

VIETNAMESE
COMMUNITY IN AUSTRALIA
SOUTH AUSTRALIA CHAPTER INC

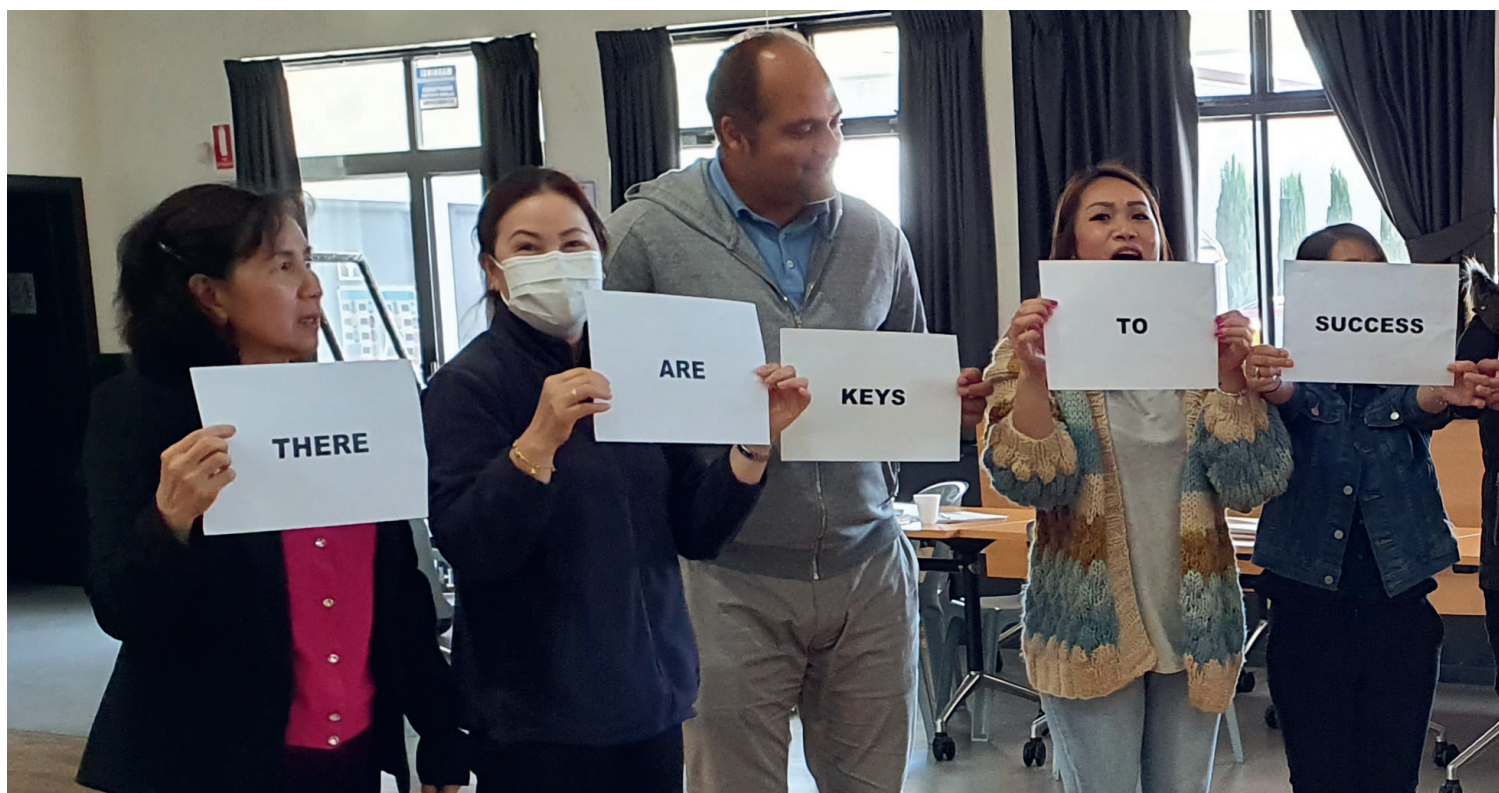


ANNUAL REPORT

2021-2022

A photograph of four young people participating in an outdoor activity. They are standing on a ground covered with dry leaves and twigs. Each person is holding a rope that is attached to a large, black tire hanging from a tree. The person on the far left is a young man with glasses, wearing a dark jacket and blue jeans. The person next to him is a young man wearing a black hoodie, black pants, and a blue face mask. The person in the middle is a young woman wearing a black puffer jacket and grey pants. The person on the far right is a young woman wearing a grey hoodie and black shorts. They are all looking down at the tires. The background shows a line of trees and a clear sky.

CONNECT
EMPOWER
SUPPORT



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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.

OUR BOARD



PRESIDENT

Mr Linh Dang Nguyen



VICE PRESIDENT INTERNAL AFFAIRS

Ms Oanh Kim Nguyen



VICE PRESIDENT EXTERNAL AFFAIRS

Ms Thuy Ngoc Le Phan



VICE PRESIDENT FOR PLANNING

Miss Thai Phung Ho



SECRETARY

Mr Dang Phuong Nguyen



TREASURER

Ms Dieu Minh Hong



ASSISTANT TO VICE PRESIDENT FOR INTERNAL AFFAIRS

Mr Man Thai Tran



ASSISTANT TO VICE PRESIDENT FOR PLANNING

Miss Thuyen My Ha



ASSISTANT TO SECRETARY

Mr Khanh Van Pham



ASSISTANT TO TREASURER

Miss Krystal Duong



YOUTH OFFICER

Miss Diem Anh Tran



REPORT FROM THE PRESIDENT

Dear members, we have a strong team on the new Management Committee (MC) who were elected in November based on their experience and expertise.

Their responsibilities are to make informed strategic decisions for the organisation's success, and to build trust and respect from the wider community. In this term, the Advisory Committee has also welcomed two new members, each with their own skillsets and a willingness to serve the community.

Community Access and Services SA (CASSA) is our core unit delivering quality services to the Vietnamese and the wider community. As MC members, we are committed to work with CASSA staff to meet quality standards. We have collaborated with the Finance team to upgrade our financial system to accommodate quick and easy data recording and reporting to the ATO, as previous paperwork from the old system has now been transferred to MYOB online. As a result, more accurate and transparent reporting to stakeholders (i.e., ATO, funding bodies) can be completed whilst reducing stress for staff during reporting periods. This has allowed staff members to deliver services to the community more effectively, freeing up their time to focus on the MC's objectives.

Our educational arm, the Vietnamese Community School SA (VCSSA), has continued to improve and expand. The registration has steadily grown year-over-year and in the calendar year 2022, a total of 616 students have enrolled at both our Maths and Vietnamese classes. Our teachers have recently undertaken a bridging course for educators and, as a result, we have found the need to further upskill our teachers' IT knowledge. A training course was designed and implemented in early October.

Quán Phở (Vietnamese Community Kitchen) is our main source of income. MC members have worked closely with the Quán Phở staff to develop a better environment which offers quality food at an affordable price to our local community. Based on feedback, we have also expanded both the food and drinks menu this year. Our purpose is

to bring our community closer when they come to enjoy lunch at the Vietnamese Community Centre.

With the Masterplan for the Community Centre presented at the last Annual General Meeting, our architecture firm has developed the conceptual design, obtained initial cost estimates, and broken down the project into logical phases. A recent grant of \$250,000 from Multicultural Affairs has enabled us to commence the renovation of the existing kitchen to cater for the increasing needs of our Quán Phở and the Aged Care groups. Detailed design is underway, and we should have a construction tender package ready by the end of 2022.

Due to the pandemic, unfortunately we were unable to host our premier cultural event, Adelaide Tet Festival, for two consecutive years. However, we managed to organise our three remaining annual events namely the Hung Kings' Commemoration, the Fall of Saigon's Commemoration, and the Full Moon Festival in partnership with the City of Prospect. We also attended quite a number of events and functions throughout the year which were organised by local governments, Australia Day Council SA, RSL SA branch and sub-branches, and organisations



REPORT FROM THE PRESIDENT

from the Vietnamese, Hong Kong, Uyghur, and Ukraine communities as well as Falun Dafa, as restrictions were gradually lifted.

We reached out to several Vietnam Veterans associations not only to show our appreciation of their sacrifice but also to honour them. We attended the 50th anniversary of HMAS Sydney in March which marked the last ferry of Australian troops out of Viet Nam in 1972. We visited RSL sub-branches on ANZAC Day. We also attended the Coral & Balmoral Commemoration in May. And we participated in the Organising Committee to plan for and commemorate the Vietnam Veterans' Day in August.

Closer to home, we have signed a contract to change our internet service provider to Optus. This agreement will replace the old copper cables with fibre optic cables enabling fast data transmission speeds over long distance. By the middle of 2023, we will also move our telephony system to Optus to enable Voice over IP. As cyber threats have increased substantially, we have also developed a policy on cyber security to keep our ICT system secure and to comply with the government's directives.

As always, we must extend our gratitude to the Department of Premier and Cabinet for their continuing support. We also must thank Hon Mark Butler MP who is also a long-term supporter of our community and has assisted us with obtaining funding from the Federal government departments.

Finally, our achievements are directly linked to the hard work of our team. We have made great progress this year, and I'd like to personally thank every team member for their energy, commitment and consistency in driving our organisation forward.

Thank you all for another excellent year. I look forward to continuing to break barriers this year with you all.



LINH DANG NGUYEN

President

Vietnamese Community in Australia
South Australia Inc.





REPORT FROM THE MANAGING DIRECTOR

Once again, a year has passed, with 2021-2022 filled with excitement, productivity and stories of success.

In spite of the challenges caused by the Covid-19 Omicron outbreak in December 2021, CAaSSA being part of the South Australian Disaster Resilience Communities, has responded positively and continuously, providing high quality services to our client groups. Most of CAaSSA's centre-based services have returned and a large number of activities were offered to the centre's participants.

A Cultural Responsive Service

Our service has continued to be characterised as culturally safe, hard-working, efficient, flexible and dedicated to our clients, ensuring a collaborative and holistic approach to meeting their needs.

Regardless of the threats of Covid Omicron between December 2021 and March 2022, CAaSSA services continue to be in very high demand from Culturally and Linguistically Diverse (CALD) communities and we have endeavoured to ensure that there was no disruption of services to the most vulnerable target groups in the community.

Within a typical service week, CAaSSA provided different services to more than 300 individuals through outreach services (at school, home-based, and other community centres/public places) as well as at the Athol Park and Salisbury offices. Services included:

- > aged care (CHSP, CVS and HCP brokerage)
- > adult community education
- > Clean Needle Program
- > Disability support (through Information-Linkages-Capacity Economic and Social participation, and NDIS)
- > women's services
- > mental health
- > problem gambling
- > youth
- > language support to connect to service systems, assist with services' billing issues, complete forms, etc.
- > facilitating free Tax Help and legal advice services that are offered respectively by the ATO and the lawyer Son Nguyen

Transformation and Transition

Changes are inevitable for the service to continue improving our delivery, complying with government requirements and meeting the complex needs of people who access CAaSSA services. During 2021 - 22, The Aged Care Service went through a series of changes in preparation for the Aged Care Reform Bill 2022. The changes were successfully implemented into our system in preparation for the Arrear Payment System in July 2022.

In addition, due to ageing issues that impact the elderly's health, CAaSSA's Aged Care Team has assisted Vietnamese elderly to connect with the Aged Care Assessment Team (ACAT) for re-assessment of their health and service needs. A large number of Vietnamese elderly people were assisted to transition to Home Care Package providers or are waiting for the assessment to be done. Partnerships and collaboration with other HCP providers have played an important role in ensuring a smooth transition process.

Social Connection

Enhancing our client's physical and mental health wellbeing has been an important focus which underpins CAaSSA services. The demand for services has been increasing after the restriction period. Although our workforce has been impacted negatively, especially in high-risk services, we have still implemented a high standard of rules to ensure the best possible level of safety for both workers and clients. CAaSSA's service quality has continuously improved, responding to the clients' needs in a timely manner.

In 2021, CAaSSA was awarded to be The Community Connect Partner for the Adelaide Western region by the Department of Human Services. This has been exciting news as we have the opportunity to co-design this new service with the department and work collaboratively with communities to address some of the service gaps in our local areas. Through warm referrals and collaborations, the Community Connect Program continues to play a vital role in connecting people with disabilities to services and activities in their communities, thus enhancing their social and mental health wellbeing.

