

**VIETNAMESE  
COMMUNITY IN AUSTRALIA  
SOUTH AUSTRALIA CHAPTER INC**



**Connect**

**Empower**

**Support**

**ANNUAL REPORT  
2017-2018**

# 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

# CASSA MISSION STATEMENT

Connecting and Empowering CALD Communities by providing holistic care and support

# STATEMENT OF PURPOSE

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

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## OUR BOARD



**PRESIDENT**  
Mr. Phung Van Nguyen



**VICE PRESIDENT  
INTERNAL AFFAIRS**  
Mr. Toan Ngoc Ho



**VICE PRESIDENT  
EXTERNAL AFFAIRS**  
Ms. Tram Vu



**VICE PRESIDENT  
PLANNING**  
Ms. Kha Nguyen



**GENERAL SECRETARY**  
Mr. Linh Dang Nguyen



**TREASURER**  
Mr. Dang Phuong  
Nguyen

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## BOARD MEMBERS

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Mr. Tao Tang



Ms. Phung Ho



Mr. Long Vu



Ms. Thu Robins



Ms. Nga Nguyen



Mr. Liem Nguyen





As we approach the end of the first year since being elected as the Management Committee (MC) of the Vietnamese Community in Australia/South Australia Chapter Inc (VCA/SA), it is important that we evaluate our performance so far to allow us to objectively assess the effectiveness of our strategies and the areas we should focus upon going forward in order to put forth our best effort in serving the community.

Upon being elected, our chief aim was to ensure the strengthening of existing activities and services which in turn, would equip us with the means to provide opportunities and outreach programs to our high-need target groups. To facilitate this, we have implemented a number of different strategies and taken action in a variety of areas:

- The MC has quickly taken ownership of their roles and continued to advise the VCASA on their direction as well as providing support to the wider staff.
- The MC assigned a committee member to oversee the operations of CASSA.
- The MC has been pro-active in building a strong working relationship with staff, founded upon the spirit of co-operation and open dialogue.

- Community activities are being heavily promoted and involvement from community members has been encouraged. This has led to valuable contributions and helped strengthen community spirit.
- The Ethnic School has undertaken a new direction with the administration in particular adopting a leadership role to develop the curriculum and implement teaching strategies.
- Setting of clear target outcomes and long-term planning for the future direction of the community as a whole.

I would like to express my sincere appreciation for your efforts this past year - they have not gone unnoticed and I, along with the entire community, owe you a debt of gratitude for your admirable service. I would especially like to thank you all for helping for your co-operation in building a stronger community as well as a positive working environment.

May we continue to work together for the good of the community and look forward to further successes in the coming year!

**PHUNG VAN NGUYEN**

President

Vietnamese Community in Australia  
South Australia Inc.





It is my honour to present the 2017 – 2018 report. This year was a year of consolidation and preparation for the growth of our services. The highlight of this year has been the continuous achievement of CASSA's quality of services. In January 2018, CASSA was awarded the Australian Service Excellence Standard at Certificate Level and the National Mental Health Service Standard.

CASSA has been experiencing growth, in the areas of social, community and health services. Consequently, this year CASSA has focused on maximizing staff capacity to meet the growing service demands from the community. This financial year, we continued to offer a wide range of services to people from culturally and linguistically diverse backgrounds. In this report, you will find a summary of our achievements in the following areas:

- Aged care services;
- Disability services;
- Social support services for women, elderly, carers and youths;
- Support services for unpaid carers who look after their frail aged family members or people with disability;
- Career's pathways;
- Health promotion and prevention services;
- Family support services;
- Intervention/ treatment services for people who have drugs & alcohol dependent issues and/ or problem gambling;
- Coordination of treatment services for people with severe mental illness;
- Youth services, especially those who are at risk of homelessness; and
- A social enterprise hot meal program that offers over 500 meals each week to local community members.

In order to prepare CASSA for the increasing demand of services and to assist our staff to be better equipped to address these demands, CASSA

conducted a Planning Day in November 2017 to review its' Strategic Plan 2016 – 2020. As a result of this, we have modified our strategic direction to generate synergy and positive morale within the CASSA team.

CASSA has accomplished many achievements this financial year. One of the highlights was being awarded First Prize by Adelaide PHN's Primary Health Care Awards 2017 for Outstanding Achievement in Workforce Development and Capacity Building. A true testament to the efforts and professionalism of CASSA staff.

I would like to take this opportunity to thank our Board of Management for their leadership and support in facilitating a seamless transition of the new Board. I would also like to thank all of our staff, whose commitment and diligence have not gone unnoticed. This 2017- 2018 Report serves as a testimony of their hard work. Last but not least, thank you to all our volunteers who have been the hearts of our success stories. I admire their selfless attitude and commitment to the community; without them, we could not address the needs of our community, especially in the Aged Care services, festival/ cultural activities, and the social enterprise hot meal program. I am looking forward to another challenging but exciting year ahead with positive changes and growth.

**LAN MONG NGUYEN**

Managing Director

Community Access and Services





OUR ORGANISATION

CASSA 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 (CASSA) to reflect its capacity to support diverse communities outside of the Vietnamese community.

CASSA 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

VIETNAMESE COMMUNITY IN AUSTRALIA / SOUTH AUSTRALIA CHAPTER							
ETHNIC SCHOOL	COMMUNITY ACCESS & SERVICES SA						CULTURAL EVENTS
	ADULT COMMUNITY EDUCATION	AGED CARE SERVICES	YOUTH SERVICES	ADDICTION INTERVENTION SERVICES	PRIMARY MENTAL HEALTH TREATMENT SERVICE	HEALTH PROMOTION	









## FAMILY SUPPORT



**230** completed case episodes



**148** case episodes of care provided to AOD users' family members



**27** one-on-one counselling sessions



**20** referrals to external agencies  
*Housing SA, Centrelink, Legal, GP doctor, Hospital, Child and Adolescent Mental Health services and internal CASSA services*



**80%** of clients commented that they found the services 'very useful and helped them a lot to deal with their problems'.

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

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

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

## PARENTING WORKSHOPS

### POSITIVE FAMILY RELATIONS:



**3** Information sessions



**100** participants  
*35% increase from last financial years*



**100%** participant satisfaction

This financial year, CASSA worked in partnership with Parafield Gardens High School, Vietnamese Student's Parents Association as well as the Vietnamese Ethnic School to deliver information to Vietnamese parents on the following parenting issues:

- Positive Parenting
- Communication
- Raising confident and competent children
- Raising resilient children

CASSA's Parenting workshops aimed to enhance positive family relationships within Vietnamese families.





