

VIETNAMESE
COMMUNITY IN AUSTRALIA
SOUTH AUSTRALIA CHAPTER INC



ANNUAL REPORT

2022-2023



CONNECT > EMPOWER > SUPPORT

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.

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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



We now look forward to the upcoming General Elections, where it is my hope that our members will elect a new Management Committee comprising of dedicated and skilled individuals to continue the work in advancing the objectives and purposes for which our community exists.

I am delighted to present the annual report summarizing the activities and accomplishments of our community over the past twelve months.

Reflecting on the progress and achievements in the previous year, it is essential to revisit our community's objectives to evaluate their fulfillment.

These objectives, outlined in Article 7 of our Constitution, include:

- 1 Representing the interests and aspirations of the South Australian Vietnamese Community.
- 2 Preserving, celebrating, and sharing the culture and language of the Vietnamese Community.

- 3 Establishing an association and developing a range of services based on democratic principles and responsibility.
- 4 Supporting vulnerable members of the Vietnamese Community by addressing social and language barriers to their engagement and participation in Australian society.
- 5 Collaborating with the Government to assist the welfare of Vietnamese Community members in need of such services.
- 6 Cooperating with other ethnic communities and extending welfare services to vulnerable members of South Australia's multicultural communities.

I take immense pride in reporting that our community has diligently worked towards achieving these objectives. We have made substantial strides in providing valuable educational, cultural, social, and welfare services for the benefit of our members and the broader South Australian community. The details of these efforts can be found in this Annual Report. The success we have achieved is a testament to the unwavering passion and commitment of our dedicated staff, volunteers, Management Committee, and Advisory Committee.



REPORT FROM THE CURRENT PRESIDENT

I would like to express my gratitude to all levels of government and partner organizations for their continued support and funding, which enables us to deliver our extensive services effectively.

My sincere thanks go out to our dedicated staff and volunteers for their tireless efforts, the members of the Management Committee and Advisory Committee for their invaluable time and contributions, our loyal members for their ongoing support, and all our clients for contributing to the success of the past year.

I am pleased to introduce Ms. Letizia Gentile, our newly appointed Interim Chief Executive Officer, who brings a wealth of experience and expertise to our community. I am confident that she will contribute significantly to our community's advancement.

As we look ahead, we anticipate the upcoming General Elections, where I hope our members will elect a new Management Committee composed of dedicated and skilled individuals who will continue to work towards advancing the objectives and purposes for which our community exists.



OANH NGUYEN
President

Vietnamese Community in Australia
South Australia Inc.



CAaSSA - Connecting the community



**CAaSSA
Managing Director**
Lan Nguyen



**Practice
Manager**
My Phuong Sramek



**Aged Care
Team Leader**
Huong Nguyen



**NDIS
Team Leader**
Shreeja Karki



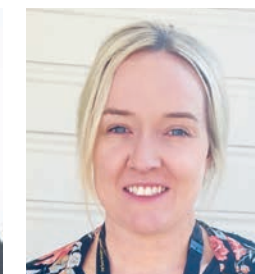
**ACE
Coordinator**
Hang Diem Ngo



**CNP and CCP
Team Leader**
Julio Alejo



**Admin
Team Leader**
Lan Pham



**ILC Economic
Project Officer**
Liana Fraser



**ILC SCP Project
Officer**
Teju Chouhan



I am honoured to present the 2022-2023 Annual Report, which marks the 42nd year anniversary of CAaSSA's dedicated provision of social welfare and health services.

This milestone allows us to celebrate the significant growth and evolution of our organization since its inception in 1981. Originally founded with funding from the Department of Immigration to support Vietnamese refugees, CAaSSA has now expanded its reach to serve not only the Vietnamese community but also a broader and more diverse audience. Our comprehensive range of services encompasses health and mental health, disability support, substance abuse, family services, and various other social initiatives.

Throughout the past year, CAaSSA has placed a strong emphasis on harnessing the capabilities of bilingual and bicultural staff to address the increasing demands from culturally and linguistically diverse (CALD) communities. We have strived to create a culturally safe environment that enables individuals from CALD backgrounds to access our services with confidence. In addition to English, our pool of professional staff offers crucial cultural and language support to various CALD communities, including Arabic-speaking, Dari, Dinka, Kirundi, Nepalese, Pashto, Swahili, Tagalog, and Vietnamese populations.

The following report provides an overview of our achievements in key areas:

- 1 Aged Care Services:** Through CHSP (Commonwealth Home Support Programme) funding and collaborations with Home Care Providers, we have provided a range of care options to Vietnamese elderly individuals.
- 2 Capacity Building for People with Disabilities:** Our efforts have focused on enhancing access to social and community activities, employment training, and workforce participation for individuals with disabilities.
- 3 Disability Services:** We have administered the Community Connection Program (CCP) and NDIS (National Disability Insurance Scheme) services to support those with disabilities.

- 4 Social Support Services:** These services cater to women, the elderly, caregivers, and youth.
- 5 Harm Reduction Services:** This includes clean needle services and (Alcohol and other Drugs) AOD Peer Educators.
- 6 Family Support Services:** We have continued to provide essential assistance to families.
- 7 Treatment Services:** Our programs target individuals with drug and alcohol dependency issues.
- 8 Gambling Help Services:** Specifically designed for Vietnamese individuals and their families dealing with problem gambling.
- 9 Primary Mental Health Care:** Coordination of treatment services tailored to CALD individuals.
- 10 Wellness Connect:** Psychosocial support services for individuals with mental health concerns.
- 11 Youth Homeless Early Intervention:** Our initiatives focus on early intervention for youth homelessness.
- 12 Adult Community Education Programmes:** We offer a variety of programs for Arabic, Afghan, Bhutanese, and Vietnamese communities, with an emphasis on health, wellbeing, literacy, and English language.
- 13 Community Visitor Scheme:** CALD volunteers engage with residents in Residential Aged Care Facilities.

A significant highlight of this year has been CAaSSA's unwavering commitment to maintaining the quality of our services. Between August 2022 and May 2023, our organization successfully underwent re-assessment against three different national service standards. These were the Aged Care Service Standards, National Disability Insurance Scheme Service Standards, and the National Mental Health Service Standards. This underscores our dedication to delivering top-tier services.

Furthermore, CAaSSA has successfully navigated the challenges posed by the ongoing COVID-19 pandemic, ensuring the uninterrupted delivery of essential services to high-risk individuals within our community. We

introduced innovative alternatives to serve the community during the pandemic's peak.

This year's report also highlights CAaSSA's commendable progress in achieving the objectives outlined in our 2020-2025 Strategic Plan:

- 1 Increase Access:** We continue to expand access for disadvantaged CALD individuals to our services, both in terms of workforce capacity and service utilization.
- 2 Financial Management:** CAaSSA has diligently reviewed and strengthened our governance structure to align with funders' expectations, ensuring the organization's sustainability and future growth.
- 3 Advocacy:** Our commitment to advocating for CALD communities remains steadfast, particularly in shaping new NDIS services and facilitating by CALD individuals.
- 4 Enhancing CAaSSA's Profile:** The CAaSSA brand is increasingly recognized by both the government and the broader community as a leader in evidence-based services for CALD communities.

- 5 Infrastructure:** Plans are underway to expand our office site, enhancing the safety and well-being of staff and accessibility for clients from the North and the broader community.

In conclusion, I extend my heartfelt gratitude to our dedicated staff, whose hard work and diligence are evident in this 2022-2023 Report. I also wish to express our deep appreciation to all our volunteers, who are the backbone of our success. Their selfless dedication to our community's needs has been invaluable. Sadly, we mourn the loss of two long-term volunteers this year, who will be remembered for their tireless commitment.

As I step away from CAaSSA in 2023-2024, I eagerly anticipate hearing about CAaSSA's continued progress, positive changes, and growth in the exciting years ahead.

LAN NGUYEN
Managing Director

Community Access and Services SA

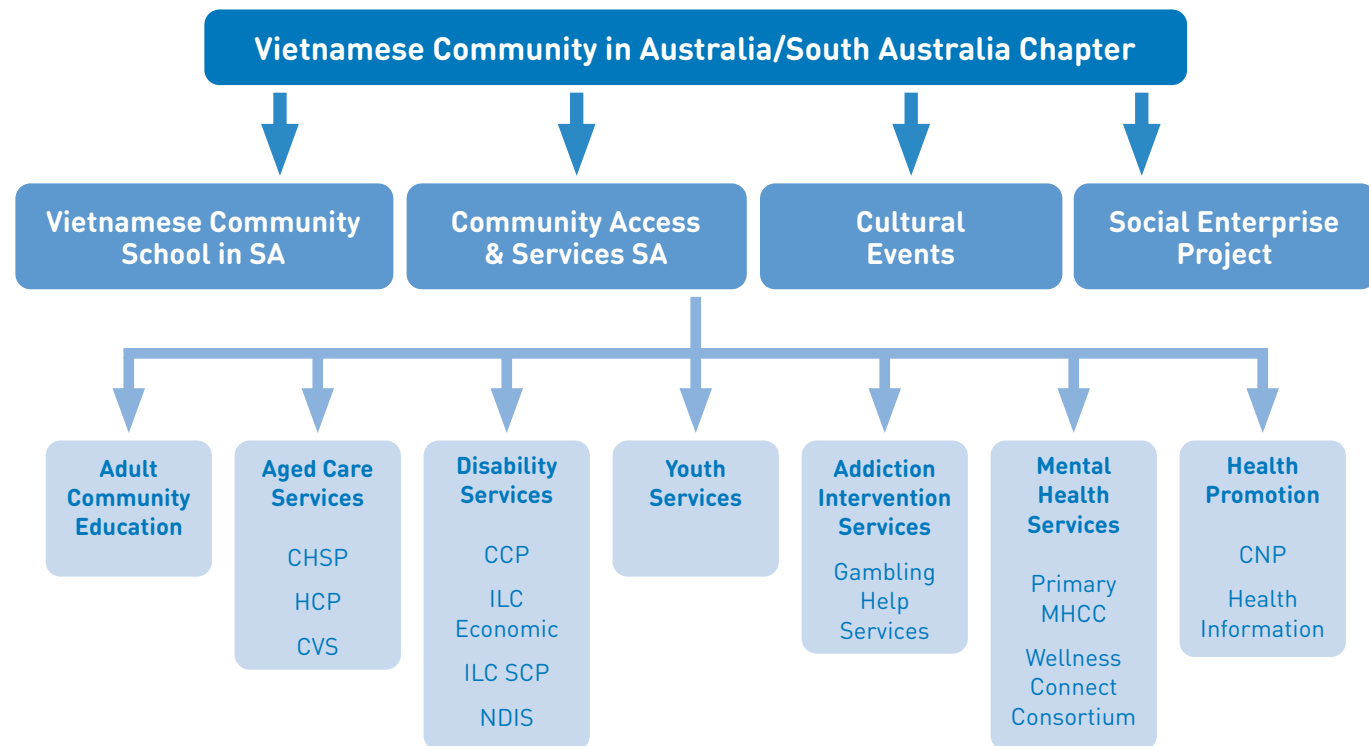


OUR ORGANISATION

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



CHOICES - CONNECTING - CULTURALLY RESPONSIVE - EMPOWER - EQUITY



Research indicates the existence of significant service gaps for individuals who do not qualify for NDIS, Aged Care, or Mental Health services. These gaps have been found to result in social isolation and a disconnect from essential support services.

Within our community, many individuals from Culturally and Linguistically Diverse backgrounds face a heightened risk of social isolation and disconnection from the broader community. This heightened risk arises from multiple barriers, including cultural and language barriers.

In response to this pressing need, CAaSSA has secured funding from the Department of Human Services to establish a new service known as the Community Connect Program. This program, active from 2021 to 2023, is dedicated to connecting individuals from CALD backgrounds with disability services, with the overarching goal of reducing social isolation and enhancing their overall well-being and independence. Currently, we are in the second year of the Program Developmental Phase.

To ensure the effectiveness of this new service, CAaSSA has employed Action Research methods and engaged in consultations with both community and service participants. These efforts are aimed at identifying specific needs and service gaps, which will be instrumental in shaping the new Community Connect Program for the year 2023-2024.



Community Connect Program Team

COMMUNITY CONNECTIONS PROGRAM

 90+ clients

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

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

This Year, more than 90 clients accessed the Program and have been connected to groups and other related services.

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

This year, CCP has connected 108 people with in our Centers activities and social groups. 90 clients received one-on-one case management to help them with their social needs and were referred to other related services outside of CAaSSA.

This year, the CCP has started a Bhutanese, Arabic and Burundian Social Groups. The aim and goals of the group is to address social isolation; to increase confidence amongst participants to access main stream services and to increase knowledge of relevant services in the northern area.