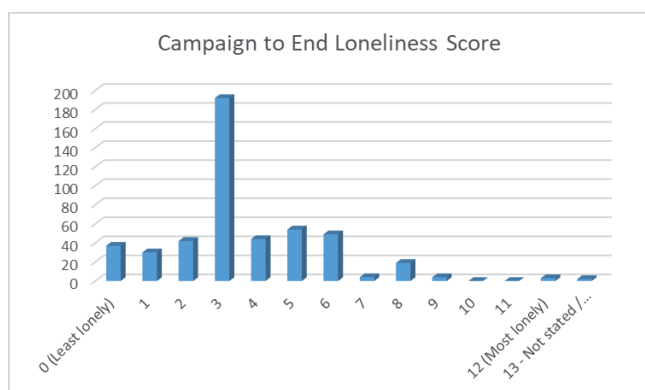
REPORT FROM THE MANAGING DIRECTOR

476 consumers participated in survey

93% of people are from CALD backgrounds

86% of people feel they are better connected to others after accessing CAaSSA services

Being a disaster resilient community centre, CAaSSA also plays an important role in assisting our clients to overcome the negative impacts of Covid-19. The pandemic has not only affected people's physical health but also their mental health through social/physical isolation, which at times was even amongst members of the same household. Services aim to enhance physical and mental health wellbeing by assisting people to better connect with the community as part of their recovery from Covid-19. Using the Campaign to End Loneliness Tool, a survey was conducted to measure the level of success in assisting our clients to enhance their social and mental health wellbeing. By visiting the community centre and participating in activities, 94% of people who completed the survey (scoring from 0 – 6) indicated that they enjoyed positive relationships and found the activities socially engaging.



CASSA has continued to build its capacity through the continuous building of a better and stronger governance structure and a team of highly trained staff who are dedicated to their job. Whilst aiming to provide high quality CALD services to vulnerable groups in our community, CAaSSA has also continued to address their unmet service needs by referring them to various government departments and NGO/private service providers. CAaSSA has also worked with mainstream services and advocates to assist our clients to access culturally safe services, thus

enhancing the retention rate and resulting in positive treatment outcomes for our clients.

Celebrations

Furthermore, despite the difficulties caused by Covid-19, CAaSSA has continued to connect our clients through organising different celebratory events.

It is with much optimism that I'm looking forward to our future in 2022 - 2023, with the opportunity to continue contributing to building a vibrant multicultural community and bridging gaps by linking people to services that cater for their needs.

- > **Harmony Day:** Different CALD communities came together to celebrate our diversity and cultural heritages.
- > **International Day of Disability:** The event aimed to showcase to the community that disability does not hinder peoples' ability. More than 40 people from different cultures attended the event and participated in different activities on the day.
- > **Volunteer Week:** CAaSSA organised different events to assist volunteers to celebrate, as well to encourage more people to participate in volunteering. A Team Building Day was organised for volunteers from Aged Care Services. The Volunteer Expo Day was coordinated by a number of organisations to raise community awareness of volunteers, especially those who are with disability.

In closing, I would like to take this opportunity to thank our Management Committee for their hard work and their support to me while leading our organisation through the many changes. I would also like to thank all of our staff, whose commitment and diligence has not gone unnoticed, and this Annual Report 2021-2022 will serve as testimony to their hard work. Lastly, I would like to also send my heartfelt thanks to our volunteers who have given up their time to enrich our services by supporting our programs.

LAN MONG NGUYEN
Managing Director

Community Access and Services SA



CAaSSA - Connecting the community

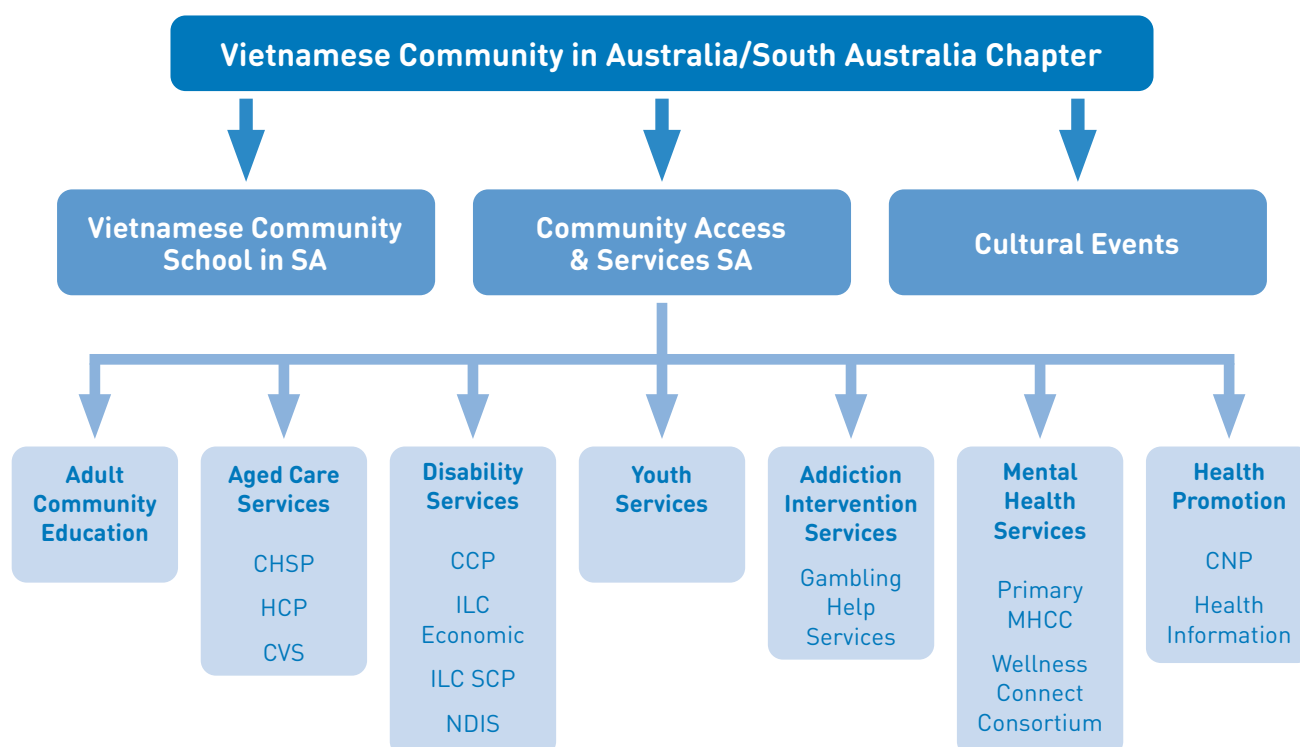


OUR ORGANISATION

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





COMMUNITY CONNECT

EMPOWER - EQUITY - CHOICES CONNECTING, CULTURAL RESPONSIVE



There is research indicating there are many service gaps for people with disability who are not eligible for NDIS, aged care or mental health services. It has been shown that this leads to social isolation and disconnection from support services.

Many people from Culturally and Linguistically Diverse (CALD) backgrounds in our community are at an even higher risk due to language and cultural barriers.

During 2021-2022, CAaSSA offered services to people of CALD backgrounds, connecting them to communities and services. This reduced their social isolation and improved their wellbeing and independence.

COMMUNITY CONNECTIONS PROGRAM

CAaSSA was awarded two years funding from the Department of Human Services to become a **Community Connect (CC) Partner** in the western area.

Our CC program supports people aged 18 to 64 years from CALD backgrounds living in the western and northern suburbs. Many peoples' independence and quality of life is at risk because they are disconnected from necessary supports and face heightened vulnerability due to social isolation. This year, more than 80 clients accessed the program and have been connected to groups and other services.

The program employs people from six different cultural groups and covers nine language groups to engage with different CALD communities.

This year, CCP has connected 72 people to our centre's activities and social groups. Sixty-eight clients received one-on-one case management, assessments and care coordination services. The program uses the 'whole person' assessment to ensure all clients' needs are identified and addressed through care coordination, and in turn, links them to different appropriate services. Six people received warm referrals to other related services.

This year, the CCP has started the Bhutanese Social Group. The aim and goals are to address social isolation. The focus is increasing confidence amongst participants to access mainstream services, and to increase awareness of relevant services in the northern area. Part of the group setting is to go on outings together. The group is attended by nine participants.



COMMUNITY CONNECT

COMMUNITY VISITOR SCHEME

 **7** volunteers

 **25** Aged Care Residents

 **1000** face-to-face visits

 **20** video chats (during COVID-19 outbreak)

This year, CAaSSA continued to visit CALD residents at Residential Aged Care Facilities in the northern and 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 backgrounds, who receive Australian Government subsidised residential aged care 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
- RSL Villas Care SA
- Westminster Village Aged Care Facility
- Infinite Aged Care - The Churchill Retreat



HIGHLIGHTS:

One other story I think it will stay in my memory forever was "The smile" of a new resident in the RACF, she is new and younger than most other residents, therefore she did get along well and she was very sad. Her family members said that prior living in the RACF, she didn't want to talk to anyone, keep to herself and never smile. This caused her to have more problems which she became more miserably. During her first few weeks in the residential care center, we'd met her and family there, we comfort and share the experiences of our life and say some jokes, when we left instead of say thank you she gave us a bright smile which make her family so happy saying that it was her first smile since she had her health conditions that resulted in admitted to the RACF.

One of facility closing down and they move the residents to different facilities but our volunteer keep continued to support to visit with different aged care residential facility.

CHALLENGES:

During the COVID-19 pandemic and all Nursing home facility and 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.

The Covid – 19 still impacted to the program and some of Aged Care residential facility still lockdown and have restriction for volunteer to visit.

In some case client pass ways dealing the health condition also sadly one of aged care residential facility closing down and they move resident to another facility.



COMMUNITY CONNECT

SOCIAL SUPPORT FOR VIETNAMESE ELDERLY GROUPS

CAaSSA's Community and In-Home Care Service also organises weekly Social Support Groups, based in Adelaide's Western and Northern suburbs (Tuesday and Thursday). 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 to support the elderly to connect with the community and make new friends.

i 3970 contacts

🕒 102 clients

i 80 sessions



INFORMATION SESSIONS:

+ 350 clients participated in evaluation of information provided throughout the group sessions

👍 100% satisfaction with services provided and reported an increase in connection to services



WOMEN'S SOCIAL GROUP

The successful Women's Social Group has been running for 6 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, Tai-chi 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.



COFFEE & CHAT/HOBBIES

Coffee and Chat Program began at CAaSSA Centre in October 2021 and this program has been extended to Salisbury since March 2022. This fortnightly drop in is attended by some diverse community members where they have conversation over a cup of coffee, learn a new skill through activities and board games. The participants also receive information on different topics and have referral pathways to relevant programs.



THE FRIENDSHIP CAFÉ

In the 2021-2022 financial year, CAaSSA received grant funding for a new project, *The Friendship Café*.

Work is being undertaken to launch the project, however The Friendship Café aims to be a friendly, welcoming space with two purposes: the first being to provide the local community a with space to catch up and have a cuppa; the second to provide volunteers the opportunity to receive training and experience in barista coffee making.

The Friendship Café will operate under a social enterprise model, meaning that it will be operated by volunteers with any profit being re-invested into the project. This allows the café to offer drinks at a lower price point than other cafés, which makes it more affordable for people to indulge in a barista-made coffee.

As part of the project, volunteers will receive barista training in order to make espresso drinks and tea, and ongoing mentoring and support with regular operations of the café to ensure that they are able to build their hospitality skills. Participants can also opt-in to receiving support from other CAaSSA programs, which may help with their job hunt.

INTERNATIONAL DAY OF PEOPLE WITH DISABILITY CELEBRATION

The International Day of People with Disability is held on December 3rd annually. In 2021, Community Access & Services SA hosted the inaugural International Day of People with Disability Celebration. Forty-five CALD people and their carers participated on the day to highlight the rights of people with disability and to celebrate their achievements.

Every year, International Day of People with Disability has a different theme. In 2021 the theme was *"leadership and participation of persons with disabilities toward an inclusive, accessible and sustainable post-COVID-19 world"*. CAaSSA prioritised this theme throughout the event by ensuring that people with disability could not only participate but also lead activities.

The celebration started with an introduction to the event and a speech from CAaSSA's Managing Director, Lan Nguyen. Lan's speech highlighted the strength and resilience of people with disability, and showcased people who have found fame and success in their professional careers.

The CAaSSA's International Day of People with Disability celebration also had a focus on cultural sharing, and what better way to do that than through food? A volunteer from the Bhutanese community Maya Dahal, along with Bhutanese CAaSSA staff, demonstrated to the Vietnamese community how to make traditional Bhutanese momo dumplings. Attendees learnt about the spices used, the method, and then got to practice how to pinch closed the dumplings. Afterwards, Vietnamese CAaSSA staff demonstrated how to make cold rolls to



the Bhutanese community, who got to assemble and roll-up the cold rolls themselves.


With sport being a key part of Australian culture and a great way to meet new people, the celebration also offered attendees the chance to try a new, accessible sport. One Culture Group supported the event by running a 'come and try' session of Pickleball, which is an inclusive ball and paddle sport. Pickleball looks similar to tennis or badminton but is played at a slower pace, and gives players a better chance of being able to hit the ball due to the smaller court size and the specific balls and paddles that are used. The session was a hit, with attendees giving it a go and getting to learn how to play a new sport.