## CHILDREN'S CHRISTMAS FUNCTION



**300** disadvantaged children and their families



*33% increase from last financial year*

Every year CASSA holds an annual Christmas function which provides an opportunity for disadvantaged children to enjoy a day with their friends and family to celebrate the festive season. The event also acts as an opportunity for children to learn personal skills such as communication skills and/or interaction skills as well as enhance their connection to community and increase their sense of belonging.



Overall, the event was very successful. Those that attended gave very positive feedback about the event and all children enjoyed participating in the activities.

We would like to thank all of our sponsors and volunteers who continuously contribute to make a difference in the lives of the disadvantaged and special needs children. We are looking forward to continuing these partnerships so that we can further impact the lives of these children at our next annual Christmas celebration event.

The event was held at the Vietnamese Community Centre on the 9<sup>th</sup> December 2017.

The day was filled with a variety of activities and entertainment including:

- jumping castle
- animal balloons,
- face painting and tattoos
- magic show
- music performances from children
- Children's disco
- Christmas Mascot
- Visit, photo and gifts from Santa
- BBQ lunch












## THE VIETNAMESE RECONNECT PROGRAM

-  **14** young people received one-on-one support through case management
-  **14** case episodes
-  **100%** client satisfaction from the 10 cases that remained open



### RECONNECT CLIENT NATIONALITIES:

Vietnamese, Tanzanian, Cambodian, Congolese, Zambian, Australian and Syrian

#### The presenting issues included:

- family conflict
- disengagement with education
- difficulty obtaining employment
- relationship breakdowns
- friendship issues
- conflict with teachers
- truancy
- child abuse and neglect
- issues with anger
- social isolation
- mental health issues (depression, anxiety)
- suicide
- self-harm
- eating disorder
- sleeping issues
- sexual orientation issues
- migration
- homelessness

The outcomes of these cases demonstrated an increase in wellbeing after support from CASSA compared to the initial assessment.

This program is part of the South-East Asian Reconnect Program, an initiative and partnership between the MCCSA, Cambodian Community, Chinese Community and the Vietnamese Community.

The Reconnect Program aims to improve the level of engagement of young people aged 12-18 or 12-21 if they are newly arrived in Australia and are homeless or at risk of homelessness. Reconnect helps young people build positive relationships with their family, build connections with work, education, training and the community. It is a unique program as it operates predominantly from a culturally sensitive perspective in order to provide effective and efficient services to its target group.

#### ONE-ON-ONE SUPPORT:

For young people who need one on one support, the program is able to provide case management through intake, psycho-social assessments, brief intervention, ongoing practical and social support, goal setting, referrals to specialist services such as general practitioners (GP), mental health services, psychological services, extracurricular programs and many more. Case management is offered to young people who are experiencing long term issues that require ongoing support from our services to meet set goals. In the Jul 2017 – Jun 2018 financial year, 14 young people received one on one support through case management from the Reconnect Program. Support was provided to young people at school, home, local community spaces such as cafes, parks and libraries.

## WORKSHOPS

CASSA Youth Services has been continuously providing support to CALD youth through a range of early intervention and prevention strategies. On-going one on one support was provided and a range of educational programs and activities were conducted at different schools during the 2017-2018 financial year.

### PERSONAL AND SOCIAL DEVELOPMENT WORKSHOP:

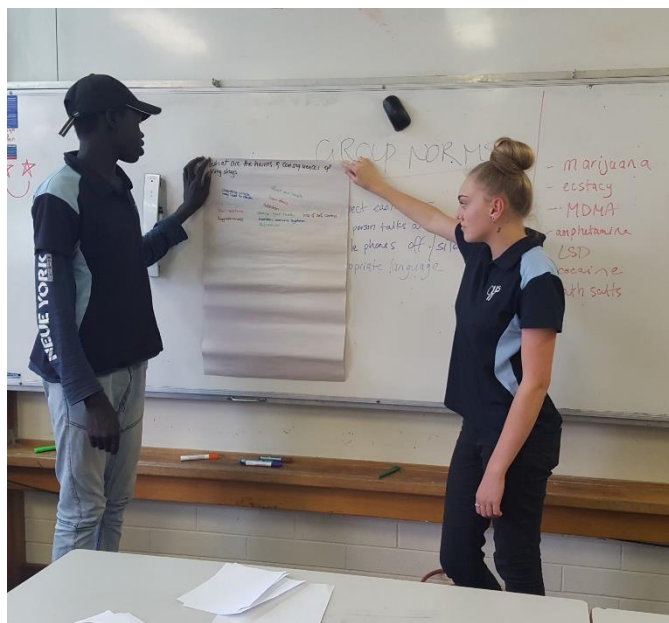


**111 CALD students attended**

CASSA conducted **2 Personal & Social Development Programs** for students at Craigmore High school and Parafield Gardens High School. 4 sessions were delivered at each school as part of the program. Youth workers from CASSA facilitated most of the workshops and different guest speakers from other organisations were invited to share their expertise. Topics discussed included alcohol and other drugs, self-esteem, body image, juvenile Justice system, bullying and harassment, inter-generational conflict, education and study problems.

### YOUTH CONSULTATIONS:

**2 youth consultation** sessions were conducted this financial year at Roma Mitchell Secondary College and Underdale High School. The aim of these sessions was to re-establish connections with the schools and students, promote CASSA services and consult young people on any needs and issues they are experiencing. A total of **43 students** were present across both consultations.









## YOUTH CAMP



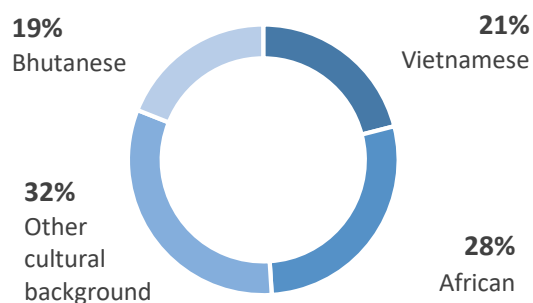
Held from **25<sup>th</sup> – 27<sup>th</sup> April 2018** at Mylor Adventure Camp in the Adelaide Hills



**47** CALD youth attended aged 12 - 18 years



**9** CASSA Supervisors



Each year CASSA facilitates a 3-Day Youth Camp which is organised in collaboration with the AOD, Gambling Help Services and youth team as a way to engage youth from CALD backgrounds.

During the camp, 4 interactive Educational workshops were delivered on:

- Youth Issues
- Drugs and Alcohol
- Policing
- Gambling



The workshops were delivered in conjunction with guest speakers from Flinders University Gambling Help Service and SAPOL and included games and activities designed to encourage youth participation. The camp also promoted team building activities, and on-site activities such as Archery, giant swing and canoeing, encouraging youth to challenge themselves and step outside of their comfort zone.