This year, as part of a stage 2 plan, CCP has started a Bhutanese Garden group in Partnership with SENC in the north. The group has started to plant vegetables and other ornamental plants. The participants always looks forward to their Wednesdays to meet as a group.



Feedback from clients

“ I learn to do new things and now I am able to ring my family members abroad and able to get in touch with them regularly. ”

“I have been successfully referred to a new GP”

“CCP help in my social isolation”

“I’m happy that I met new people in the Social Group”

HIGHLIGHTS:

We received positive feedback from residents in these facilities. One resident shared a heartwarming story about how our visits have become a cherished routine, highlighting the connections and relationships that have blossomed. Residents eagerly anticipate our visits, finding joy in the group activities and one-on-one interactions. They often express their happiness and gratitude, saying, “We were waiting to see you. I feel happy to talk to you and share my feelings.”

Another volunteer expressed their commitment to serving Vietnamese residents in a nursing home over three years. They described the facility as a place of care and mutual support, filled with precious memories. Despite the sadness of losing some residents, they continue to support, care for, and look forward to the future with their fellow residents and volunteers. Some successful activities they organized included traditional Vietnamese New Year celebrations, participation in Harmony Day through Vietnamese singing and dancing, and introducing traditional games that brought laughter and joy to the residents.

CHALLENGES:

The ongoing impact of Covid-19 led to restrictions in some Aged Care residential facilities, limiting volunteer visits.

Sadly, we experienced the passing of clients due to health conditions, and one aged care residential facility closed down, necessitating the relocation of residents.

Regrettably, our funding concluded by June 30, 2023, requiring the transition of all activities related to visiting nursing home facilities to another agency.

COMMUNITY VISITOR SCHEME

 7 volunteers

 17 active visitors

 23 Aged Care Residents

 544 face-to-face visits

 20 video chats (during COVID-19 outbreak)

Throughout the year, CAaSSA continued its commitment to visiting Culturally and Linguistically Diverse (CALD) residents at residential aged care facilities in the Western Region of Adelaide.

The primary objective of this program is to enhance the well-being of older Australians. This is accomplished by enlisting volunteers to support individuals from CALD backgrounds residing in residential aged care facilities who often experience social isolation due to cultural and language barriers.

Our dedicated volunteers regularly visited the following residential aged care facilities on a weekly or fortnightly basis:

- > RSL Care SA
- > Calvary Flora MacDonald Retirement Community
- > Westminster Village Aged Care Facility
- > Infinite Aged Care - The Churchill Retreat
- > Oakden Green Facility





SOCIAL SUPPORT FOR VIETNAMESE ELDERLY GROUPS

CAaSSA's Community and In-Home Care Service offers 2 Social Support Groups per week, based in CAaSSA Athol Park Community Centre and Klemzig Community Centre (Tuesday and Thursday).

Through the groups, we have been promoting active ageing and healthy lifestyle and encouraging members to participate in community events, exercises and different social activities. Cheap Meals are offered at these Social Support groups, and transportation are also provided to offer those elderly who could not drive with opportunity to attend the Social Support Groups.

We have had 14,532 contacts during the past year. Of the 98 sessions we have provided, 100 clients continue to attend the program. We managed to organize one outing during the year, which was enjoyed by all.

14,532 contacts

100 clients

98 sessions



WOMEN'S SUPPORT GROUP

The fortnightly Support Group for people with gambling issues has been co-facilitated by VGHS (Vietnamese Gambling Help Service) workers and peer support workers. The aim of this group is to provide a safe and non-judgmental place for them to share live experiences, learning coping and problem-solving skills to deal with their issues as well as for mutual support. During this period, topics for guest speakers have been brainstormed and discussed with group members, covering wide range of harm minimization topics as follows:

- > Gambling harm minimization
- > Myths and misbelief around gambling
- > Skills training about analyzing pros and cons of gambling behaviour
- > Discussion around Values among Vietnamese Community as the motivation for change of behaviour.
- > Understanding about phases of gambling addiction

18 sessions

9 participants per session

- > Self care
- > Stress management.
- > Meeting and introduction with the Host Responsibility team Guest speaker from the Adelaide Casino
- > Meet and introduction with Gaming Care Representative.

Each session concludes with 30 minutes of Yoga practice as an alternative healthy activity since gambling has been the areas where they could not control the urge.

The success of the group is credited to two peer workers, who have wide connections with the wider community, willing to share their life stories in small groups and can establish trust relationship with participants.



The group receive extremely positive feedback such as:

“Please run the session twice a week instead of having a group every two weeks”

"I can't wait for the next group"

"The group has a very good supportive spirit"



 **367** women  **22** group session

WOMEN'S SOCIAL GROUP

The Women's Social Group has had another successful year. A total of 367 women participated in 22 group sessions offered. The purpose of this group 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.

The Vietnamese women who attend the group speak limited or no English which is the main barrier that prevents them from them accessing mainstream services and information. Many participants who first attend the social support group come with a lack of knowledge on the Australian system and awareness of services and support. They come with low confidence and self-esteem due to their circumstances such as living alone, no transport, no social connections, health and mental health issues etc.

After attending the group over time, the majority of the participants have gained confidence and self-esteem, social skills, long lasting friendships, important information and support which assists them to have positive mental health and wellbeing.

Past clients from CAaSSA's Vietnamese Gambling Help Service who received support to control their gambling behaviours also attend this group as they find it

challenging to engage in mainstream leisure activities in the wider community.

The existence of this group 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 2022-23 the following topics were delivered:

- > Mental health
- > AOD awareness & risks
- > Breast screening
- > Cervical cancer
- > Personal safety
- > Positive communication
- > Family violence
- > NDIS information

CAaSSA has worked in collaboration with both internal staff and external agencies throughout the year to deliver information and education sessions to participants. The external agencies include Wellbeing SA, Breast Screen SA, SAPOL, Australian Red Cross, Son Nguyen Barristers & Lawyers.



COFFEE & CHATS

The ILC SCP Project, in collaboration with the Community Connections program, has established the Bhutanese Social Support Group with the aim of nurturing social connections and instilling confidence in its members to eventually form their own self-help group.

This program consistently drew the participation of 10 Bhutanese project members and their caregivers, all working toward enhancing their ability to self-organize, socialize, engage in group activities such as outings and service visits, enjoy social lunches, and access relevant information pertinent to the group's interests.

The group is designed to transition into a self-sustaining entity when the participants feel prepared. The project provided mentoring to participants engaged in co-designing and delivering group activities in a secure and supportive environment. Since April 2022, group participants have consistently attended weekly activities.

The primary objectives of this group are to develop participants' organizational skills, boost their self-confidence, foster social and community connections, and cultivate new friendships. Following the successful transition of the first social group into the garden project in November 2022, a new group was established in June of the current year.

 **20** Group Sessions

 **8** Service Visits/Outings

 **6** Guest Speakers

 **160** participants

Feedback from a Bhutanese participant:

“ *Connecting with this group every week helps alleviate my mental distress – it's like taking medication. I've been able to make friends. We learn valuable skills here, go on excursions, and visit various places and services. I'm also improving my English. I'm thrilled to be part of this group.* ”



COFFEE & CHATS

COFFEE & CONVERSATION:





Coffee and Conversation is a bi-weekly drop-in program held at Flinders Wellbeing Centre in Salisbury. It has been running since a similar program was embraced by the CAaSSA community in 2021. This open group attracts diverse community members who gather to socialize and engage in conversations over a cup of coffee. Various activities are planned, leading to the acquisition of new skills and knowledge, including board games. Participants also have the opportunity to visit the local library, receive information about services, and seek support from relevant programs.



CARERS SOCIAL GROUP - VIETNAMESE:

The group is designed to transition into a self-sustaining entity when the participants feel prepared. The project provided mentoring to participants engaged in co-designing and delivering group activities in a secure and supportive environment. Since April 2022, group participants have consistently attended weekly activities.

The primary objectives of this group are to develop participants' organizational skills, boost their self-confidence, foster social and community connections, and cultivate new friendships. Following the successful transition of the first social group into the garden project in November 2022, a new group was established in June of the current year.

-  **21** Group Sessions
-  **8** Service Visits/Outings
-  **3** Guest Speakers
-  **168** participants

INTERNATIONAL DAY OF PEOPLE WITH DISABILITY CELEBRATION

The International Day for People with Disability is held on December 3rd annually. In 2022, Community Access & Services SA hosted their second International Day of People with Disability Celebration. Over a hundred CALD people with disabilities, their families and carers participated in the day to highlight the rights of people with disabilities and to celebrate their achievements.

Every year, International Day of People with Disability has a different theme. In 2022 the theme was *'Transformative solutions for inclusive development: the role of innovation in fuelling an accessible and equitable world'*. Throughout the event CAaSSA emphasized the theme of inclusive leadership and participation for change. The celebration started with an introduction to the event and a speech from CAaSSA's Practice Manager My Phuong. Her speech highlighted the role of leadership in promoting inclusion and equitable participation and how CAaSSA innovates in making access and equity central to our service delivery.

CAaSSA had invited an excellent line up of speakers to address the event patrons. The Keynote Speaker Esther Simbi, an award-winning author and a social worker shared her lived experience of disability and how she found the courage and tenacity to beat all odds to achieve success in her life. The other youth speaker Zamda Omba shared her journey as a community change maker to advocate for youth carers.



The CAaSSA's International Day of People with Disability celebration also had a focus on cultural sharing, and this was achieved by encouraging participation in cooking demonstration from Bhutanese, German and Vietnamese cultures. The event participants were offered the choice of attending a cooking demo of Bhutanese rice puffs *Chatpate* snack, German Hotdogs or Vietnamese Mung beans sweets. Also featured at the event were art and craft display by NDIS participants, art therapy session, tea making demonstration and performances from Nepalese and Burundian cultures.

The event participants were provided with show bags and treated with shared lunches from different cultures.



BHUTANESE COMMUNITY GARDEN GROUP

Last Year, CAaSSA Community Connection program started to form a Community Garden Group (CGG) as part of a stage 2 plan for the program. The aim of the Community Garden Project is to enhance and support client participation in:

- > Community activities and social events,
- > Skill building and
- > Service information.

The CGG membership includes 11 men and women who have different learning barriers Bhutanese background. Their ages group is between 45-64.

In the last 8 months, the group has gone through a learning journey from 'trial & error' to successfully harvest their vegetables and herbs. In early 2023, the



Green Adelaide was invited to provide the training for the group on what to plant in various seasons in Australia and learn the "how to plant." The group learned valuable information that helped develop their skills in propagating their own seedlings, then to planting, then onwards to harvesting. The group not only learned how to plant different vegetables, but also learned how to care for and grow ornamental plants/orchids that beautifully bloom in season.

The group has been successful in their garden projects. We can see the evidence of great progress by way of how the plants grow so healthy. But one thing to greatly celebrate is behind those healthy plants are healthy and happy people who have found a new reason to enjoy life in a meaningful way. Thanks to this Garden group!



HARMONY DAY

 150 people attended

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 celebrated National Harmony Day on March 20th.

The event was celebrated with the sharing of cultural food, performances and activities. There were performances by CAaSSA staff Duyen and Nicholas, Indonesian Angklung Bamboo Music and a costume parade by a Vietnamese group. Cultural activities included African drumming, henna, art (calligraphy) and an art expression table.

All participants were encouraged to wear their traditional dress and the celebration ended with a 'fashion parade' by all participants who had on their traditional dress, including traditional dress from: Afghan, African, Aussie, Bhutanese, Burundian, Filipino, Indonesian, Iraqi, South Sudan, and Vietnamese.

- > 150 people attended Harmony Day Celebrations at CAaSSA Centre
- > Only 70% people participated in the survey, but more than 80% highly rate the event as 'satisfactory'
- > Cultural artefact displays from different cultural groups such as Afghan, Vietnamese, Filipino, Bhutanese, Middle Eastern and African.





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. CAaSSA received funding from the Australian Government Department of Social Services ILC Program to deliver projects in different CALD communities that benefit all Australian from CALD background who are with disability, their carers and families. The CAaSSA ILC Program places emphasis on enhancing individual's capacity to participated in:

- > community events, activities
- > learning and developing new social and employment skills
- > Employment/workforce participation

The Committee meets regularly monthly 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 disabilities.

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 other stakeholders from local services.

