of operations, due to a number of restrictions in South Australia.

In 2021, we had to cancel the Adelaide Tet Festival, one of the most significant events in our cultural celebration calendar. Fortunately, we have been able to celebrate the 4900th Hung King Commemoration and Black April – The Fall of Saigon in an adjusted and smaller scale.

The MC has been actively involved in significant planning to improve the provision of services for members of our Community.

MC has established a subcommittee to review the construction of the centre according to community needs, and to provide a decent workplace for employees. This subcommittee is actively working to finalise these renovation plans in consultation with members of the wider community.

The MC is continually seeking ways to improve the level of quality for all our services by using a collaborative work model and developing strong mutual trust between core teams, including: Vietnamese Community School, CAaSSA and event coordinators.

This collaborative approach has provided the MC with valuable insight into defining our roles and responsibilities, while offering effective support to each sector.

While we had to adhere to all requirements from the Government due to the pandemic, we have also been determined to continue to provide our members with the best services possible. The Community school has grown in strength despite the obstacles and sudden changes during the statewide outbreak.

The term of our current MC will be ending this November election, so I would like to take this opportunity to thank everybody for your support during the last two years, especially all volunteers. We hope we've shown that we treat our responsibilities with high regard and always aimed to serve the community with respect, humility and dedication.

On behalf of the Management Committee, I would like to sincerely thank the Federal, State and Local Government for their support. Further thanks to the cooperation of the Director of the Welfare Office and all staff, the Principal and our teachers, ATF committee and volunteers in all areas. The Community Advisory Committee also is very deserving of our gratitude.

We are thankful to all who believed in our team enough to empower us with such an important position in our community.

PHUNG VAN NGUYEN

President

Vietnamese Community in Australia
South Australia Inc.

REPORT FROM THE MANAGING DIRECTOR



I have the pleasure in presenting the report of 2020-2021 Community Access and Services SA (CAaSSA) report.

The COVID-19 Pandemic had continued to impact on all Australian lives from individual social interaction to the shaping of services provision. In preparing for the uncertainty, CAaSSA has modified our service models so that we are meeting the needs of the community and at the same time following the COVID Safety plan. We have ensured that the vulnerable groups in the community are continuing to receive essential services during lockdown periods and while restrictions are in place. CAaSSA's services during the past year has been demonstrated to be adaptive, flexible, reliable and innovative in meeting the needs of the targeted population due to the unpredictable COVID situation.

CAaSSA'S SERVICE PERFORMANCE: A HIGH SERVICE STANDARD THROUGH DIFFICULT TIMES.

Regardless of the pandemic COVID-19 restrictions, CAaSSA's Management Team have continued to lead staff through difficult times. We had a busy year as we completed service audits to validate our Service Standards. CAaSSA has successfully completed our service standard audits and been recognised for:-

- › The Australia Services Excellence Standard, Family Support Network
- › The NDIS Practice Standards
- › The National Mental Health Services Standard, and
- › The Pandemic Infectious Control Management assessment for The Aged Care Service Standard.



CAaSSA'S SERVICE PERFORMANCE: A SERVICE THAT CONTINUES TO GROW THROUGH DIFFICULT TIMES

Home Care services for Vietnamese elderly and CALD people with a disability

Although all community activities and group programs were suspended during the lockdown, essential In-Home care services continued to be delivered to the Vietnamese elderly to assist them through the Pandemic. CAaSSA also organised Scenic tours to individuals who are eligible to reduce their social isolation without compromising their COVID safety.

After 9 months of group service being inactive, I am glad to report that our Aged Care Central Based group activities have started to operate again since early 2021. Furthermore, CAaSSA has continued to organise volunteers to conduct visits to the elderly from CALD background who live in Aged Care facilities. This service has been in high demand as there are residents who benefit from volunteer visitors and social interaction from people of their language and cultural background. While the visiting restrictions were in place, video and phone call services were offered to ACF residents.

During this year, CAaSSA has continued to offer psychosocial support services to people with disabilities as well as advocate for them to access a NDIS Plan. However, this is also the final year of the SAHACC service. Most clients have experienced a seamless transition from NDIS and other Primary Mental Health Care services. Sadly, we were unable to transition some of our HACC clients to other services.

Mental Health services

CAaSSA's Mental Health Care Coordination Service has continued to be in high demand by newly arrived CALD refugees and migrants. CAaSSA's services offer a Cultural Safe Practice to ensure people are accessing a culturally and linguistically appropriate service. The current cultural and language groups in high demand are: Arabic, Dari, Farsi, Kirundi, Nepalese, Swahili and Vietnamese.

REPORT FROM THE MANAGING DIRECTOR

To address the community needs for mental health services this year, CAaSSA has also entered a Consortium partnership with Neami to provide the Continuity of Services for people who are experiencing long term and severe mental health issues.

Services for Families

Youth and Family Support services aimed to reduce youth homelessness and enhance youth opportunity through reconnecting them to their family, school and their social support network. The Reconnect Youth Workers have utilized outreach services at different local high schools. CAaSSA also offered support services to parents and people whose children/partners have drug dependency issues. During this year, we have continued our partnership with Uniting SA and the Department of Human Services to offer a series of Parenting Educational Programs to parents with young children for a number of language groups including Arabic, Dari, Kirundi and Vietnamese.

Vietnamese Gambling Help Service

Peer Educators have been employed to assist our gambling service to reach out to people with problem gambling, develop their trust with CAaSSA and encourage them to access intervention services. Staff have used social media and online communication during COVID lockdown and while restrictions are in place, to ensure the continuity of our services to clients. Unfortunately, parallel with the 'booming' of digital communication, so has the emerging issue of online gambling. To understand the impact of gambling issues for young people, a youth worker was engaged to conduct a needs analysis for youth online and within the Vietnamese community.

Alcohol and Other Drugs Services

CAaSSA's AOD service includes a Clean Needle Program with peer education services and a Drug Treatment Service for CALD people experiencing drug dependency issues. Through collaboration and partnership, CAaSSA has also formed a Drug Action Team with local health, AOD, and mental health services. A number of drug

prevention strategies have been implemented within the CALD communities in the North and LSA. Funding from the LDAT has allowed CAaSSA to implement drug prevention projects to youth and parents from CALD backgrounds.

However, it is sad to report that after 20 years providing drug treatment services to the CALD communities, the CAaSSA's Drugs Treatment services for CALD people would be ceased in July 2021.

Career's pathways services

Many people miss out on the opportunity to participate in employment and career training due to many barriers. These barriers can include language difficulties, disabilities and chronic health issues. The funding from Adult Community Education and the Information Linkages Capacity Building Program has offered CALD people the opportunity to participate in employment skills training. This includes English speaking language classes, computer training and volunteering opportunities. Although the COVID-19 restrictions have greatly impacted the training activities, a total of 129 participated in the activities.

In addition, CAaSSA worked in partnership with Feros Care and the Playford City Council ILC to create a production video series which aimed to develop skills for people with disabilities. Through this partnership, the video series was produced into several different languages.

STRATEGIC PLAN

Our Organisation continues to look to the future for opportunities to service the community. The CAaSSA's 5 Year Strategic Plan has been endorsed and implemented with an external consultant. The Board and Staff have worked with Andrew Ellis, Community Business Bureau to review and finalise our Strategic Plan. CAaSSA Value and Mission Statement were revisited and revised to continue to represent The Vietnamese Community in Australia/ South Australia Chapter Incorporated values and work principles.

REPORT FROM THE MANAGING DIRECTOR

We continue to invest into building a workforce that is not only representing our diverse target population, but one that is highly skilled, has a high standard of professionalism and encourages a work culture that delivers client focused services and outcomes.

DIVERSITY

CAaSSA empowers people by respecting and appreciating what makes them different, such as age, gender, ethnicity, language, religion, disability, and education. To make the CAaSSA site more inviting to local CALD people, CAaSSA has partnered with the Community Centres SA in the Place Making project. The Project has enhanced the Centre frontage to be more inclusive to the local communities. The Project was conducted with involvement from different community groups and cultures. The mural and footpath represent the multiculturalism of our community.

Furthermore, we have celebrated the diversity of cultures through the sharing of cultural values, customs, festivals and most importantly multicultural food. During the 2021 Harmony Week, CAaSSA organised a Harmony Day with the sharing and celebrating of different cultural activities, performances and displayed their cultural artifacts.

OUR FUTURE

We will look towards 2021- 2022 with much enthusiasm and opportunity to continue serving our community. CAaSSA received funding to become a Community Connect Partner which will assist connecting people with a disability to the community and aims to increase their social support network.



3907

During 2020-2021, there was a total of 3,907 people who casually accessed the CAaSSA Centre for one-off service types or participated to community events. They were:

- > 2,372 Males
- > 1,535 Females
- > 1,647 identify themselves as Aboriginal/ATSI

Through the ILC Social and Community Participation and the ILC Economic, CAaSSA will continue to further assist in advancing the people with disability into enhancing their capacity to participate in social events and employment opportunities.

In conclusion, 2020- 2021 has been a challenging year for all of us. I would like to express my sincere appreciation for the direction, guidance and support from the Management Committee of the Vietnamese Community in Australia/SA Chapter through the difficult times we've faced this year. I also want to thank our strong leadership team and the Quality Improvement Committee who have been working alongside me, driving CAaSSA towards achieving our strategic directions. Last but not least, I would like to commend the dedicated team of frontline staff and volunteers who have been so committed to providing services to CALD communities despite the challenges this year has presented. Many of our achievements have been attributed to our wonderful team of dedicated staff and volunteers. With heartfelt gratitude, I would like to honour you all for your contributions. You are the real driving force, the greatest asset of Community Access and Services SA.

LAN MONG NGUYEN
Managing Director

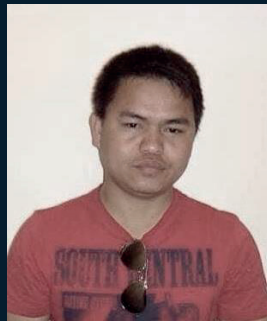
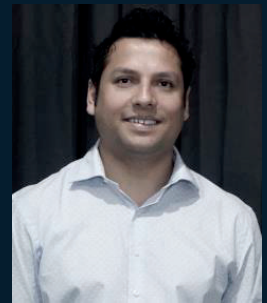
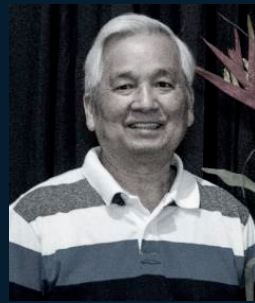
Community Access and Services SA



CAaSSA - Connecting the community



FARE WELL AND BEST WISHES TO CAaSSA STAFF WHO HAVE RESIGNED DURING 2020 - 2021

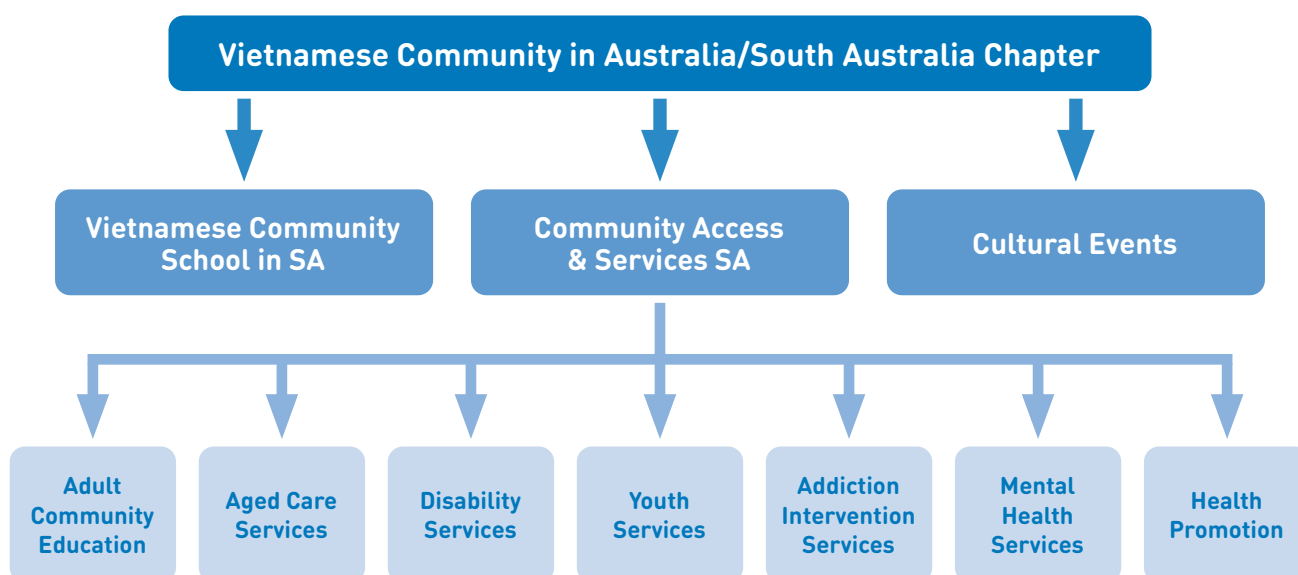


OUR ORGANISATION

Community Access and Services SA (CAaSSA) is a social and community service which operates under the umbrella of the Vietnamese Community in Australia / SA Chapter Incorporated (VCASA). This service had been known as VCASA's community and social services since 1978. In 2012, the service was registered under its new name Community Access and Services SA (CAaSSA) to reflect its capacity to support diverse communities outside of the Vietnamese community.

CAaSSA is a team of dedicated and specialised bi-lingual and bi-cultural workers from diverse cultural backgrounds. We aim to empower people who are disadvantaged in terms of social, health and socio-economic needs. Our services are provided to people on an individual or group basis depending on the situation.

ORGANISATION STRUCTURE




CHILDREN & FAMILIES

FAMILY SUPPORT

CASE MANAGEMENT:

 **51** completed care episodes

 **171** contacts to AOD user's family members/significant other

Family Support aims to assist family members/significant others with coping skills, provide information on AOD issues, services available and treatment options.

“ *I get stuck with my partner and don't know what I can do. My friend suggested to see you and when I saw you and got support from you, I felt happy and now know more information about how to live with my partner. Thank you.* **”**

Feedback from Family Support Client

CAaSSA provides family support services to family members/ significant others of Alcohol and Other Drugs (AOD) users depending on the needs of each case, the family support service may include:

- > one-on-one information and education
- > case management
- > family mediation

Support services aim to enhance family/ significant other's skills and knowledge on AOD as well as related issues so that they are in a better position to cope and support the AOD user.

PARENTING EDUCATION PROGRAM FOR MULTICULTURAL FAMILIES

 **5** programs

 **132** parents/carers participated

 **100%** satisfied with the program

POSITIVE PARENTING PROGRAM:

This financial year, CAaSSA once again received funding from Uniting SA to be a Communities for Children (CfC) community partner to deliver Positive Parenting Programs, also known as Triple P. CAaSSA collaborated with Department for Human Services to deliver Multicultural Parenting Programs to parents from 4 different CALD communities.