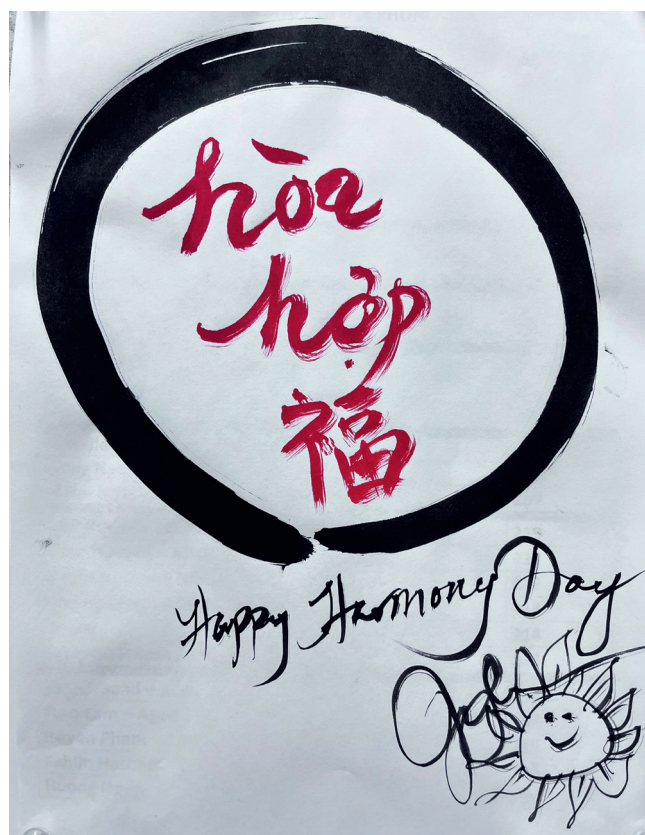
HARMONY DAY

Multiculturalism is part of Australia's national identity and is something that CAaSSA, as an organisation, has worked together to support. The values of cultural diversity mean we should respect and accept peoples' differences. Harmony Day is a reminder that all cultures, religions and races should be valued, respected and celebrated every day. CAaSSA chooses to celebrate together as a team on National Harmony Day. The sharing of cultural food and a number of activities were organised with more than 120 people attending the event.

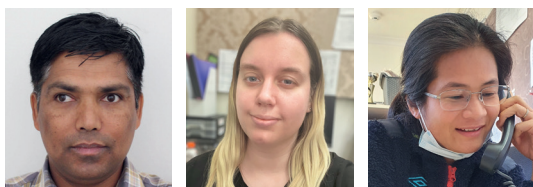


 **121** participants registered on Eventbrite for this celebration

 **5** different cultural displays







INFORMATION, LINKAGES AND CAPACITY BUILDING PROGRAM (ILC)

Information, Linkages and Capacity Building (ILC) is all about inclusion, creating connections between people with disability and the communities they live in. The Australian Government Department of Social Services ILC Program provides grants to organisations to deliver projects in the community that benefit all Australians with disability, their carers and families. The CAaSSA ILC Program places emphasis on:

The Committee meets regularly on a monthly basis to provide advice to CAaSSA on how to support community members along their journey, enhancing their community participation and social connections in a culturally safe and relevant manner.

- Community education and the message to communities that disability is not an inability. The majority of the ILC activities aim for community attitudinal change toward people with disability.
- Empowering individuals with disability to increase their community participation and connection in all areas such as festivals, community events, training opportunities, volunteering and employment.
- The establishment of Empowering Community as an advisory body to the ILC and Community Connect programs. Different CALD communities were invited to take part in the Committee. Membership includes representatives from the Vietnamese, Filipino, Burundian, Iraqi and Bhutanese communities, and new regular attendees from the Venezuelan and Sri Lankan communities. Others in the Committee include:
 - Feros care
 - Baptcare
 - One Culture
 - National Disability Coordination Officer
 - City of Port Adelaide Enfield
 - City of Charles Sturt
 - Orana Australia Limited
 - Velvet Care Plan Management

“ *Disability need not be an obstacle to success.* ”

Stephen Hawking, 2011



CAaSSA ILC Program held their community consultations in August-September 2021 to inform the program about the needs of the community and to identify any existing gaps in services. To this end, two focus groups and a consultation were organised with the community and community leaders.

Some of the challenges identified included:

- Cultural beliefs and stigma preventing CALD people with a disability accessing services.
- Lack of information and resources about services in community languages.
- Lack of transport to attend groups and services.
- Limited or lack of accessibility considerations of some community program activities.

These challenges were overcome by;

- Developing culturally responsive programs and information resources in community languages with community workers and leaders.
- Providing outreach support and building community's capacity to use existing systems.
- Working closely with community leaders and mainstream services to improve accessibility of activities.

CAPACITY BUILDING

INFORMATION, LINKAGES AND CAPACITY BUILDING PROGRAM Economic Participation

The aim of our program is to improve the economic participation of CALD people with disability, particularly in light of the impact of Covid-19.

In the first six months, the project has re-established its connection with the community and helped to keep up momentum of the program. There were nine programs conducted during this period and topics included:

- > Employment Support Group – Vietnamese Career Workshop
- > Driving for Work Information Workshop – Arabic Women
- > Job Requirements Workshop – Vietnamese Group
- > Employment/Volunteering Workshop
- > Volunteering Goal Setting Career Workshop – Arabic Men's Group
- > Volunteering Workshop – tag painting for event
- > Bike for Refugees/Volunteering Workshop
- > Arabic Art/Hobby into Money Workshop
- > Working Bee/Volunteer Donation Planning Workshop

EMPLOYMENT PATHWAY TOOLKIT

In consultation with the CALD communities, our project has developed the Employment Pathway Toolkit designed to assist participants on their journey in the direction of making positive changes that enhance their economic participation. The Toolkit topics include:

- > Creating Goals
- > Looking for Opportunities
- > Job Requirements Explained
- > Volunteering as a Pathway to Employment
- > Education as a Pathway to Employment
- > Types of Jobs in Australia
- > Interviews: What to Expect, Discussing your Needs, Preparing for the Day
- > How to Spot Scam Job Advertisements

i 9 programs

🕒 17 workshop sessions

👥 12 people being engaged in paid/unpaid jobs since the start of the project

🗣️ 228 people attended workshops, events and information sessions



INFORMATION, LINKAGES AND CAPACITY BUILDING PROGRAM

Social and Community Participation

The aims of CAaSSA's ILC Social and Community Participation Program is to increase social and community participation for people with disability who from a culturally and linguistically diverse background. Our ILC Program seeks to do this by:

- > Building the capacity of CALD people with disability to participate in their respective cultural community groups to enhance their social support networks.
- > Creating opportunities for CALD people with disability to participate by creating more inclusive services and communities.

There were eight programs in this financial year which included activities such as;

- > Disability Information Sessions
- > Community Leaders Program – Community Change Makers Workshops
- > Coffee & Chat/Hobbies
- > Social Support Group
- > Carers Social Group
- > Disability Community Forum
- > Community Events and Information Stalls
- > Inclusive Community Events Toolkit
- > Community Education

i 8 programs

🕒 27 workshop sessions

👥 22 people with a lived experience of disability volunteered their time in the leadership and delivery of the project activities

👤 309 people attended information sessions, workshops and events



CAPACITY BUILDING

COMMUNITY INFORMATION SESSIONS

Throughout the project, CAaSSA also developed appropriate community education programs to build knowledge, skills and confidence, and educate CALD communities about disability, disability rights and cultural beliefs. The aim was to reduce community stigma associated with disability that prevented some people with disability from accessing the NDIS. Despite the Covid-19 pandemic, a number of workshops and forums were provided to deliver information to the community via face-to-face and online platforms.

-  **5** community sessions
-  **1** community forum
-  **73** participants
-  **4** community groups - Arabic speaking Mediterranean, Bhutanese, Burundian and Vietnamese



-  **4** Community Change Makers Workshops
-  **15** community leaders and active community members attended
-  **3** communities - Arabic Speaking, Bhutanese and Burundian

CALD COMMUNITY LEADERS PROGRAM

ILC Community Project also ran Community Change Makers Workshops as part of the CALD Community Leaders Program aimed at increasing accessibility for people with a disability to community events and activities. This program also provided engagement opportunities for people with lived experience of disability in reducing community stigma through awareness campaigns. This was achieved through information workshops on disability and inclusive practice, and the development of a disability action plan. Also, an Accessible Event Toolkit for organising community festivals and programs is being developed with input from the CALD community. As a result of this program there have been reports of improved participation by people with a lived experience of disability in the design, delivery and participation in cultural events, activities and programs.

BHUTANESE SOCIAL SUPPORT GROUP

The ILC SCP Project, in partnership with the Community Connections program, has been working closely with 10 Bhutanese project participants and their carers to build their capacity to organise themselves to meet, socialise, have group activities including social outings, service visits, lunch and receive information deemed relevant by the group. The Social Group is designed to become a self-help group once the participants are ready. The project provides mentoring to participants who are involved in the co-design and delivery of the group activities in a safe and supported way. Their group participants have been consistently attending activities on a weekly basis since April 2022. The goal of this group is building participants' organising skills, building self-confidence, making social and community connections, and making new friends.



“ *I am very pleased to participate in the community, I don't feel isolated or lonely and have a reason to get out of home. I have started accessing local library, visited community centre and started using public transport.* ”

Feedback from a Bhutanese participant



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 IN ONE-ON-ONE SUPPORT/CARE COORDINATION/ COUNSELLING/ THERAPY SERVICES:

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


CONSUMER FEEDBACK WORKSHOPS:


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


COMMUNITY PARTICIPATION IN SURVEY:

The centre conducted a consumers and volunteers survey every six months. The purpose was to capture information on the level of people connecting to the community.

 **476** consumers participated in the Survey Week (one week in December 2021 and one week in April 2021)

 **87.2%** people feel they are better connected to the community

 **91.4%** people said their relationships are as satisfying as they would want them to be

 **92.86%** said they were content with the friendships they made when they participated at the centre

CONSUMER CONSULTATION:

CAaSSA ensures that the community is always consulted before and during project activities to ensure programs and resources developed are community led and that the community are a key part of the co-design process. Clients are encouraged to provide regular feedback on group topics, the time and activities.

Consumer consultation allows CAaSSA to recognise clients' needs and service gaps, thereby identifying areas for improvement. During this period, a number of consultations were conducted regarding bi-lingual resources development, such as consultation with the Vietnamese and Bhutanese Community to translate a version of the Career Pathway Toolkit that assists people with disability to plan for their journey setting goals and for their career.

ACCREDITATION FOR SERVICE STANDARDS

CAaSSA continuously works on improving its' services, management and government policies and procedures. This financial year, CAaSSA did not undergo any external audits, however previously achieved the following standards:

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

QUALITY IMPROVEMENT SYSTEM

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 2021-2022 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.

Some of Policies and procedures developed/ implemented / reviewed through 2021-2022.

- > Recruitment Employment
- > Pre-Screening Policy
- > Induction
- > Employee Grievances
- > Complaint
- > Workplace Bullying
- > Staff Appraisal
- > Staff Training
- > Employee Assistance Program
- > Managing Poor Performance
- > Performance Improvement Program
- > Employment Termination



STAFF CAPACITY BUILDING

CAaSSA has continued to implement a number of strategies to enhance staff capacity to work within their roles and apply evidence based into practice.

- Administrative Supervision: CAaSSA management team provide line management supervisions regularly with staff across all programs and services to provide guidance and support to staff so they can perform their role effectively.
- Clinical Supervision: CAaSSA has had a consultant from Flinders University who provided clinical supervision regularly to CAaSSA staff who provide one on one counselling, therapy and support to clients.

The consultant also provides trainings and support to group of staff when needed. In this financial year, the consultant provided the following trainings to staff:

The Consultant has been working with the VGHS worker and Peer workers to develop stories of people with problem gambling from Vietnamese background to raise awareness and cultural issues related to gambling problem.

- Mentoring: CAaSSA also has the mentoring system in place to support new staff in their new role.
- Trainings and professional developments: CAaSSA staff also receive training and professional development provided by CAaSSA and external agencies on a range of topics. The followings are some of the trainings in this period:
 - Online problem gambling issues: The VGHS had organised a 3 hour training session for 12 CAaSSA staff across many programs (i.e., Mental health, Youth Reconnect, NDIS, aged care and VGHS) on Online Gambling. The guest speaker was Dr Kim Le – Psychiatrist - who is specialised

in children/youths gaming and addiction. The training was very informative and gave staff more knowledge in discussing gaming topic to children/ youths and family and how to refer those affected negatively by gaming to help services available. For future trainings, staff also like to have more practical skills to engage youth or family in this topics.

- Suicide Prevention and Responses training: 3 clinicians attended. This is a 2 days training provided by APHN. The training provided knowledge and skills to clinicians to apply the new approach into suicide prevention, risk assessment and responses to suicide issue. The new model has been developed in United Kingdom.
- Cross cultural awareness and refugee health provided by CAaSSA internally
- Cross cultural Communication provided by Multicultural Council SA
- Trauma informed Practice provided by Australian Social Work Association
- Peer work and how to increase organisation capacity to peers in the workplace provided by Mental health Coalition SA
- Child Safe Environment provided by Northern Volunteering
- Work Health Safety provided by Northern Volunteering
- Senior First Aids and CPR provided by Northern Volunteering
- NDIS and mental health provided by Feros Care
- Many more Sessions training on CAaSSA's policies to ensure compliance from staff.