One main outcome from the Youth camp was based on feedback from youth wanting to know and interact more with other cultures. Based on this feedback CASSA has aimed to introduce young people to various cultural youths so they can gain understanding about other people surrounding them, break down stigma and build positive and supportive environments. They also commented that they would like to know more about how to build healthy relationships with others and how to protect themselves against mental health problems.

## COMMUNITY YOUTH EVENT

### HARMONY DAY EVENTS:



**45** Students



**2** Cultural Awareness workshops

CASSA youth workers were involved in activities at Parafield Gardens High School to celebrate Harmony Week 2018. 2 cultural awareness workshops were conducted on Congolese and Egyptian culture.

The workshops provided information about the differences in cultures and gave students a better understanding of what each culture was about. Students were taught some traditional dance moves and also took part on writing lessons.







## CARE SERVICES

"WE CARE FOR OUR COMMUNITY..."

Over the past year, CASSA's Community and In-Home Care team has provided services to Vietnamese elderly, community members with a disability and their carers through three programs:

### SENIOR

- The Commonwealth Home Support Program (CHSP)

### DISABILITY

- Counselling, Support, Information and Advocacy (CSIA)
- South Australia Home and Community Care Program (SA HACC-DCSI)

In parallel with the growing demand for services by people of Vietnamese background who are frail, aged and young people with disability, the CASSA Community and In-Home Care services team has continuously improved its quality of service and has been innovative in its service delivery to match those demands. The main highlight for CASSA's Vietnamese Community In-Home Care Service this financial year, has been a series of in-house professional and personal development training for staff.



## IN-HOME SERVICES

### STATISTICAL SUMMARY

Of the 152 clients who were provided with In-Home services:

- 93% clients aged > 65 years
- 3% clients with dementia or memory loss
- 7% clients, young disabled (*an increase from last financial year*)
- 3% clients have complex high needs (combined disability and multiple health issues)



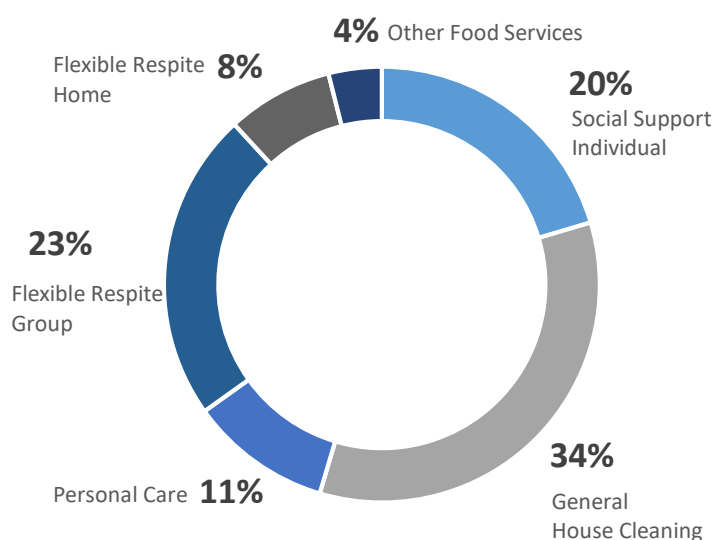
**60** people received ongoing services  
Including:

*Domestic assistance*  
*Meal preparation at home & at the centre*  
*Personal care*  
*Social support group*  
*Individual social support*



**20** ongoing carers received  
Flexible respite

### IN-HOME SERVICES OFFERED TO CLIENTS:



CASS's Community and In-Home Care Team also provided the following support for Individuals:

- Helping clients register on My Aged Care website
- Nursing home visits
- Language Assistance: comprehension of letters from government / services/ hospital



SOCIAL SUPPORT GROUPS

SOCIAL SUPPORT GROUPS

2 weekly group sessions      177 registered clients      74 sessions      4 outings

CASSA’s Community and In-Home Care Service also organises weekly Social Support Groups, based in Adelaide’s Western and Northern suburbs. The Groups promote active ageing and healthy lifestyle through encouraging community participation, exercises and different social activities. This financial year saw an increase in the number of registered clients compared to last financial year.

CENTRE-BASED DAY CARE CENTRES

2 weekly groups sessions      68 registered clients      84 sessions      4 outings

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.

Networking and Partnerships

Home Care Package

A highlight this year has been the introduction of Home Care Packages to the elderly in our community.




Community members were informed about what the package is and how it works so that they could understand the benefits of registering for it. Even though there is a waiting list, and the process takes time, CASSA saw the benefit of informing Elderly people within the community so they could register instead of waiting until it’s too late to receive services.

CASSA is working in partnership with The Society of Saint Hilarion Aged Care Inc. to assist & support the community in applying for these Home Care Packages.

Besides service delivery, the Aged Care Team are also involved in working together with other agencies for networking purposes and partnership collaboration. These agencies/ organisations include:

- Centrelink
- SAPOL
- Aged Rights Advocacy Service
- Hepatitis SA
- Legal Services Commission
- Relationship SA
- Multicultural SA
- Cancer Council

## CARER SUPPORT GROUP

-  **33** carers received ongoing respite
-  **33** carers received counselling, advocacy, information, social and/or emotional support
-  **10** carers attended the annual Carer retreat in October 2017

### CARER SUPPORT GROUP (WHITE LOTUS GROUP):

The program has been adapted to better suit the cultural and linguistic needs of carers, and provides an enjoyable and interactive learning environment for them. Through their participation carers are able to better maintain their well-being and develop greater confidence in their roles as carers. The Carers Support Group meets on a monthly basis with programs including: self-care and stress management, and information on health and services. In addition, **3 outings** and a **three day carers' retreat** were also organised for participants in this financial year.



### ONCE-OFF SERVICES DELIVERY REQUESTED FROM CLIENTS:

The majority of carers who access the program are older Vietnamese with limited or no English language skills. In most cases, Carers tend to be the least frail partner in a relationship who is caring for the frailer partner or frail parents who are looking after children with a disability. Most of them have limited support from other adults/children or have no other children/relatives in Australia to support them.



Approximately **122 cases** (10% increase from last financial year) have been provided with assistance across a broad range of areas, such as: family conflicts, crisis (onset mental health), domestic violence, social issues, legal problems, linking to other health services, referrals, accessing My Aged Care and/or register for NDIS and accommodation issues. Clients were provided with advocacy and language support, assistance with completing forms, both in their home, at the office or during hospital stays.