The program focussed on supporting families from culturally and linguistically diverse backgrounds, complex issues relating to refugee experiences including torture/ trauma, health/mental health, and language & cultural barriers.



 **3-6** sessions per program

 **228** contacts

The program offered 3 - 6 educational sessions on positive parenting for CALD families. Information included:

- > Positive parenting
- > Nutrition
- > Cooking
- > Activities for Parents and Children
- > Drug and Alcohol Inform

Arabic

SPEAKING PARENTING WORKSHOP:

 2 programs  6 sessions

 38 parents

Burundian

SPEAKING PARENTING WORKSHOP:

 1 program  6 sessions

 18 parents

Vietnamese

SPEAKING PARENTING WORKSHOP:

 2 programs  9 sessions

 45 parents and carers



Afghan

PARENTS WORKSHOP:

One parenting program for the Afghan community was delivered in Dari. To make it easier for families to attend, CAaSSA offered child care service for the under school ages children that attended with their parents.

 31 Afghan parents

 50 primary school age children

PARENTING EDUCATION PROGRAM FOR MULTICULTURAL FAMILIES *(continued)*

During this period, CAaSSA organised 4 Parenting Programs for parents with children from 0 to 12yrs from Diverse Cultural backgrounds. CAaSSA offered the program in 4 different languages, including:

- > Arabic
- > Dari
- > Kirundi
- > Vietnamese

Based on the languages the program was delivered in, parents from the following Cultural communities took part in the program:

- > Afghani
- > Burundian
- > Egyptian
- > Eritrean
- > Sudanese
- > Saudi-Arabian
- > Syrian
- > Iraqi
- > Vietnamese

CHALLENGES:


Some parents who participated in the program experienced literacy issues. Many of the women who attended the program were not allowed to go to school in their home country, or were long term refugees so didn't have an opportunity for formal education in the refugee camps. As a result, the translation of the program was more challenging for some of CAaSSA's bi-lingual staff to ensure Parents understood the content being delivered.


COVID:

Between October - December 2020, all Positive Parenting Programs were cancelled due to lockdown and restrictions in place as a result of COVID-19.



YOUTH RECONNECT PROGRAM

 **22** young people received one-on-one support through case management

 **100%** client satisfaction from those that were assessed

 **218** client contacts

 **179** clients in group work sessions

The program is delivered through the following methods:

- > One-on-one case management
- > Educational programs/ workshops
- > Family mediation
- > Advocacy
- > Information & referral to other appropriate services
- > Outreach services

CHALLENGES:

The Coronavirus pandemic greatly affected our youth services, as some group programs and workshops had to be postponed or cancelled until further notice.

The youth team provided information to young people online through social media such as CAaSSA's Youth Services Facebook Page. Regular phone calls were also made to check in on client's progress and overall health & well-being.

During lockdown periods the youth team changed their strategy from Face to face contacts for case management sessions to online video meetings through Zoom or MS Teams.

CAaSSA Youth Services provide support to young people from CALD backgrounds through a range of early intervention and prevention strategies.

The Reconnect Program is a community based early intervention and prevention program for young people aged 12 to 18 years (or 12 to 21 years in the case of newly arrived youth) who are homeless or at risk of homelessness, and their families.

The aim of the Reconnect Program is to prevent homelessness through early intervention with families and young people in order to stabilise and improve their housing situation and improve their level of engagement with family, education, training, employment and their local community. The program operates from a culturally sensitive approach in order to provide effective and efficient services to young people.

ONE-ON-ONE SUPPORT:

For young people who need one on one support, the program is able to provide case management through intake, psycho-social assessments, brief intervention, ongoing practical and social support, goal setting, referrals to specialist services such as general practitioners (GP), mental health services, psychological services, extracurricular programs and many more.



YOUTH SERVICES

YOUTH MEET & GREET CONSULTATION:

 **8** students attended



A meet and greet session was conducted at Underdale High School with a group of international students from Culturally and Linguistically Diverse backgrounds who were in year 8-12. It was an opportunity for CAaSSA youth workers to meet face to face with the students and find out what issues and challenges they are facing and how support can be provided. Through this session, youth workers were able to build rapport with students and have conversations around what it's like to be an international student and what are the barriers & challenges they face. Discussions were had relating to the challenges they face fitting into Australian society and adapting to the Australian education system.

A survey was also used in the session to collect valuable data and information from each student about what topics/issues was important to them and what they wanted to know more about. Youth workers also use this information to plan future programs/workshops that will be specifically tailored to this group of students with the topics on concerns they have identified.

PROGRAMS/WORKSHOPS

YOUTH CONSULTATION:

 **2** sessions

 **33** youth

During this financial year, two separate youth consultations were conducted for CAaSSA workers to promote CAaSSA Youth Reconnect & AOD services to the Aweil and Congolese youth community groups. A total of 33 youth attended both sessions with ages ranging from 15-32 years old.

This was an opportunity for youth workers to build rapport with young people in the community and find out what issues or challenges they are facing. The session also provided a safe and comfortable environment for young people to have their voice be heard and speak up about what their concerns or needs are.

Surveys were also given out during the session to collect more detailed information from each young person to find out what issues or topics matter most to them and what they like to learn about.

Discussions about future partnership with CAaSSA to conduct joint programs/activities were had and different ideas were brainstormed.

COMMUNITY YOUTH EVENTS

During this reporting period, youth workers were also involved in different community events to promote the Youth Reconnect service and to raise awareness on various issues that young people commonly face, which has been identified through the contacts with young people. These include:

- › Afghan Parenting Program session
- › Vietnamese Parenting Program session
- › CAaSSA AGM
- › CAaSSA Harmony Week Event
- › Meetings with different school counsellors, principals and wellbeing staff.



DRUG ACTION TEAM PROJECT:

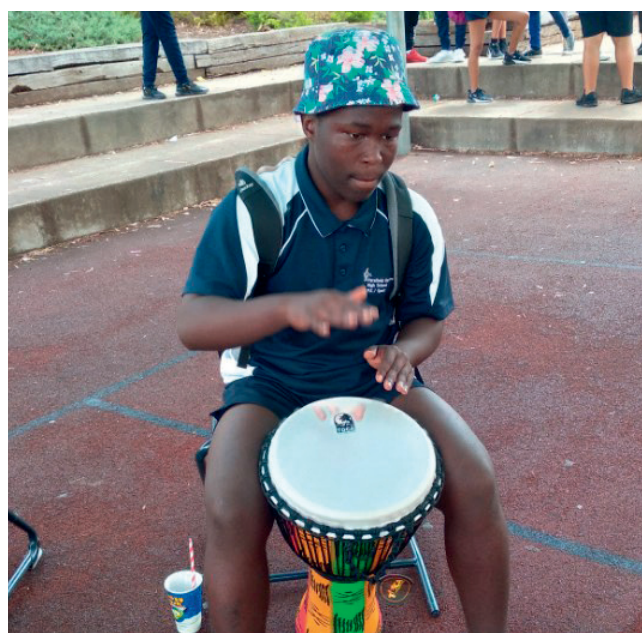
As part of the Drug Action Team Project, the Reconnect youth workers worked in partnership with staff from CAaSSA's Drug treatment program to facilitate a friendly soccer match which was held on 13th March 2021 at the Salisbury West Sports Club.

The soccer match involved both male and female teams from the Afghan and Bhutanese communities. Over 50 community members came out on the day to watch and cheer on the teams. The event provided an opportunity for CAaSSA workers to meet and build rapport with young people and to promote our services. The aim of the event was to also promote safe partying and healthy recreational activities for young people in the community, and to discuss different options and alternatives of activities they can do other than be involved in alcohol & drug use.

HARMONY WEEK DRUMMING EVENT:

A drumming session was conducted at Parafield Gardens High School on 15th March 2021 in celebration of Harmony Week events. The event provided an opportunity for youth workers to promote CAaSSA services and healthy recreational activities by teaching young people some basic drumming techniques.

Throughout the session, youth workers were able to build rapport with young people and talk to them about positive and healthy activities such as an alternative to alcohol and drug use etc. Around 40 students and teachers from multicultural backgrounds participated in the session.



YOUTH SERVICES

YOUTH CAMP



21st – 23rd
April 2021



Baptist Care
Mylor Camp Site

CAaSSA Youth Camp for 2021 was held at Baptist Care Mylor camp site for 3 days and 2 nights from the 21st-23rd of April 2021. The camp was attended by 38 students who were from Culturally and Linguistically Diverse backgrounds. There was a high interest from young people wanting to attend this year due to the fact the camp in 2020 was cancelled due to the COVID-19 Pandemic. The camp this year was very successful and it was the most significant and rewarding camp for many young people who didn't have much to do, and were isolated from social activities as a result of the ongoing pandemic.

Keeping within COVID-19 safety restrictions, young people were given the opportunity to get out of their everyday environment to meet and make new friends, learn new skills and information, gain awareness on different topics that are relevant to young people while at the same time be involved in healthy recreational activities. This year's camp was promoted to communities and schools that are within CAaSSA's network. These include:

- › Adelaide Secondary School of English
- › Woodville High School
- › Parafield Gardens High School
- › St Columba College
- › Craigmore High School
- › Underdale High School
- › Trinity College
- › Nazareth Catholic College
- › St Aloysius College
- › Paralowie R-7 School
- › Temple Christian College
- › Vietnamese Ethnic School
- › OLSH
- › Endeavour College
- › Salisbury East High School
- › St Michael's College





COMMUNITY CARE



CARE SERVICES

"We care for our community"

CAaSSA's Community & Home Care team has provided services to Vietnamese elderly and their carers through three different funding streams:

- > Commonwealth Home Support Program(CHSP)
- > Community Visitor Scheme
- > Various brokerage arrangement with other mainstream Home Care Package Providers.

The team also provided the following support for elderly Individuals and carers:

- > Helping to register on My Aged Carewebsite
- > Language assistance: comprehension of letters from government / services / hospital
- > Advocacy for complex needs
- > Meals Deliver services during COVID 19
- > Referrals



"I am living alone, and have been using the In-Home Services from CAaSSA for more than 10 years to assist me with transport for all essential appointments: medical appointments or shopping which I found out it is very helpful for my needs. I am satisfied with CAaSSA Staff support and I'd love to be with CAaSSA for long term."

A 78yrs old Vietnamese Female



"I've been attending social group with CAaSSA since 2018, I appreciate to get all information sessions at the group about how to maintain my well-being, social life, confidence and connected with community."

A 92yrs old Vietnamese Female



"Although the COVID 19 pandemic, I felt worries, stressed, anxiety about the COVID 19 impact, etc.... CAaSSA has more flexibilities to support me by calling to ensure I was safe at home as well as in public. In addition, to increase more support with meal delivery, transport to essential appointments."

A 83yrs old Vietnamese Female

IN-HOME SERVICES



60 elderly received ongoing services Including:

- > Domestic assistance
- > Meal preparation at home & Meals delivered
- > Personal care
- > Flexible respite
- > Individual social support

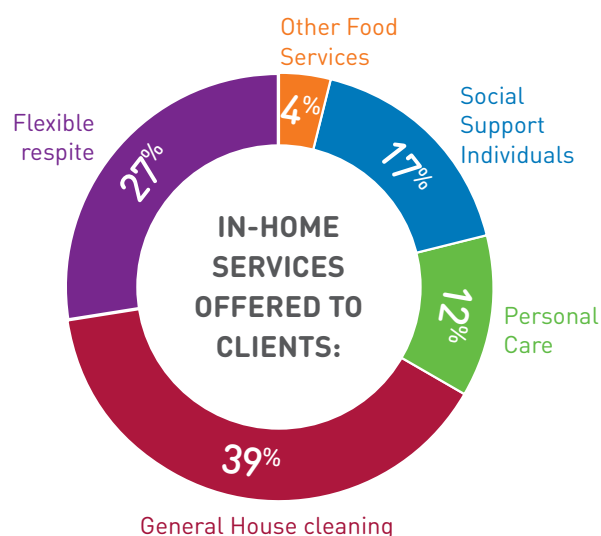


215 sessions other flexible respite including provided for events:

Festival, AGM, Community functions, Harmony Day



2,377 Phone calls to individuals during COVID 19 to reduce isolation



SOCIAL SUPPORT GROUPS

INFORMATION SESSIONS:

 **281** clients

Participated in evaluation of information provided throughout the group sessions

 **100%** satisfaction

With services provided and reported an increase in connection to services

SOCIAL SUPPORT GROUPS:

 **2,549** contacts

 **121** clients

 **55** sessions

CAaSSA's Community and In-Home Care Service also organises weekly Social Support Groups, based in Adelaide's Western and Northern suburbs. The Groups promote active ageing and healthy lifestyle through encouraging community participation, exercises and different social activities. Meals and transportation are also provided to clients for the Social Support Groups.

CENTRE-BASED RESPITE CARE SERVICES:

 **354** contacts


 **17** clients

 **22** sessions

Due to the COVID19, the Central Based Respite Service was not able to offered during the first 6 months of 2020-2021. However, Phone calls to individuals was provided to keep elderly connecting to the Community. Since February 2021, the Service has open again. Participants have experienced reduced social isolation with notable improvements in health and memory. The program aims to improve health/mental health wellbeing and positive thinking through enhancing their community participation, and access to social support networks. Meals and transportation are also provided to clients for these groups.

SPECIAL SERVICES OFFERED DURING COVID-19

 **2,903** Meals Prepared and delivered

 **3,272** Phone calls which included providing information on: Selfcare, wellbeing and exercises using Social media APP

 **100%** client satisfaction

 **100%** received information relevant to their situation

 **100%** increase in coping skills

During COVID-19 pandemic lockdown and all the services stop/ suspended, and the phone call Services provide to help elderly people less isolate and get help when they need. However, due to phone call barriers some elderly could not hear or not pick up the phone and we have to contact carer to support. The feedback from clients they so happy when staffs contact and talk to them.



COMMUNITY CARE

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

YOUTH MEET & GREET CONSULTATION:



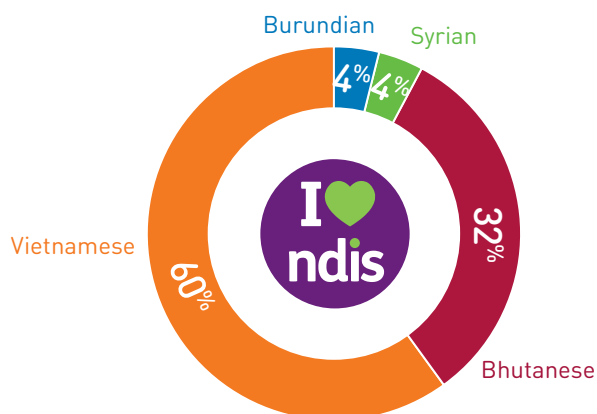
25 NDIS Participants accessed CAaSSA's NDIS Services



21 Bi-lingual support workers from Afghan, Burundian, Bhutanese and Vietnamese cultural Backgrounds offer 6 language groups



285 hours of support provided per week



The National Disability Insurance Scheme (NDIS) is an insurance support scheme by the Australian Government that funds costs associated with people's disabilities.