TEAM BUILDING

On 29 October 2021, a Team Building Day were organised for all CAaSSA staff, providing opportunity for staff from different teams to meet and know each other, building consensus on shared values, connecting and work together through activities and fun games. Staff also shared a multicultural lunch as part of sharing our cultures and values to enhance understanding between cultures. A large part of CAaSSA staff are In-Home Support Worker who provide services at client's

home. Thus, having an all staff Team Building day has been valuable as many staff have had opportunity to meet other from different teams, different cultures and building up a stronger and cohesive team. In addition, the Cultural Awareness workshop training was also provided to all staff at the start of the Team Building Day, triggering the conversation and discussion around mutual respect and understanding as the important key in cultural safe practice



COMMUNITY CARE



CARE SERVICES

"We care for our community"

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

- > The Commonwealth Home Support Program (CHSP)
- > Visiting residents at the RAS through Community Visitor Scheme
- > Various brokerage arrangement with other mainstream Aged Care services.
- > Provided services collaboration with Home Care Packages (HCP) to transition clients from CHSP to HCP

The Aged Care team also provided the following support for Vietnamese elderly Individuals

- > Helping to register on My Aged Care website for re-assessments
- > Language assistance: including comprehension of letters from government / services/ hospital or filling-in forms.
- > Advocacy for complex needs



"I am living alone, and have been using 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."



"During Covid-19 lockdown and I feel lonely and isolate at home. One of my friend invited me to join the Social support Group at CAaSSA I very enjoyed and I appreciate to get all information sessions at the group about how to maintain my well-being, social life, confidence and connected with community"



"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."

IN-HOME SERVICES



43 elderly received ongoing services Including:

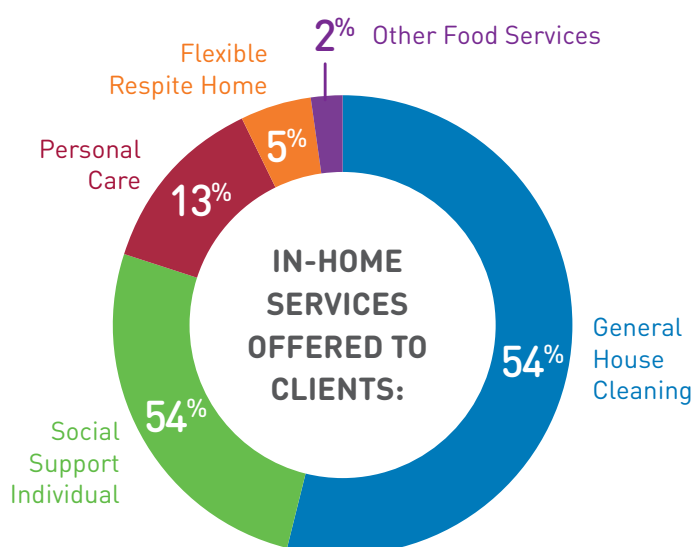
- > Domestic assistance
- > Meal preparation at home & Meals delivered
- > Personal care
- > Social support group
- > Individual social support



920⁵ sessions other flexible respite including provided for events: Harmony Day, AGM, Guest Speakers



3,557 services provided



CENTRE-BASED DAY CARE CENTRES

Beside the main aim of providing respite for carers, this service also assists to improve participants' quality of life through providing them with an opportunity to have fun in a safe and caring environment, while providing carers with a regular scheduled break. 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.

 **526** contacts

 **15** clients

 **34** sessions

 **8** flexible outings



COVID-19 PHONE CALL

 **1997** sessions which included information on: *self-care, wellbeing and exercises*

 **100%** client satisfaction

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

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.

MEAL DELIVERY SERVICE

 **1,549** meals delivered between July 2021 to June 2022

Due to the COVID-19 pandemic outbreak again and client still need the meal delivered from CAaSSA and we continued to support elderly to received meal or extra meal when the services back. As a result, CAaSSA continues to provide a meal delivery service for our clients as well as disadvantaged people within the community who were experiencing health issues and were at high risk. 10 new clients, on top of our existing clients accessed the meal delivery service including some of our NDIS Participants and HCP clients.

ASSIST VIETNAMESE ELDERLY ACCESSING HOME CARE PACKAGE

PURPOSE:

The purpose of accessing the package is to help elderly people (you) to continue to live a good life at home safely and independently for as long as possible. You will get to make informed decisions about how the funds are spent in conjunction with your Case Manager. A Home Care Package that provides reassurance for elderly people (you) with flexible services to review needs and goals to understand any adjustments required to your care plan.

HOW MANY CLIENTS ASSISTED TO ACCESS HCP:

There are numbers of Vietnamese Senior clients assisted by CAaSSA with registration for Home Care Package, and majority of clients have been approved and assigned in HCP with their eligible for a Home Care Package.

PARTNERSHIP:

CAaSSA has linkage with many Home-Care Package in South Australia as well interstates to support for Vietnamese Clients' benefits with language support, social connections, and help at home, help for carers, and many more, such as: ACH Group, AMRC, Resthaven, Accept Care, HCA, Komplete Care, Ling care, St Hilarion, Let's Get Care (Victoria), Just Home Care Packages (Victoria), Senior Helpers Fleurieu (Tasmania), Demetia Caring (Home Caring Inala - QLD).

HOW CLIENTS ACCESS TO THIS SERVICES:

There are more 60 Vietnamese HCP clients currently accessing the In-home, group activities, meal delivery services through CAaSSA that most of clients feel more secured and empowered by receiving support from Vietnamese care support workers.



NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

-  **30** NDIS participants accessed services
-  **23** Bi-lingual support workers from Afghan, Burundian, Bhutanese and Vietnamese cultural backgrounds offering six language groups
-  **5** Bi-lingual support workers from Afghan, Burundian, Bhutanese and Vietnamese cultural backgrounds offering six language groups
-  **245** hours (approximately) of support provided regularly per week
-  **10** networking events attended to promote CAaSSA NDIS services

SUPPORT COORDINATION

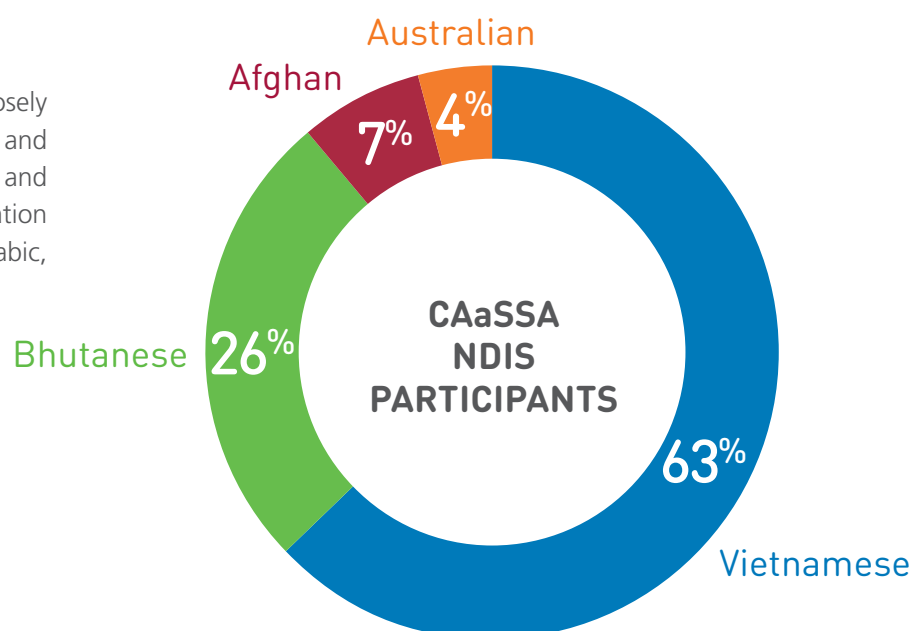
In 2021 and 2022 our services further expanded through its ongoing support coordination (assistance in coordinating or managing life stages, transitions and supports). Our Support Coordinators are fluent in Vietnamese, Nepali and English, which made our NDIS participants' services even more accessible, as they were able to clearly communicate directly with our Support Coordinators instead of using an interpreter and translator.

COMMUNITY EDUCATION

The NDIS team has been working closely with ILC Project officer Teju Chauhan and engaged with Baptcare, Feros Care and Plan Tracker to run NDIS information sessions in Vietnamese, Nepalese, Arabic, Burundi and English.

CAaSSA offered NDIS participants the following registered support services during 2021-2022:

- > Level 2 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



COMMUNITY CARE

REGIONAL PROVIDER BREAKFAST & COMMUNITY FORUM – PORT PIRIE

On September 30 2022, CAaSSA's NDIS Team Leader, Plan Tracker SA Manager Justine Hall, Optimal Support Coordinator Jacinta Dempsey and Contemporary Coordination's Rachel Lafain come together in Port Pirie to run both a provider networking event and a community forum for CALD and mainstream providers and participants. This will be an excellent opportunity to extend CAaSSA's support coordination service to CALD and mainstream participants living in the Mid North where NDIS services are limited and have long waiting lists.

SUCSESSES

This financial year, we have re-registered as an NDIS provider for 10 support categories after successfully passing our second external audit. Although our service went through a difficult period of high staff turnover, we have now been able to recruit new staff who are highly skilled and dedicated.

The NDIS Team Leader has attended a number of different NDIS provider networking events and the team has been developing partnerships with mainstream NDIS service providers. This gives mainstream NDIS service providers a referral pathway for CALD participants. This will also

help build CAaSSA's NDIS participants' knowledge about how to appropriately use NDIS funding and how to use 'choice & control' when implementing their plans, plan management, service agreements and selecting different types of service providers as we work with and bring their knowledge onboard in our community education sessions.

CAaSSA's country NDIS participants have come onboard in July 2022 for Level 2 Support Coordination. This is going well with positive feedback being provided by the child representatives. A child representative, whose child has Autism DSM 5 Level 3, reported that their child has had no NDIS funding for 3 years previously but they didn't know where to go and who to seek help from. The participant is now engaged with a number of different services in Port Pirie and Whyalla, who are working together to support the him in all areas of his life, building the skills he needs to become more independent.



Free Information Forum

NDIS in Port Pirie

Hosted by Plan Tracker, CaASSA, Contemporary Coordination & Optimal Supports

Join us for tea, coffee and biscuits & find out how to make the most of your NDIS plan

Friday 30th September - 2.00-4.00 pm
Port Football & Community Sporting Club
Registration essential - enquiries to camille.m@caassa.org.au


We love ndis

Camille Mummeley, Justine Hall, Jacinta Dempsey, Rachel Lafain

OPTIMAL SUPPORT, **Community Access & Services SA**, **Contemporary Coordination**, **PLAN TRACKER** Most Outstanding Plan Manager 2021



ADULT COMMUNITY EDUCATION


 **55** individuals participated in the course from August- December 2021

 **2904** student contact hours



Adult Community Education Pathways was a new initiative from a new project stream under Training Priority Projects to support community education as a key pathway for the development of skills and knowledge for participants. Due to some changes in the program, CAaSSA had not started the new project until March 2022. However, from August – December 2021 CAaSSA was able to continue conducting four conversation groups with support from volunteers, ensuring continuity of learning for participants.

Under the new Training Priority Projects funding stream's structure, CAaSSA has been able to provide extra support to individuals so that they could reach their learning goals. Each participant was supported to go through an Upfront Needs Assessment (UAN). Throughout the course, learning and practice opportunities were provided to enable them to develop proficiency in the use and

 **55** individuals enrolled for various courses from March – August 2022


 **7** different English and digital literacy courses provided during this period



application of this content. Individual participants were provided with the one-on-one support and mentoring required to enable them to apply this learning to their own contexts. Each was supported and encouraged to review their experiences, both within and externally to the course delivery, so that feedback and advice could be offered to maximise the learning experience. The project was very successful and resulted in a high number of participants completing the course. Small group conversations and one-on-one conversations have been identified as most effective methods for this group. A number of practical activities and outings were organised to enhance participants' learning experiences. They also learnt how to use the public transport system, visiting a few places in the Adelaide CBD.



VIETNAMESE COMMUNITY SCHOOL IN SA (VCSSA)

 **623** students enrolled -
an increase of 7 enrolments
compared to last financial year

 **21** Vietnamese
classes

 **10** Maths
classes

For over 42 years, dedicated volunteer teachers and staff have contributed towards disseminating Vietnamese language and culture in South Australia to preserve our community language.

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 'i9 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 Improve** around our plan to adapt to changing environments
- i8 Identify** the availability of a suitable school venue for our students
- i9 Intercultural** engagement with South Australia's diverse multicultural communities



PRINCIPAL'S REFLECTION:

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

- > despite the crippling effects of a prolonged global pandemic,
- > despite a clunky and restrictive online enrolment system
- > despite student numbers outgrowing classroom capacity size at the host school, and
- > despite the scarcity of digital learning resources at our school

...our total enrolment numbers still increased by seven students to 623. This growth trajectory has been steady and consecutive for the past four years.

In line with our school's vision, *"To deliver sustainable organisational growth for VCSSA through a reputable brand and make it well known for quality Teaching and Learning"*, language education is a strength of our Vietnamese community in South Australia, and reflects the hard work of volunteer teachers, parents and students to leverage our school from below 37th position in student numbers to 'Top 2' in South Australia within four years, and gain interest and respect from fellow cultural and linguistically diverse community organisations.