“ Disability need not be an obstacle to success... My advice to other disabled people would be, concentrate on things your disability doesn't prevent you doing well, and don't regret the things it interferes with. Don't be disabled in spirit as well as physically. ”

Stephen Hawking, 2011



ILC Team

INFORMATION, LINKAGES AND CAPACITY BUILDING PROGRAM Economic Participation

The aim of the program is to improve the economic participation of CALD people with disability, through training, support groups and workshops. During this financial year the 'Turning Hobby into Money Program', recommenced. ILC staff also developed and conducted a number of skills development programs and activities including;

- > Coffee and Hobbies Group – Vietnamese
- > Community Gardening Group (in collaboration with Community Connections program) - Bhutanese
- > Social Skills Group- Bhutanese
- > Turning Hobby into Money Workshop - Arabic and Burundian
- > Cooking and Arts/Craft Workshop – Vietnamese
- > Friendship Café – Barista Coffee Trainings – Vietnamese and Bhutanese
- > Safe Driving Workshop- Bhutanese and Arabic

-  **3** continuous programs
-  **23** workshop sessions
-  **27** people being engaged in paid/unpaid jobs or volunteer roles at CAaSSA and externally
-  **397** people attended workshops, events and information sessions

SOCIAL ENTERPRISE PROJECT – FRIENDSHIP CAFÉ COFFEE PROGRAM

ILC staff continue to work on informal and innovative ways to assist and empower CALD community members with disability to work towards the goal of volunteering or employment.

This financial year CAaSSA with the support of a grant from Multicultural SA, purchased equipment that enabled the ILC team to organise basic barista coffee training. This program included training and mentoring opportunities for Vietnamese and Bhutanese participants to develop

coffee knowledge and skills. All coffee trainings have been delivered by an external facilitator from Complete Café Services.

Participants who were interested to develop further barista and hospitality skills were supported to enrol in courses in the community that offer further training. Feedback from participants was positive with many continuing to practice skills and some even purchased a coffee machine.

Participant quotes from training:

- “ *The training was great. We did not have any kind of training like this before. I think it was very practical as we could learn how to actually make a good cup of coffee.* ”
- “ *Seeing everyone excited during the session made me happy. Everyone shared their latte art and having a chat.* ”



COFFEE AND HOBBIES - SKILLS DEVELOPMENT GROUP

Coffee and Hobbies commenced in August 2022 and occurred on a fortnightly basis. This drop-in group 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.

This financial year, participants had the opportunity to visit local library services, participate in coffee training, receive information on different topics and have referral pathways to relevant programs.

VOLUNTEERING – FRED'S VAN

The ILC team has been working with St Vincent De Paul Society to create opportunities for people with disability to be involved in volunteering jobs suitable to their abilities. Currently 4 project participants in the Northern region, who were keen and ready to participate in community service, have had a volunteering trial with Fred's Van Meal Service. The role includes supporting people who are experiencing poverty and homelessness with meals and emergency relief.

The volunteers had positive experiences with the trial and expressed their optimism about the ability to contribute to the community. 2 participants have since returned to volunteering on a casual basis and the others going through the onboarding process.

TURNING HOBBY INTO MONEY WORKSHOPS

During this financial year the 'Turning Hobby into Money Program' recommenced. A workshop for Arabic speaking men was conducted on the 6th November 2022 and had 7 people attend. The focus of this workshop was on the registering an ABN for selfbusiness, information on taxes (GST, Income tax) and assisting community members to understand their tax obligation in developing a selfbusiness.

A workshop for Burundian Speaking participants was conducted on the 24th of June 2023 which was attended by 16 people. The focus of the workshop was to provide participants with information on how to start a business from home, branding and promoting their business including compliance requirements. 100% of the attendees reported the workshop was very informative and useful. The group will meet again for follow up workshop and to reinforce their learning and further assistance with business setup.

INFORMATION, LINKAGES AND CAPACITY BUILDING PROGRAM Social and Community Participation (ILC SCP)

The aim of ILC SCP Program is to increase social and community participation for people with disability who are from a culturally and linguistically diverse background. Our ILC Program seeks to achieve 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.
- > Community Education:
 - > Disability Information Sessions
 - > Disability Community Forum
 - > Carers Information Workshops
- > CALD Community Capacity Building Program
- > Coffee & Conversation
- > Social Support Group- Bhutanese
- > Community Events and Information Stalls
- > Inclusive Community Events Toolkit
- > Carers Social Group-Vietnamese



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

-  **7** programs
-  **31** workshop sessions
-  **25** people with a lived experience of disability volunteered their time in the leadership and delivery of the project activities
-  **349** people attended information sessions, workshops and events



COMMUNITY INFORMATION SESSIONS

CAaSSA's ILC Project developed appropriate community education programs to build knowledge, skills and confidence of CaLD communities and raise awareness about disability, disability rights and cultural beliefs.

The aim of this program is to reduce the community's stigma disability stigma that prevented community members with disability from accessing NDIS supports. To this end, a series of workshops and forums were conducted to facilitate information dissemination in the community.

The participants have since reported improved understanding in navigating the NDIS and increase their access to supports system.



-  **2** Disability Information Sessions
-  **2** Carers Community Workshops
-  **1** Disability Community Forum
-  **51** participants
-  **4** community groups - Arabic speaking Mediterranean, Bhutanese, Burundian and Vietnamese



CALD COMMUNITY LEADERS PROGRAM

ILC Community Project also worked with Community Change Makers and community organisations and groups to enhance their capacity to organise more inclusive and accessible community events and activities.

Among other workshops, a Disability Awareness and Inclusive Practice training was organised with Volunteer ability, Urana Australia at CAaSSA Centre on 4th August, 2022. This training included topics of disability, stigma, unconscious bias and cultural barriers to inclusion. It also covered aspects of how organisations and groups can be more inclusive in their approach to recruiting, supporting and retaining volunteers with a disability.

This program also provided engagement opportunities for people with lived experience of disability in designing and leading activities to reduce community stigma through awareness campaigns. This was achieved through information workshops on disability and inclusive practice with, 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.

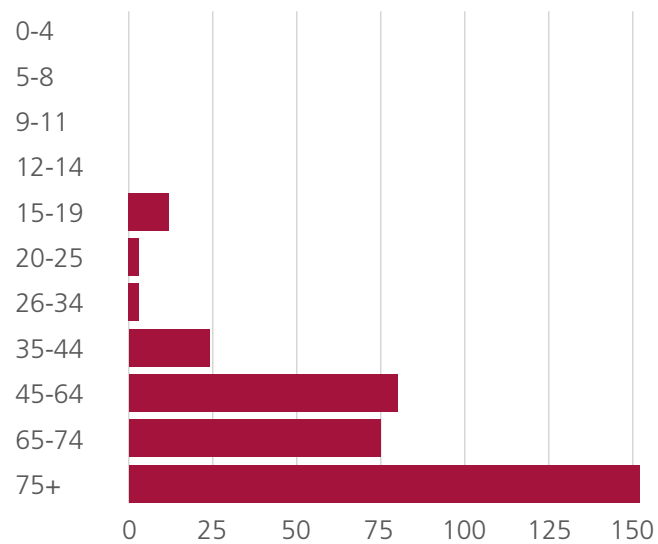
“ *It makes my mental distress go away when I connect with this group every week- It works like a tablet [medication]. I have been able to make friends. We learn a lot of skills here and also go out on excursions and visit place [services]. I am also able to learn English. I am so happy to be part of this group!* **”**

Feedback from a participant

CENTRE'S PARTICIPANTS SURVEY

CAaSSA conducts 6 monthly survey with all Centre participants. During the 2022- 2023, total of 349 people participated in the survey. 19% of these are first time using the CAaSSA's services; 80% indicated they have used the services more than once within the last month prior the survey, and 1% did not answer the question.

PARTICIPANTS BY AGE GROUPS

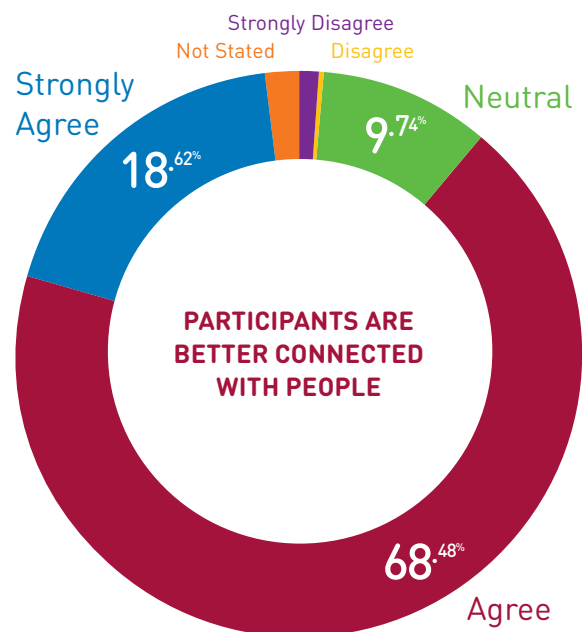
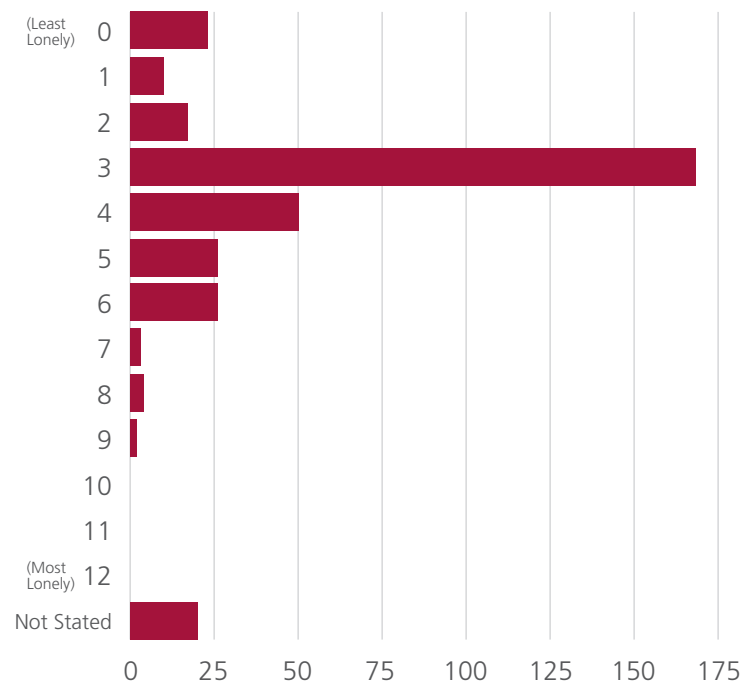


- 349** consumers participated in the survey
- 87.1%** people feel they are better connected to the community
- 84.8%** people said their relationships are as satisfying as they would want them to be
- 87.1%** said they were content with the friendships they made when they participated at the centre

The Survey also focus on measuring the level of connection participants have with a support network either formal and informally. When asked if participants are content with their friendships and relationships, 80% indicated that they either strongly and agree to this statement; 11 % chose a neutral response, the 9% chose to either not answer the question or indicated they either have no or their friend/relationship is not a satisfactory one.

In addition, using the Campaign to End Loneliness Tool, 349 people have the score as below:

PARTICIPANTS LONELINESS SCORE



QUALITY IMPROVEMENT SYSTEM

QUALITY IMPROVEMENT COMMITTEE

The Quality and Improvement Committee's (QIC) membership comprises CAaSSA senior staff, including: Chief Executive Officer, Managing Director, Managers, Program team leaders, project officers, Admin Team leader Financial Officer, Work Health and Safety Officer, Facility Manager and IT Officer.

The committee meets monthly to discuss all aspects of service quality, work health safety and risk management issues.

QUALITY SERVICES STANDARDS

Within this financial year, with the lead of QIC, CAaSSA completed the audits and achieved the following Service Standards:

- > Aged Care Quality Standards
- > NDIS Quality and Safeguarding Framework
- > National Standards for Mental Health Service

These are significant achievements for CAaSSA team.

POLICIES AND PROCEDURES DEVELOPMENT, IMPLEMENTATION AND REVIEW

CAaSSA policies manual were reviewed entirely in this financial year. New policies developed in this period including:

- > Diversity and Cultural Inclusion
- > Lived Experience workforce development and support
- > Cyber Security and Managing Data Breach
- > Workplace Surveillance

OTHER IMPROVEMENTS ACHIEVEMENTS

Database system has been purchased and is on the setting up phase. This would assist CAaSSA to better manage:

- > Data reporting system
- > Analysing data report for timely response to emerging issues and trends
- > Human resource



Quality Improvement Committee

STAFF CAPACITY BUILDING

CAaSSA has consistently implemented a range of strategies aimed at enhancing staff capacity to effectively carry out their roles and integrate evidence-based practices.

Administrative Supervision: Our management team at CAaSSA conducts regular line management supervisions with staff across all programs and services. These sessions are designed to provide guidance and support, enabling staff to perform their roles effectively.