## CALD COMMUNITY EDUCATION

### WORKSHOPS:



**10** workshops



**275** participants

A number of workshops were delivered to CALD community members this financial year:

- **A workshop on general well-being and services available** was delivered to 15 women from Afghan Community; CASSA worked in conjunction with ARA and Salisbury Primary School in the delivery of this workshop.
- **A parenting information and AOD issues in the community session** were delivered to 52 community members; CASSA worked with Vietnamese Ethnic School, SAPOL and Vietnamese Students' parent's association to deliver this workshop.
- **A Triple P-Positive Parenting Program:** two out of three workshops were delivered to 58 community members in this period; CASSA worked with Vietnamese Ethnic School, Department of Education and Vietnamese Students' parent's association.
- **A family forum with a focus on AOD, gambling and relationships** was provided to 90 community members from Vietnamese background. CASSA worked with Vietnamese psychologist and Relationship Australia.
- **An Alcohol awareness workshop** was conducted with 13 participants from Burundian community.
- **Youth Camp:** 4 interactive workshops were delivered to 47 CALD youth during CASSA's annual youth camp; these workshops were delivered in conjunction with Flinders University Gambling Help Service and SAPOL.

### COMMUNITY ENGAGEMENT:

**4,800** people attended

Community Events where CASSA provided information

During the 2017-18 Financial year CASSA provided information on its' services at various cultural community events:

- **Bhutanese resettlement day:** around 300 people attended.
- **Tet Festival:** Also known as Vietnamese New Year; Is a 2 day event which attracted up to 3000 people to visit the information booth.
- **Full Moon Festival:** a Vietnamese Family festival with many activities for children and families. The event attracted 300 people.
- **Children's Christmas function:** 200 community members attended from disadvantaged Vietnamese backgrounds.
- **Unmasked African Festival:** An event which celebrates African cultural and settlement; around 1000 people from various cultural backgrounds attended.

### COMMUNITY OUTREACH:

**6** sessions

**204** contacts

**4** new clients

In this period, CASSA also provided 6 outreach sessions facilitated by an AOD senior worker and a peer educator in the last three months of the financial year. CASSA's AOS senior worker and peer educator spoke to potential AOD clients at their home and other local services such as GPs, clinics, pharmacies to promote CASSA's services. CASSA made a total of 204 contacts. From the outreach service, we received 4 new case management clients.





CLEAN NEEDLE PROGRAM

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. The program’s target group is injecting drug users who live in Adelaide metropolitan areas with the primary focus being Vietnamese.

The CNP provides a range of free services including:

- Provision of sterile injecting equipment
- Provision of safe disposal facilities
- Peer educator support
- Community education
- Referrals to CASSA’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 CASSA which operates office hours Monday-Friday (9am- 5pm)

CASSA’s CNP team provided training with SAPOL in Adelaide’s Western suburbs. The aim of the training was to improve the understanding of police officers about CNP and how to work effectively with CNP clients.

The information sessions also aimed to initiate a cohesive working relationship with SAPOL. The training was in partnership with DASSA and SIN.

SAPOL INFORMATION SESSIONS



200 Police Officers attended



5 workshops



4,220 primary clients accessed CNP service.



11,325 secondary clients were also recorded as having accessed the service during this period. Secondary clients receive CNP equipment from primary clients, without accessing a CNP site.

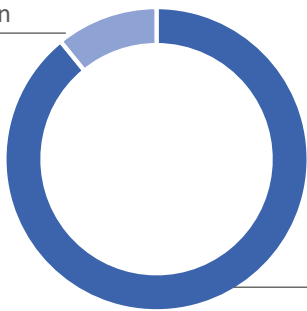


2,624 referrals from other services to CASSA’s CNP service, such as other CNP sites, AOD services, and health services including: Legal, Hospitals, Mental health, sexual health, Hepatitis, HIV, Accommodation and

SERVICE ACCESS

11%

Mobile Van



89%  
Fixed Site

SUCCESSES:

2017-18 saw an increase in the number of primary clients (23%), secondary clients (15%), and referrals (17%)



## COLLECTIVE IMPACT

This financial year, CASSA received funding from Uniting Care Wesley Port Adelaide to be a Communities for Children (CfC) Community partner. Community partners aim to improve the health and wellbeing of families and the development of young children aged 0-12 years. This financial year, CASSA aimed to conduct the Child and Family Foundation program for families from Culturally and Linguistically Diverse (CALD) backgrounds in the Northern and Western regions of Adelaide who are experiencing adverse and complex issues including:

- Refugee torture/trauma
- Health/mental health
- Language and cultural barriers

During this financial period, the Project has worked in partnership with the Vietnamese Student's Parents Association and the Department of Education to conduct a Positive Parenting Program (Triple P) trial to Vietnamese parents whose children attend the pre-school and primary school classes at the Vietnamese Ethnic School. Due to time restraints, the program was able to conduct 3 Triple P sessions. The learning from this program will be used to assist CASSA staff in planning for other Triple P programs with other cultural and language groups, such as Bhutanese, Arabic speaking groups, Afghan and South Sudanese.



## SOCIAL ENTERPRISE PROJECT

### Quan Pho



**500** hot and healthy meals per week

The Social Enterprise was established in late 2016, utilising Work For the Dole workers and volunteers. The purpose of the Hot Meal Project Quan Pho (Pho Café) was to create a cheap lunch service for local people and at the same time increase employment skills for people with long term employment in hospitality. Due to its' success CASSA has continued the project which currently operates with **3** paid staff and **15** volunteers, who provide an average of 500 hot and healthy meals per week.

It has continued to become a steady activity for the local community. With many community members seizing the opportunity to use the Quan Pho as a place to meet their friends for their weekly social gathering.

In addition, the extra revenue generated from the Social Enterprise assists CASSA to enhance their services to the disadvantaged in the community, especially services to seniors.

'Quan Pho' opens Friday to Sunday, serving more than 500 people per week.







## ADDICTION INTERVENTION

CASSA's Addiction Intervention Services comprises a range of prevention, early intervention and treatment services for clients and their families with Alcohol and Other Drugs (AOD) and gambling problems. Through different funding sources, CASSA's Addiction Intervention Service has offered the following services:

- Drugs Assessment, one-on-one support and AOD counselling
- Referral services to Pharmacotherapy and other treatment types
- Harm deduction services and education
- Problem gambling assessment, one-on-one support and problem gambling therapy

The team has continuously responded to the needs of local communities by aiming to reduce the level of harm caused to families and the community through AOD misuse and gambling problems.