Our people's passion to achieve this shared common purpose was acknowledged by the Minister for Education



when our teacher, Mrs Liên Nguyễn, received the 2021 Community Language Schools SA Secondary Teacher of the Year Award. This is a history making "Connect Four" win of this award for our school since 2018.

The 4th of October 2022 was the third anniversary 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 community language and Vietnamese cultural heritage.

VCSSA respectfully acknowledge the traditional lands of the Kaurna people and our school will continue to proudly include South Australia in its branding and corporate strategic focus, to remind 'students of the future' about the connection between Vietnamese culture, the pursuit of knowledge and the Vietnamese community's presence and identity in South Australia.

KHUYÊN (QUIN) TRẦN
Principal

Vietnamese Community School in SA



HEALTH PROMOTION




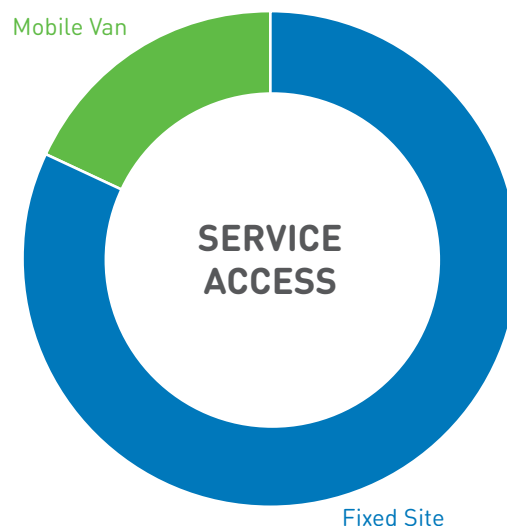
CLEAN NEEDLE PROGRAM

 **3,285** primary clients
(Fixed site and Outreach)

 **10,361** secondary clients

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

 **3,651** referrals (from CAaSSA's CNP to other services, such as other CNP sites, AOD treatment and support services, and 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 B and C, Liver check, New vein care treatment for Hepatitis C, Sexually transmitted infections, Drug and alcohol harm minimisation

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.

In the last 4 years, CAaSSA CNP has developed a volunteer training program aimed at training volunteers to work in the CNP field, including mentoring them in one-on-one client interaction and access to AOD information. In 2021-22, CAaSSA CNP had trained and mentored one volunteer. This initiative has assisted people with AOD lived experience to make a positive step toward independent living by developing employment skills. CAaSSA has also continued to contribute into the sector workforce development. Last year one volunteer had gained employment as a peer worker as the result of this volunteer training.

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




MENTAL HEALTH SERVICE - WELLNESS CONNECT NATIONAL PSYCHO-SOCIAL SUPPORT PROGRAM

 **940** delivered 940 groups

 **167** supported 167 individual consumers

 **44** supported 44 of these consumers to begin testing or re-testing for NDIS, with nine successful applications and 35 in process as of June 30th 2022

 **7** won the Adelaide Outstanding Achievement Award in Primary Mental Health Care 2021

Wellness Connect NPSP is supported by funding from the Adelaide PHN (Primary Health Network) through the Australian Government's PHN Program.

Led by Neami National, Wellness Connect NPSP is delivered across metropolitan Adelaide, working with CAaSSA, Life Without Barriers, Mind Australia, Mission Australia, Skylight and Uniting Care Wesley Bowden.

Wellness Connect NPSP is for people who:

- › are aged 18 – 64 years
- › live in the Adelaide metropolitan area
- › experience serious mental health challenges
- › are not NDIS participants

Wellness Connect NPSP is focussed on recovery providing:

- › one-on-one support for three to six months to identify goals, link into local services and supports, build confidence and networks
- › a group-based program of up to 12 months covering three broad categories – social and recreational skills, practical skills and emotional self-regulation
- › support to test eligibility for the National Disability Insurance Scheme (NDIS), including assistance to gather evidence and complete the application
- › the Service Navigator, available to Wellness Connect NPSP participants as an additional support, to identify relevant services and facilitate supported referrals

Support focusses on receiving practical assistance with daily living, looking after personal health and hygiene, finding a home, gaining employment, as well as improving consumers' connections with family, friends and the community.

Consumers will learn strategies and develop skills that help consumers to:

- › identify their strengths
- › build healthy coping skills
- › achieve personal goals
- › find people to help them improve their health and wellbeing
- › strengthen support networks
- › stay safe

PEER WORK PROJECT

Under the Vietnamese Gambling Help Service, two peer workers continue working closely with the therapist and case manager to participate in the following activities:

- Promoted CAaSSA VGHS services to their network in the community. This has been a very effective method as the peer workers have broad connections with other community members.
- Co-planning and facilitating the support group sessions with more focus on the clients' needs, addressing gambling related stigma effectively and encouraging participants to engage in more discussions, and to share their experiences.
- Attended and co-presented with OPG Community Practice, Cultural Awareness and VGHS at Skycity Adelaide. This was significant progress for these


two peer workers. There has been some positive improvement in their confidence and they are more open to incorporating their own experience into their work role.

- Two peer workers have limited English, which is a barrier for them to attend mainstream information or training. Therefore, they still have ongoing debriefs and one-on-one coaching with CAaSSA workers.
- The VGHS has utilised the experiences of the peer workers and together with the support from their Clinical Supervisor, they are in the process of creating two stories about Vietnamese people with gambling issues.



INTERVENTION

PRIMARY MENTAL HEALTH SERVICE

 **2,578** contacts face to face, telephone or online correspondent

 **79** clients from CALD Backgrounds

During 2021 – 2022 financial year, CAaSSA has continued to provide Mental Health clinical care coordination to a total of 79 consumers from a Culturally And Linguistically Diverse backgrounds (CALD) with moderate to severe mental illness with complex problems. Through CAaSSA's PMHS, clients were able to access mental health treatment and other health related services (e.g. specialists and allied health services).

- > 63 new referrals to CAaSSA PMH Service
- > 27 out of 63 clients were ready to access therapy service and were referred and supported to access therapy service.

For those clients who are not ready for therapy service, the PMH service provides other interventions options according to their needs. For example: more psycho-education, access psychosocial support, physical health treatment.

- > Since the pandemic, there have been an increase with telephone contacts to adapt with the conditions. The face to face contacts are also very important particularly in the early stage of accessing the service.



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.

CAaSSA has had an outstanding performance in providing culturally appropriate services to consumers with mental illness. The followings are the outcomes of People Response Experienced Measures collected by 31/12/2021.

93%

of Consumers accessing CAaSSA Primary mental health reported that CAaSSA services were delivered in a culturally appropriate way

96.5%

of consumers reported that when they received the service from CAaSSA PMH program, they felt that they were listened to, understood and respected

93%

of consumers reported they were given choices about their cares in the language that they understood

89.6%

consumers reported that their family members were involved in my care if I need them to be

93%

consumers that they felt welcome and safe in CAaSSA PMH service

98.4%

consumers reported that CAaSSA PMH link or connect them to other services

93%

consumers reported that CAaSSA PMH were easy to access. For those 7% the reasons for difficult to access were due to transport or location issue

94.8%

reported that they were better managed their mental health conditions because of accessing CAaSSA PMH service and 98.3% reported that they were better understanding of their MH condition

98.3%

reported that they would recommend CAaSSA PMH service to others

INTERVENTION

CULTURALLY SENSITIVE CLINICAL CARE CO-ORDINATION

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

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, STTARS, 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 STTARS 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


VIETNAMESE GAMBLING HELP SERVICE (VGHS)

 **46** consumers received support and therapy

 **18** social group sessions with 274 members attending

 **8** community engagements offering awareness to youths and community

 **776** consumer contacts

 **6** fortnightly support groups for 12 consumers with gambling issues

 **100%** satisfied with services provided

 **1** Pathway to Living program with six sessions and 78 attendees

ONE-ON-ONE SUPPORT AND REFERRAL

The VGHS has continued to provide one-on-one support and a referral service to people with gambling problems and their significant others. This service has shown to be an effective intervention to address clients' 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 services.

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

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.



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 this and come forward to seek help and address their gambling problems.

CAaSSA's VGHS has had a strong partnership with the gambling industry (i.e., Adelaide Casino Host Responsibility, gambling venues, Gaming Care and ClubSafe SA) and other gambling help services to improve clients' access to treatment and support to address their gambling issues.

INTERVENTION

PEER WORK PROJECT

CAaSSA has continued to organise the Peer Support Project aiming to increase access to VGHS for Vietnamese who have problem gambling issues. As the result from this Project, the number of people with problem Gambling have been introduced into our Treatment program as well as other social activities as replacing to their gambling habit. *Please see further information in the Health Promotion section.*

PARTNERSHIPS WITH INDUSTRY

CAaSSA VGHS has had an ongoing strong partnership with industry representatives. This strong working relationship has been very positive in this financial year.

Skycity Adelaide – Host Responsibility Team (HRT)

Outcomes were:

- › Warm referrals between both agencies.
- › Shared care for clients with high risks or gambling problems.
- › HRT staff training – two training sessions on Culturally Sensitive Approaches provided to HRT staff by CAaSSA VGHS.
- › Stakeholder meetings – as part of service improvement for Skycity, VGHS is a member of the HRT stakeholders who meet quarterly. There were 2 meetings in the last six month hosted by the HRT Manager.
- › Vietnamese Cultural Consultation – the Vietnamese community was specifically targeted in a consultation the HRT Manager had with CAaSSA in March 2022 to gain more understanding of gambling issues in this community.

Gaming Care

CAaSSA VGHS conducted a total of three outings to a number of hotels in the northern and western suburbs of Adelaide. This provided brief interventions with venue patrons. The visits were to:

- › The Waterloo Corner Hotel with a Gambling Care Officer
- › Multiple venues with a Gaming Care Instructor including Hotel Virginia, Slug and Lettuce, Waterloo Station Hotel and Whitehorse Inn
- › VGHS visited venues in the Mansfield Park area including Mansfield Park Hotel, Rosewater Hotel and Reephram Hotel

Club Safe SA

Club Safe SA attended the Harmony Day event in March organized by CAaSSA. This was a networking opportunity for ClubSafe SA, CAaSSA and other services, and promoted their engagement with community members.

Consumer Business SA (CBS)

This year there has been a significant increase in collaborations between CBS and CAaSSA VGHS to provide support to a number of clients who sought help to put self-barring in place or with barring revocations.

Other Partnerships

We partner with other gambling services including:

- › OARS Community Transition
- › Relationships Australia
- › Psychmed
- › Flinders Wellbeing Centre
- › SA Health
- › Statewide Gambling Therapy Service

Other External Services and Organisations

We also connect clients with services such as:

- › Legal Services Commission of South Australia
- › Domestic Violence Service
- › Australian Refugee Association
- › Child Protection SA
- › Uniting Care – Wesley Bowden
- › Private lawyers
- › GPs
- › Centrelink (Parafield Gardens and Underdale)
- › Woodville High School
- › Woodville West Football Club
- › Adelaide Dragons Football Club
- › Diabetes SA

PATHWAYS TO POSITIVE LIVING

1 program – six sessions

12 participants

83% completed (two incomplete due to health issues)

100% were satisfied with the program and expressed they wanted to attend more ongoing groups



The program educates participants to be aware of their thoughts, emotions and behaviour, especially when they deal with stress or life's issues. It also focuses on reducing stigma associated with gambling problems, understanding gambling problems, building up resilience and skills to manage clients' stress and accessing help services. These sessions brought the awareness of gambling habits to participants in a culturally sensitive way.

Due to the room capacity, the program only accepted 12 participants. There are six more community members currently on the waitlist for the next program.

The program was very successful with 83.3% completing the program. Two out of 12 participants were sick and subsequently left the group due to the family commitments and health issues. The feedback from participants was overwhelmingly positive.

Six clients were referred to the Wellness Connect Mental Health Support Service.

To celebrate the completion of the program, participants went to the Art Gallery of South Australia.

INTERVENTION

WOMEN'S SOCIAL GROUP



18 sessions



274 participants/session

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.



GAMING/GAMBLING AWARENESS WORKSHOPS

i 8 community engagement and awareness activities

👍 100% positive feedback on the information presented

Gambling Awareness Forum

The Gambling Awareness Forum was conducted during Gambling Harm Awareness Week with 32 participants attending. The guest speakers from Relationships SA who provide a financial counselling service, gave information about financial counselling to peer workers at CAaSSA. Participants highly recommended others to participate in the similar events.

International Day of Disability

CAaSSA VGHS collaborated with CAaSSA Information and the Linkage Capacity Building (ILC) program to hold the International Day of Disability.

Sport Bet Awareness - Family Soccer Event

In line with the launch of the OPG campaign on sports betting, CAaSSA organised a soccer event for families with a friendly match between the Vietnamese and Bhutanese communities. It concluded with a community BBQ and information to raise awareness on sports betting. A total of 50 people attended from both communities.