Clinical Supervision: CAaSSA has engaged a clinician from Flinders University to offer monthly clinical supervision to our staff. This clinician also conducts training and provides support to groups of staff when necessary. In the current financial year, the consultant delivered Mental Health Training for NDIS in-home staff, enhancing their skills and knowledge.

Mentoring: We have also established a mentoring and buddy system to support new staff members as part of our Induction Training program.

Training and Professional Development: CAaSSA places great emphasis on staff training and professional development, offering opportunities both internally and through external agencies. In this reporting period, staff participated in a variety of training sessions, including:

Mental Health and Suicide Prevention Training: A total of 27 staff members attended this training, equipping them with knowledge and skills to apply innovative

approaches to suicide prevention, risk assessment, and responding to suicide issues. This new model, developed in the United Kingdom, has been integrated into our practices.

Communication Training: Delivered by Bridget Hogg.

Food Safety, Infection Control, and Manual Handling: Provided by Multicultural Aged Care, led by Vicki Kamakaris.

Mental Health Training for NDIS In-Home Staff: Conducted by Sue Bertossa.

Policy and Risk Management Training: Led by Lan Nguyen, Managing Director of CAaSSA.

Risk Management Principles and Practices Training: Delivered by NFP Success, drawing from independent research and expertise from NFP Success.

Intercultural Communication Training: Provided by the Multicultural Communities Council of SA.

LGBTI Inclusion Training: Conducted by Janiece Pope and Aymon Spielhagen.

CAaSSA's Policies Training Series: Ensuring staff compliance with our policies and procedures.

In preparation for the upcoming Local Council Food Safety compliance requirements in December 2023, two staff members have completed the Food Safety Coordinator training, ensuring our readiness to meet the new standards.



TEAM BUILDING

In the 2022-2023, the following team building activities were conducted to build team spirit and enhance team work effectiveness. Through these activities, the team members can be more in tune with each other and work better as a team.

- > **Mental Health Services:** both Wellness Connect and Primary Mental Health Service had a day of outing on the River Torrens and picnic



- > **Vietnamese Gambling Help Service (VGHS) team building and field education occasion:** Staff had an outing and also a visit to the Adelaide SkyCity entertainment venue to understand how the entertainment environment can attract its customers including VGHS clients. *(Please see the pictures)*

- > **Aged Care and NDIS Team Building**





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)
- > Counselling, Support, Information and Advocacy for Carers (CSIA)
- > Various brokerage arrangement with other mainstream Aged Care services.
- > Provided services collaboration with Home Care Packages (HCP) to move clients from CHSP to HCP

The team also provided the following support for elderly Individuals

- > Helping to register on My Aged Care website
- > Visiting friends/ banking/ shopping
- > Language assistance: comprehension of letters from government / services/ hospital
- > Advocacy for complex needs
- > Community Visitor Scheme
- > Meal delivery services

Also we provide a arrange of Social Support Group to encourage active elderly people and carer to engage in community participation and have the chance to meet another participation and build positive relationships and social support group provide an opportunity for participants to from each other to prevent the issues of isolation and loneliness within the community.




*Aged Care
Administrative Team*


IN HOME SERVICES FOR ELDERLY


Over the past year, CAaSSA's Community & Home Care team has provided ongoing In-Home services to 52 Vietnamese elderly with the following services:

- > Domestic assistance
- > Personal care
- > Meal preparation at home and Meals Delivered
- > Social support individual
- > Flexible Respite
- > Transport

 **1,167** hours of other flexible respite provide for events including Harmony Day, New Year, AGM, Outing, Guest Speaker

 **3,385** in home services provided over the past year

 **43** clients participated in evaluation of information provided throughout the group sessions to talk about Health, Carer, Dementia...

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



The Home Care Team

CENTRE - BASED RESPITE SERVICE

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.

 **2,177** contacts

 **15** clients receiving on-going support

 **45** sessions

 **4** outings



MEAL DELIVERY SERVICE

 **1,000+** meals delivered between July 2022 to June 2023

During the 2022-2023 COVID-19 Peak, there are elderly who lived alone still need the meal delivered from CAaSSA. CAaSSA continued to provide meal delivery service to Vietnamese elderly as well as disadvantaged people within the Vietnamese community who have been experience chronic health issues and were at high

risk. Besides the existing service users, 5 new persons have accessed the meal delivery service

Over the past year we provided around 1,000 meals delivered between July 2022 to June 2023 and we continue to provide ongoing support clients to those who were in isolation due to COVID positive.

ASSIST VIETNAMESE ELDERLY ACCESSING HOME CARE PACKAGE

Over the past year, CAaSSA's Community & Home Care team has collaborated with Home Care Packages Providers (HCP) to support Vietnamese elderly and their carers through different services.

We have collaborated with more than 10 Home Care Provider to offer Vietnamese elderly to access different Home Care services.

52 Vietnamese elderly with higher care needs were assisted to receive HCP services:

- > Domestic assistance
- > Meal preparation at home & at the Centre
- > Personal care
- > Social Support Individual
- > Social support Group
- > Centre Based Respite, and
- > Respite at home



NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

30 NDIS participants accessed services including:
32 participants using In-home service
29 participants using Support Coordination Service – Level 2
8 young participants aged below 14 years old

26 Bi-lingual support workers from Afghan, Bhutanese and Vietnamese cultural backgrounds offering three language groups

427 hours (approximately) of support provided regularly per week

8 Community and Networking events attended to promote CAaSSA NDIS services

SUPPORT COORDINATION

During the financial year 2022-2023, the CAaSSA Support Coordination service strengthened its work with persons of CALD origin, particularly Vietnamese, Bhutanese, and Afghans. CAaSSA support coordinators are all approved social workers who are multilingual and provide culturally appropriate support coordination.

Participants from CALD backgrounds are more accessible and inclusive as a result of being able to speak directly with our Support Coordinators rather than relying on an interpretation and translator service.

Starting with only one young participant (under the age of 14), the team has grown to include eight young people.

The team has developed a positive relationship and reputation among NDIS Early Childhood Partners and serves as their referral pathway, particularly for young participants from CALD backgrounds.



The NDIS Team

CAaSSA offered NDIS participants the following registered support services during 2022-2023:

- > 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 EDUCATION

The NDIS team has collaborated closely with the ILC Project officer and collaborated with Anglicare and Uniting Community Care to conduct NDIS information sessions in Vietnamese, Nepali, Arabic, Burundi, and English.

Last December, the team collaborated with the ILC program to coordinate the Disability Day, which was a huge success corresponding to the NDIS participants and their family members.

The team coordinated with other Organizations to provide NDIS education and information seminars to the community and promote the CAaSSA NDIS service, such as the "Safe Drive workshop" presented by RAA and the "NDIS and You" hosted by Purple Orange.

The team participated in numerous Community events and actively promoted the service to the greater community, including Harmony Day, the Vietnamese Tet Festival, and Annual General Meeting Day.

REGIONAL PROVIDER BREAKFAST & COMMUNITY FORUM – PORT PIRIE

CAaSSA's NDIS Team Leader and Plan Tracker SA Team collaborated in Port Pirie on 30 September 2022 to host a provider networking event and a community forum for CALD and mainstream providers and participants. This was an excellent opportunity to expand CAaSSA's support coordination service to CALD and mainstream participants residing in the Mid-North, where NDIS services are limited and there are lengthy waiting lists.



SUCSESSES

In the current financial year, after enduring our second external audit, we successfully re-registered as a NDIS provider for 10 support categories. Although our service underwent a difficult period of high staff turnover, we are now able to recruit highly qualified and devoted new employees.

The NDIS staff has participated in a number of NDIS provider networking events, and the team has been building partnerships with mainstream NDIS service providers. This provides a referral path for CALD participants to mainstream NDIS service providers. This will also help CAaSSA's NDIS participants learn how to use 'choice & control' when implementing their plans, plan management, service agreements, and selecting different types of service providers, as we incorporate their knowledge into our community education sessions.

July 2022 marked the integration of CAaSSA's country NDIS participants for Level 2 Support Coordination. Child representatives have provided positive feedback on the progress of this endeavor. Similarly, a child representative whose child has Autism DSM 5 Level 3 reported that their child has not received NDIS funding for the past three years, but that they did not know where to go or who to contact for assistance. Fortunately, the participant is now engaged with a variety of services in Port Pirie and Whyalla, which are collaborating to assist him in all aspects of his life and help him acquire the skills he needs to become more independent.



ADULT COMMUNITY EDUCATION (ACE)

125 individual learners provided training for

3,552 hours of direct contact



11 different English and digital literacy courses provided during this period



The primary objective of the ACE is to promote social inclusion within various communities, with a particular focus on youth, new immigrant parents, job-seekers, low-income earners, individuals with disabilities, vulnerable populations, and the LGBTIQ+ community.

The overarching goal is to enhance their active participation in the community through non-accredited educational initiatives, designed to overcome barriers such as language, culture, and social isolation. We have placed a special emphasis on diverse South Australian communities, including Vietnamese, Nepalese, Arabic, and Farsi-speaking groups.

The learner demographic is primarily comprised of individuals from culturally and linguistically diverse backgrounds, ranging from newly arrived people in need of English language skills to unemployed individuals, low-wage earners, and retirees seeking community involvement. Our learners include individuals facing multiple learning challenges, including limited English proficiency and various social and health issues.

The educational team is led by an ACE Coordinator holding a Master in Teaching and over a decade of

experience. We engage bilingual tutors and Culturally and Linguistically Diverse (CALD) workers with expertise in health promotion and community development.

Collaborative partnerships are established with local libraries and councils for venue spaces and additional resources. Key partners included Playford Library, The Parks Library, Prospect Library, and Sterling Council. Additionally, other organizations provide venues for holistic and practical activities, such as cooking, as exemplified by the Salisbury Community Garden and 19-On-Green.

The ACE courses focus on basic skills, such as English language, advanced communication, digital literacy, and general well-being. Attendance and engagement rates are consistently high, and these courses contributed to improvements in foundational skills and social well-being. We also included outings which have further reinforced the learning experience.

This year, we have provided training for 125 learners, involving 3,552 hours of direct contact across 11 courses. The demand is increasing and we hope to provide an expanded service in the next year.

VIETNAMESE COMMUNITY SCHOOL IN SA (VCSSA)

724 students enrolled - an increase of over 100 enrolments compared to last financial year

21 Vietnamese classes

9 Maths classes

For more than 43 years, our dedicated volunteer teachers and staff have played a pivotal role in promoting Vietnamese language and culture in South Australia, contributing to the preservation of our community's language.

TEACHING PHILOSOPHY:

Our teaching philosophy centers around:

- > Helping students gain an understanding of their cultural roots.
- > Bridging the intergenerational gap between grandparents, parents, and children.
- > Assisting future generations in maintaining Vietnamese language and culture in Australia.

Founded: 1980



STRATEGIC DIRECTION:

Under our "i9 Strategic Direction," we aim to:

- i1 Integrate** the Australian Curriculum of "Connect, Collaborate & 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 volunteer teachers and staff.
- i5 Inform** stakeholders about our common school purpose and teaching philosophy.
- i6 Initiate** sustainable relationships with government, community, and mainstream schools.
- i7 Adapt** our plans to changing environments.
- i8 Identify** a suitable, long-term school venue for our students.
- i9 Engage** with South Australia's diverse multicultural communities.



PRINCIPAL'S REFLECTION:



The Vietnamese language, spoken by over 85 million people worldwide, is among the Top 23 languages accounting for more than half of the world's population.

During my five-year tenure as Principal of the Vietnamese Community School in South Australia (VCSSA), I've witnessed remarkable progress toward our shared objectives. I'm delighted to report that despite the challenges, our total enrollment has grown consistently, reaching 724 students. This growth trend has continued for the past five years.

In alignment with our school's vision to achieve sustainable organizational growth and become renowned for quality teaching and learning, our Vietnamese community in South Australia has excelled in language education. We've moved from a position below 37th in student numbers to being among the Top 3 in South Australia



within five years, earning respect and interest from fellow multicultural community organizations.

This year marks the fourth anniversary of our school's logo, which incorporates our students' creativity. At its core lies the Sturt's Desert Pea, South Australia's floral emblem since 1961. This emblem, along with our teacher's áo dài design, signifies our deep appreciation for the opportunities provided by South Australia to preserve our community language and Vietnamese cultural heritage.