CAaSSA offers a friendly and cultural responsive NDIS services by employing a pool of bi-lingual/bi-cultural Support Workers, thus offering culturally appropriate and bi-lingual NDIS services .

During this Financial year, CAaSSA successfully delivered NDIS services to participants from 4 different CALD groups: Vietnamese, Bhutanese and Burundian and Syrian. NDIS Support workers from these cultural backgrounds were employed making it easier for NDIS Participants who speak no or little English to easily communicate with their support works and also supported to connect with their own community.

CAaSSA offered NDIS Participants the following registered support services during 2019-2020:

- > Support Coordination
'Assistance in Coordinating or Managing Life Stages, Transitions and Supports'
- > Interpreting and translating
- > Domestic Assistance
- > Assistance with self- care
- > Meal preparation and delivery
- > Household Cleaning
- > Yard Maintenance
- > Assistance to access and participate in the community
- > CAaSSA social support group
- > Transportation

CAaSSA NDIS Team in 2021 *We're here to support you*



SUPPORT COORDINATION:

In February 2020 our services further expanded through the commencement of Support Coordination (Assistance in coordinating or managing life stages, transitions and supports). Our Support Coordinators speak Vietnamese and Nepali, which made our NDIS Participant's services even more accessible as they were able to clearly communicate directly with our Support Coordinators instead of using an interpreter and translator.

SUCSESSES:

Last financial year, we were a registered NDIS provider for 2 support categories. However, after successfully passing our first external Audit, we are now registered to provide NDIS supports in 10 different support categories. Although the Service went through a difficult period of high staff turn over, we have been able to recruit new staff who are highly skilled and dedicated.

SA HACC PROGRAM

This year, CAaSSA continued to provide support services to CALD individuals who have disabilities, chronic pain or mental health issues ages between 18 - 64 years old through the South Australian Home and Community Care Program (SA HACC) to ensure continuation of services while waiting to access either NDIS or Aged care services.

The SA HACC Program aimed to provide care and support services to these individuals to promote wellbeing and to build their capacity to live independent and meaningful lives in their community.

This year, the SA HACC services will be ceased and clients are transitioning to different available services.

HIGHLIGHTS:


CAaSSA's HACC Program attracted a number of different clients, including people who have a disability but yet to access NDIS, and people who were experiencing an onset of mental health but were not eligible for NDIS services.

While providing services to clients, CAaSSA explored other services that they could access and advocated for them to access these services as well as NDIS funding.

During this financial year, 6 clients who had a disability and who had never accessed any other disability service apart from our HACC program have been successfully access NDIS plan, My aged care and other support services. Clients with mental health issues who were not eligible for NDIS, were assisted in collaboration with the Mental health team to stabilise their conditions.

 **11** clients

 **872^{.5}** hrs of services

 **6** community members with a disability were successfully transitioned over to NDIS and other services

SA HACC clients were from a number of diverse cultural backgrounds:

- > Syrian
- > Bhutanese
- > Burundian
- > Vietnamese

Services offered to clients included:

- > Case management
- > Assessment
- > Care coordination
- > Information/counselling/advocacy
- > Centre base respite
- > Domestic assistance
- > Meal preparation and delivery
- > Social support
- > Transport to attend medical appointments

COMMUNITY CONNECT

EMPOWER - EQUITY - CHOICES CONNECTING, CULTURAL RESPONSIVE



There is research that indicates many service gaps for people who are not eligible for NDIS, Aged Care or Mental Health services. The research has shown that it is leading to social isolation and disconnection from support services.

Many people from Culturally and Linguistically Diverse backgrounds in our community are at higher risk of social isolation and disconnection from the community due to language and cultural barriers.

During 2020- 2021, CAaSSA offered services to CALD people and connected them to communities and services to reduce social isolation and to improve their wellbeing and independence.



COMMUNITY CONNECTIONS PROGRAM

This year, CAaSSA is funded by the Department of Human Services to become a **Community Connect Partner** in the West.

Our CC program supports people from Culturally and Linguistically aged 18 to 64 years, living in the Western suburbs, whose independence and quality of life is at risk because they are disconnected from necessary support and face heightened vulnerability due to social isolation.

The Programs employs people from 6 different cultural groups and covers 9 language groups to engage with different CALD communities.

Service Principles:



Strengths based service by building on the person's existing strengths and abilities



Flexible, person's Centred service deliver



Increase Choice and Control for individuals, their carers and families


COMMUNITY VISITOR SCHEME

 **9** volunteers

 **23^{.8}** active visitors

 **18** Aged Care Residents

 **3,240** contacts/visits

 **98** video chats (during COVID-19)

This year, CAaSSA continued to visit CALD residents at Residential Aged Care Facilities in the Western Regions of Adelaide.

The Aim of the program is to improve the wellbeing of older Australians. This is achieved through recruiting volunteers to provide friendship and companionship through one-on-one visits to older people from CALD background, who residing in residential aged care facilities and are socially isolated due to cultural and language barriers. Volunteers visited the following Residential Aged Care Facilities every fortnight:

- Regency Green Multicultural Aged Care
- Calvary Flora MacDonald Retirement Community



HIGHLIGHTS:

Feedback from nursing staff highlighted that some client's health improved after they started receiving visits from volunteers. For example, residents have been more compliant to daily routines such as eating and showering, exercise/activities and their general wellbeing has improved.

CHALLENGES:

During the COVID-19 Pandemic, all Residential Aged Care were closed to Public. Therefore, CAaSSA volunteers were unable to access residential Aged Care facilities to visit the residents. While CAaSSA tried to initiate video calls with the residents in place of face-to-face, this service relied on the Nursing Home staff's ability to set up a video call service for the residents.

In some cases, even though residents were able to receive video calls, some clients who had hearing issues were frustrated because they could not hear properly. Since the easing off of the restriction and re-open of the RAF, we have been able to start organising visits with volunteers. Although due to health concerns, we have lost some volunteer visitors, however, those who continues have been putting in extra efforts to ensure the RAF residents from CALD could at least being visited once/fortnight.

HEALTH PROMOTION



CALD COMMUNITY ENGAGEMENT

COMMUNITY ENGAGEMENT:

 **170** people attended **Harmony Day** at CAaSSA Centre

During the Harmony Day in March 2021, CAaSSA organised a multicultural celebration. On the day, there were:



Cultural artifact displays from different cultural groups such as Afghan, Bhutanese, Congolese, Iraqi, and Vietnamese.



Performances from Aboriginal Didjeridu, Iraqi Music, Filipino dance, Burundian songs and Vietnamese Ao Dai parade.



Sharing of multicultural food and an Aussie sausages sizzles.

Information packs were distributed to 500 people at the **13th Bhutanese Settlement Day**. On 15th May 2021, meet with the community. Many community CAaSSA was invited to the celebration of the Bhutanese 13th Settlement Day festival event held in Pooraka. Our Team was present to provide information about services and meet with the community. Many community member approached to ask about NDIS and other services.

CAaSSA engaged in the **Community Wellbeing EXPO** at Diamond House on 23rd June 2021. CAaSSA staff was there to distribute information leaflets about our services to 50 community members.

Many other Service Providers in the West were also taking part in this EXPO.





HEALTH PROMOTION

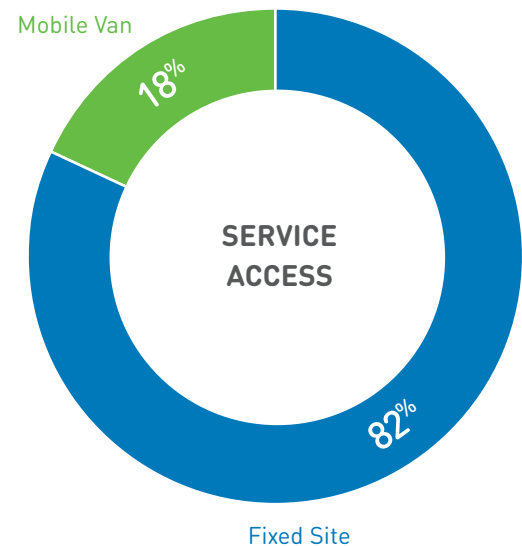
CLEAN NEEDLE PROGRAM

 **3,253** primary clients
(Fixed site and Outreach)

 **7,338** secondary clients

Secondary clients receive CNP equipment from primary clients, without accessing a CNP site.

 **3,368** referrals from CAaSSA's CNP to other services, such as other CNP sites, AOD treatment and support services, health social services including:
Legal, Hospitals, Mental Health, Hep SA, Housing SA, General Practitioners



Educational Information was also provided to clients including:

Overdose prevention, Naloxone Project, Hepatitis C and B, Liver check, New treatment Vein Care for Hepatitis C, Sexually transmitted diseases, and Drug and Alcohol harm minimization

The CNP provides a range of free services including:

- > Provision of sterile injecting equipment
- > Provision of safe disposal facilities
- > Information and support
- > Community education
- > Referrals to CAaSSA's services
- > Referrals to health and other related services.

CNP service has been provided through:

- > The outreach mobile CNP van which operates every Monday (4pm-8pm) in the Northern and Western suburbs of Adelaide
- > Fixed site at CAaSSA which operates office hours Monday-Friday (9am- 5pm)

The Clean Needle Program (CNP) is a public health measure aiming to reduce the spread of blood borne viral infections such as HIV, Hepatitis B and Hepatitis C, among people who inject drugs and the wider community. The program aims to achieve this through the distribution of sterile injecting equipment and the provision of safe disposal facilities. CNP is also a source of harm reduction information and acts as a pathway for referrals to other agencies. The program's target group is injecting drug users who live in Adelaide metropolitan areas.

NALOXONE PILOT PROGRAM

From December 2019 CAaSSA's CNP service amongst other health services participated in the State Government's Naloxone pilot project. The project has been extended until June 2021. The Naloxone project aims to decrease overdose incidents in pharmaceutical as well as non-pharmaceutical users. The project will enhance access to naloxone (a lifesaving medication that reverses the effects of opioids). Opioids, including pharmaceutical medicines used for pain relief can cause adverse health effects when taken in excess which can result in death. During this financial year CAaSSA CNP continued to promote and give naloxone information to CNP clients.

CAaSSA CNP also took part in the Naloxone Evaluation program conducted by the University of Queensland and on behalf of the SA Government. The Evaluation program was conducted to look at the effectiveness of the Naloxone trial in South Australia. CAaSSA was involved in a roundtable evaluation discussion providing feedback and insight into the Naloxone trial experience in our area.

AUSTRALIAN NEEDLE AND SYRINGE PROGRAM SURVEY (ANSPS):

✓ **20** CNP Clients took part in the survey

The ANSPS is conducted annually at more than 50 CNP services. The Australian Needle and Syringe Program Survey (ANSPS) provides serial point prevalence estimates of HIV and Hepatitis C Virus (HCV) antibody prevalence, HCV RNA prevalence and monitors sexual and injecting behaviour among people who inject drugs (PWID) in Australia.

This year CAaSSA CNP participated on the annual Australian Needle and Syringe Program (NSP) survey conducted by Kirby institute. Due to covid restrictions and new ways of conducting the survey, clients took home the kit survey and submitted it to CAaSSA CNP. A total of 20 clients took part in this survey. Findings highlighted the benefits of investing in surveillance to monitor trends in drug use, sexual and injecting risk behaviour, treatment uptake and prevalence of blood-borne viral infections among people injecting drugs.





HEALTH PROMOTION

ADELAIDE INTEGRATED RESPIRATORY RESPONSE PROJECT (AIRR)



6 Arabic people and **9** Vietnamese people who are living with Asthma were taking part in the program



100% participants were happy with the program



One participant who has lived with asthma for more than 40 years said this is the first time he learn how to use the medical equipment correctly

The Project target two communities: Arabic speaking and Vietnamese speaking.

CAaSSA received funding from the Astham Australia Ltd. and work in partnership with them to conduct an Adelaide Integrated Respiratory Response Project for CALD communities to provide them with Asthma Basics knowledge and how to manage the conditions. Through this program, we also assist the Asthma Australia to conducted trial conversations and evaluation for the CALD 1800 hot line.

SOCIAL ENTERPRISE PROJECT *Quan Pho*



220 healthy meals per week




9 volunteers

Due to COVID 19, the Quan Pho has closed during the the first 6 months of 2020-2021. It was re-opened in early 2021 under the new Management and also with a reduce in capacity. This was based on the lost a of a significant number of volunteers. Quan Pho has continued to be a regular activity for the local community. Many community members still seize the opportunity to use Quan Pho as a place to meet their friends and family for their weekly social gathering. This year 'Quan Pho' café was open on the Week End on Saturday and Sunday from 10am - 2pm.

INTERVENTION




VIETNAMESE GAMBLING HELP SERVICE (VGHS)

 **39** clients received one-on-one Support

 **100%** clients showed improvement in their circumstances as a result of CAaSSA's GHS

 **354** client contacts

 **100%** clients showed progress towards achieving their goals

 **100%** satisfied with services provided

ONE ON ONE SUPPORT AND REFERRAL:

The VGHS has continued to provide one on one support and referral service to people with gambling problems and their significant others. This service has shown to be an effective intervention to address client's complex needs or severe problem gambling.

CAaSSA VGHS also works with many other services to address client needs through support and referrals to GPs, mental health services, accommodation support, financial counselling and legal service.

This service works alongside the Gambling Therapy service to facilitate an effective treatment and recovery support process.

CAaSSA provides a broad range of support for problem gamblers and their families, including preventative and early interventions, treatment, counselling and case management support.

The Service aims to:

- Reduce harm associated with problem
- gambling to individuals and families from the Vietnamese community
- Increase access to gambling support and treatment services for people affected by problem gambling in the Vietnamese community
- Prevent problem gambling and reduce stigma associated with problem gambling.
- CAaSSA acknowledges that stigma associated with gambling is still an issue for the Vietnamese Community, therefore it takes time and effort for people with gambling problems to overcome the stigma to come forward to seek help and address their gambling problems.
- CAaSSA's VGHS has had a strong partnership with the gambling industry (ie., Adelaide Casino Host Responsibility, Gambling venues, Gaming Care and ClubSafe SA) and other gambling help services to enhance client's access to treatment and support to address their gambling issues.

GAMBLING THERAPY SERVICE:


The gambling therapy service is based on Cognitive Behaviour Therapy (CBT) which has been adapted specifically for Vietnamese Gamblers. The therapy service works in conjunction with case management to address client's complex needs.