YOUTH ENGAGEMENT ACTIVITIES

There were three more youth engagement activities conducted with local schools to introduce CAaSSA services to them. They were:

- > Youth Gaming and Gaming Online provided by CAaSSA in partnership with Psychmed with 25 students from Parafield Gardens Highschool attending.

- > Youth Harmony Week event with 30 youths attending.
- > Vietnamese Cultural Moon Festival lantern making event with 60 youths attending.
- > CAaSSA service introduction with 200 students from Salisbury Highschool attending

INTERVENTION

DROP IN SERVICE

? **265** 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 2021-2022 financial year mainly included assistance with:

- > completing forms
- > general liaison with services on behalf of clients
- > verbal translation of letters/forms etc. and assisting with comprehension of them
- > referrals
- > information provision
- > general advocacy for clients dealing with various services such as phone, gas and electricity providers
- > conducting intake for clients who require case management services

Being the first point of contact for clients and stakeholders, the spirit of the administrative team is "Helpful, Sufficient, Friendly".

Additionally, the administrative team's general role is to enhance workflow for CAaSSA's office by assisting the Managing Director and staff in administrative office tasks and by supporting other teams, making their work time more effective.

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, Vodaphone
- > My Aged Care
- > Transport SA
- > Utilities
E.g SA Water, Electricity, Gas



FREE LEGAL ADVICE



166 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. This is provided by Son Nguyen, a solicitor and barrister practising in Family Law, Migration and Criminal Law.

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

During the 2021-2022 financial year and despite the Covid-19 lockdown and restrictions, this service continued to be in high demand. Issues that people seeking legal; advice have been Family, Criminal/ justice, Civil issues, Will's and Estate.

TAX HELP



27 Individuals received Tax Help Service

Tax Help is an initiative community program from Australia Taxation Office that helps and educates people on low incomes with their individual income tax affairs. It is a network of ATO-trained and accredited community volunteers who provide a free and confidential service to help people complete their tax returns online using MyTax. This year, the free Tax Return service was provided by Ms. Tran Huynh, an ATO Tax Help volunteer.

SOCIAL ENTERPRISE PROJECT

SOCIAL ENTERPRISE PROJECT

Quan Pho



 **500** healthy meals per week

 **10** volunteers

 **6** employees

Since the re-opening in early 2021, Quan Pho (the Vietnamese Community Kitchen) has continued to improve on the quality and quantity of our dishes. Based on the feedback from the customers, our chefs have adjusted the recipes and the amount of food per serve. We have added another type of noodles as well as bubble tea to the menu. In the near future, we will be looking at adding more choices for our supporters.

Over the last 12 months, Quan Pho has recruited six part-time employees to complement the existing nine volunteers. This is a good indication of the growth that we were planning for. It is therefore no surprise that revenues have steadily continued the upwards trend while the enterprise has turned a loss in the previous year into a small profit this year.

Quan Pho has continued to be a meeting place on the weekend for community members to catch up and socialise over delicious meals at an affordable cost. Quan Pho staff have also provided catering for our community's major events as well as our participation in other organisations' functions.

Planning is underway to renovate our kitchen thanks to a generous grant from the State government. Once completed, Quan Pho will be able to operate more efficiently which will lead to a happier workforce and, in turn, happier customers.



COMMUNITY YOUTH EVENTS AND WORKSHOPS

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 have been identified through the contacts with young people. These include:

- › Parafield Gardens High School Harmony Week
- › Salisbury High School Student Wellbeing Day
- › CAaSSA AGM
- › CAaSSA Harmony Week Event
- › Woodville High School Harmony Week.



HARMONY WEEK DRUMMING EVENT

CAaSSA Youth Reconnect team were invited to participate at Parafield Gardens High School Harmony Week activities to engage with young people and promote CAaSSA services.

The Reconnect team held a drumming session at lunch time, open to all students on all year levels. With “Everyone Belongs” being the theme of Harmony Day 2022, the drumming session with the students was a great way to celebrate diversity within the school and bringing students from diverse cultural backgrounds together. It was an experience to accept their differences and celebrate multiculturalism through learning the drum, a musical instrument that is widely used in music composition across many cultures around the world. Around 30 students participated in the drumming session.

YOUTH SERVICES

SALISBURY HIGH SCHOOL STUDENT WELLBEING DAY

The CAaSSA Youth Reconnect team held an information stall to promote Youth Reconnect services to students at the 2022 Salisbury High School Wellbeing Day. At the stall, youth workers handed out free mugs, lollies & Reconnect Service information to students. Given that promoting positive wellbeing was the focal point of the day, CAaSSA youth workers did an activity at the stall where students were given an opportunity to write down and then have a discussion about what positive wellbeing means to them, as well as what they do to maintain a positive wellbeing. Students participated by writing their positive wellbeing strategies on sticky notes and adding them to a poster that was displayed at the stall throughout the event. This activity was beneficial as students would read each other's strategies and gather new ideas for strategies to maintain their own positive wellbeing, as well as talk to each other about its importance. Approximately 200 students from all year levels and cultural backgrounds visited and participated in the activity at CAaSSA information stall.



VIETNAMESE LANTERN MAKING WORKSHOP

A CAaSSA Youth Reconnect worker was invited to participate in Harmony Week 2022 activities at Woodville High School. The youth worker facilitated the workshop promoting CAaSSA Youth Services and providing brief information about Vietnamese culture. Students from diverse cultural backgrounds were shown how to make Vietnamese lanterns which are very popular with children during the Mid-Autumn Festival every year. The youth worker spoke about the significance of different major events such as the Vietnamese New Year Festival and the Mid-Autumn Festival. Students were given the opportunity to make the lanterns to take home, choosing the colours and decorations they wanted. Sixty students participated in the workshop.



CULTURE PRESERVATION

VIETNAMESE FULL MOON FESTIVAL



300 show bag giveaways
to children aged 3-16 yrs

The Full Moon Festival, also known as the Mid-Autumn Festival falls on the 15th day of the 8th month of the lunar calendar and is the second biggest festival celebrated in our community after the Lunar New Year.

Each year, the Vietnamese Community in Australia / SA Chapter (VNCA/SA) organises for children and their families to experience the tradition and culture of this festival.

Unfortunately, due to the Covid-19 restrictions in 2021, our annual Full Moon Festival was cancelled because the health and safety of the community is our priority. Sadly, this has now happened for two consecutive years.

However, VNCA/SA still wanted to ensure that the Vietnamese tradition and culture of celebrating the Full Moon festival continued. VNCA/SA organised 300 free show bags for children from age 3-16 years old. Keeping in mind the social distancing restrictions, we adapted the successful "Drive-thru" method from 2020. To receive the show bags, families would register via Eventbrite and select a pickup timeslot. This enabled us to monitor and control the number of people, and to ensure social distancing practices were followed. The show bags giveaway was hosted on September 25th 2021 at our Community Centre.

The show bags consisted of craft activities: colour-in sheets & pencils, a DIY paper lantern and items to decorate a face mask. There were fresh fruits sponsored by our local AMK Groceries, snacks, toys and their very own mini hand sanitiser included in the show bags.

There were also six lucky winners who received vouchers to dine in at one of our local Vietnamese restaurants. Thank you to our sponsors Enjoy Inn, Sunflower & Viet Hoa restaurant for sponsoring these vouchers.

Around this time, Australia welcomed the Afghan people who fled the war-torn country to settle in a new place where they were able to feel safe and call home. Besides sharing these joyful show bags amongst our community members, VNCA/SA gifted fresh fruits and 50 show bags to the Afghan community which also included Afghan grocery items, hoping it will bring some joy to the newly arrived families.

With the help of our volunteers, all 350 show bags were prepared ready for our community members to pick up and personally delivered to the Afghan Community in SA.



2022 AUSTRALIA DAY EVENT

Marching down King William Street from Victoria Square and finishing off at the Torrens Riverbank has become one of South Australia's traditions for so many years on Australia Day. Due to the pandemic, we have been unable to do so for three consecutive years and it has also shaped how Australia Day will be organised moving forward.

For Australia Day 2022, VNCA/SA focused on "Reflect, Respect & Appreciate".

REFLECT: on our history and the reason we have fled our homeland; those who fought for our freedom; Australia welcoming us with open arms; and Australia becoming home for many of our Vietnamese Australian generations.

RESPECT: the sacrifices made in exchange for our freedom; Australian soldiers and those who fought for strangers that they never met; and the culture and values of Australia.

APPRECIATE: the opportunity that was given to us for a brighter future, giving back to those who made sacrifices for our freedom.

Our Vietnamese Community has always been thankful for the support that Australia has provided us since the first Vietnamese political refugees arrived in Australia over 40 years ago. 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 local Vietnamese restaurants, we wanted to show our appreciation to the Australian and Vietnamese veterans.

Due to Covid-19 restrictions at the time, our initial plan of a formal dinner for the Vietnam veterans could not go ahead as planned. Alternatively, 13 giant hampers were created by our volunteers, and along with restaurant vouchers from four of our local restaurants, Enjoy Inn, Phonatic, Viet Hoa & Yoyo Vietnamese Eatery, were delivered to RSL branches. Performances by our young talented performers and the Kym Purling Trio, along with a thank you video from our community members, was pre-recorded.

- > Australia Day video:
[VCA/SA | You've served us. Now let us serve you - YouTube](#)
- > Kym Purling Trio:
[VCA/SA | Kym Purling Trio - YouTube](#)
- > Community's young talents:
[VCA/SA | Quê Tôi - YouTube](#)



26th January 2022



CULTURE 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.

2022 YEAR OF THE TIGER:

Those born in the year of Nhâm D n, known as the Water Tiger, are smart, humorous and good at socialising. They usually have good luck in making money and have a strong ability to adapt to new things.

ADELAIDE TẾT FESTIVAL 2022

Cultural festivals have been considered to be 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.

Through organising this annual event, we hope to bring together different associations within our community to collaborate, learn new experiences and to grow together.

The ATF 2022 was scheduled to be hosted on February 5th and 6th 2022 at Bonython Park. Unfortunately, the event was cancelled due to uncertainty and Covid-19 restrictions at the time. It has now been two consecutive years that we have had to cancel one of our biggest annual events so we hope to bring it back in 2023.



HUNG KING COMMEMORATION

The Hung Kings 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. 2022 marks the 4,901st year anniversary of the Vietnamese Hung Kings Commemoration.

The event was hosted at the Vietnamese Community Centre in accordance with the Covid safe restrictions.



47TH BLACK APRIL COMMEMORATION

April 30th 2022 marks the 47th anniversary of the fall of South Vietnam to the communist regime. It has also been 47 years since the Vietnamese political refugees were forced to leave their country and seek asylum overseas. Although we have found freedom in our new homes across the globe, the Vietnamese diaspora continues to fight for freedom and human rights in our motherland.

To remind us of that struggle and to build an exemplary symbol of resilience, honour, courage and loyalty, VNCA/SA in conjunction with the Vietnamese Veterans' Association of South Australia and the Memorial Building Committee, organised the Unveiling of the Memorial to Patriotic Generals of the Republic of Vietnam on this day.



CULTURE PRESERVATION



VIETNAMESE COMMUNITY SCHOOL OF LANGUAGE AND CULTURE IN SA

OUR 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"

The two main elements of difference in the SA Multicultural Act 2021 is:

- 1) Removal of the word "ethnic" due to its negative connotations with minority communities, and
- 2) The advancement of "interculturalism"

One of the benefits of my role as a boardmember of SA's Multicultural Commission, is the opportunity to disseminate and share new information to our Vietnamese Community in SA, and particularly our Vietnamese Community School (VCS), such as, our addition of i9 Strategic Direction in 2021 with a focus on 'interculturalism' and increased participation with multicultural communities.

With only a 3-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 of 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 participation and performances at the:

- > Vietnamese Community in SA, Annual General Meeting
- > Community Language School of SA Children's Week
- > VCSSA, "Let's Celebrate" End of Year Ceremony
- > Oplenac Adelaide Serbian Dance Festival
- > VCSSA, "Careers Information Session"
- > OzAsia Festival
- > Multicultural Festival of SA
- > Vietnamese Community in SA, King Hungs Commemoration
- > VCSSA, "Share, Show and Tell" Intercultural Assembly
- > Indian Ganesh Community

As a boardmember of SA's Multicultural Commission, I have been able to contribute towards our State's International Education Strategy to carefully consider curriculum content and cultural activities to cater for the diversity that exists within Australia's migrant/refugee communities who have settled in Australia pre-war, during war and post war, particularly from Vietnam, Hong Kong, Afghanistan, South Korea, and Ukraine.

Our intercultural participation at every multicultural occasion provides us with a voice to share our Vietnamese language, colours, costumes, music and food, to preserve our mother land culture in Australia.