Our Service has utilised a number of evidence - based models/strategies, to provide treatment and support services to individuals and their families with AOD and/or problem gambling, as follow:

- Drugs assessment (ASSIST), Kessler Psychological Distress Scale (K10) self -assessment, Work and Social Adjustment Scale, motivation interviewing, brief intervention and Cognitive Behaviour Therapy
- One-on-one support services for people with AOD issues, problem gambling and their families based on client-centered model
- Community education to reduce social stigma of drug and gambling issues
- Various outreach strategies to enhance community connections

## GAMBLING HELP SERVICE

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

The Service aims to:

- Reduce harm associated with problem gambling to individuals and families from the Vietnamese community
- Increase access to gambling support and treatment services for people affected by problem gambling in the Vietnamese community
- Prevent problem gambling and reduce stigma associated with problem gambling.

**25** clients received one-on-one case management; 5 cases experienced complex needs and required an intensive level of support services and advocacy

**463** client contacts  
*An extra 127 hours compared to last financial year*

**100%** satisfied and achieved goals set

**100%** stated the service helped them improve their life

**55** referrals to other services including:  
*Housing SA, Western Homelessness Gateway, Individual Gambling Authorities, Department of Child Protection, Legal Aid, Service SA, Relationship SA, Job network, and CASSA programs including: Drug and Alcohol Counselling, Mental health, Youth, Family*

### INDIVIDUAL AND FAMILY COUNSELLING

People with problem gambling often present with other complex needs, such as mental illness, relationship, financial, legal and employment problems. CASSA provides culturally sensitive case management to provide holistic assessment and develop intervention plans for each individual. The intervention can be a combination of gambling therapy, managing mental health problems, addressing personal problems and assisting the clients to access other health and social services. These supports are also extended to gamblers' significant others who are affected by problem gambling.

#### GROUP PROGRAM:



**6** program sessions



**13** community members

A program called 'Pathways to Positive Living' was delivered to community members who were at risk of developing or having problem gambling. The program received good feedback from participants:

*"we need to have more sessions like this"*

*"I like to go to the sessions as they are beneficial for me"*

*"I like to have sessions like this to apply in my own life"*

#### GAMBLING THERAPY SERVICE:

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

#### COMMUNITY ENGAGEMENT:

CASSA's Gambling Help Service was promoted in various local community events including: Children Full Moon Festival, Children Christmas function & Vietnamese New Year Festival. CASSA workers participated the 2018 Youth Camp, which attracted 47 CALD youths and co-facilitated with Aboriginal GHS to run the Workshop about the fun and risks of gaming/gambling.







## WOMEN'S SOCIAL GROUP

**21** Sessions**294** Vietnamese participants**100%** Satisfaction**3** Community consultation sessions**2** Group outings

Further to the success of last year's program, this year CASSA continued to run its' Women's Social Group, targeting women from the Western suburbs of Adelaide. It aimed to create a healthy alternative for people who are at risk of problem gambling, by creating a culturally safe environment for community members to participate in healthy social activities. Group sessions comprised of information on gambling and other related topics as well as introduced the group to healthy physical activities. Throughout the financial year 3 community consultation sessions were also conducted to discover what issues group participants are facing and what topics they want to learn more about. Two outings were also arranged, giving participants an opportunity to socially engage in activities that they may not usually partake in.

## Information topics included:

- Safe gambling
- Myths and facts behind Poker machines
- Types of drugs and their effects
- Domestic violence and women shelters
- Women's health and self-care
- Mental Health and wellbeing
- Home security and personal safety
- Suicide prevention
- Building positive family relationships
- Legal issues relating to immigration
- Introduction to CASSA services

## Group Activities included:

- Yoga
- Belly dance
- Music in Motion



*"I enjoy the group and want to have more groups like this"*

*"good food, very friendly and fun environment"*

Feedback from participants



## DRUG TREATMENT PROGRAM

### PARENT'S/PARTNER'S SUPPORT GROUP



**45** participants



**7** sessions



**1** outing

The Parent Support Group aims to provide a mutual and supportive environment for families who have loved ones using illicit drugs. Families are able to share their experiences and access accurate information about AOD, Mental Health and other related issues. This financial year, parents were provided with information on a variety of topics including:

- AOD Legal issues
- Domestic Violence
- Hepatitis B and C
- Illicit drugs (ice) information
- Mental health wellbeing
- AOD Drug user support
- How to protect yourself when living with drug users
- Drug related crimes

An outing to Hahndorf in the Adelaide Hills was also organised as an opportunity for participants to increase their social interaction and connections.

*"Before I came to the group I felt very sad and worry and I don't know what I need to do to help my husband as he involved in drugs. But since joining the group I feel good because I can share my problem and learn from other member. We help each other out!"*

**Feedback from participant**

### ONE ON ONE COUNSELLING



**8** Completed Care Episodes



**83** contacts/counselling sessions provided to clients



**7** referrals to:

OARS, legal aid service, GP for Opiate Pharmacotherapy and mental health



**100%** client satisfaction

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

## CASE MANAGEMENT

**30** Completed episodes**354** Contacts**25** Current open cases**33** Referrals were made to external services including:

*DASSA, Hospitals, Centrelink, Service SA, Housing SA, GPs, Homelessness Service, Legal, TAFE, Immigration Department and dentists.*

The Drug Treatment Program provides services to people of Asian background who misuse alcohol and other drugs (AOD), or their significant others.

Case management involves working with clients to achieve their goals. This service is provided to clients using a pre to post treatment journey and supports clients to access treatment and address drug related issues such as:

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

CASSA's Drug Treatment Program is an evidence-based practice which uses Peer educators to work along-side case managers and counsellors to effectively provide practical and emotional support to clients through their recovery journey and treatment process.

## DRUG AND ALCOHOL AWARENESS:

**2** workshops**56** participants

Two drug and alcohol awareness workshops were conducted in the 2017-18 financial year. The first workshop was conducted at the Burundian Community in February 2018 with 13 participants attending. The second workshop was conducted at the annual youth camp in April 2018 with 43 young people attending.

## AOD SERVICE INTRODUCTION:

**6** Outreach sessions conducted**204** contacts

**5** individual community consultations were conducted to identify local and emerging issues as well as introduce CASSA's AOD Services to the following community groups:

- Vietnamese
- Bhutanese
- Congolese
- Sudanese
- Burundian



## USERS' SUPPORT PROGRAM

CASSA's AOD program has two support groups: English and Vietnamese speaking group. The support groups are based on SMART Recovery model (self-Management and Recovery Training) to enhance individual motivations to address their problematic behaviours of drug uses and other issues. These groups also use Cognitive Behaviour Therapy (CBT), and practical problem solving to address their problems.