PATHWAYS TO POSITIVE LIVING:

 **1** program session

 **12** participants

 **10** participants completed; 2 incomplete due to work and caring commitment

 **100%** satisfied with the program

'Pathways to Positive Living' was delivered to 10 community members who were at risk of developing or having problem gambling and 2 family members negatively impacted by gambling problems.

WOMEN'S SOCIAL GROUP:

 **20** sessions

 **14** participants/session

 **2** Group outings

The successful Women's Social Group has been running for 5 years. The aim of the groups is to create a healthy alternative activity for people who are at risk of problem gambling or post treatment for gambling problem, by creating a culturally safe environment for community members to participate in healthy social activities. Most of the Vietnamese women who attend the group speak limited English, therefore are marginalised in accessing mainstream activities including groups, group programs and educational workshops. Some of the women who attend are also post VGHS's gambling treatment clients who have gained control of their gambling behaviour and were struggling to find suitable and healthy leisure activities.

Overall, the program has proven to be effective for community engagement, raising awareness of gambling, reducing stigma, and has facilitated a positive way for vulnerable women who speak limited English, are isolated and lack information, to socialise and feel connected to the community.

During this financial year the following topics were delivered:

- > Introduction of CAaSSA service
- > Mental Health Wellbeing Management
- > CAaSSA Gambling Help Service
- > Drug and Alcohol and Family Support
- > Budgeting
- > Diabetes
- > CAaSSA NDIS Services
- > Advanced Care Directive



Group sessions also involved healthy exercise activities such as Yoga, Taichi or Chi cong.

CAaSSA worked in partnership with other agencies to deliver information/ education. This included Flinders Wellbeing Centre, Diabetics SA, Centrelink, Son Nguyen Barristers and Lawyers, Uniting Care Wesley Bowden.

INTERVENTION

GAMING/GAMBLING AWARENESS WORKSHOPS:

Responding to emerging trend of online gaming/gambling:

 **4** sessions


 **95** participants

Gambling awareness workshops to parents:


- > The 1st parenting program delivered by VGHS focused on providing information on youth gaming risks, signs of gaming addiction and how to sensitively manage online activity for children. 26 parents and carers attended the program.
- > The 2nd parenting program involved a workshop named 'Unplugged' delivered by CAaSSA and Uniting Care Wesley Bowden. The workshop was delivered to 18 parents of children who are studying at The Vietnamese Ethnic School, the school which operates under the umbrella of The Vietnamese Community. Many parents from Vietnamese backgrounds lack English speaking skills and struggle in dealing with gaming behavior of their children. The workshop equipped parents with information, knowledge and practical strategies to set boundaries with their children around problem gambling. The feedback from the program was 100% positive.

Youth education program at annual youth camp:

 **1** online gaming workshop - positive partnership between CAaSSA and Psychmed

 **38** participants from Culturally and Linguistically Diverse backgrounds

 **100%** satisfied with the program

 **100%** healthy gaming poster developed through consultation with youth

Gambling awareness to CAaSSA workers who work with families and youths:

- > CAaSSA VGHS organised the 'Unplugged' workshop for all CAaSSA workers who are working directly with young people and their families. There were 13 staff who participated in the workshop and the feedback received was very positive.

COMMUNITY ENGAGEMENT ACTIVITIES:

25 Community engagement and awareness activities

20 Sessions of Women Social Group

1 Annual General meeting with 150 participants

1 Harmony day event with 200 participants


“Contact me if you have this kind of program in the future.”


“This workshop helped me to understand more about my children.”

Feedback from participants



PROBLEM GAMBLING PEER EDUCATION PROGRAM:

 **20** people at risk of developing problem gambling contacted

 **20** referrals made to CAaSSA VGHS and Pathway to Positive Living program

Due to a late funding arrangement, in the last 3 months of this financial year, the Peer Education project continued to be delivered alongside the existing Vietnamese Gambling Help Service (VGHS).

The strategy of PE's has been effective to encourage people with gambling problems to seek help as it has targeted people with a high risk of problem gambling. However, the time required for an individual from engagement stage to deciding to seek help formally can be lengthy. Despite this, the strategy has been positive in delivering information and education to this high need target group. Given that problem gambling has a high level of stigma attached to it, this is an expected outcome.

Consumers participation activities:

Focus group with Department of Human Services:

With the aim of strengthening South Australia's response to gambling harm, CAaSSA recruited and held a focus group for people who have a lived experience with gambling harm. The focus group involved 6 participants, 4 attended face to face and two participated over the phone. CAaSSA received positive feedback from the Project Team regarding its contribution to the Project of strengthening South Australia's response to minimizing harm caused by compulsive gambling habits.



Youth Survey:

A survey was conducted by VGHS with 37 youth from CALD backgrounds during youth camp. The focus was on youth gaming/gambling online activity.

Five (5) out of 37 (13.5%) reported that they gambled or engaged in sports betting online; given that we had only 1 student who was over 18 years old in this group, this indicated that around 4 (10.8%) youths may gamble online illegally.

Some of the negative impacts from gaming / gambling online reported in the survey include:

- > 8 (21.6%) youth reported spending more money than intended
- > 3 (8%) youth reported skipping school to engage in gambling activities
- > 17 (45.9%) youth reported a lack of sleep
- > 13 (35.1%) youth reported feelings of stress and worry
- > 14 (37.8%) youth reported family members being concerned about their gaming/ gambling activity
- > One participant reported: 'I feel mad when I lose'

Only around half of the participants (50%) had at least one strategy to manage their gaming/ gambling online.

The results from the survey indicate that further education is needed on engaging in gaming/ gambling online. CAaSSA will use this information when planning with youth in the future.

A focus group with 5 young adults:

In this financial period, CAaSSA conducted a focus group with young adults (aged 20-25). All 5 participants shared in depth discussions of their experience with gaming and gambling online. They associated online gaming with negative impacts for social functioning, financial issues and on their education. The most concerning issue was the impact gaming online had on their mental health. The information collected from this focus group will be used for future planning.

Partnerships with industry

CAaSSA VGHS has continued to have a strong partnership with Adelaide Casino Host Responsibility team, Gaming Care and Club Safe SA in this period. The followings are some of the highlights of the partnerships:

- Shared care with Adelaide Host Responsibility Team(HRT) to clients with self-exclusion program, clients with high risks of problem gambling, or re-entry to casino after self-barring.
- Warm referral between HRT and CAaSSA VGHS
- A Cultural Awareness and Service Information workshop was provided to 6 HRT coordinators and 2 Office for Problem gambling officers
- CAaSSA participated in Adelaide Casino HRT operation Independent Review
- A "Meet and Greet" event with 30 Gaming venues staff at Salisbury Football Club organized by Gaming Care and ClubsafeSA
- Venue visits to hotels in Western Adelaide such as Mansfield park, Finsbury, Reephram Hotel and Waterloo Corner Hotel.
- Responded to all gaming/ gambling venues inquiries and worked closely with those venues to address the local issues





DRUG TREATMENT PROGRAM

The Drug Treatment Program provides support for individuals and families from CALD backgrounds who have experienced negative impacts of alcohol and other drugs (AOD).

The Program is delivered through the following methods:

- > One-on-one support through assessment, case management and counselling for drug users and their parents/ partners of drug users.
- > One-on-one support to family members of AOD users
- > Support groups for AOD users and the parents/ partner of drug users
- > Information and education to community

CAaSSA's Case management model is based on a client centered and strengths approach. CAaSSA's AOD service works closely with clients to develop individualised care plans and work alongside clients to achieve those goals.

This service is provided to clients from a pre to post treatment journey through supporting clients to access treatment and address drug related issues such as:

- > Homelessness support
- > accessing accommodation
- > legal
- > physical and mental health issues

OUTCOMES:

- > 345 undertook ASSIST LITE screening
- > 233 accessed the drug treatment program due to negative impacts of AOD issues
- > 229 counselling sessions provided
- > 160 people with AOD misuse
- > 148 episodes of care provided
- > 73 significant others of people with AOD misuse
- > 30 Brief Interventions conducted after ASSIST LITE screening



COUNSELLING AND RELAPSE PREVENTION:

The one-on-one counselling service is provided to clients with AOD issues. Clients who accessed counselling services also accessed case management service to address other issues associated with their drugs use.

CAaSSA's AOD counsellors use Cognitive Behavioural Therapy (CBT) to address a range of AOD issues. This technique is directed at assisting clients who wish to address their substance use behaviors, increasing client's capacity to make healthy choices, and develop new coping skills to cope with high risk situations and cravings, and acts as a way of minimizing/ preventing relapse.

OPERATING IN PANDEMIC ENVIRONMENT:

Due to the pandemic, centre operation and social distancing regulations changed the way in which services were able to be offered to clients during this reporting period. Those changes included telephone, online support instead of face to face during lockdowns; temporarily ceased group activities, risk screening, applying social distancing, facemask, and hygiene practice, etc.

CAaSSA staff continued to provide information and support to clients and their families on the COVID situation, and organised welfare checks for their health and well-being.

INTERVENTION

SUPPORT GROUPS CLIENTS WITH AOD ISSUES:

CAaSSA's AOD program has three support groups:

- > English Speaking
- > Vietnamese speaking
- > Nepali speaking

The support groups are based on SMART Recovery model (self-Management and Recovery Training) to enhance individual motivations to address their problematic behaviours of drug uses and other issues. These groups also use Cognitive Behaviour Therapy (CBT), and practical problem solving to address their problems.

Many clients attending the groups are also accessing CAaSSA's one-on-one support via case management or counselling services.

These groups have continued to provide a friendly and supportive environment for clients from CALD backgrounds. Consultation with the groups identified that participant's main purpose for attending the group was for social connection and self-care to reduce harms associated with their drug use.

Most of the participants are long term drug users and experience an array of issues including:

- > mental health
- > social isolation
- > limited family and social support
- > limited cognitive function and a short attention span

Therefore, to increase the quality of service CAaSSA made some changes to fit in with the participants' needs.

Information delivered during group sessions were shortened and delivered in an interactive way such as short discussions.



English

SPEAKING SUPPORT GROUP:

i 8 sessions

44 participants

This group attracted clients with AOD issues from Indigenous and Asian backgrounds.

Vietnamese

SPEAKING SUPPORT GROUP:

i 4 sessions

34 participants

This Group attracted clients with AOD issues from Vietnamese.

Nepali

SPEAKING SUPPORT GROUP:

i 8 sessions

51 participants

This group attracted clients with AOD issues from Bhutanese backgrounds.

“ Thank you for listening to us ”

Feedback from participant

SUPPORT GROUPS FOR PARENTS/ PARTNER:

The Parent/Partner Support Group continued to attract many community members this financial year. The Vietnamese support group continued and received good feedback. Due to the emerging needs of the Bhutanese community, CAaSSA trialed 3 support group sessions for the parents/partners of clients with AOD users. The Bhutanese community support groups were well received.

The groups aim to provide a mutual and supportive environment for families and significant others who have loved ones using illicit drugs. Families are able to share their experiences and access accurate information about AOD, Mental Health and other related issues.

Feedback results revealed that 100% of participants felt comfort in sharing their difficulties and experience of their loved ones having Alcohol and other Drug problems.

Through group consultation at the start of the financial year, Participants identified the need for Yoga classes as a regular group activity as a way to help reduce and manage their stress. As a result, Yoga was incorporated into the fortnightly support group sessions. This has been very positive for the group.

Parents/partners were also provided with information on a variety of topics including:

- > Family Drug use and Law
- > Mental Health Wellbeing
- > Stress Management
- > CAaSSA Services Information
- > Financial Counselling
- > AOD Drug use Support
- > AOD and Law in the Family
- > Parenting Information

Guest speakers from external agencies were invited to speak about many of the above topics. The participants stated that they learnt lots of information about the topic in the session, and shared the difficulties and experiences of being a significant other to someone who misused drugs.

Vietnamese

PARENTS/PARTNER SUPPORT GROUP:

 **16** sessions

 **184** participants

Bhutanese

PARENTS/PARTNER SUPPORT GROUP:

 **3** sessions

 **33** participants

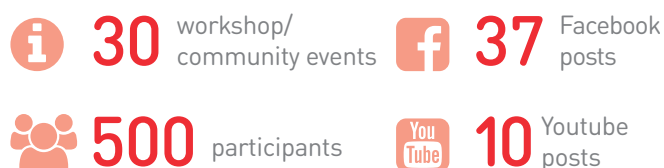


“ This support group has been a great support for me to cope with my family situation. I have gained much knowledge and skills to deal with our family problems ”

Feedback from participant

INTERVENTION

DRUG AND ALCOHOL AWARENESS AND PREVENTION:



The Drug and Alcohol Team at CAaSSA conducted a number of Drug and alcohol awareness workshops / events in this financial year. Participants who attended the workshops were from many cultural backgrounds including:

- > Afghani
- > Sudanese
- > Iraqi
- > Egyptian
- > Bhutanese
- > Congolese
- > Burundian
- > Syrian
- > Rwandan
- > Vietnamese

YOUTH CONSULTATIONS:



The outcomes of these 2 sessions outlined risk factors for youth. While young people enjoy using online technology, participants found that when engaging online it was common that they felt socially isolated. Other risks factors identified in this target group were a lack of positive social activities (e.g., youth social group, youth camp), family conflicts, peer pressure and negative social influence from others. The participants suggested that more social engagement activities with youth and more family engagement on parenting skills would be useful to prevent the development of social issues such as problematic drugs use and engagement in criminal activities.

COMORBIDITY INFORMATION SESSIONS:

The schools that we worked in partnership with are:



- > Parafield Gardens High School
- > Paralowie R-7 School
- > Modbury High School
- > Adelaide Secondary School of English
- > Nazareth Catholic College
- > Findon High School
- > Unley High School
- > Underdale High School
- > Craigmore High School
- > Salisbury High School



ENGAGING YOUTH FROM CALD BACKGROUNDS

- > Annual 3 day youth camp event
- > 39 participants attended

During this financial year youth activities were implemented to build on social living skills such as communication, teamwork, organisation and leadership. Additionally, youth also attended 3 workshops on Drugs and Alcohol, Gambling online and Culture Identity.

HOI SINH DRUG ACTION TEAM PROJECTS

The Hoi Sinh Local Drug Action Team project was funded by the Alcohol and Drugs Foundation.

The Hoi Sinh Local Drug Action team comprises of members from local AOD and related services including CAaSSA's AOD service, DASSA, Hep SA, Sonder, OARS, Diamond Club House SA, Uniting SA Port Adelaide and SAPOL. CAaSSA has taken the lead in this project.

In this financial year, the Hoi Sinh Local Drug Action team project worked with other CAaSSA programs including Alcohol and Other Drug Treatment Support Services and Youth Reconnect, to implement 2 projects:

- > **Multicultural Community Connection through Soccer**
- > **Social Media AOD Prevention for Youth from CALD Backgrounds**

MULTICULTURAL COMMUNITY CONNECTION THROUGH SOCCER:

Two information session for 150 Afghan and Bhutanese men's soccer teams and Women's soccer teams match at Adelaide Dragons sporting club Salisbury west.