KHUYÊN (QUIN) TRẦN
Principal

Vietnamese Community School in SA




CLEAN NEEDLE PROGRAM

 **3,958** primary clients
(Fixed site and Outreach)

 **9,975** secondary clients

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

 **3,264** 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)



The CNP Team

Educational Information was also provided to clients including:

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

The CNP provides a range of free services including:

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

CNP service has been provided through:

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

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

In the last 5 years, CAaSSA CNP has developed a volunteer training program as part of our CNP. The aim of the volunteer program is to train volunteers to work in the CNP field, training and mentoring in one on one client interaction and access to AOD information. In 2021-23 CAaSSA CNP had 1 volunteer to train. This initiative has shown a positive step for some people with AOD lived experience to involve and develop skills in the workforce. This year, the volunteer has been employed in a casual basis as a peer worker with our CNP.

NALOXONE PILOT PROGRAM

Since December 2019 CAaSSA's CNP service has been part of the State Government's Naloxone pilot project. The project has been extended indefinitely. The Naloxone project aims to decrease overdose incidents in pharmaceutical and non-pharmaceutical opioid users. The project enhances 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 2023 financial year CAaSSA CNP continues to promote and give naloxone information to CNP clients.

CAaSSA CNP also took part in the Naloxone Round table discussion and Evaluation process 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.

AUSTRALIAN NEEDLE AND SYRINGE PROGRAM SURVEY (ANSPS):

✓ **50** 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 behavior among people who inject drugs (PWID) in Australia.

Since 2018, CAaSSA CNP has participated on the Yearly Australian Needle and Syringe Program (NSP) survey conducted by Kirby institute. A total of 50 clients took part in this year's survey. Findings highlighted the benefits of investing in surveillance to monitor trends in drug use, sexual and injecting risk behavior, treatment uptake and prevalence of blood-borne viral infections among people injecting drugs.



LOCAL DRUG ACTION TEAM PROJECT

The Local Drug Action Team Project is funded by Alcohol and Drug Foundation. The purpose of the project is to address intergeneration and culture conflict between parents and young people, and issues associated with AOD in the community. It has been identified with AOD users in the CALD communities that intergeneration and culture conflict play a key factor for relationship breakdown between parents and young people.

With young people attending school and integrating into Australian culture, they experience cultural differences to that of their family at home. This creates a lack of understanding and support for young people from their parents.

Through developing and implementing education sessions led by CAaSSA staff and in collaboration with internal and external agencies, the project aims to increase knowledge of AOD related harms and issues for both young people and parents to strengthen positive family relationships.

A total of 105 participants attended the 8 education sessions that were conducted for parents from the Afghan and Vietnamese communities. The sessions addressed the gaps in knowledge within the Afghan and Vietnamese communities to strengthen their family relationship and reduce the risks of social and health issues such as AOD use, gaming online, cyber safety, communication skills etc.

Another 8 education sessions were conducted for young people at Woodville High School and Paralowie R-12 School with a total of 89 participants. Session topics



included mental health, gaming online, juvenile justice system, culture and identity, AOD risks and related issues.

Partnership

The project worked in partnership with the following internal and external agencies to deliver the educational sessions:

- > CAaSSA AOD Program
- > Psychmed
- > Headspace
- > Woodville High School
- > Paralowie R-12 School
- > SAPOL
- > Centacare
- > Department Human Services - Community and Family Services Division

Feedback from parents:

“ Now that I know about the harms and danger of drugs & alcohol, I can communicate and warn my children about it. ”

“ I feel a lot confident to help our friends and people in the community who are on drugs & alcohol. We can tell them about the ways people can help them. ”

Feedback from youth:

“ The session really helped me improve my communication skills and learning how drugs impact our life so we can avoid it. ”

“ We were able to express our feelings about a taboo subject. ”

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

Wellness Connect is funded by Adelaide Primary Health Network (APHN) through the Australian Government's National Psycho-Social Support Program (NPSP).

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

Wellness Connect 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 is focused 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 safe accommodation, 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



Wellness Connect Team

CAaSSA is a part of the Wellness Connect under Groups Stream:

- > Number of consumers received intervention from CAaSSA between July 2022 – June 2023: **34 people**
- > In the 6 months January – June 2023: **209 groups delivered** (well above target of 163)

Consumer's feedback

22 out of 34 consumers provided feedback on the Wellness Connect service in this period via People Reported Measures (PRM) provided by APHN. Average score of 4.63 out of 5 where 1 is strongly disagree and 5 is the strongly agree.

The following statements are from PRM:

- Welcome** - I felt Comfortable
- Safe** - I felt trust
- Respect** - My values were respected
- Involvement** - I received the information I need
- Involvement** - I was involved in making decision
- Access** - The support or care available met
- Continuity** - I told my story only once
- Continuity** - I know what happens next

Positive comments from consumer experiences

- “ Thank you for support (CAaSSA worker name), and hope to see you next time - I may come back soon to wellness connect. ”
- “ Thank you so much for (CAaSSA worker name) for support and wish him all good things ”
- “ Very satisfied with service. I cannot speak highly enough of (CAaSSA worker name). ”



PRIMARY MENTAL HEALTH SERVICE

 **1,182** contacts

During 2022 – 2023 financial year:

- > A total of 1182 contacts
- > Person Reported Measures (PRM): All CAaSSA clients are offered an opportunity to provide feedback on the services received via the PRM. The outcome of the feedback is very positive with an average score of 4.5 out of 5 (with 5 indicates their Strongly Agree on the great service received; 1 indicates their Strongly Disagree)
- > This service contract was ended on 30/06/2023. All clients were transitioned out to other services or discharged by 30/06/2023.

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.




Mental Health Services Team

DRUG AND ALCOHOL (AOD) SERVICES FOR PEOPLE FROM CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) COMMUNITIES


The Treatment Program has had a late start from January 2023. Within the 6 months services, we provided:

-  **81** people received interventions
-  **301** Support Services and Brief Intervention contacts
-  **66** counselling sessions

 **75** peer support contacts

 **6** Smart Recovery Group sessions with 23 people attending

 **39** family support contacts

 **80%** of clients reported a decrease in substance use

CAaSSA AOD services provide culturally appropriate AOD treatment services to people aged 18 years or older who are experiencing harms associated with AOD use (e.g., social, health/mental health, family, police/legal, employment, finance, homelessness) in the Adelaide metropolitan region.

The service staff are multilingual and multicultural who can speak the client's language. The interpreting service is also available when needed.

The AOD services staff comprise of Case Managers, Counsellor, Lived Experience Workers, and cultural Support Worker.

The purposes of AOD services for people from CALD communities are to:

- > Enhance access appropriate AOD treatment services
- > Access to person-centred treatment interventions based on their identified needs
- > Meet their treatment goals
- > Enhance the harm reduction practices
- > Improve their physical health
- > Improve their mental health and wellbeing
- > Improve their social functioning
- > Have a positive experience when utilising our Service
- > Experience a seamless transition between the Project and other services they are referred to



The AOD Team

SERVICES PROVIDED:

One-on-one support service is based on a client centre and strengths approach combining with culturally sensitive practice. Each client was assessed holistically: biopsychosocial model and drugs assessment. CAaSSA's AOD service works closely with clients to develop individualised care plans and work alongside clients to achieve those goals.

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

- > Homelessness support
- > Legal issue/ police
- > physical and mental health
- > Financial issue

Counselling and Relapse Prevention

Clients who accessed counselling services have also offered to access case management service to address other issues associated with their drugs use.

CAaSSA's AOD counsellor uses mixed treatment models to assist CALD client to learn and develop skills to manage their AOD uses and/or preventing relapse. The used effective treatment models are including Cognitive Behavioural Therapy (CBT), motivational interviewing, AOD harm reduction, Cycle of Change, Social Support Theory and Relapse Prevention.

SMART Recovery Groups are based on SMART Recovery model (Self-Management and Recovery Training) to enhance individual motivations to address their problematic behaviours of drug uses and other issues.

The group participants receive mutual support from their peers and learn from each other through their recovery journey.

In this period, a SMART Recovery Group for Vietnamese speaking participants was established in March 2023.

Information and support for family

The Drug Treatment Service also provides provide information, education and support to family members who are negatively impacted by drugs and alcohol.

CAaSSA AOD service works with the client and their family to enhance the outcome of drug treatment and support their journey from pre to post treatment journey.

Community engagement and service promotion

As this is a new program since January, CAaSSA team has spent significant time on engaging CALD communities and promote CAaSSA AOD services to other services and CALD communities. The following activities are some of the highlights:

> Community Consultations/Engagements:

9 Community consultation sessions were conducted with 5 different CALD communities (Afghan, Bhutanese, Burundian, South Sudanese and Vietnamese) and stakeholders with total of 101 people participated.

The Community Consultation sessions conducted with community during the Establishment stage were:

- > Burundian Men's group on 23/03/23
7 people attended
- > Burundian Religious leaders on 25/02/23
people attended
- > Burundian community on 18/03/23
16 people attended
- > South Sudanese community leaders' consultation meeting on 17/03/23
8 people attended
- > Vietnamese community on 7/6/2023
20 people attended
- > Afghan community on 9/06/23
8 people attended
- > Nepalese community on 5/6/23
14 people attended
- > Service Providers and volunteers on 19/04
12 people attended
- > Service Providers and volunteers on 28/06/23
16 participants attended



The feedback was positive as they welcome this specific program to assist their community. Most of community members reported that AOD issues are highly stigmatised and well-hidden in their community. Additionally, it was also reported that within the African communities, there is an issue with mistrust toward service providers/ perceived outsiders which is a significant barrier for them to seek help at early stage. Participants requested CAaSSA to plan more interactive activities with parents and young people to identify and provide early interventions to young people at risks with AOD uses.

> AOD Service Promotion:

- > Local community places where many ethnic community members gathering or attending including African, Afghani, and Vietnamese GPs, multicultural shops, community centres etc.
- > Information stalls at Community event/festivals at 2023 Tet Festival, CAaSSA's Harmony Day event, Alcohol-free Sport Event, Health Expo at Mobilong prison, Career Expo at Kilburn Community Centre, Men's Wellbeing Expo
- > Newspaper article, TV/ radio presentation and social media

CAaSSA AOD service information / interview was streamed live on 5EBI 103.1 Community radio – Swahili program on 16/03/2023 and Radio in Dari SBS on 25/03/2023

Two Facebook post promoting AOD and CAaSSA services reached 5070 people in 2 weeks period.

The post reached many communities including Vietnamese, Afghan, Bhutanese and other CALD backgrounds.

Working with other services

Hoi Sinh Committee: works in partnership with CAaSSA to share resources and knowledge in responding to alcohol, other drug issues with acknowledging the related comorbidities of mental health, gambling and other physical health issues.

The Committee works from a harm minimisation perspective with particular emphasis on the prevention of harm from alcohol and other drug use including the prevention of blood borne viruses.

The Committee comprises representatives of local stakeholders including:

- > CAaSSA
- > Drug and Alcohol Services South Australia
- > Hepatitis SA
- > South Australia Network of Drugs and Alcohol Services
- > Diamond Club House
- > Uniting SA Port Adelaide
- > Sonder
- > OARS
- > STTARS
- > Mission Australia
- > Sex Industry Network, and
- > Family Drug Support

CULTURALLY RESPONSIVE PRACTICE

CAaSSA's culturally sensitive practice model comprises of the following essential elements:

- > Evidence based practice
- > Cultural sensitivity practice
- > Clinical supervision and support
- > CAaSSA policies and procedures

Evidence Based Practice: CAaSSA one on one case management and counselling service provided are evidence based.

- > **The Case Management model** is predominantly of a combination of System theory, Strength based approach and Client centre practice.
- > **The counselling** is based predominantly on cognitive behavioural therapy, relapse prevention and motivational interviewing.
- > **Professionals:** The staff provided these services are well trained and qualified in social and health/ mental health field with some are lived experienced workers.

Cultural Sensitivity practice: This element plays a critical part in enabling CAaSSA staff to successfully engage with the CALD communities to subsequently provide appropriate services to them, especially to refugees and migrants from the emerging communities. CAaSSA' culturally sensitive practice elements include:

- > Human resource focus on employing **bicultural workers who have refugee and/or other lived experiences.** This year CAaSSA's staff are from: Vietnam, Bhutan, Nepal, Burundi, Iraqi, Sudan, Philippine, Afghanistan, and more.
- > **Bi-lingual & bi-cultural services:** We offer services in multiple languages, including Vietnamese, Nepali, Swahili, French, Kirundi, Arabic, Farsi, Dari, Pashto and Tagalog.

- > **Workers connection with their communities** is one of the important factors to connect with the client and how they can assist the client to connect with the support networks in their community. This has enhanced not only the client's community connection but also their well-being.
- > **Interpreting service:** is also available for those speak other languages that are not available at CAaSSA.
- > **Cultural awareness training and support:** CAaSSA has developed a cultural safe working environment through staff' on -going training and mentoring on Cultural Awareness and Cultural Intelligent.