KHUYÊN (QUIN) TRẦN

Principal

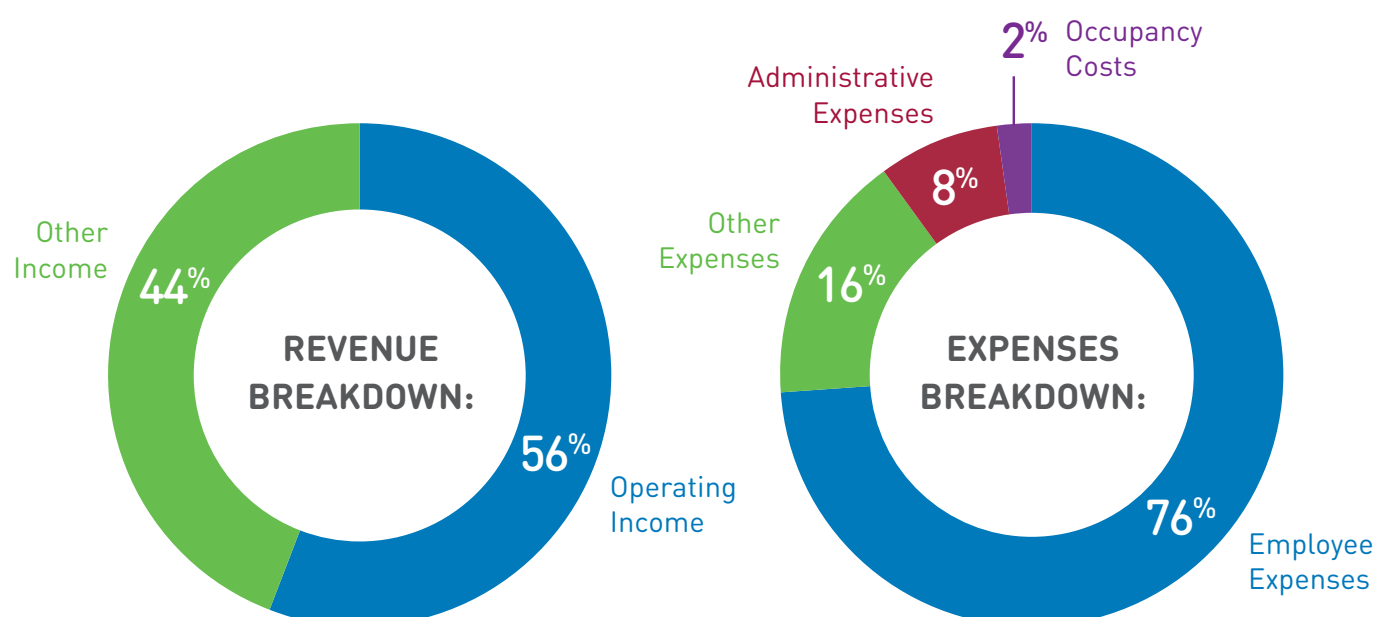
Vietnamese Community School in SA

FINANCIAL SUMMARY

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the Year Ended 30 June 2022

	2022 \$	2021 \$
REVENUE		
Operating revenue	2,480,439	2,434,874
Other income	1,918,290	2,016,556
TOTAL REVENUE	4,398,729	4,451,430
EXPENSES		
Occupancy costs	(80,634)	(14,327)
Administrative expenses	(318,799)	(298,513)
Employee expenses	(3,122,263)	(2,903,042)
Other expenses	(666,244)	(619,236)
TOTAL EXPENSES	(4,211,517)	(3,835,118)
SURPLUS FOR THE YEAR	187,212	616,312

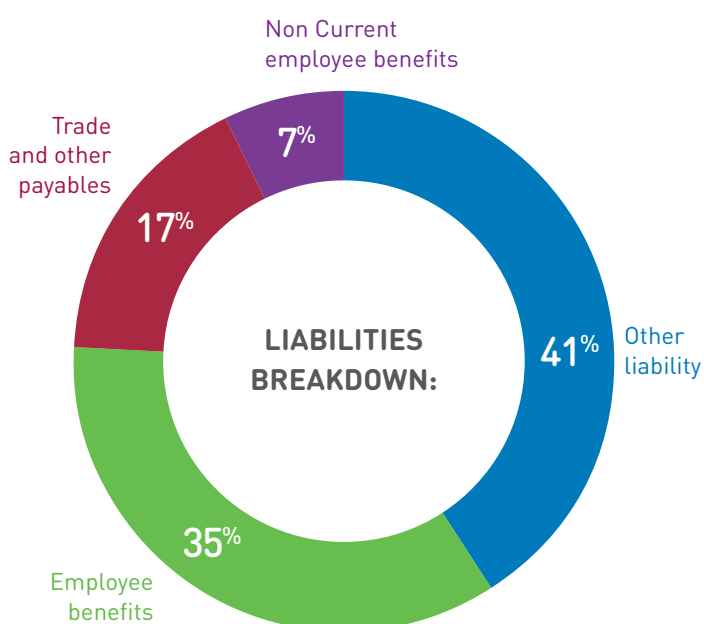
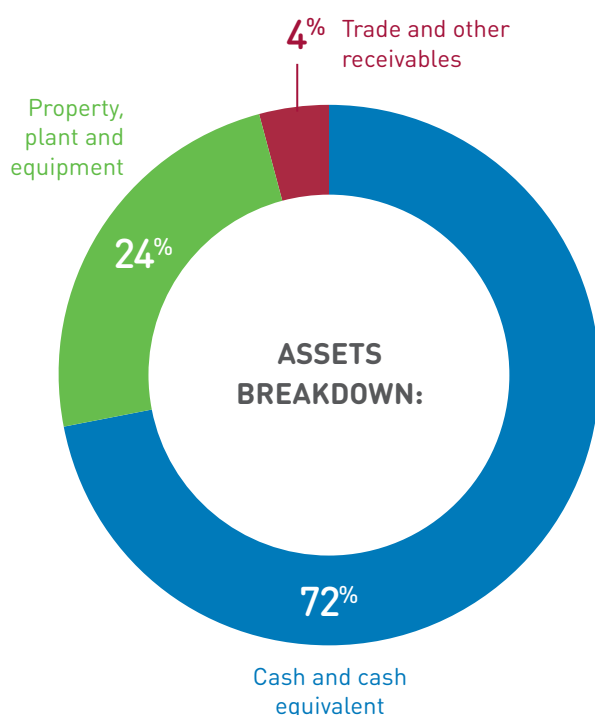


STATEMENT OF FINANCIAL POSITION

For the Year Ended 30 June 2022

	2022 \$	2021 \$
ASSETS		
Current Assets		
Cash and cash equivalents	2,944,148	3,020,875
Trade and other receivables	143,651	19,497
Other assets	8,938	7,357
TOTAL CURRENT ASSETS	3,096,738	3,047,729
Non-Current Assets		
Property, plant and equipment	1,000,000	918,261
TOTAL NON-CURRENT ASSETS	1,000,000	918,261
TOTAL ASSETS	4,096,738	3,965,990
LIABILITIES		
Current Liabilities		
Trade and other payables	223,309	267,906
Other liabilities	523,059	658,567
Employee benefits	450,772	346,871
TOTAL CURRENT LIABILITIES	1,197,140	1,273,344
Non-Current Liabilities		
Employee benefits	94,660	48,667
TOTAL NON-CURRENT LIABILITIES	94,660	48,667
TOTAL LIABILITIES	1,291,799	1,322,011
NET ASSETS	2,804,939	2,643,979
EQUITY		
Reserves	720,000	746,250
Accumulated surplus	2,084,939	1,897,729
TOTAL EQUITY	2,804,939	2,643,979

FINANCIAL SUMMARY

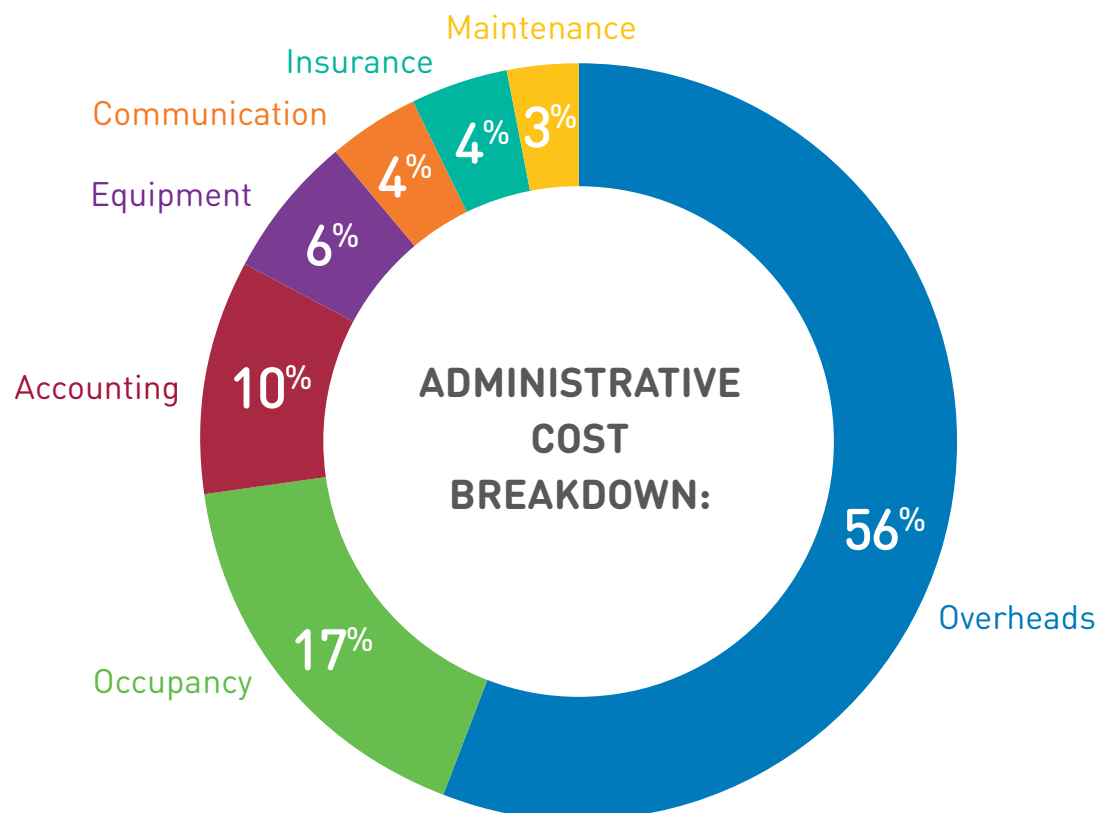
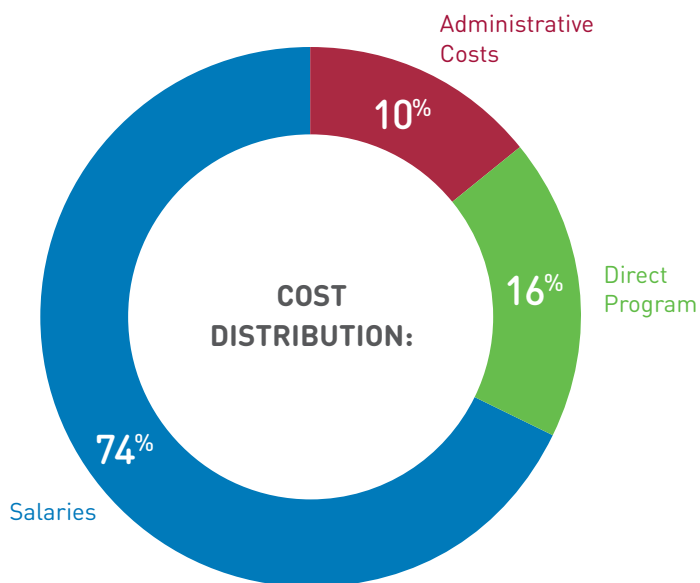


STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2022

	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from grants	2,480,439	2,753,393
Payments to suppliers and employees	(4,190,195)	(3,827,611)
Interest received	5,822	9,795
Receipts from other income	1,627,208	2,006,761
NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES	(76,727)	942,338
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	(76,727)	932,638
Cash and cash equivalents at beginning of year	3,020,875	2,088,237
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	2,944,148	3,020,875

CAaSSA'S BUDGET 2022-2023



VOLUNTEERS



CELEBRATING VOLUNTEERING EXPO



Funded by the Department of Social Services under the Information, Linkages and Capacity Building – Economic Participation grant, CAaSSA's inaugural Celebrating Volunteering Expo was held on the 2nd of June 2022.

The Celebrating Volunteering Expo supported people with disability from diverse cultural backgrounds, their family members and their carers, to network with local organisations who accept or support volunteers. The expo aimed to address gaps such as volunteering being a new concept to many CALD communities. Furthermore, there are known barriers for people with disability to participate in work or volunteering opportunities.

Approximately 50 people attended, including people from Vietnamese, Bhutanese, Middle Eastern (Arabic-speaking), and Burundian backgrounds. The event

started with cultural performances by the Nepalese and Burundian communities and included a speech by Isabel Osuna-Gatty, who spoke of her journey of volunteering and working as a person with disability.

With language support from CAaSSA's bilingual and bicultural community workers, attendees met with 12 stallholders to gain information about organisations, volunteering roles, and programs to assist them on their volunteering journey.