Topic: "Safe partying" and Alcohol and other related AOD information provided.

Feedback: Both Afghan and Bhutanese participants expressed their appreciation for the event. The coaches spoke to the project officer about future plans on how to make this event bigger.

The participants enjoyed the competition, food, meeting new friends and having good information during the event. The coaches wanted to engage youth with more information on AOD and other youth related topics to benefit their youth's soccer program in their respective clubs.

SOCIAL MEDIA AOD PREVENTION FOR YOUTH FROM CALD BACKGROUNDS:

On social media (in partnership with CAaSSA Hoi Sinh Drug Action Team Project) 5 short clip videos were produced and published on Facebook and YouTube.

The 5 topics included:

1. Misdirection and limiting beliefs
2. Perspective & collaboration
3. The formula for success
4. Family expectations
5. Peer pressure

The outcomes of the social media project were positive.

A survey was also conducted with 81 youth about health issues they think are the most concerning in the community. The top issues that youth highlighted were mental health issues such as anxiety and depression, bullying, family relationships and alcohol misuse.

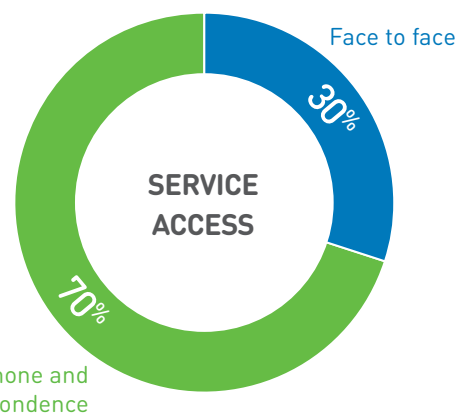


INTERVENTION

PRIMARY MENTAL HEALTH SERVICE

 **1,927** service contacts

 **94** clients from CALD Backgrounds



During the 2020 – 2021 financial year, CAaSSA has been supporting a total of 94 (increase from 78 previous financial year) clients from CALD backgrounds who have complex and/or severe mental health, through the Primary Mental Health Service (PMHS). Through CAaSSA's PMHS, clients were able to access mental health treatment and other health related services (e.g. specialists and allied health services).

The service aims to:

- > Improve client's access to specialised mental health care and treatment services
- > To provide information and psychoeducation to individuals, families and communities to better understand mental health, reduce stigma and to provide direction to treatment options available
- > To help the client feel more in control of their health by providing some practical support to link the clients to other service providers.

CAaSSA's Mental Health Program aims to improve mental health experiences and outcomes for people from culturally and linguistically diverse backgrounds experiencing chronic and complex mental health conditions through the following services:

- > Clinical triage and assessment
- > Development/coordination of person-centred treatment and recovery-oriented plans, including augmentation of treatment for co-occurring conditions;
- > Escalation and de-escalation clinical care coordination and 'warm' referral services to support seamless transition of care responsive to change in individual's needs;
- > Service linkages, networks and formal service delivery partnerships to support holistic, integrated treatment and management of mental health and related care needs across the care continuum; and
- > Mental health literacy services and supports for people from culturally and linguistically diverse backgrounds experiencing chronic and complex mental health conditions, and their families/carers

The program uses a person-centred stepped care approach and is part of the broader APHN commissioned Primary Mental Health Care (PMHC) system. It also aims to provide optimal access to and integration of primary mental health care services.

DIVERSE CULTURES AND LANGUAGES:

The program staff comprise of mental health care-coordinators and a team of bilingual and bicultural support workers who are from the following CALD Communities:

- > Vietnamese
- > Bhutanese
- > Congolese
- > Iraqi
- > Burundian
- > Afghani

The workers communicate in a number of languages including:

- > Vietnamese
- > Nepali
- > Swahili
- > French
- > Kirundi
- > Arabic
- > Farsi
- > Dari
- > Pashto



CULTURALLY SENSITIVE CLINICAL CARE CO-ORDINATION:

The PMHS has worked closely with general practitioners to care for clients with mental illness by assisting clients to access mental health care plan and treatment, and monitor and review the client's progress.

The PMHS also enhances client's access to psychotherapy by assisting clients to access culturally and linguistically sensitive mental health clinicians/psychologists and psychiatrists and works closely with these health professionals to enhance client outcomes. Those services were: Sonder, Psychmed, Link to Wellbeing, Community mental health, STARS, private psychologists/ Private mental health clinicians, Hospitals and Headspace centres. CAaSSA also worked with other mental health services to enhance the clients mental health recovery journey such as GP Access West Port Adelaide, Uniting Care Wesley Bowden, NEAMI and Mind Australia.

As part of clinical care coordination, our service also works with clients to address other issues that negatively impact their mental health by linking them to a range of services to address issues related to physical health, alcohol and other drugs, social, legal, finance and relationships.

CAaSSA has had a strong partnership with many organisations from the mental health sector and other sectors. CAaSSA has also worked closely with organisations servicing clients from diverse backgrounds, refugees, new arrivals such as ARA, ARANAP program and STARS and CAaSSA other internal programs such as Vietnamese Gambling Help service, AOD or NDIS. CAaSSA also have a strong connection with local ethnic communities which help the clients to engage better with their own ethnic community and supporting their recovery journey positively.

Staff have a high level of cultural competency, compassion and understanding of clients' needs in conjunction with their cultural beliefs and practices. With CAaSSA's support, the clients appreciate the opportunity to be able to speak directly with support staff about their problems, needs and desires. Each client is assessed using evidence based practice techniques and psychological measures and a triage process determines the severity of a client's mental health issues.

The model allows clients to feel more comfortable by being supported by a trusted member of the community who is familiar with their culture, understands their support needs and can support them in communicating and working towards their goals, needs and desires to improve their mental health. It also aims to reduce stigma associated with mental health and enhance access to support services as it protects the client's confidentiality by reducing the number of intercommunity interpreters utilized.

INTERVENTION

SUPPORT INCLUDES:

- > Holistic Assessment
- > Mental State Examination Risk assessment
- > Advocacy
- > Warm referrals
- > Clinical care coordination
- > Clinical care coordination
- > Psycho-education
- > Transport in some exceptional circumstances
- > Language support
- > Culturally sensitive counselling
- > Networking and social connection pathways
- > Leisure activity pathways
- > Refer clients to other services to address the following areas: *NDIS, AOD, gambling help, physical health, legal, housing, finances, leisure, education, family/ carer support and psychosocial support.*
- > Support is also provided to family members and significant others as required

SERVICE QUALITY:

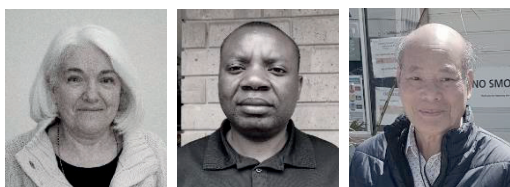
- > PREM total of 86.9% active clients completed Adelaide PHN Person Reported Experience Measure. The feedback of CAaSSA Primary mental health services are generally very positive
- > 93.9% feel more able to manage mental health symptoms since accessing services
- > 100% recommended the service to family and friends



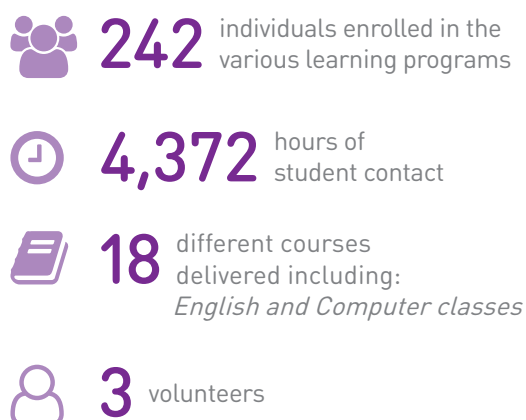
COVID 19 PANDEMIC IMPACTS AND SUPPORT SERVICES:

In this financial year, the APHN provided additional funding to CAaSSA Primary Mental Health Service to increase support to clients from CALD backgrounds experiencing mental health issues during the pandemic. The additional support included increasing interpreting services available to clients and providing extra staff hours. As a result, CAaSSA was able to reduce the waitlist significantly and increase the number of clients accessing CAaSSA mental health services.

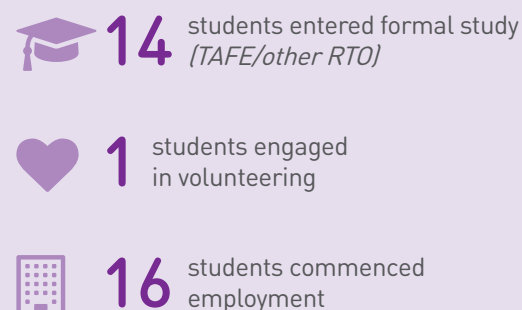
During lockdown and restriction periods, CAaSSA had been following SA Health advice on managing the risks of COVID19, while providing vital support services to our clients. To minimise face to face contact, CAaSSA staff were on a rotating roster to work from home and communication was provided through telephone support and other forms of communication such as video call, social media such as Facebook, Messenger and WhatsApp. CAaSSA also followed SA Health procedures on risk assessment, social distancing and personal hygiene while providing services to clients.



ADULT COMMUNITY EDUCATION



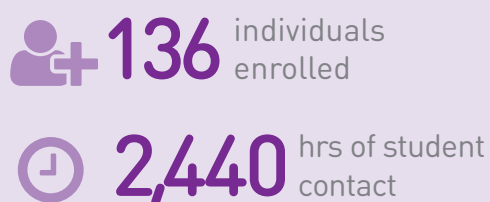
POSITIVE OUTCOMES:



NORTHERN REGION PROGRAMS:



WESTERN REGION PROGRAMS:



CAaSSA's Adult Community Education (ACE) Program is a partnership initiative between CAaSSA and the Association of Burundian Community SA (ABCSA).

The ACE Program acts as an entry point for individuals who want to participate in learning but face a variety of language, cultural, social, health/mental health, disability and economic barriers that make it challenging to engage in vocational training.

Basic English and Computers classes for Beginner are held on a school term basis and take place both in the western and northern regions of Adelaide. Most of the courses are held at CAaSSA's Community Centre, and at different community centres such as Burundian Community Centre and Salisbury Wellbeing Centre.

Annually the ACE program recruits volunteers to act as coach/mentors and assist participants one-on-one, in small group conversations and in practicing computer exercises. These additional supports have proven to be of much value to participants, enhancing their confidence and literacy skills. The COVID 19 pandemic had impacted on the number of organisations accepting volunteers into their program. As a result, our ACE students found it was hard to gain volunteer placements.

EDUCATION

HIGHLIGHTS:

Conversation Club

This financial year we were fortunate enough to acquire the help of 2 Vietnamese-speaking volunteers halfway through the semester.

The students goals were not easily achieved with only a 3 hour lesson per week, therefore they decided to start a Conversation Club with the assistance from the volunteers. The Club was conducted weekly and students took turns at choosing conversation topics, preparing questions and vocabulary topics with help from the 2 volunteer tutors.

Since 30th June 2021, due to the uncertainty of the ACE funding, the Conversation Club was continued online using Zoom.

CHALLENGES:

Some students who engaged with the ACE classes were illiterate in their own language. As a result, the process of learning English was a challenge for both the students and tutors. Some of the courses were also attended by people with a disability who are also illiterate in their own language. This made the learning process even harder for these students.

These challenges were overcome through the following strategies:

- > volunteers who speak the same language present in classes to assist students
- > Students with a disability attended classes with their NDIS bi-lingual Support workers enabling them to receive one-on-one support throughout the class.



Students who attended ACE classes were from the following Cultural Backgrounds:

- > Vietnamese
- > Burundian
- > Bhutanese
- > Taiwanese
- > Afghan
- > Iranian
- > Rwandan
- > Thailand
- > Germany
- > Japanese


"I was very happy to volunteer for English class in the Vietnamese community. I had a good time with new friends, felt more connected to the people here. Especially I found the English class is very useful for Vietnamese people who want to learn English that could be necessary for their life. Personally, this is also a good opportunity for me to improve my English from communicating with Ms. Gianna and review the knowledge from guiding students."

Thao Nguyen - volunteer

"The work I have done with Elias and Gianna has been very rewarding and fulfilling. I have developed a good rapport with students and staff alike. We have achieved many things and enhanced everyone's English skills immensely."

Robbie Lenard - volunteer

VIETNAMESE COMMUNITY SCHOOL IN SA (E85)

 **616** students enrolled -
an increase of 45 enrolments
compared to last financial year

 **24** Vietnamese
classes

 **10** Maths
classes

VISION:

“ To deliver sustainable organisational growth for the Vietnamese Community School through a reputable brand and make it well known for quality Teaching and Learning. ”

TEACHING PHILOSOPHY:

Our teaching philosophy has remained consistent with the School's founding principles:

- > helping students to gain a thorough understanding of their roots;
- > helping to bridge the generational gap between parents and children; and
- > helping future generations to maintain the Vietnamese language and culture in Australia.

Founded: 1980



STRATEGIC DIRECTION:

Our 'i8 Strategic Direction' for the Vietnamese Community School comprises of the following:

- i1 Integrate** the Australian Curriculum of "Connect, Collaborate and Create" into our teaching practice
- i2 Instil** a love for language and culture in our next generation of Vietnamese-Australian students
- i3 Involve** and incorporate the voices of students, teachers and parents
- i4 Invest** in the professional development of our teachers and staff
- i5 Inform** stakeholders about our common School purpose and teaching philosophy
- i6 Initiate** long-term sustainable relationships with community, government, community and mainstream schools
- i7 Improvise** around our plan to adapt to changing environments
- i8 Identify** the availability of a suitable school venue for our students

EDUCATION



PRINCIPAL'S REFLECTION:

Since my tenure as Principal of the Vietnamese Community School in South Australia in January 2019, I have witnessed volunteer staff, teachers, parents and students successfully accelerate towards meeting our shared common objectives and I'm pleased to report that:

- > Despite the odds of a global pandemic,
- > Despite the threat of asbestos preventing our delivery on onsite classes,
- > Despite our inexperience with online teaching and learning methods,
- > Despite student numbers outgrowing the classroom capacity size at host school, and
- > Despite the scarcity of digital resources at our School

Our School's enrolment numbers actually grew by 8% to 616!

With only a 4-hour window each week during school term, the vibe and excitement in the atmosphere at 253 Torrens Rd, West Croydon on most Saturday afternoons is that our students engaging in Vietnamese language and culture through modern teaching and learning approaches.