These groups have provided a friendly and supportive environment for clients from CALD backgrounds. Throughout group sessions, guest speakers are also invited to talk with participants on AOD and health related issues.

The following topics were discussed in this reporting period:

- Hep C
- Fibro Scan and the New Treatment
- Methamphetamines
- Vein Care
- Overdose Prevention
- Safe injecting practice
- Career pathways
- Employment opportunities
- Physical activity and health

### VIETNAMESE SPEAKING GROUP:

**5** Sessions  
**36** participants

The Vietnamese Speaking User's Support Group attracted clients aged 40 – 60 years of age from Vietnamese background. Most of the participants are long term drug users.

### ENGLISH SPEAKING SUPPORT GROUP:

**10** sessions  
**63** participants  
**100%** participant satisfaction

The English Speaking User's Support Group attracted clients from Asian backgrounds under the age of 45 years. This financial year saw an increase of women from CALD backgrounds joining the group.

## USER SUPPORT GROUP OUTCOMES:

Through partnership with Hep SA, a Hep C specialist nurse from Queen Elizabeth Hospital (QEH) came and did Hep C screening to participants. Through this process, with the support from CASSA's Case Manager, 4 AOD clients with Hep C went through with the post screening assessment and completed medical treatment at QEH.

*"I like to come to this group" ... "the topics discussed are relevant to me" ...  
"I will introduce my friends to this group" ... "people are supportive of me"*

Feedback from Clients



## INTERVENTION

### PRIMARY MENTAL HEALTH SERVICE



**71** clients from CALD backgrounds  
*30% increase in clients from last financial year*



**1472** service contacts  
*35% increase from last financial year*

**57** occasions of No Show (3.8%)

**86%**

client satisfaction of services provided: of those who gave feedback on PMHS

**86%**

agreed that they felt they could manage and cope with their problems as a result of accessing CASSA's PMHS service

Through the Primary Mental Health Service (PMHS), CASSA has been supporting a total of **71** clients from CALD backgrounds who have complex and/ or severe mental health in the 2017-2018 financial year. Through CASSA's PMHS, clients were able to access mental health treatment and other health related services (e.g., specialists and allied health services).

The service aims to:

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

#### VERBAL FEEDBACK:

Verbal feedback from clients that we have received has always been of a positive nature. Many clients have requested more frequent visits and greater level of support but are thankful for the support they are receiving and feel that it has contributed towards improvements in their mental health and wellbeing.

This service has been funded by Adelaide Primary Health Network since July 2016. Since this time many collaborative working relationships have been formed with individuals and services who share a common interest in supporting CALD communities.

The communities are coming to recognise CASSA key workers with whom they can trust to disclose personal problems and issues and/or to discuss options to support family members or friends. A steady number of referrals are received from a variety of sources without any need for promotion or advertising. And in addition to one-on-one support with individuals, community education, participation in cultural events and facilitation of group programs also play a critical role in community support and engagement to improve mental health of community members.





The program staff comprise of mental health care-coordinators and a team of bilingual and bicultural support workers from:

- Vietnam
- Bhutan
- Congo
- Egypt
- South Sudan
- Burundi
- Afghanistan

The workers communicate in a number of languages including:

- Vietnamese
- Nepali
- Swahili
- French
- Kirundi
- Dinka
- Arabic
- Farsi
- Dari

## SUPPORT INCLUDES:

- Advocacy
- Referrals
- Psycho-education
- Risk assessment
- Mental state examination
- Transport
- Language support
- Culturally sensitive counselling
- Networking and social connection pathways
- Leisure activity pathways
- Where practicable, linking clients to other services to address the following areas;  
*physical health, legal, housing, finances, leisure and education.*
- Support is also provided to family members and significant others as required.

## CULTURALLY SENSITIVE CARE CO-ORDINATION AND CASE MANAGEMENT

Cultural awareness training and education ensures that support is provided in a culturally sensitive manner in order to develop positive therapeutic relationships and trust and to achieve best outcomes for the client.

Care co-ordinators primary responsibility is not to provide intensive support but rather provide opportunity for engagement with other specialised services through transport, advocacy, collaboration and referrals. The 2017-18 financial year saw clients requesting a greater level of support from our team due to staff cultural competency, compassion and understanding of their needs in conjunction with their cultural beliefs and practices. CASSA staff also found that clients are often ignored, discriminated against, treated unfairly, unjustly or negligently and their needs undermined due to language barriers and lack of cultural competency and respect. With CASSA support, the clients appreciate the opportunity to be able to speak directly with support staff about their problems, needs and desires without the necessity of an interpreter or interpreting service through which information is often misconstrued or misunderstood.

The program receives referrals from a number of sources including:

- General Practitioners,
- NGO's,
- Government funded health services
- Families
- Self-referrals.

Each client is assessed using evidence-based practice techniques and psychological measures and a triage process determines the severity of a client's mental health issues.

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

## COMMUNITY ENGAGEMENT

**1 Workshop on youth mental health** was delivered to 6 South Sudanese youths who were at risk of mental health; speaker from Headspace was invited.

**2 Community education sessions** within the Burundi community on health and well-being and mental health services.

**1 Mental health workshop** provided to 8 Community members from Vietnamese background.

**Information stalls** provided information and resources to community members at community events held within the Bhutanese, Vietnamese and African communities.

*“Thank you for your help, the support has been able to reduce my stress and worries “*

*“Your support has allowed me opportunity to talk to someone who understands what I’m going through and can reduce my isolation”*

Feedback from Clients

## DRUG ACTION TEAM PROJECT

### LOCAL DRUG ACTION TEAM:

CASSA has facilitated the Hoi Sinh Committee for many years. The group comprises of members from local AOD and related services such as DASSA, Hep SA, and Uniting SA. This committee was selected as a Local Drug Action Team to work with local ethnic communities on AOD prevention. CASSA has taken the lead in this project and consulted a number of community representatives/ leaders during this financial period. The next step will involve developing an action plan to tackle some of the issues identified. The Hoi Sinh Local Drug Action Team project was funded by the Alcohol and Drugs Foundation.

### COMMUNITY CONSULTATION:

The following community groups were consulted for the project between 1<sup>st</sup> December 2017 and 30<sup>th</sup> January 2018:

- Vietnamese community  
*User group and a community group*
- Bhutanese community
- Congolese community
- Sudanese community
- Burundian community

### Hoi Sinh Members and Staff working with Ethnic Communities’ Survey:

A Survey monkey was sent to 25 Hoi Sinh Members and staff working with Ethnic communities.

Out of the 25 people the survey was sent to, 14 people completed it.