Clinical supervision and support:

- > CAaSSA provide clinical supervision regularly and day to day practice guidance to the staff service deliver to ensure the service provided is evidence-based practice and culturally sensitive and appropriate to the client's needs.

CAaSSA policies and procedures are supporting to culturally sensitive practice, ensuring our services are culturally responsive to the needs of our clients.



VIETNAMESE GAMBLING HELP SERVICE (VGHS)

35 consumers received support and therapy

18 fortnightly support groups for 162 consumers with gambling issues, at risk of having gambling problem or having family members having problem gambling

8 community engagements offering awareness to youths and community

1,253 consumer contacts

100% satisfied with services provided

100% satisfied with services provided

1 Pathway to Living program with six sessions and 64 attendees

22 social group sessions with 367 contacts

The Vietnamese Gambling Help 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.
- > Offer a tailored support and treatment service to individuals who struggle with their gambling related issues

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. Therefore, our VGHS provides a broad range of support services to people with problem gambling and their families through their recovery journey, including prevention and early interventions, treatment, counselling, support groups and case management support.



Gambling Help Service Team

ONE-ON-ONE CASE MANAGEMENT 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 itself to be an effective intervention to address clients' complex needs or severe gambling problems.

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 service involves assessment, counselling, prevention strategies, support groups, family involvement and referral to other related services. The service has been culturally adapted to Vietnamese Australians who have problem gambling or have family members having problem gambling and been extended to clients from Cambodian and Chinese cultural background as per their choice. The counselling service works in conjunction with case management to address clients' complex needs with the purpose of supporting individuals to overcome their gambling issues and lead to healthy and balanced lives.

The service has a strong partnership with the gambling industry such as Adelaide Casino Host Responsibility, Gambling venues, Gaming Care and ClubSafe SA, CBS... and other gambling help services to improve clients' access to treatment and support to address their gambling issues.

PEER WORK PROJECT

Two Vietnamese Peer Workers who 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 had broad connections with other community members.

- > Co-planned and facilitated the fortnightly Support group 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.
- > Worked with VGHS workers to run a 6-week program "Pathway to Positive Living", which received high appreciation from participants.
- > Attended all Community events to connect with wider community and promote VGHS service: Disability Day, Harmony Day, AGM, Tet Festival.
- > Worked alongside with VGHS worker to create Peers Project telling story about Vietnamese people having problem gambling and their recovery journey. The project is in its final stage of putting captions and pictures and will be launch in 2023-2024.
- > Worked with VGHS workers to visit different gaming venues to raise awareness to the Venue's staff about VGHS's support.



SUPPORT GROUP

- > **18 sessions** with averagely 9 participants per session.
- > **Fortnightly Support group** run by VGHS worker and two peers aiming to provide safe and non-judgmental place for people having problem gambling or at risk of having problem gambling.

The group receive extremely positive feedback:

- “ Please run the session twice a week instead of having a group every two weeks ”
- “ I can't wait for the next group ”
- “ The group has a very good supportive spirit. ”

Topics for discussion, that were based on the brainstorming and consultation with the members, have covered wide range of harm minimization topics as follows:

- > Gambling harm minimization
- > Myths and misbelief around gambling
- > Skills training about analyzing pros and cons of gambling behaviour
- > Discussion around Values among Vietnamese Community as the motivation for change of behavior
- > Understanding about phases of gambling addiction
- > Self care
- > Stress management.
- > Meeting and introduction with the Host Responsibility team Guest speaker from the Adelaide Casino
- > Meet and introduction with Gaming Care Representative.

Each session concludes with 30 minutes of Yoga practice as a healthy alternative which purpose of distracting people from gambling behaviour.

The success of the group is credited to two peer workers, who have wide connections with the wider community, willing to share their life stories in small group and can establish good and reliable rapports with participants.

YOUTH ENGAGEMENT ACTIVITIES

Family Fun Day Event

This year CAaSSA organised a Family Fun Day event on the 4th June 2023, aiming to raise community awareness on the risks associated with AOD use and gambling behaviours. The event also promoted healthy recreational activities and distributing bi-lingual information. An information stall was set up with CAaSSA services and a BBQ lunch was provided.





The highlight of the day was a friendly soccer match between the Vietnamese and South Sudanese teams. The open community event attracted over 180 people who attended on the day. CAaSSA staff did a wonderful job planning the event to make it a family friendly atmosphere where people of all ages were able to enjoy the day.

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. Below are examples of partnership and outcomes:

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 months hosted by the HRT Manager.

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.

VGHS visited venues in the Mansfield Park area including Mansfield Park Hotel, Rosewater Hotel and Reepham Hotel.

Gaming Care Guest Speaker comes to Support group to meet participants and introduce their support.

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.



PATHWAY TO POSITIVE LIVING

-  **1** program – six sessions
-  **11** participants
-  **100%** completed
-  **100%** were satisfied with the program and expressed they wanted to attend more ongoing groups



The program aimed to raise the participants’ self-awareness of how their thoughts, values and past experiences would impact on emotions and behavior when encounter a particular situation that trigger, especially when they deal with stress or life’s issues. The aim of this Program is assisting participants learn skills in order to manage negative thoughts, especially dealing with social stigma and thus encourage help-seeking behaviour. The program also focuses on reducing stigma associated with gambling problems. In order to create a safe environment that enabling participants to engage in the group discussion, a number of strategies were adopted:

- > the program was limited to 11 participants and
- > Utilizing peer support workers to co-facilitating the group discussion

The community members who were not accepted due to the program full capacity expressed their interest in the next program.

The program was very successful with 100% of the participants completing the program. The feedback from participants was overwhelmingly positive. They expressed the satisfaction in the therapy-based activities, the group dynamic and the thorough instruction from the facilitators.

After the sessions, the nine clients were referred to the ILC project for the coffee training.

To celebrate the completion of the program, the participants had a certificate ceremony within a day trip to Carrick Hill of South Australia.

DROP IN SERVICE

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

The role of the Administrative Team in general is to enhance workflow for CAaSSA's office by assisting the Managing Director and staff in administrative office tasks, making their work much easier.

The services provided in the 2022- 2023 financial year mainly included assistance with:

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

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 financial year clients who accessed the service ranged from 16 to 89 years old, however the service is particularly popular with the elderly in the community.

The Administrative Team assisted Clients to access the following services through language and advocacy support:

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



Admin Team

FREE LEGAL ADVICE

⚖️ **166** CALD people accessed free legal advice during the 2022-2023 financial year

CAaSSA offers a friendly environment for community members to seek free legal advice for their legal matters

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

The Lawyer Son Nguyen offered Wednesdays appointments for community members at CAaSSA's Main office.



SOCIAL ENTERPRISE PROJECT

In October 2021, during the Annual General Meeting (AGM), a proposed Master Plan encompassing five key development areas was presented. A year later, in October 2022, the Management Committee made the decision to proceed with upgrading the kitchen. To execute this upgrade and the renovation of the bathroom, the services of Grieve Gillet Architect (GGA) firm were engaged for detailed design and costing.

In December 2022, the Management Committee resolved to move forward with both the center kitchen and bathroom upgrade projects. This decision aimed to address an ongoing odor issue and potentially achieve cost savings.

The proposed upgrade for the centre kitchen included demolishing existing fixtures and equipment, installing new ceiling, floor, and wall tiling, introducing stainless steel joinery, new appliances and equipment, updating plumbing and electrical systems, enhancing the gas supply, and installing a new ventilation system.

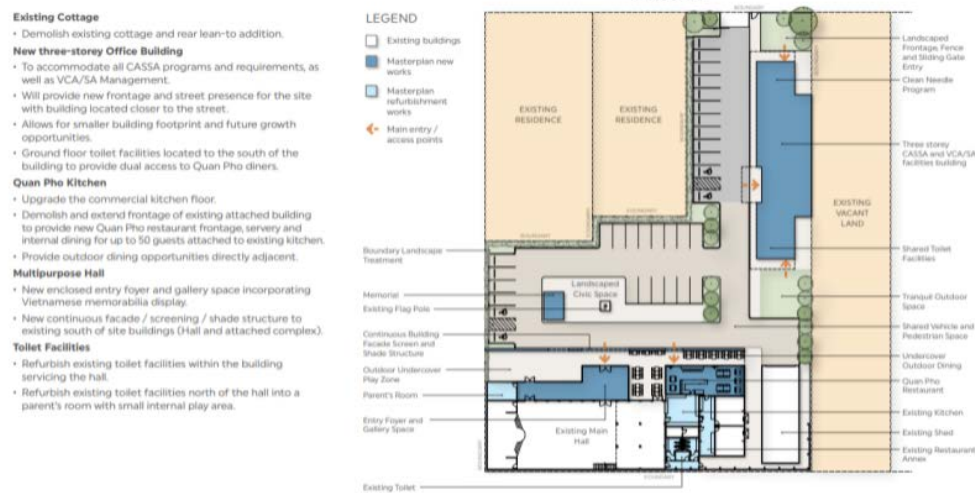
Similarly, the centre bathroom proposed upgrade encompassed demolishing existing fixtures and equipment, repairing and replacing the drainage system, incorporating new ceiling, floor, and wall tiling, introducing new bathroom joinery and fixtures, updating plumbing and electrical systems, and installing a new ventilation system.

Moving into 2023, GGA continued its involvement by completing the final design for the kitchen and bathroom upgrades and assisting in the tendering process. Tenders were issued to five builders in February 2023, resulting in four tender submissions from Inca, Harrold and Kite, Mykra, and Thorne Constructions in March 2023. The selection process focused on compliance, experience, and value for money, with Mykra being chosen and awarded the contract for \$716,828.20 in April 2023.

Construction work began in June 2023, revealing unforeseen structural and mechanical issues that required immediate attention. Delays were also experienced due to challenges in sourcing materials and equipment amid current market conditions. As of September 2023, the kitchen and bathroom upgrades were approximately 90% completed, with finalization pending the delivery of bathroom fixtures and the installation of a new gas meter and connection from APA. Handover of the completed project was anticipated in early November 2023.

The project's successful execution and progress were made possible with the support and involvement of various stakeholders, including the Management Committee, Advisory Committee, CASSA, Quan Pho Staff, Grieve Gillet Architect, the Department of Premier and Cabinet, and Mykra.

4_PROPOSED MASTERPLAN_SITE PLAN



YOUTH RECONNECT

The Reconnect Program is a community based early intervention and prevention program for young people aged 12 to 18 years (or 12 to 21 years in the case of newly arrived youth) who are homeless or at risk of homelessness, and their families. The aim of the Reconnect Program is to prevent homelessness by intervening early with families and young people to stabilise and improve their housing situation and improve their level of engagement with family, education, training, employment and their local community.

Services offered to CALD youths:

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

Cultural backgrounds of clients who accessed the program/service:

- > Filipino
- > Indian
- > Iraqi
- > Nepalese
- > South Sudanese
- > Uyghur
- > Vietnamese
- > Congolese
- > Cambodian
- > Korean
- > Iran
- > Burundian
- > Afghan
- > South African
- > Kiwi
- > Italian
- > Samoan

Feedback from school counsellor:

“ The CAaSSA Youth Program is a much needed program for young multicultural people who are at risk or need someone to talk to who understand their cultural background. Thank you for all the support you have given to our students over the years. ”

HIGHLIGHTS

During this financial year, the Youth Team have observed substantial engagement from young people receiving support as well as positive support seeking behaviours from young people.

Many young people who were referred to the Youth Reconnect Program played a significant part by having their voice in the referral process by talking to their close point of contacts such as their parents, teachers, friends, schools and community about their issues they need support with, and asking about the services are available for them to access. This led to the referrals being made to the Youth Reconnect Program.

This shows that there is an emerging change happening and there is reduction to barriers that limited young people's ability to seek support or engaged in support after being referred to youth services. In the past this has been an issue for young people.

CHALLENGES

The main challenge for the Youth Reconnect Program this year has been the reduction in funding while the demand for services continued to increase.

This has been a challenge as youth workers had to reduce the output from services they provided to young people receiving support in the program. Youth workers overcame this challenge by making referrals to other programs and utilising networks when necessary to share resources and collaboratively support a young person.

Feedback from clients:

“ Thank you for coming into my life, you have helped me to go on the right path to figure out my problems and plan for my future. ”

“ Thank you for being there and helping me when I was feeling down. You have been there for me more than my family ever has. ”

YOUTH EVENTS/WORKSHOPS

SALISBURY HIGH SCHOOL WELLBEING DAY 2023

CAaSSA staff from the ILC and Youth Reconnect Program attended the 2023 Salisbury High School Wellbeing Day on 3rd March 2023. An information stall was set up promoting CAaSSA services which was also an opportunity for students and teachers to ask questions specifically around the youth services offered. Information pamphlets, brochures and goodies were handed out throughout the day.