Our volunteer teachers have practiced Activity-Based Team-Based, Experiential and Digital Teaching pedagogies to instil the love for learning language and culture in our next generation of Vietnamese-Australian students, by enabling students to showcase their learning on stage and online through songs, dance, music, games, acting, art and craft, and costume parades to a very diverse audience, such as our student's intercultural participation and performances at:

- > Children's Day e-Concert
- > Australia Day Parade



- > Back to School Vietnamese New Year Assembly
- > King Hùng Vương Remembrance Day
- > VCS Mid-Year "Share, Show and Tell" Assembly, etc

As improvising around our plan to adapt to change becomes our "routine normal", I am very proud of the exceptional efforts and commitment of our volunteer staff, teachers and parents to pivot between online and onsite classes for our students. This collective effort exemplifies our One Team Approach and can-do culture, highlighting our school's teaching philosophy to help future generations enjoy learning Vietnamese language, culture and mathematics in Australia.

Monday 4th October 2021 marks the second birthday of our school's logo incorporating our student's creativity and selected by our staff and teachers. Purposely situated as a vital organ in the core of our logo is the Sturt's Desert Pea, South Australia's floral emblem since 1961.

Our carefully considered logo and teacher's áo-dài design symbolise a deep gratitude for the opportunities that South Australia has provided for us to preserve our mothertongue language and Vietnamese cultural heritage for the past four decades and we hope this relationship will continue for many more generations.



KHUYÊN (QUIN) TRẦN

Principal

Vietnamese Community School in SA (E85)



INFORMATION & REFERRALS

DROP IN SERVICE

? **253** people sought language support and advocacy

CAaSSA's Vietnamese Speaking Administrative Team provides brief assistance to Vietnamese clients on a drop-in basis. People who access the service utilise it for various needs. The services provided in the 2020-2021 financial year mainly included assistance with:

- > Filling in forms
- > General liaison with services on behalf of clients
- > Verbal translation of letters/forms etc. and assisting with comprehension of these letters/forms
- > Referrals
- > Information provision
- > General advocacy for clients to various services such as phone bill, gas, electricity etc.
- > Conducting intake for clients who require case management services.

CAaSSA's Drop in Service is a Community initiative aimed at supporting newly arrived Vietnamese and those who have experienced language barriers. The service provides language support, advocacy and liaison with other services. This service was temporarily closed during October due to COVID-19 restrictions. This financial year the team offered employment skills development training to a number of young people through the volunteering scheme. This year we provided support in liaising with:

- > Housing SA
- > Local Council
- > Phone companies
E.g Optus, Telstra, Vodafone
- > Centrelink
- > Department of Immigration
- > My Aged Care
- > Medicare
- > Transport SA
- > Utilities
E.g SA Water, Electricity, Gas

FREE LEGAL ADVICE

⚖️ **158** Vietnamese and CALD community members accessed free legal advice



Through a partnership arrangement with a private legal service, CAaSSA has continued to facilitate a free first interview / legal advice service to people provided by lawyer Mr. Son Nguyen, who is a Solicitor & Barrister, practicing in Family Law, Migration and Criminal Law.

CAaSSA offers a friendly environment for community members to seek free legal advice for their legal matters. Mr. Son Nguyen also assists people to access Legal Aid for those who are eligible.

During the 2020-2021 financial year and despite the COVID-19 lockdown and restrictions, this service continues to be in high demand.

INFORMATION & REFERRALS

PEER EDUCATION

The CNP service is staffed by a committed team of peer educators under the guidance of a Coordinator. Peer Educators are employed as a means of engaging people who inject drugs and provide them with accurate information and education about safer injecting and disposal options, blood borne virus prevention, and refer them to a range of health, social and other relevant services.

Peer Educators' own personal experience directs their work, ensuring a sensibility to client issues and concerns.



WHAT PEOPLE SAY ABOUT OUR PEER EDUCATORS?



"Great friendly service, very polite service and very helpful enjoy the workers always very professional and respectful. Excellent quality customer services, keep continuing the great job."

A 47yrs old Australian/ Aboriginal male client)



"Service helps a lot and it is very convenient"

A 41yrs old Vietnamese male client



"Very good friendly service"

A 53yrs old Dutch male client

CNP staff are dedicated individuals who want to make a difference to the community and assist in reducing the stigma associated with AOD use. They do this by raising awareness amongst the community and ensuring that the voices of people who use intravenous drugs are heard.

Peer Educators are key to the success of the CNP service, building rapport with clients and creating a safe, non-judgemental environment where people feel comfortable sharing their situation and accessing information. This has been crucial in CNP's ability to engage clients and refer to relevant services.

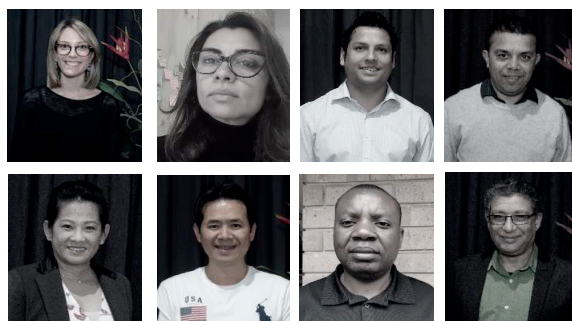
CAaSSA Peer Educators are involved in the following activities:

- Provide CNP service to people with injecting drug uses. Through this service they also provide information and referrals.
- Provide information to inmates at Cadell Centre about health and well-being and services available to seek help from when released from prison.
- Promote and co-facilitate monthly support groups for people with AOD issues.

INFORMATION, LINKAGES AND CAPACITY BUILDING PROGRAM (ILC)



Information, Linkages and Capacity Building (ILC) is all about inclusion – it's about creating connections between people with disability and the communities they live in. ILC provides grants to organisations to deliver projects in the community that benefit all Australians with disability, their carers and families.



ILC ECONOMICS AND COMMUNITY PARTICIPATION PROJECT

The project commenced in September 2019 and finished in November 2020. The last 5 months of the project which landed within the 2020-2021 financial year, mainly consisted of finalising educational resources which were being developed in various languages.

"LOOK 'N COOK SERIES":



6 diverse languages



10 videos



6 cooking recipes

As part of the project, CAaSSA was to explore, develop and distribute different online employment learning pathways for people with a disability to develop skills and knowledge in different vocational areas.

CAaSSA identified some video resources developed by City of Playford Council and Feros Care by people with a disability, for people with a disability, to develop their cooking skills. However, these video resources were only available in English. Therefore, CAaSSA partnered with the City of Playford and Feros Care to translate these resources into 6 different languages to increase accessibility for CALD people with a disability. These resources were uploaded onto the City of Playford's YouTube Channel and shared through social media.

The 2 recipes which were translated were:

- > Anzac Biscuits
- > Pizza

CAPACITY BUILDING

JOB READINESS:

 **6** diverse languages

 **1** animated video

The ILC project also aimed to explore, develop and distribute different online resources for CALD people with disability where they can develop skills and knowledge on how to get job ready that would enhance their employment opportunity.

Due to COVID-19, CAaSSA changed its focus to upskilling CALD people with disability through online resources. As a result, CAaSSA developed an online video on 'Job Readiness' as a way to enhance their employment opportunity post COVID-19. This resource was translated and voiced over in 6 languages.

The Look 'n Cook Videos and the Job Readiness Videos were developed in the following languages:

- > Dari/Farsi
- > Arabic
- > Vietnamese
- > Nepali
- > Kirundi

COMMUNITY EDUCATION:

 **2** video resources

Resources Developed:

- > Reducing Stigma and Increasing Community Awareness
- > Autism: Strengths in the workplace and community



Throughout the project CAaSSA also aimed to develop appropriate community education programs that addressed stigma issues related to disabilities and the cultural beliefs that could prevent a person with a disability to enter the employment market.

Due to COVID-19, rather than conducting face-to-face community education sessions, 2 video resources were developed addressing cultural stigma associated with disability as well as utilising a strengths-based approach by providing employment advice for people with a disability from someone with a disability.

A Congolese mother/carer who has a son with a disability shared her story about the cultural stigma she has experienced. Two Community Leaders were also filmed, sharing their experiences around stigma and the need for the community to start changing their perceptions.

This video was aimed at starting conversations around cultural stigma, enabling CALD people with a disability and their communities to see that stigma exists in other cultures, not only their own.

The second video focused on providing information on 'Autism' and employment advice for people with Autism. CAaSSA partnered with Autism SA to produce this video resource.

BEYOND DISASTER: A CALD COMMUNITIES ACTION PLAN TO STAY RESILIENT



1 Consultation with
Community members



2 training sessions with
community leaders, CAaSSA
staff, volunteers and
community representatives



3 focus groups



This financial year, CAaSSA received funding to deliver the Beyond Disaster project. The project was designed to:

- > Increase connection and collaboration with different local CALD community groups / organisations in working together to provide support services to CALD people during and after crisis.
- > Enhance access to information and support services for CALD people during and after crisis.
- > Enhance resilience for CALD refugees through a natural disaster, which could become a trigger of an existing Post Traumatic Stress Disorder (PTSD).
- > Enhance mental wellbeing for CALD people, especially those who with refugee experiences.

The project also worked in partnership with the following services:

- > Red Cross
- > Country Fire Service
- > SA Health
- > SES Rescue
- > South Australia State Emergency Service
- > South Australia Metropolitan Fire Service

The project provided resources and worked with communities who speak the following languages:

- | | |
|-----------|--------------|
| > Arabic | > Lingala |
| > English | > Nepali |
| > French | > Swahili |
| > Dari | > Tagalog |
| > Dinka | > Vietnamese |
| > Kirundi | |

OVERCOMING CHALLENGES:

Providing information and resources which were developed through this project to the community became a challenge during the Covid-19 pandemic as many scheduled workshop and group activities with various communities had to be cancelled and postponed.

Using platforms like CAaSSA's Facebook, Whats App, and Viber to delivery resources worked successfully to overcome this challenge. Another strategy that worked well was recording resources into audio messages and sharing them with community leaders and representatives to share with their communities.

CONSUMER PARTICIPATION

Consumer participation is an ongoing process to ensure CAaSSA's service delivery is of high quality and meets clients' needs. Consumer participation has been achieved through:

CONSUMER FEEDBACK FOR ONE ON ONE SUPPORT/CARE COORDINATION/ COUNSELLING SERVICES:

Feedback has continuously been collected for these services. Depending on the program/service consumer feedback is conducted based on Result Based Accountability framework or Patient Reported Experience Measures (PREM).

CONSUMER FEEDBACK WORKSHOPS:

Feedback is also sought at the end of each workshop or event.

COMMUNITY CONSULTATION:

CAaSSA ensures that the community is always consulted before and during project activities to ensure programs and resources developed are community led and the community are a key part of the co-design process.



CONSUMER CONSULTATION:

Consumer consultation allows CAaSSA to recognise clients' needs and service gaps, thereby identifying areas for improvement. Clients are encouraged to provide regular feedback on group topics, time and activities. Please see each program/ service for client's consultations events including: surveys, focus groups and consultations.

ACCREDITATION FOR SERVICE STANDARDS

CAaSSA continuously works on improving its' services, management and government policies and procedures. This financial year CAaSSA completed external audits to achieve the following standards:

- > Australian Service Excellent Service
- > National Mental Health Service Standards
- > Aged Care
- > NDIS

QUALITY IMPROVEMENT SYSTEM

STAFF TRAINING:

Professional development and staff training are a top priority at CAaSSA as it is evident how vital it is to continuously develop the capacity of staff to identify and respond to clients with complex needs. Some of these trainings include:

- > ASSIST screening tool
- > Australian Bureau of Statistics Census
- > Case management
- > Case notes
- > COVID Marshal training
- > Cultural awareness training
- > De-escalating techniques for dealing with challenging clients
- > Dialectal Behaviour Therapy
- > First Aid
- > Food safety
- > Gambling and gaming online training
- > Group planning and facilitation
- > Infection control training
- > Positive behavior support and restrictive practices
- > Photos for social media
- > Risk assessment
- > Suicide prevention
- > Quality, Safety and You- NDIS Worker Orientation Module Responding to Abuse and Neglect
- > WHS Manual Handling



CLINICAL SUPERVISION:

CAaSSA continued to provide one-on-one monthly clinical supervision for all front-line clinicians (i.e., case managers, counsellors and therapists). The supervision has continued to be well-received and valuable for staff, and has had a positive influence on the quality of the service they provide to clients and increased their skills, knowledge and confidence to respond to clients' complex needs. This support has also been instrumental in improving staff morale.

QUALITY IMPROVEMENT COMMITTEE:

The Quality and Improvement Committee (QIC) is comprised of team leaders, managers and project officers. The committee meets regularly once a month to discuss all aspects of service quality, work health safety and risk management issues.

During the 2020-2021 financial year, CAaSSA QIC continues to actively implement CAaSSA Infection Control Policy in responding to COVID-19 and keep up to date with SA Health guidelines. CAaSSA also reviewed our Risk Management policy and procedures due to the Coronavirus Pandemic. Other policies and procedures were reviewed to ensure safety for clients, staff and the public. These include the Three Stage Response to COVID-19, Work from Home policy, Using emergency PPE kit.

Through CAaSSA's Quality Improvement Committee (QIC), CAaSSA developed, implemented and reviewed policies and procedures this financial year. As a result, CAaSSA passed Accreditation standards for the National Standards for Mental Health Services and Australian Service Excellence Standards (ASES).

PLACEMAKING PROJECT

This financial year, CAaSSA received funding from the Department of Human Services in conjunction with Community Centres SA to conduct the Placemaking Project. The goal of placemaking is to transform public spaces through community consultation to increase accessibility and usability of the space. CAaSSA's Placemaking Project was assisted by Flinders University Bachelor of Social Work student, Madeleine Stotter, who worked on this project and undertook community consultations during her final social work field placement.

CAaSSA's Placemaking Project consisted of three main goals:

1. Install a multicultural mural which reflects CAaSSA's diversity
2. Paint wayfinding footsteps on the ground towards the administration building to assist visitors with finding CAaSSA
3. Install signage out the front of the centre to assist visitors with finding the premises



THE MULTICULTURAL MURAL:

The multicultural mural broadly represents a number of CALD communities through its imagery, including Asian, African, Middle Eastern, and Aboriginal communities. CAaSSA commissioned mural artist Adam Poole-Mottishaw, who is also known by his alias Cold Krush to design and paint the mural based off ideas from the community consultations. CAaSSA would like to acknowledge and thank artist Anna Dowling for volunteering her time and contributing to the mural, by painting traditional Aboriginal artwork which represents people meeting together.