Each group session was conducted by a senior staff member and a bilingual staff member. The senior staff member presented the group with information around Vietnamese refugee journeys, experiences, settlement experiences which helped the group to open up to discussions. Then the group discussed a number of questions they were given. The Participants were a mix of community leaders and community members.









## ADULT COMMUNITY EDUCATION

 **235** individuals enrolled in the various learning programs  
*9% increase from last financial year and 90 students above the contractual requirement*

 **7,467** hours of student contact  
*1,560 contact hours more than last financial year and 2,047 hours above the contractual requirement*

 **4** computer classes

 **8** English classes for Vietnamese and Burundian individuals

 **136** participants have remained engaged post programs:

**5** enrolled in TAFE or other Accredited courses

**11** became volunteers

**16** gained employment

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

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

Adult Community Education courses are held on a weekly basis and take place both in the western and northern regions of Adelaide. Most of the courses are held at CASSA's Community Centre, with a number of courses being held at different community centres such as Morella Community Centre and Davoren Park Burundian Community Centre.

Annually the ACE program recruit's volunteers to act as coach/mentors and assist participants one-on-one, in small group conversations and in practicing computer exercises. These additional supports have proven to be of much value to participants, enhancing their confidence and literacy skills.

The 2017-2018 ACE Program witnessed several increases in program outcomes compared to last financial year:

An extra **22** individuals were enrolled in various learning programs

An extra **1,560 hours** of student contact was also logged

Both the number of individuals enrolled and student contact hours are above contractual requirements

In 2017-2018, CASSA and ABCSA delivered a series of Non-Accredited Foundation Skills programs to the Vietnamese and Burundian communities, to enhance the participants' English literacy and digital literacy level, and thereby, enhancing their employment capacity and ability to engage in further study of their career choice.

*"I have been studying in this class for a year. I like the way the teacher teaches us how to pronounce and encourages our study, so that we have more opportunities to interact with others. "*

Nia – ACE Student







## DROP IN SERVICE



**324** people sought language assistance and advocacy  
*15% increase from last financial year*

CASSA's Administrative Team provides brief assistance to clients on a drop-in basis. The services provided in the 2017-2018 financial year include:

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

Additionally, the Administrative Team's general role is to enhance the efficiency within CASSA's office by assisting the Managing Director and staff in administrative office tasks.

This financial year the following tasks were additionally undertaken by the Administrative team:

- Managing Community Hall hiring
- Performing clerical tasks for the Social Enterprise project *Quan Pho*
- Assisting with the organisation of yearly cultural events; such as New Year Festival and Full Moon Festival
- Managing classes and student information for Adult Community Education programs

The Drop-in services are offered to Vietnamese people who still struggle with English language and are in need of assistance to deal with minor issues in their everyday lives. The services are particularly popular with Vietnamese older people. This year, CASSA has supported a total of **324** people who came to seek language assistance and advocacy services from CASSA.

The 2016-2017 financial year saw community members seeking the 'Drop-In Service' mostly for assistance with the following:

- Comprehending government letters
- Queries of household utility bills,
- Negotiating debt payments,
- Booking healthcare appointments with specialist or hospitals, etc.

## TAX HELP



**43** Individuals received Help

Tax Help is a network of ATO-trained and accredited community volunteers who provide a free and confidential service to help people complete their tax returns online using MyTax. This free Tax Return service was only offered for a few months this financial year as the volunteer who usually provides the service ended his voluntary services after receiving a paid full-time position elsewhere.



## PEER EDUCATORS

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

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

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

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

## LEGAL ADVICE



### **137** Vietnamese and CALD community members accessed free legal advice

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

During this financial year, CASSA assisted **137** people from Vietnamese and other cultural backgrounds to access an initial free legal advice service. Some of our clients were also assisted through an application for Legal Aid.



## COMORBIDITY SUBSTANCE MISUSE

This initiative has been in place for numerous years, however half way through this financial year 2017-18, it was transitioned into the Drug Treatment Program. Initially the aim of this initiative was to enhance CASSA's capacity to address the needs of clients with comorbidity mental health and drug issues from South East Asian and African backgrounds. Please refer to CASSA's Drug Treatment Program for further information

## IMPROVEMENTS TO SERVICE DELIVERY

Professional development and staff training are a top priority at CASSA as it is evident how vital it is to continuously develop the capacity of staff to identify and respond to clients with AOD and mental health problems. As a means of developing the knowledge and skills of staff members, this financial year, staffs were provided with opportunities to engage in the following training and support options.

### Clinical supervision:

CASSA provided one-on-one monthly clinical supervision for all front line clinicians. The supervision has been well-received by staff, and has had a positive influence on the quality of the service they provide to clients and increased their skills, knowledge and confidence to respond to clients' complex needs. This support has also been instrumental in improving staff morale.

**Other trainings from external providers:** Staff attended trainings provided/facilitated by CASSA and other organisations during this financial period. Topics included:

- AOD and Hep C
- Harmony week cultural awareness
- Mental State Examination
- Master Care
- Risk Assessment
- Sex Industry Network
- NDIS
- Food Safety, Child Safe Environment and WHS
- Restrictive Practices in Disability Support Services
- First Aid
- Case Management
- Centrelink Information Updates
- Nuts and Bolts of NDIS

### Mental Health Mentoring group:

Staff also have group mentoring where they can share their experiences and learn from each other and enhance their skills in client work.

### Building Capacity for Staff working with African Communities:

A worker of African cultural background has been employed to provide AOD prevention programs to members of the African communities. The worker has participated in training and regular clinical supervision, been a member of the Mental Health Mentoring Group and receives management supervision.







## STRATEGIC PLANNING REVIEW

On the 29 November 2017, CASSA and the new Board of Management joined together in a Planning Day to review and revise the 5 year Strategic Plan (2016 – 2020).

Although all the directions of CASSA's Strategic Plan have stayed the same, there is now a greater focus towards building the capacity of CASSA staff and the delivery of services that are culturally and linguistically diverse. Staff's wellbeing was also highlighted as important to ensure staff retention rate.



## CONSUMER PARTICIPATION

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

**Consumer feedback** is sought at the end of each workshop or event. Outcomes: Overall, at least 75% of consumers were satisfied with the event they attended. Around 80% of the consumers found the workshop/event was of use to them and they gained information on where to seek help.

**Annual consumer consultation** allows CASSA to recognise clients' needs and service gaps, thereby identifying areas for improvement. Outcomes:

through this activity, CASSA made changes to their operating hours for support groups at the suggestion of consumers.

Additionally, the topics of interest to clients were identified, with a plan to deliver those in the next financial year.