Stallholders included:

- Baptcare
- Community Access & Services SA
- Community Bridging Services Inc.
- Community Centres SA
- Feros Care
- Junction Community Centre
- Kilburn Community Centre & City of Port Adelaide Enfield
- MOVE Injury & Disability Support
- Northern Volunteering SA
- Puddle Jumpers Inc.
- The Salvation Army
- Volunteerability - an ILC grant funded by DSS, led by Orana and partnered by Southern Volunteering SA & Northern Volunteering SA



VOLUNTEERS

VOLUNTEERS CELEBRATION VOLUNTEER WEEK

National Volunteer Week is Australia's largest annual celebration of volunteers. In 2022 for Volunteer Week was held 15th June 2022, Approximately 25 people attended to celebration the volunteer week to CAaSSA to say thank you for all volunteer contributed to CAaSSA. In Aged Care program we have more than 30 volunteer to join and support elderly people. At CAaSSA we

acknowledge volunteer yearly to say big THANKS for them to contributed to support our Community. With the Covis-19 block down from 2019 – 2021 our volunteer still supports our Community (Aged Care Program) to support elderly for meal delivery to support when the Covid lock down and Covid restriction.

CNP VOLUNTEER PROGRAM

In the last 4 years, CAaSSA CNP has developed a volunteer training program. The aim of the program is to prepare volunteers for work in the CNP field, providing training and mentoring in one-on-one client interaction and access to AOD information. In 2021-22 CAaSSA CNP

had one volunteer to train. This initiative has been shown to be a positive step for some people with AOD lived experience to become involved and develop skills in the workforce. Last year one volunteer had found a job as a peer worker after volunteering with our CNP.

VOLUNTEERING INFORMATION SESSIONS



7

sessions



4

communities

This financial year, CAaSSA hosted volunteering information sessions under the Information, Linkages and Capacity Building – Economic Participation program. The aim of these sessions was to provide information about volunteering and working in Australia to culturally and linguistically diverse people with disability, as the concept of volunteering is not as widely recognised in many cultures.

The sessions were provided to people with disability, their family, and their carers from the Vietnamese, Bhutanese, Middle-Eastern (Arabic speaking), and Burundian communities. The sessions covered:

- > What volunteering is
- > How volunteering can be a social activity
- > How volunteering can be used as a pathway to finding paid employment
- > Types of employment
- > Volunteer and employee rights in Australia
- > Where to find volunteer and work opportunities
- > How to avoid scams online when looking for volunteer or work opportunities

COME & TRY VOLUNTEERING SESSIONS

 **4** sessions  **2** communities

In addition to the information sessions, CAaSSA ran workshops that gave culturally and linguistically diverse people with disability and their families the opportunity to try volunteering tasks in a casual environment.

The workshops were run with the Vietnamese and Bhutanese communities. They were developed because there are often strong barriers to participation in many traditional volunteering roles such as:

- > a lack of spoken English
- > inability to commit on a regular basis
- > not being physically healthy enough to perform manual labour tasks.

Participants were able to try different styles of volunteering, including:

Casual volunteering

The Bhutanese and Vietnamese groups assisted by helping with preparation for the Celebrating Volunteering Expo. They helped by painting tags for the event gift bags, which allowed participants to showcase their creative side and add a nice personal touch to the event.

Visiting organisations that accept volunteers

The Bhutanese group visited two organisations that accept volunteers, including Morella Community Centre and the Adelaide Bicycle Workshop in Adelaide CBD, to learn about volunteering with the Bikes for Refugees program.

Forming community “working-bees”

Working with CAaSSA staff, the Bhutanese group brainstormed ways they can help the local community and identified that they had noticed many rough sleepers in the northern suburbs of Adelaide. The group then got together and made a plan of gathering food items to donate to a local charity.



VOLUNTEERS

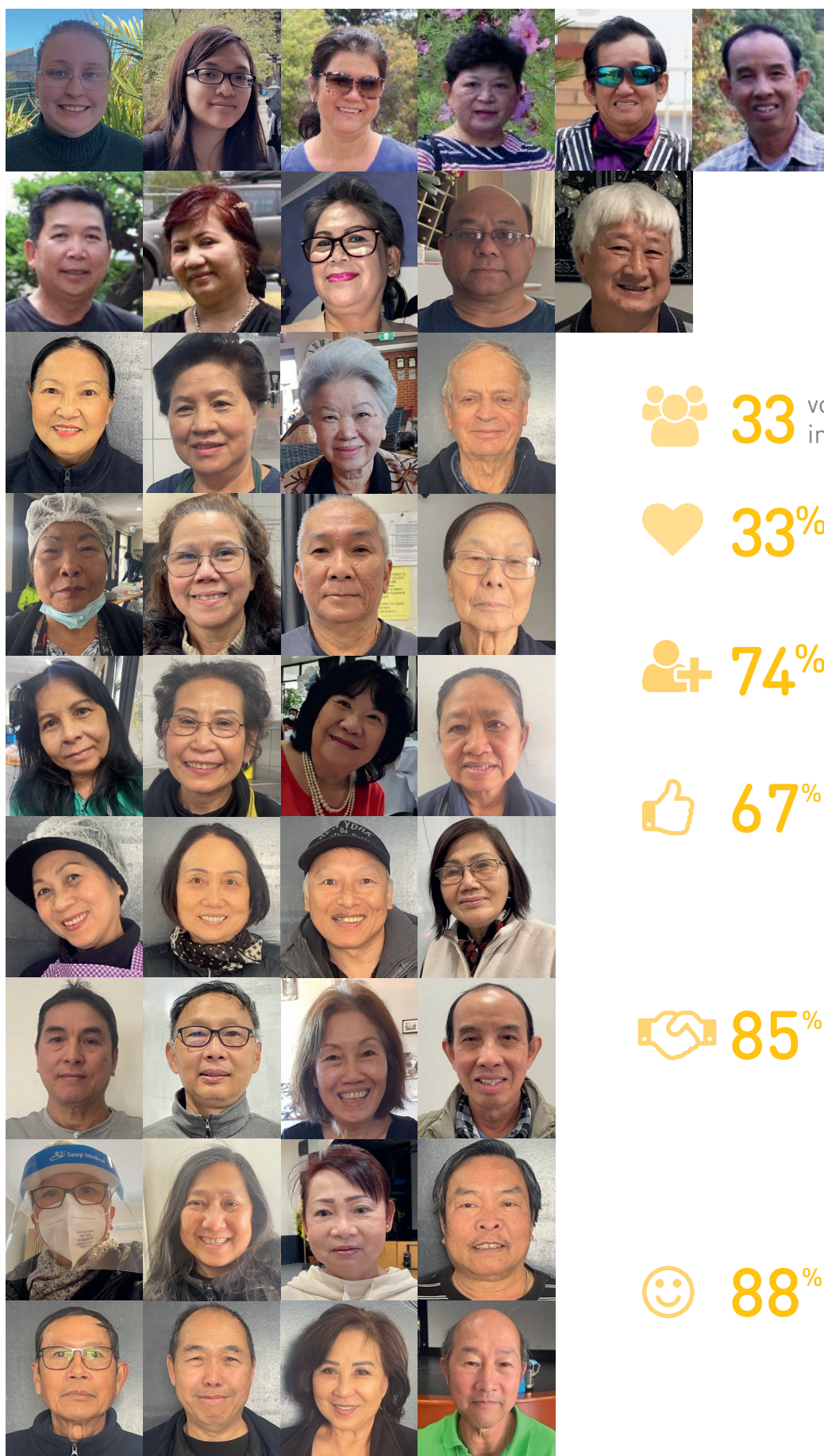
“ *The broadest, and maybe the most meaningful definition of volunteering: Doing more than you have to because you want to, in a cause you consider good.* ”


Ivan Scheier

CAaSSA would like to sincerely thank to all volunteers, who have given their time and commitment to serve the Community and especially our clients through different services.

CHAU, HUE LANG	LY, THI SON	PHAM, MINH HANH
CHUNG, KEN	MAHAJAN, KAVITA	PHAM, THI LUONG
DANG, VAN HAI	MUMMERY-BROWN, GEORGIA	PHAM, VAN THANG
DINH, THI CHUNG	NGUYEN, GRACE HONG AN	PHAM, VUONG
DOAN, THI HEN	NGUYEN, KHAC TOAN	PHAN, THI HUE
DUONG, SUONG HOA TUYET	NGUYEN, LE PHUONG ANH	SCHUBERT, BRIAN
HA, DIEU THUONG	NGUYEN, LE XUAN	TRAN, CHI THANH
HOANG, THI HANH (HANG)	NGUYEN, NGOC GIAU	TRAN, KIEU DUNG
HUYNH, TRAN	NGUYEN, PHUONG VI	TRAN, NGA
LAM, SAO	NGUYEN, THANH SON	TRAN, THE MINH
LAM, TU KHANH	NGUYEN, THI ANH NGUYET	TRAN, THI BICH DAO
LE, DINH PHUC	NGUYEN, THI DAU	TRAN, THI CAN
LE, MY DUNG	NGUYEN, THI KIM THO	TRAN, THI TUYET MAI
LE DIEP	NGUYEN, THI MINH TAM	TRAN, THIEN LANH
LE, QUANG THUA	NGUYEN, THI NGOAN	TRAN, VAN DANG
LE, THE HUNG	NGUYEN, THI THANH	TU, MAI
LE, THI BE	NGUYEN, THI XUAN MAI	TU, XAY
LE, THI DIEP	NGUYEN, THI XUYEN	VAN, HONG HAI
LE, TRONG NHAN	NGUYEN, TRONG KHIEM	VAN, MY PHUONG
LE, TUYET HONG	NGUYEN, VAN DANH	VAN, NGHIA PHONG
LY, KIM MAI	NGUYEN, VAN THANG	VAN, PHUOC QUAN
LY, QUOC CUONG	NGUYEN, VAN TRUNG	VUONG, THI THU TRANG

VOLUNTEERS



 **33** volunteers participated in the survey Outcomes

 **33%** said they volunteer to give back to community

 **74%** volunteers did participate in training provided by CAaSSA

 **67%** volunteers were either agree/strongly agreed that volunteering has contributed to their sense of purpose

 **85%** volunteer agree/strongly agree that they feel better connected to other people as the result of participating at CAaSSA centre

 **88%** volunteers are within the positive score using the Campaign to End Loneliness Measurement Tool

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 Care Coordination Services for CALD people with severe Mental Health

**The SA Government Department
for Human Services:**

- Vietnamese Gambling Help Service
- Community and Neighbourhood Development program
- Community Connect Program – Western Region

Drug and Alcohol Services SA – SA Health:

- The Clean Needle Program (CNP)

**The SA Government Department
for Industry and Skills:**

- Adult Community Education (ACE)

**Multicultural Communities Council
of SA Consortium:**

- Youth Reconnect

**Multicultural Affairs: Department of
the Premier and Cabinet**

- Tet Festival (small and large grant)

Neami National

- Wellness & Connect Consortium for Continuity of Services for people with Mental Health

Prospect Council

- Grant for Moon Festival

Donors

- Community members who have generously donated to the Organisation.



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:

- › Accept Care Group
- › Adelaide Casino Host Responsibility
- › Adelaide Dragons Football Club
- › Adelaide Secondary School of English
- › Adelaide Youth Court (Family Conferencing Unit)
- › Aged Care and Housing Group (ACH Group)
- › Anglicare Community Connect Partner
- › Australian Migrant Resource Centre – Accept Care Group
- › Australian Refugee Association
- › Baptcare
- › Bhutanese Australian Association of SA
- › Centrelink
- › Child Protection SA
- › City of Charles Sturt
- › City of Playford
- › City of Port Adelaide Enfield
- › ClubSafe SA
- › Community Bridging Services (CBS) Inc.
- › Community Centre SA – Community Connect Partner
- › Comptemporary Coordination – Rachel Lafain
- › Cultural Care Services
- › Dementia SA
- › Department for Child Protection
- › Diabetes SA
- › Domestic Violence Service
- › Feros Care
- › Gaming Care
- › Hepatitis SA
- › Hispanic Woman's Association
- › Home Caring Inala
- › Junction Community Centre
- › Just Home Care Packages
- › KompleteCare
- › Kilburn Community Centre
- › Kirby Institute
- › KUDOS
- › Legal Services Commission of South Australia
- › Let's Get Care
- › Life Caring – Nafessa Zia
- › Lingcare
- › Modbury High School
- › Morella Community Centre (CCP)
- › MOVE Injury & Disability Support
- › National Disability Coordination Officer Program
- › Nazareth Catholic College
- › Northern Volunteering SA
- › OARS (CCP)
- › One Culture Group
- › Optimal Support – Jacinta Dempsey Whyalla SA
- › Parafield Gardens High School
- › Paralowie R-12 School
- › Plan Tracker -Justine Hall
- › Puddle Jumpers Incorporated
- › Purple Orange
- › RDNS (CCP)
- › Relationship SA
- › RISE Church- Ps Paul & Ann
- › Riverbanks College B-12
- › Senior Helper Flurieu
- › S.I.N.
- › Skylight - Community Connect Partner
- › Southern Volunteering SA
- › St Aloysius College
- › The Salvation Army South Australia
- › The social of Saint Hilarion Aged Care Inc
- › Transpiral – Rae –Anne Holloway
- › Underdale High School
- › Uniting Care Wesley Bowden
- › Uniting Communities
- › Whyalla SA
- › Woodville High School
- › Woodville West Football Club



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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.