THE WAYFINDING FOOTSTEPS:

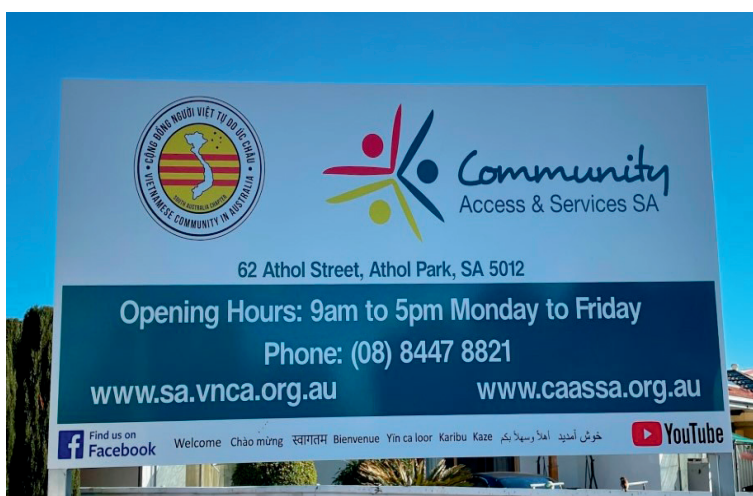
Two footstep paths were installed, with one starting from the street leading towards the administration office, and one starting from the shed leading towards the administration office. These paths were identified during the community consultations, and painted to assist community members who had not been to the premises before to easily find the main operations of CAaSSA. The footsteps were painted over the course of few days with help from members of the Adult Community Education English class, the Vietnamese Women's Social Group, and CAaSSA staff who volunteered their time.



THE SIGNAGE:

The signage was designed in-line with recommendations from the community consultation. The signage includes the VCA/SA and CAaSSA logos, address, opening hours, phone number, website, social media information, and the phrase "welcome" in multiple languages. The languages included are English, Vietnamese, Nepali, Swahili, French, Dinka, Kirundi, Arabic and Dari.

The signage aims to make CAaSSA easier to identify from the street, as previously there was no external indication that CAaSSA was located within the premises.



CULTURAL PRESERVATION

VIETNAMESE FULL MOON FESTIVAL



300 DIY Lantern Show bag giveaway to children aged 3-16 yrs

The Full Moon Festival, also known as the “Mid-Autumn Festival” is celebrated on the 15th day of the 8th month of the lunar calendar. This is the second biggest festival after the Lunar New Year.

Each year, the Vietnamese Community in Australia/SA Chapter (VCASA) holds the Full Moon Festival, for the children and their families to experience the festival celebrated in the Vietnamese traditional and cultural way.

Unfortunately, with the COVID-19 restrictions in 2020, our annual Full Moon Festival was cancelled because the health and safety of the community is our priority.


However, VCASA still wanted to ensure that the Vietnamese tradition and culture of celebrating the Full Moon festival continued. VCASA offered 300 free DIY Lantern show bags for children from age 3-16 years old. Keeping in mind the social distancing restrictions, we adapted the “Drive-thru” method. To receive the show bags, families had to register via Eventbrite and select a pickup timeslot. This allowed us to monitor and control the number of people, and to ensure social distancing practices were followed. The DIY Lantern Show bag giveaway was hosted on 27th of September 2020 at our Community Centre.

The show bags consisted of a prepared wire lantern frame, cellophane, paints, glue and paint brush, all the crafting materials required to create and decorate your very own Vietnamese traditional cellophane lantern. Bi-lingual instructions in English and Vietnamese for the creation of the wire lantern was provided to assist the children and parents. A YouTube instructional video was also prepared, and the link was provided in the show bag and online. The show bags also included snacks and healthy fresh fruits for the children to enjoy. Additionally, the show bags came with bi-lingual instructions for the creation of making a simplified moon cake recipe and paper lantern.

With the help of volunteers, the 300 show bags were prepared over two days. The bags were sponsored by local businesses: Fruity Fruits 88, Thuan Phat Supermarket Days Road, ANZ Bank Kilkeny and MarketEase Business Promotions.



2021 AUSTRALIA DAY EVENT

 **350** Approximately the number of people who attended the event

 **200** Free meals prepared and delivered to CFS & RAH personnel

Every year on Australia Day, everyone of us would celebrate in one way or another with our friends and families.

2021 was the first year that our Vietnamese Community in Australia/SA Chapter (VCASA) hosted a free sausage sizzle event for our community members with live music, bubble tea, potato on a stick and activities on the day.

Our Vietnamese Community have always been thankful for the support that Australia has provided us over 40 years since the first Vietnamese political refugees arrived in Australia. It provided many of our older generation, a second chance for a better life and a brighter future for the younger Vietnamese Australian generations. Assisted by the Australian Government through the National Australia Day Council, and in collaboration with our two local Vietnamese restaurants: Sunflower and Viet Hoa 200 meals were carefully prepared and delivered to the Country Fire Service SA and Royal Adelaide Hospital personnel. Australia has been through many natural disasters and 2020 was a much tougher year with the pandemic. In times like these, the selflessness of many frontline workers has provided the wider community with protection, hope, and captures the true essence of being Australian, so VCASA wanted to give back and show our gratitude.

Besides the free sausage sizzle events and the meals to the emergency services personnel, VCASA also participated in the Australia Day Council SA activities such as cooking demonstration, dance performances and the parade.

 26th January 2021



CULTURAL PRESERVATION

TET:

“Tết Nguyên Đán”, otherwise known as “Tết”, is a traditional Vietnamese festival that honours the dawning of the Lunar New Year. It is the most important time of year for Vietnamese people and a time for family reunions. For us, celebrating Tet is to continue passing on our culture and traditions to the younger generations. To clearly differentiate Vietnamese Tet from other culture’s celebration of Lunar New year, we have included distinct customs specific to Vietnamese culture only.

2021 YEAR OF THE OX:

The Ox is the second of all zodiac animals, it is a symbol of diligence. 2021 the year of the Metal Ox brings career advancement, success in business, prosperity, and wellness.

ADELAIDE TẾT FESTIVAL 2021

Cultural festival has been considered as an excellent way to promote the multiculturalism and harmony between cultural groups in South Australia.

The Adelaide Tết Festival (ATF) is an annual event that enables Vietnamese South Australians to celebrate and share our traditional Lunar New Year custom that is rich in both cultural and spiritual values within the Vietnamese and broader Adelaide communities.

The ATF 2021 was scheduled to be hosted on 6th and 7th of February 2021 at Bonython Park. Unfortunately, the event was cancelled due to the uncertainty and COVID-19 restrictions at the time.



HUNG KING COMMEMORATION

The Hung King Commemoration is an annual event which occurs from the 8th to the 11th day of the third lunar month. This event is to commemorate and pay tribute to the Hung Kings, our ancestors who were the founders and first kings of Vietnam. 2021 marks 4900-year anniversary of the Vietnamese Hung King Commemoration.

The event was hosted at the Vietnamese Community Centre according to the COVID safe restrictions.



46TH BLACK APRIL COMMEMORATION



30th of April 2021 marks the 46th anniversary of the fall of South Vietnam to the communist regime. Over one million Vietnamese fled the country to escape communism by crossing borders and the high sea in search of freedom and Countless numbers of unfortunate people were unable to reach the shores of freedom. For those who could not leave, 2.5 million died from land reforms, murder quotas ordered by the communist leaders, and brutal political oppression.

Even today, more than 98 million people of Vietnam live under one of the worst regimes on the planet, a regime which actively suppresses democracy and political dissent with swift and brutal violence. Many people are still trying to find ways to escape communism to find freedom and human rights in countries like Australia.

On April 30th, we hold the commemoration to honour the millions of killed and subjugated people of Vietnam, to thank the forgotten heroes, and to remind us of what could have been.

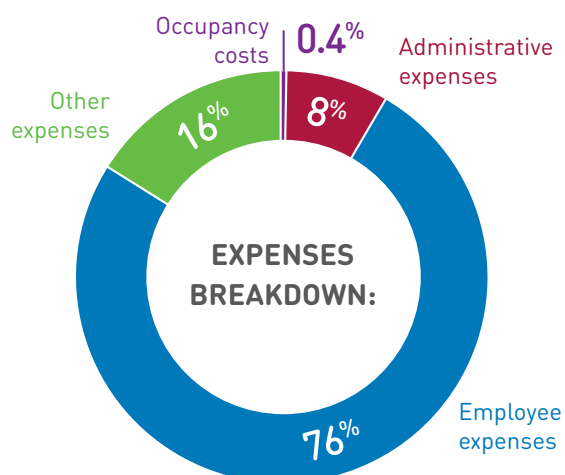
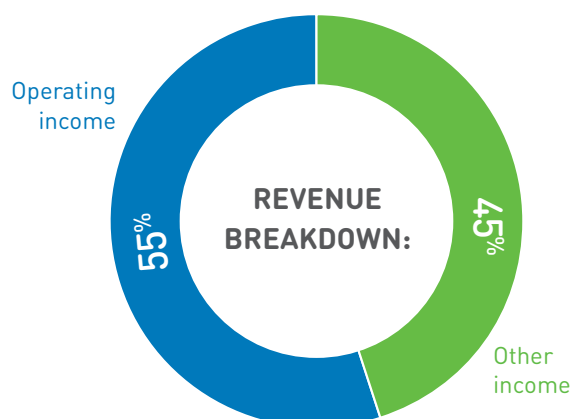
We would also like to take this opportunity to thank Australia, the country in which many of us call "our second homeland". The country who has given us the opportunity to live a better future.

FINANCIAL SUMMARY

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the Year Ended 30 June 2021

	2021 \$	2020 \$
REVENUE		
Grant revenue	2,434,874	2,288,274
Other income	2,016,556	1,053,177
TOTAL REVENUE	4,451,430	3,341,451
EXPENSES		
New Year Festival	-	(91,282)
Occupancy costs	(14,327)	(25)
Administrative expenses	(298,513)	(328,324)
Employee expenses	(2,903,042)	(2,278,377)
Other expenses	(619,236)	(591,804)
TOTAL EXPENSES	(3,835,118)	(3,289,812)
SURPLUS FOR THE YEAR	616,312	51,639
OTHER COMPREHENSIVE INCOME		
<i>Items that will not be reclassified subsequently to profit or loss</i>		
Increase in other reserves	3,791	3,500
Fair value movements in land and buildings	-	60,000
OTHER COMPREHENSIVE INCOME FOR THE YEAR	3,791	63,500
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	620,103	115,139

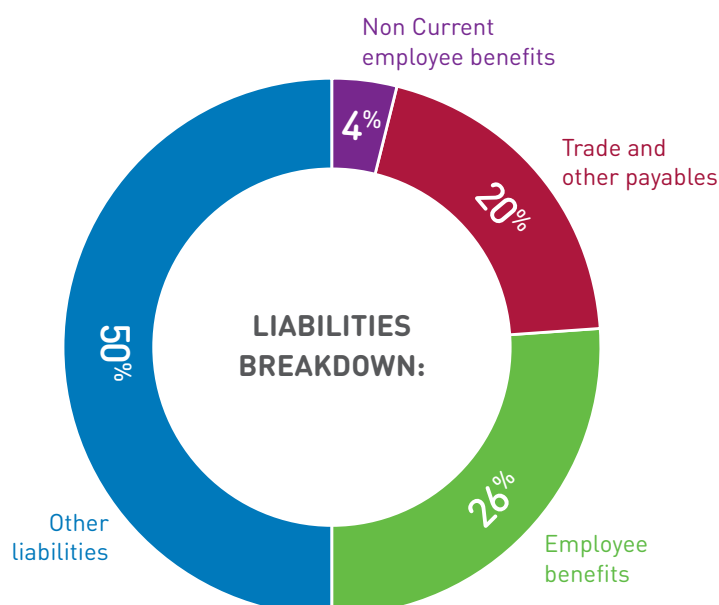
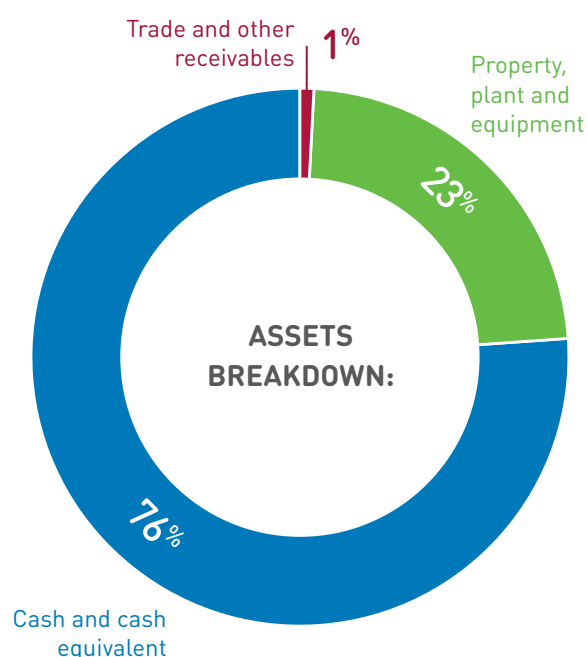


STATEMENT OF FINANCIAL POSITION

For the Year Ended 30 June 2021

	2021 \$	2020 \$
ASSETS		
Current Assets		
Cash and cash equivalents	3,020,875	2,088,237
Trade and other receivables	19,497	385
Other assets	7,357	-
TOTAL CURRENT ASSETS	3,047,729	2,088,622
Non-Current Assets		
Property, plant and equipment	918,261	915,812
TOTAL NON-CURRENT ASSETS	918,261	915,812
TOTAL ASSETS	3,965,990	3,004,434
LIABILITIES		
Current Liabilities		
Trade and other payables	267,906	139,893
Other liabilities	658,567	320,936
Employee benefits	346,871	480,149
TOTAL CURRENT LIABILITIES	1,273,344	940,978
Non-Current Liabilities		
Employee benefits	48,667	39,580
TOTAL NON-CURRENT LIABILITIES	48,667	39,580
TOTAL LIABILITIES	1,322,011	980,558
NET ASSETS	2,643,979	2,023,876
EQUITY		
Reserves	746,250	742,459
Accumulated surplus	1,897,729	1,281,417
TOTAL EQUITY	2,643,979	2,023,876

FINANCIAL SUMMARY



STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2021

	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from grants	2,753,393	2,900,683
Payments to suppliers and employees	(3,827,611)	(3,174,122)
Interest received	9,795	37,152
Receipts from other income	2,006,761	602,669
NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES	942,338	366,382
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	(9,700)	-
NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES	(9,700)	-
Net increase/(decrease) in cash and cash equivalents held	932,638	366,382
Cash and cash equivalents at beginning of year	2,088,237	1,721,855
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	3,020,875	2,088,237


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Vietnamese Community in Australia SA Chapter Inc
Independent Audit Report to the members of Vietnamese Community in Australia SA Chapter Inc
Report on the Audit of the Financial Report
Opinion

We have audited the financial report of Vietnamese Community in Australia SA Chapter Inc, as set out on pages 1 to 15, which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the management committee.

In our opinion the financial report of Vietnamese Community in Australia SA Chapter Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2021 and of its financial performance for the year ended; 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 for Opinion

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

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

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Registered Entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.