CAaSSA staff did an activity at the stall where students were given an opportunity to write down and have a discussion about what they do for self-care and what makes them happy. Students participated by writing their thoughts and 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 things to do to maintain their own positive wellbeing as well as talk to each other about the importance of wellbeing.

Approximately 150 students and staff from all cultural backgrounds visited and participated in the activity at CAaSSA information stall.



POSITIVE WELLBEING PROGRAM

Reconnect Youth Worker co-facilitated with CAaSSA's Local Drug Action Team Project Officer to run three workshop sessions to CALD students at Woodville High School. Guest speakers from different agencies were invited to come and present information and awareness on topics such as AOD risks and related issues, mental health and juvenile justice system. Students were given the opportunity to ask questions and have discussions about their values, beliefs and knowledge were in regards to the session topics. 51 students attended the three workshop sessions.

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.



VIETNAMESE FULL MOON FESTIVAL



29th September 2023

The Full Moon Festival, also known as the Mid-Autumn Festival and the Children 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, Adelaide “Tết” Festival.

Each year, the Vietnamese Community in Australia / SA Chapter Inc organises the Festival for the children and their families with the aim of keeping this cultural traditional alive.

In 2022, with the assistance of City of Prospect, we were able to host the Festival at Prospect Memorial Playground. There were lantern and candle workshops, games and activities, lantern parade and lion dance, gift bags together with moon cake stall, drinks and food trucks. A great time was enjoyed by young and old who attended.



2023 AUSTRALIA DAY EVENT



26th January 2023

On the Eve of Australia Day 2023, assisted by the National Australia Day Council we continued our theme from 2022 focusing on “Reflect, Respect and Appreciate” through our black-tie event for the Vietnam veterans.

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 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 continues to acknowledge the support that Australia has provided us since that fateful day nearly five decades ago on 30 April 1975. Australia has provided many of our older generation a second chance for a better life and a brighter future for the younger Vietnamese Australian generations.



48TH BLACK APRIL COMMEMORATION

April 30th 2023 marks the 48th anniversary of the fall of South Vietnam. It has also been 48 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.

This is the second year the event was held at our Centre in front of the Memorial to Patriotic Generals of the Republic of Vietnam following its Unveiling Ceremony in 2022. Lam Son Martial Arts Academy together with our Vietnam veterans led this Commemoration.

HUNG KING COMMEMORATION

The Hung King Commemoration is an annual event which occurs from the 8th to the 11th of the third lunar month. This event commemorates the Hung Kings, our ancestors who were the founders and first kings of Vietnam. 2023 marks the 4,902nd anniversary of the founding of the Vietnamese nation.

ADELAIDE TẾT FESTIVAL 2023: YEAR OF THE CAT

 14-15th January 2023

 Bonython Park

 5 food vans

 14 food stalls

 5 information stalls

The Vietnamese New Year, Tết, is the most celebrated festival for Vietnamese communities around the world. It is a time when families get together to wish each other happiness, health and prosperity. Children especially look forward to the red packets and new clothes that come with the New Year.

Tết in 2023 was particularly poignant in that it marked the end of isolations and lockdowns from the new Corona Virus of 2019, COVID-19. For the first time in three years, many individuals could meet up with families and friends in person. People could once again gather in large groups to celebrate. To be able to celebrate with one's extended family members is especially important as it is a tradition that many Vietnamese families share.

Held once again at Bonython Park, the Adelaide Tết Festival 2023 (ATF2023) saw record crowds of over 10,000 people through the gates. This proved that after a 2 year hiatus, our Community was once again eager to celebrate Tết.

Over the two day event, visitors were treated to a smorgasbord of Vietnamese culture.

AFT2023 saw the inauguration of the Vietnam Village, a quaint little village made up of six straw huts, nostalgic of rural Vietnam. The Village was an immersive experience showcasing the cultural heritage of Vietnam and Tết. To prepare for Tết, there is a flower market and Tết market where visitors can make purchases to celebrate at home. The Village offered food stalls with foods traditional to Vietnam (phở, bánh khọt, bánh xèo). A calligraphy Master was on hand to write luck and prosperity signs for good luck throughout the year. The decorations inside the Village are important symbols of Tết. The floral decorations symbolise Spring to indicate that Tết has arrived, the giant Bánh Chung and Bánh Tét, traditional Tết foods that date back thousands of years. On display were traditional costumes of Vietnam throughout the ages.

Outside the Village, patrons were entertained with lion dancing, martial arts, and cultural dance. Long lines of people queued up around the food stalls, highlighting the popularity of Vietnamese cuisines. The Vietnamese Community Kitchen, inside the Village, selling traditional pho, sold out by late afternoon on the second day, long before the Festival was over.



There were amusements for all ages from jumping castle and face painting for the young ones, to arcade games and amusement rides for the older ones and karaoke for the young at heart. The Festival also brought back Miss Áo Dài and Junior Áo Dài competitions with prizes generously sponsored by People's Choice Credit Union. Other competitions included Chinese Chess and for the first time Volleyball, run by the Building Blocks Volleyball Club. Another addition to the event was the Three Gods of Fortune: Longevity, Luck and Fortune. Patrons had their photos taken with these deities and bring good luck to themselves for the whole year. The Festival closed off with its traditional Fireworks, colourfully lighting up Adelaide skies.

Through the Adelaide Tết Festivals, the Vietnamese Community in Australia, SA Chapter, hopes to bring Vietnamese Culture to the people of South Australia in an effort to preserve our culture and identity in the next generation of Vietnamese Australians as well as to make

COMMUNITY GROUPS INVOLVED:

Cộng Đồng Người Việt Tự Do Úc Châu/Nam Úc
Vietnamese Community in Australia, SA Chapter

Cộng Đồng Công Giáo Việt Nam/Nam Úc
The Vietnamese Catholic Community in South Australia

Trường Việt Ngữ Cộng Đồng
The Vietnamese Community School

Hội Cựu Quân Nhân Quân Lực Việt Nam
Cộng Hòa Úc Châu – Nam Úc
Vietnamese Veteran Association in South Australia

Đảng Việt Tân
Viet Tan



the broader Multicultural South Australian Community aware of the Vietnamese culture.

The Cat is the 4th animal in the Vietnamese Zodiac. In many other cultures, the 4th animal in the Zodiac is represented by a rabbit.

The Festival was supported by a grant from the Department of Premier and Cabinet.

Đoàn Thiếu Nhi Thánh Thể Têrêsa
Teresa Eucharistic Youth Movement

Liên Đoàn Hương Đạo Lạc Việt
Lac Viet Scouts

Gia Đình Phật Tử Long Hoa
Long Hoa Buddhist Youth Association

Lam Sơn Võ Đạo
Lam Son Martial Arts

Câu Lạc Bộ Bóng Chuyền Building Blocks
Building Blocks Volleyball Club

Văn Phòng Phúc Lợi
CAaSSA



The Finance Report provides an overview of our community's financial status for the 2022-2023 fiscal year and outlines our budget for the current fiscal year, 2023-2024.

A surplus of \$326,979 has been achieved, primarily driven by increased demand for our NDIS and Aged Care services and operational efficiencies.

Our total equity for 2023, with reserves of \$1,359,353 and an accumulated surplus of \$2,353,540, results in total equity of \$3,712,893.

It is with great pleasure that we report our community's strongest financial health to date, thanks to the dedication of our staff and volunteers.

Our total equity at the end of the last fiscal year was \$3.7 million, and notably, the community premises at 62 Athol Street increased in value to \$1.25 million as of June 30,

2023, representing a \$400,000 gain.

Our cash flows, show a net increase of \$579,159. We began the fiscal year with \$2,944,148 in cash and ended with \$3,523,307. Strong cash flows were maintained throughout the 2023 fiscal year due to our cash-based assets and a consistent flow of government grants. Any surplus was invested in Bank SA's term deposit accounts, and no share investments were made or sold during the fiscal year.

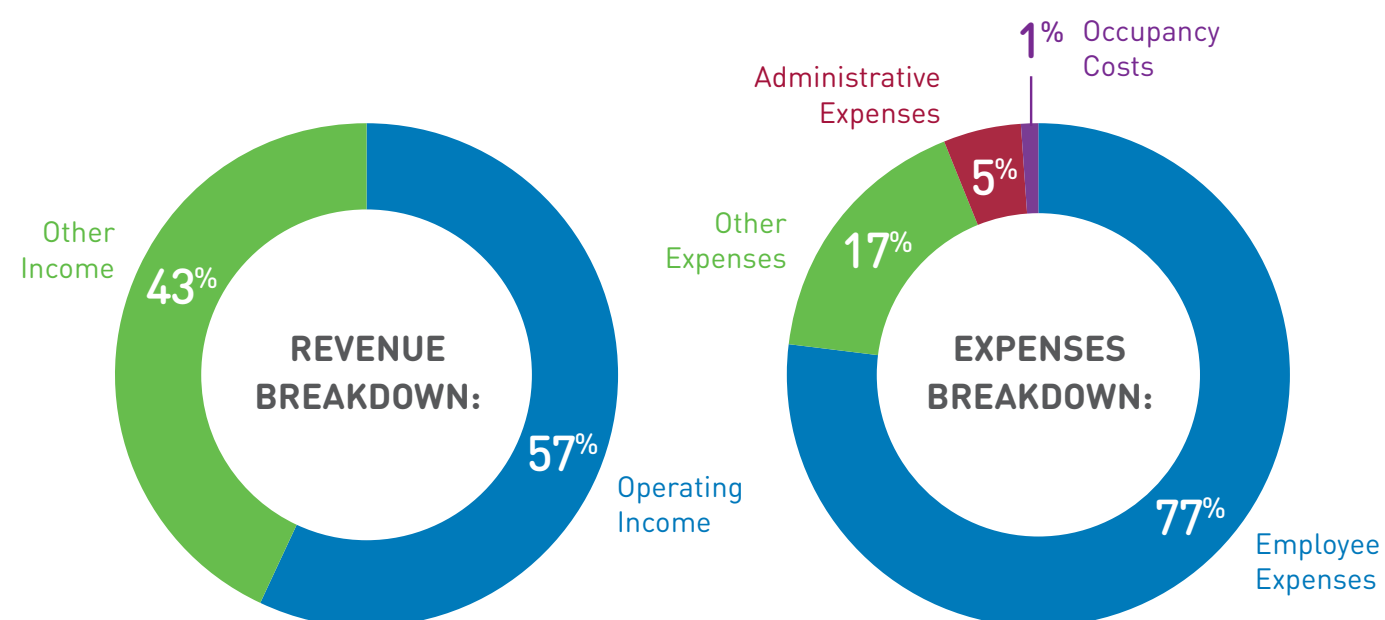
VCASA/CAaSSA's financial performance for 22/23 was also improved by the contribution from other areas of the organization. For example the Community School made a small surplus of \$45,000. Overall the year has proved to be a positive and encouraging one.



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

For the Year Ended 30 June 2023

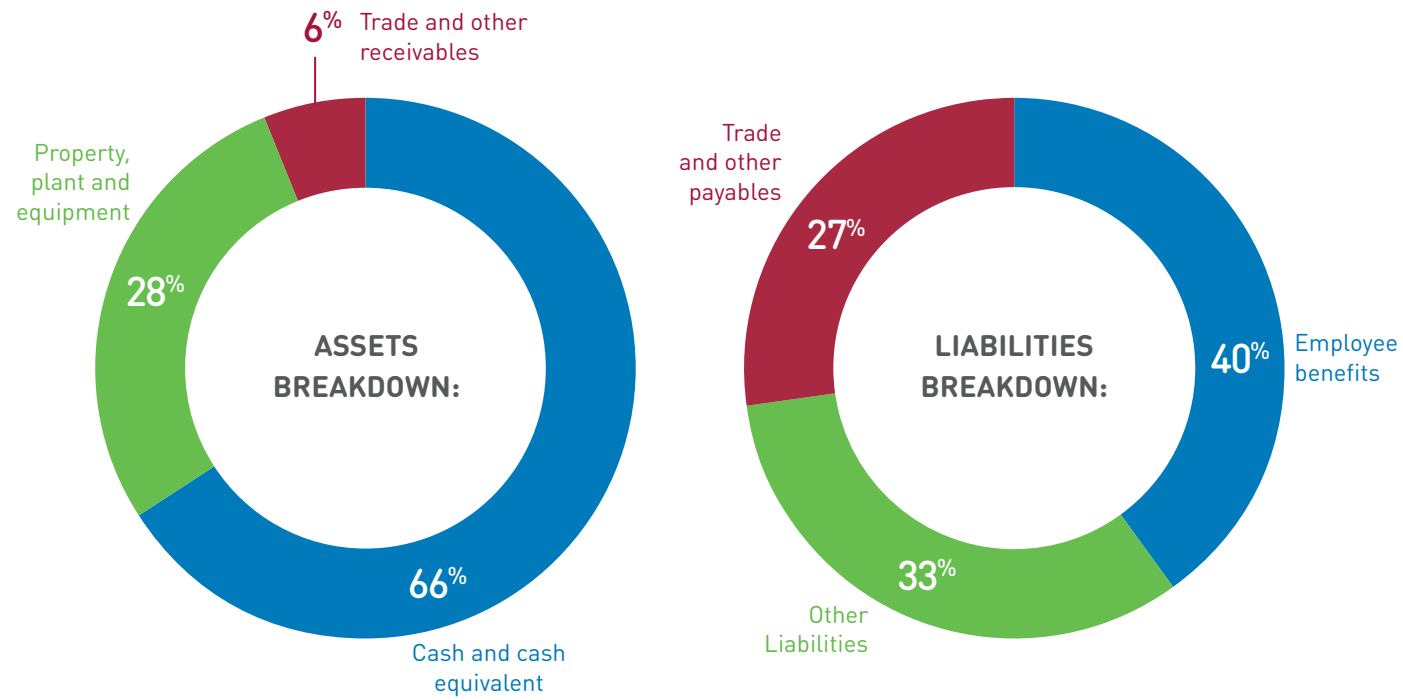
	2023 \$	2022 \$
REVENUE		
Operating revenue	3,035,873	2,270,540
Other income	2,322,848	1,977,006
TOTAL REVENUE	5,358,721	4,247,546
EXPENSES		
Occupancy costs	(29,136)	(28,346)
Administrative expenses	(268,651)	(426,746)
Employee expenses	(3,860,199)	(3,085,288)
Other expenses	(873,756)	(578,332)
TOTAL EXPENSES	(5,031,742)	(4,118,712)
SURPLUS FOR THE YEAR	326,979	128,834



STATEMENT OF FINANCIAL POSITION

For the Year Ended 30 June 2023

	2023 \$	2022 \$
ASSETS		
Current Assets		
Cash and cash equivalents	3,523,307	2,944,148
Trade and other receivables	334,758	147,989
Other assets	-	1,358
TOTAL CURRENT ASSETS	3,858,065	3,093,495
Non-Current Assets		
Property, plant and equipment	1,505,000	1,140,000
TOTAL NON-CURRENT ASSETS	1,505,000	1,140,000
TOTAL ASSETS	5,363,065	4,233,495
LIABILITIES		
Current Liabilities		
Trade and other payables	452,977	222,218
Other liabilities	536,702	471,295
Employee benefits	660,493	545,431
TOTAL CURRENT LIABILITIES	1,650,172	1,238,944
Non-Current Liabilities		
Employee benefits	-	-
TOTAL NON-CURRENT LIABILITIES	-	-
TOTAL LIABILITIES	1,650,172	1,238,944
NET ASSETS	3,712,893	2,994,551
EQUITY		
Reserves	1,359,353	967,990
Accumulated surplus	2,353,540	2,026,561
TOTAL EQUITY	3,712,893	2,994,551



STATEMENT OF CASH FLOWS

For the Year Ended 30 June 2023

	2023 \$	2022 \$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from grants	3,035,873	2,270,315
Net cash payments to suppliers, employees, etc.	(5,030,333)	(4,229,688)
Interest & dividends received	27,068	5,822
Receipts from other Income	2,546,551	1,876,825
NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES	579,159	(76,726)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	-	-
NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES	-	-
Net increase/(decrease) in cash and cash equivalents held	579,159	(76,726)
Cash and cash equivalents at beginning of year	2,944,148	3,020,874
CASH AND CASH EQUIVALENTS AT END OF FINANCIAL YEAR	3,523,307	2,944,148

VOLUNTEER WEEK CELEBRATION

National Volunteer Week is Australia’s largest annual celebration of volunteers. At CAaSSA we acknowledge our volunteers yearly and say a big thanks to them for their contributed support to our community. On the 17th May 2023 CAaSSA facilitated a Volunteer Week Celebration. As an acknowledgment and appreciation of CAaSSA’s volunteers a celebration lunch was held at Ninh Kieu Vietnamese Restaurant. 45 of CAaSSA’s volunteers attended.

The celebration included a speech by CAaSSA Managing Director Lan Nguyen, a personalised PowerPoint presentation with recognition of each volunteer and volunteer role. A long-term volunteer Hoang Thi Hanh (Hang) (20 years) gave a heart-warming speech about what volunteering meant to her and about her volunteer experience at CAaSSA. Sadly, Hang passed away in July. CAaSSA will be forever grateful for her contribution to the Vietnamese community.

CAaSSA volunteer roles range from helping with filing in admin, helping to make food in the kitchen for vulnerable people, helping to teach English or helping in the Clean Needle Project office. Due to difficulty with volunteer retention over the last two years, largely due

to the COVID-19 pandemic and financial strain, the ILC staff wanted to focus on making the volunteers feel appreciated and encourage other people in the community to become involved in volunteering. Throughout the event, volunteers were able to learn about different aspects of volunteering and different roles/ programs. The feedback from the event was positive and volunteers enjoyed having a Vietnamese lunch and being able to participate in karaoke!



CNP VOLUNTEER PROGRAM

CAaSSA CNP has been facilitating a volunteer training program for live experience people who seek to develop employment skills in the Harm Deduction field. The aim of the program is to prepare volunteers for work in the CNP field through enhancing their knowledge in vein care, safe injecting, Hepatitis B/C and harm minimization strategy. We provided training and mentoring in one-on-one client interaction and access to AOD information. Due to the high risk nature of this work, our CNP Service could only accept one volunteer at a time. In 2022-23 we had provided training to one volunteer from First Nation background.

This initiative has been a positive step for people with AOD lived experience by offering them opportunity to become involved and develop skills in the CNP workforce. During this year, our volunteer had been offered a casual job as peer worker after completing the volunteering training.



Volunteer Tribute

“Volunteers do not necessarily have the time; They just have the heart.”

Elizabeth Andrew

Volunteers has been the heart and the driving force at the Community Access and Services SA. Many have selflessly and diligently volunteered at our organisation over many years.

It is a great sadness for our organisation in the year 2022-2023 when two of our most valuable long-term volunteers, who have given so much of their time and effort to the Aged Care Service, were suddenly passed away. They have been our friend, our colleague, and our fatherly/motherly figure.

We would like to individually thank each of them for their selfless effort and acknowledgement of their importance to the greater good.

This is to say goodbye to:








Ms. Hoang Thi Hanh (Hang)



Mrs. Le, Quang Thua

FRIENDSHIP CAFÉ COFFEE PROGRAM - A TRAINING PROGRAM FOR VOLUNTEERS

-  **6** trainings completed
-  **29** participants trained in basic barista training
-  **5** trainings with Vietnamese participants
21 Vietnamese participants
-  **1** trainings with Bhutanese participants
7 Bhutanese participants
-  **1** Filipino participant participated in training

CAaSSA received grant funding from Multicultural SA for a new project, The Friendship Café, aiming to develop a volunteer training project for people with disability.

The Friendship Café aims to be a friendly, welcoming space with two purposes:

- > to provide the local community with a space to catch up over a coffee; and
- > to provide participants with the opportunity to receive training in barista coffee making and experience in customer service whilst volunteering making coffee and serving.

The Friendship Café will operate under a social enterprise model once we have completed the skills development, where it will be operated by volunteers with any profit being re-invested in the project. This allows The Friendship 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 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.

This financial year participants have had the opportunity to receive training and experience in barista coffee making from an external facilitator from Complete Café Services. Six trainings have been completed with Bhutanese and Vietnamese participants. Client feedback has been positive with participants continuing to practice their barista skills during weekly groups.



Participant Feedback:

“The trainer was friendly and he showed us how to grind the bean and pouring the milk, honestly it is hard for us to learn at this age but we found it easily accessible when we were taught by a dedicated trainer”

“The training was great. We did not have any kind of training like this before. I think it was very practical as we could learn how to actually make a good cup of coffee.”

“ 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 and Students on placement during the 2022- 2023, who have given their time and commitment to serve the Community and especially our clients through different services:

- | | | |
|------------------------|------------------------|---------------------|
| ALIMI, ZAINAB | LƯƠNG, MY KHANH | PHAM, VAN THANG |
| CHAU, HUE LANG | LY, KIM MAI | SHAHI, RACHANA |
| DANG, VAN HAI | LY, HONG SON | SCHUBERT, BRIAN |
| DINH, THI CHUNG | NGUYEN, VAN DANH | STAKER, TANIA (CNP) |
| DOAN, THI HEN | NGUYEN DINH KHIÊM | TRAN, VAN DANG |
| DUONG, THANH SUONG | NGUYỄN THẢO | TRAN, THI BICH DAO |
| HOANG, THI DUNG | NGUYEN, THI XUAN MAI | TRAN, KIEU DUNG |
| HOANG, THI HANH (HANG) | NGUYEN, THI ANH NGUYET | TRAN, TUYET HONG |
| HUYNH, THU TEN | NGUYEN, THI THANH | TRAN, NGA |
| LAM, THI TU KHANH | NGUYEN, KIM THO | TRAN, MINH THE |
| LAM, SAO | NGUYEN, VAN TRUNG | TRUONG NHUT |
| LE, THI NGOC DIEP | NGUYEN THI TU | TU, MAI |
| LE, THE HUNG | NGUYEN THI XUAN | TU, XAY |
| LE, TRONG NHAN | NGUYEN, THI XUYEN | VAN, MY PHUONG |
| LE, DINH PHUC | MUMMERY BROWN, GEORGIA | VAN, NGHIA PHONG |
| LEONARD, ROBBIE | PHAN, THI HUE | WALDEN, ARNEEN |



- 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

FUNDING & SPONSORSHIP

On behalf of the Vietnamese Community in Australia/ SA Chapter, we would like to thank the following government departments and non-government organizations 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

Government of SA:

- > Department of Premier and Cabinet
- > Multicultural Affairs

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)

Skills SA

- > Adult Community Education (ACE)

Multicultural Communities

Council of SA Consortium:

- > Youth Reconnect
- > Community Languages School SA

Community Languages School SA

- > Tet Festival (small and large grant)

Neami National

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

Prospect Council

Charles Sturt Council

The Parks Library

Donors

- > Community members who have generously
donated to the Organisation.



NETWORK AND PARTNERSHIP

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 Dragons Football Club
- > Adelaide Secondary School of English
- > Adelaide Youth Court (Family Conferencing Unit)
- > Adelaide Women Prison
- > Aged Care and Housing Group (ACH Group)
- > Anglicare Community Connect Partner
- > Australian Refugee Association
- > Australian Migrant Resource Centre
- > Bapcare
- > Better Self Psychology
- > Carer Gateway
- > Centrelink (Parafield Gardens and Underdale)
- > Child Protection SA
- > City of Port Adelaide Enfield
- > ClubSafe SA
- > Consumer Business SA (CBS)
- > Dementia SA
- > Diabetes SA
- > Diamond Club House
- > Domestic Violence Service
- > Family Drugs Support Services SA
- > Flinders Wellbeing Centre
- > Gaming Care
- > Headspace
- > Healthcare Australia
- > Helping Hand
- > Hepatitis SA
- > Home caring Inala
- > Just Home Care Packages
- > Complete Care
- > Let's Get Care
- > Legal Services Commission of South Australia
- > Ling care
- > Mission Australia
- > Modbury High School
- > Multicultural Aged Care (MAC)
- > Nazareth Catholic College
- > OARS Community Transition
- > Ocean View College
- > Parafield Gardens High School
- > Paralowie R-12 School
- > Plan Care
- > Private lawyers
- > PsychMed
- > Relationships Australia SA Health
- > Resthaven Incorporated Paradise and
Easter Community Services
- > Riverbanks College B-12
- > South Australia Network of
Drugs and Alcohol Services
- > SANDAS
- > St Aloysius College
- > Senior Helper Fleurieu
- > Sex Industry Network
- > Skycity Adelaide – Host Responsibility Team (HRT)
- > Sonder
- > STTARS
- > Uniting Care – Wesley Bowden
- > Uniting Communities
- > Uniting SA Port Adelaide
- > The Social of Saint Hilarion Aged Care Inc.
- > Valley View Secondary College
- > Willow Tree Psychology and Wellbeing
- > 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.