Vietnamese Community in Australia SA Chapter Inc

Independent Audit Report to the members of Vietnamese Community in Australia SA Chapter Inc

Responsibilities of Responsible Persons for the Financial Report

The responsible persons of the Registered Entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The responsible persons' responsibility also includes such internal control as the responsible persons determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the responsible persons are responsible for assessing the Registered Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible persons either intend to liquidate the Registered Entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

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

A further description of our responsibilities for the audit of the financial report is located on the Auditing and Assurance Standards Board website at: www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.

Moore Australia.

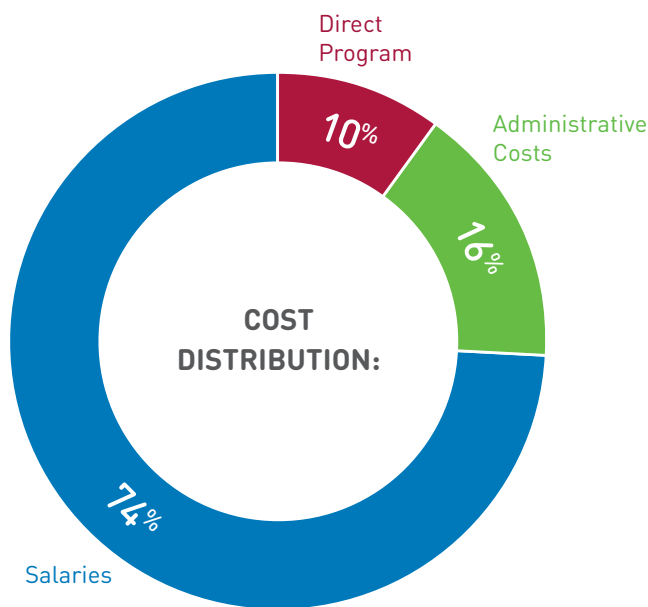
MOORE AUSTRALIA AUDIT (SA/NT) PTY LTD
ABN 34 144 550 461

GRAEME RODDA
Director - Audit & Assurance Services

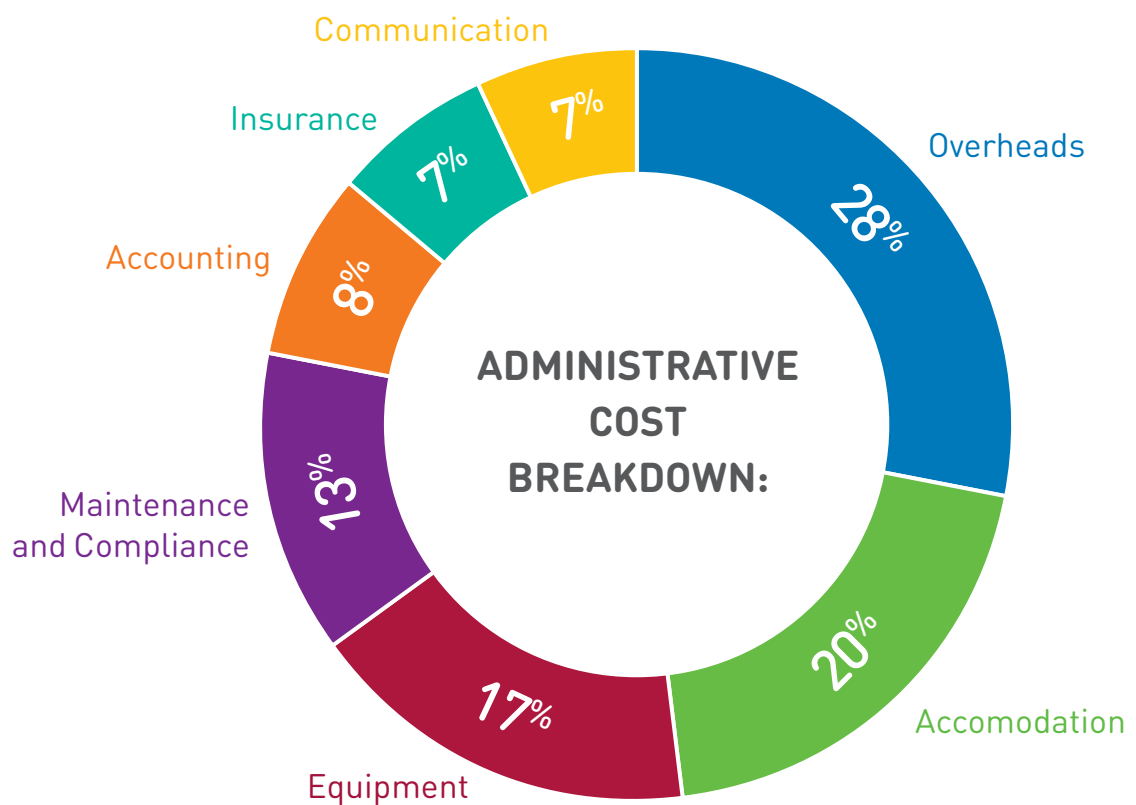
Adelaide, South Australia

07 October 2021

CAaSSA'S BUDGET 2021-2022



TOTAL INCOME IS
\$4,154,314.12



VOLUNTEERS

VOLUNTEERS

“ A big thank you to all our volunteers,
your contribution is extremely valued
in the community. ”

CAaSSA and VCASA would like to sincerely thank all our volunteers who have given their time and commitment to assist the community and our clients through different services this financial year.

CAO, VAN ANH	NDERAGAKURA, JEANNE	PHAN, VAN PHUOC
CHAU, HUE LANG	NGUYEN, BICH THAO (ACE)	PHAM, MING HANH
CHHETRI, CHATRA	NGUYEN, GIAU	PHAM, THI LUONG
DINH, THI CHUNG	NGUYEN, GRACE HONG AN	PHAM, THI THU THAO
DANG, VAN HAI	NGUYEN, KHAC TOAN	PHAM, VAN THANG QUAN
DOAN, THI HEN	NGUYEN, KIM THO	SCHUBERT, BRIAN
DOWLING, ANNA	NGUYEN, LE PHUONG AN	STAKER, TANIA
HOANG, THI HANH (HANG)	NGUYEN, LE XUAN	TRAN, MINH THE
LAM, TU KHANH	NGUYEN, MARIO HOA	TRAN, NGA
LAM, SAO	NGUYEN, NGOC GIAU	TRAN, THI CAN
LE, DIEP	NGUYEN, PHUONG, VI	TRAN, THI BICH DAO
LE, PHUC	NGUYEN, THI ANH NGUYET	TRAN, THI TUYET NGA
LE, QUANG THUA	NGUYEN, THI DAU	TRAN, VAN DANH
LE, THE HUNG	NGUYEN, THI MINH TAM	TU, MAI
LE, THI BE	NGUYEN, THI THANH	TU, XAY
LE, TRONG NHAN	NGUYEN, THI XUAN MAI	VAN, HONG HAI
LE, TUYET HONG	NGUYEN, THI XUYEN	VAN, MY PHUONG
LENNARD, ROBBIE	NGUYEN, TRONG KHIEM	VAN, NGHIA PHONG
LY, HONG SON	NGUYEN, VAN DANH	VAN, QUAN PHUOC
LY, KIM MAI	NGUYEN, VAN THANG	ZAIDA, FARWA
LY, QUOC CUONG	NGUYEN, VAN TRUNG	ZHARAH, TAHIRI
LY, TRONG NHAN	PHAN, HUE	

VOLUNTEERS



30 volunteers participated in the Survey evaluation, during May 2021



8 volunteers are students or retirees who want to give back to the community



5 volunteers seeking pathways to employment

POSITIVE OUTCOMES:



90% of people said that volunteering has contributed to their sense of purpose



90% of people said that they were content with their relationship



50% of volunteers participated in staff training offered by CAaSSA

SUPPORTERS

FUNDING & SPONSORSHIP

On behalf of the Vietnamese Community in Australia/ SA Chapter, we would like to thank the following government departments and non-government organisations for their support and partnerships that have enabled us to continue to develop and provide a culturally and linguistically appropriate service to disadvantaged people in the community.

Alcohol and Drug Foundation:

Local Drugs Action Team Hoi Sinh

The Australian Government Department of Social Services:

- Community Visitor Scheme
- Information Linkages Capacity – Economic
- Information Linkages Capacity
– Social and community participation

The Australian Government Department of Health:

- Commonwealth Home Support Program

Adelaide Primary Health Network (PHN):

- Primary Mental Health Treatment for CALD people with severe Mental Health
- Alcohol and other Drug Treatment

The SA Government Department for Human Services:

- Vietnamese Gambling Help
- Community and Neighbourhood Development
- SA Home and Community Care (SA HACC)
- Community Connect Program – Western Region

The SA Government Department of Health:

- The Clean Needle Program (CNP)

The SA Government Department for Industry and Skills:

- Adult Community Education (ACE)

Uniting SA:

- Communities for Children (CfC)

Multicultural Communities Council of SA Consortium:

- Youth Reconnect

South Australian Fire and Emergency Services Commission

- 2019 SA Disaster Resilience Grant

Multicultural Affairs: Department of the Premier and Cabinet

- Tet Festival (small and large grant)
- COVID-19 Support Communities
for Outreach Services

Prospect Council

- Grant for Moon Festival



NETWORKS AND PARTNERSHIPS

We would also like to thank the following partners for their support to CAaSSA. These partnerships and supports have been most valuable in ensuring the ongoing implementation of a holistic service to the most disadvantaged groups in our community, namely:

HỒI SINH COMMITTEE:

Members of the Hoi Sinh Committee comprise of workers from local health, AOD, mental health and law enforcement namely: CAaSSA AOD, DASSA, Diamond Club House, Uniting SA, SAPOL, and Hepatitis SA.

FLINDERS STATEWIDE GAMBLING THERAPY SERVICE AND FLINDERS ABORIGINAL GAMBLING HELP SERVICE:

Partnership with CAaSSA and Office co-location in the Northern Region, aiming to increase access to migrant and refugees from CALD backgrounds to access CAaSSA's treatment services, especially in drugs/ alcohol, problem gambling and mental health.

DISASTER RESILIENCE ADVISORY COMMITTEE:

Members of the committee comprised of community members and leaders from the following communities: Bhutanese, Burundian, Filipino, South Sudanese, Vietnamese, Congolese and Iraqi.

ILC ADVISORY COMMITTEE:

Members of the committee comprise of Community leaders, community members, Councils, Local Area Coordinators (LACs), workers from various organisations including: City of Playford Council, BaptCare, Feros Care, Baptist Care, Kudos, Migrant Communities Council of SA, Bhutanese Australian Association of SA, Congolese Community of SA, Vietnamese Community of Australia SA, Association of the Burundian Community of SA.

NORTHERN ADELAIDE ILC COLLECTIVE:

A partnership of eight ILC-funded organisations and representatives from three levels of government. These partners collaborate around a shared regional agenda to achieve agreed ILC objectives at scale. Collective partners were: Anglicare, Baptcare, Baptist care, City of Playford, CAaSSA, Feros Care, AMRC, Uniting SA, SA Department of Human Services, and the National Disability Insurance Agency.



SUPPORTERS

NETWORKS & PARTNERS:

CAaSSA has also worked in collaboration with a number of local service networks in order to enhance access for our clients to services of their needs. Organisations and services we have effectively worked in collaboration with are:

- › ACH Group
- › ACCEPT – Partner in Aged Care and Disability
- › Adelaide Casino
- › Adelaide Women's Prison
- › AlSham Organization for Syrian Community in Adelaide
- › Anglicare SA
- › Asthma Foundation Australia
- › Assessment and Crisis Intervention Service (ACIS)
- › Australian Migrant Resource Centre (AMRC)
- › Australian Refugee Association
- › BaptCare
- › Baptist Care
- › Better Living Homecare
- › Blair Athol Medical Clinic
- › Cadell Centre
- › Café Outside the Square
- › Calvary Residential Aged Care
- › City of Playford Council
- › Community Correctional Service
- › Community Mental Health
- › Connect Ed
- › Child and Adolescent Mental Health Service (CAMHS)
- › Club SA
- › Disability Living
- › Drug and Alcohol Services SA (DASSA)
- › Department of Correctional Services Port Adelaide
- › Domestic Violence Service
- › Elizabeth Community Correctional Centre
- › Elizabeth Medical and Dental Centre
- › Emergency Accommodation Services
- › Feros Care
- › Flinders Well-Being Centre
- › Flinders University – Research study on Palliative Care
- › Gaming Care
- › Headspace Woodville and Edinburgh North
- › Helping Young People Achieve (HYPA)
- › Hepatitis South Australia
- › Helping Hand
- › Housing SA
- › Ingle Farm Family Hub
- › Keeping Safe Program
- › Kudos
- › Legal Services Commission
- › Let's Get Care
- › Links to Wellbeing
- › Local GPs
- › Migrant Health Service
- › Multicultural Aged Care
- › Multicultural Communities Council of South Australia (MCCSA)
- › My Health Metropolitan Youth Health Service
- › Northern volunteering
- › Novita Children's Services
- › OARS Gambling Help Service
- › OLFA Muslim Community Sports & Activity
- › One Culture Football for young people with disability
- › Orana
- › PEACE
- › Pre-Release Centre
- › Private Psychologists
- › Psychmed
- › Regency Green Residential Aged Care
- › Relationships Australia SA
- › Salvation Army towards Independent Living
- › RSL Villas Care SA
- › Salvation Army Residential Aged Care
- › SA Police (SAPOL)
- › SANDAS
- › Shine SA
- › Skylight Mental Health
- › Sonder
- › St Hilarion Residential Aged Care
- › Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS)
- › The Northwest Medical Centre
- › Uniting SA
- › Western Adelaide Homeless Service
- › 2 Star Studio

COMMUNITIES:

CAaSSA has also continued to strengthen its connections to the following Communities:

- › African Communities Council of SA
- › African Women's Association
- › Association of the Burundian Community of SA
- › Awel Sudanese Community
- › Bhutanese Australian Association of SA
- › Congolese Community of SA
- › Muslim Women's Association
- › Overseas Chinese Association
- › South Sudanese community
- › Syrian community
- › Vietnamese Community School



COMMUNITY CENTRES:

CAaSSA has also had valuable partnerships with a number of Community Centres, neighbourhood houses such as:

- › Burundian Community Centre
- › Kilburn/Le Hunt Community Centre
- › Klemzig Community Centre, and
- › Pooraka Community centre



SCHOOLS:

CAaSSA also wishes to thank the following schools for their support and collaboration during the 2020-2021 financial year:

- › Adelaide Secondary School of English
- › Craigmore High School
- › Findon High School
- › Parafield Gardens High School
- › Paralowie High School
- › Salisbury High School
- › Underdale High School
- › Unley High School
- › Woodville High School



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Community Access & Services SA is the social, community & health services branch of the Vietnamese Community in Australia/ South Australia Chapter Inc.