**Consumer feedback form** for case management and counselling services have continuously been collected. Outcome: a total of 95% of consumers indicated they were very satisfied with the service they received and reported that the service provided by CASSA had made a positive contribution to their lives.

## AUSTRALIAN SERVICE EXCELLENCE STANDARDS & NATIONAL MENTAL HEALTH SERVICE STANDARD

CASSA continuously works on improving its' services, management and government policies and procedures. As a result, the 2017-2018 financial year saw CASSA achieve various work standards. In late 2017 CASSA underwent an external audit process for ASES and successfully achieved the Certificate level. This was the fourth time CASSA had been awarded by the DFC (Department of Family and Community) for Service Excellence.

Furthermore, CASSA was also awarded the National Mental Health Service Standard, after successfully completing its review by the Independent Assessor.



## QUALITY IMPROVEMENT SYSTEM

### Quality Improvement Committee:

comprised of team leaders, managers and project officers. The committee meets regularly to discuss all aspects of service quality, work health safety and risk management issues.

In 2017, CASSA undertook an audit for that Australian Services Excellence Standards and the National Mental Health Standards. As a result, many new policies needed to be developed and reviewed as a part of compliance with both Standards. In the first half of 2018, a diverse range of policies were also developed to comply with both the Aged Care Standards and NDIS Practice Standards – both mandatory Standards in order to provide aged care and disability services.



## EXPANDED MANAGEMENT SYSTEM


**73**

documents, policies and procedures were developed and reviewed  
*75% more documents, policies and procedures compared to last financial year*

During the 2017/18 financial year CASSA and its' QIC have been extremely busy developing, implementing and reviewing the following documents, policies and procedures related to AOD and mental health, Disability and Aged Care issues:

### NEW AND/OR DRAFT POLICIES AND DOCUMENTS:

- NDIS Service Agreement
- My Pre-Planning Booklet
- CASSA NDIS Power Point
- Complaints Policy, Procedure, Form and Register
- NDIS Client Entry and Exit Policy and Procedures
- CASSA NDIS Code of Conduct and Ethical Behaviour Policy
- CASSA NDIS Worker Screening Policy
- CASSA NDIS Conflict of Interest Policy
- Eliminating Restrictive Practices Policy and Procedures
- CASSA NDIS Client Rights and Responsibilities
- CASSA Brief Version of Full Policies
- Aged Care Policies (Rights and Fees)
- Internal-External Critical Incident Management and Reporting
- NDIS Intake Process
- Participant Support Plan
- Preventing and Responding to Abuse
- Family Inclusive Practices Policy
- Management Committee Performance Evaluation Policy and Procedures
- Professional Boundaries Policy
- Cancellation Policy
- Board Assessment Tool
- Draft Management Committee Conducting Meetings Policy and Procedures
- Draft Management Meeting Etiquette Policy and Procedure
- Draft Conflict of Management Policy
- MC Register of Interest
- Information folder for NDIS Support Workers

## REVIEWED POLICIES:

- Visions, Values, Philosophy
- Delegation of Authority
- Board Information Kit
- Minutes of Meetings Policy
- Planning Policy and Procedure
- Media Policy
- Draft Management Committee Performance Evaluation Policy
- Financial Management
- Accepting Donations and Sponsorship
- CASSA External Relationship Policy
- Networking Policy
- Whistleblower Policy
- Policy and Procedures Development Policy
- Version Control Policy
- Staff Induction Policy
- Work Health and Safety Policy
- Minimizing Violence in the Workplace
- Safe Practice Policy
- Office Safety Policies and Procedures
- Confidentiality Policy
- Equal Opportunity Policy
- Disability Action Plan
- Risk Management Policy
- Consumers and Carers rights and responsibilities
- Family Inclusive Practice Policy
- Case Management Policy
- Client Intake Policy
- Client Assessment Policy
- Clinical Supervision Policy Discharge Policy
- Client Records Audit Policy
- Mental Health Policy and Procedures
- Suicide Prevention Policy and Procedures
- No Wrong Door Policy

## REVIEWED DOCUMENTS:

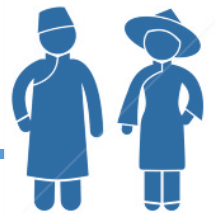
- Planning
- Quality Improvement Policy
- Board Assessment Tool VCASA
- CASSA Event Planning Manual
- CASSA Carer's Right and Responsibility
- Complaint Flow Chart
- Information for Centre Participants
- New Intake Model
- Mental Health Services for Information and Support
- Operational Plan 2017-2020
- Strategic Planning 2016-2020







## VIETNAMESE COMMUNITY ETHNIC SCHOOL



**518** students enrolled  
*an increase of 134 students compared to last financial year*



**19** Vietnamese classes



**9** Maths classes

*Trường Việt Ngữ Cộng Đồng* (The Vietnamese Ethnic School) was founded in 1980. Throughout the thirty-eight years of its existence, the school's curriculum and activities have remained consistent with its founding principles:

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

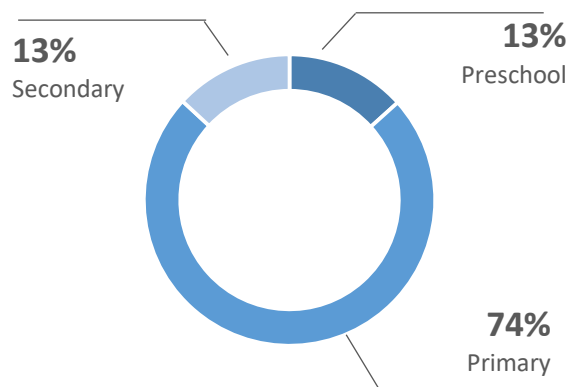
In the 2017-18 financial year, a total of 144 students attended the Maths classes on Saturday mornings while 374 students studied Vietnamese (R – Year 9) on Saturday afternoons at the Adelaide Secondary School of English.

The Vietnamese Ethnic School's curriculum closely follows the South Australian Certificate of Education (SACE) standards. Given the impending change in the Vietnamese language according to the Australian Curriculum, Assessment and Reporting Authority (ACARA), the Vietnamese Ethnic School has been working towards the adoption of a new curriculum, as well as new teaching methods.

Learning how to communicate in Vietnamese helps the younger generations of Vietnamese Australians to develop an appreciation of their culture and language. A steady supply of culturally and linguistically diverse members will undoubtedly be a recognised contribution to the community and society in general.

Every year the staff and students are involved in the communities TET and Full Moon Festivals by participating in singing, dancing, Vietnamese Language competitions, traditional dress and drawings.

### ETHNIC SCHOOL ENROLEMENTS:



**SUCCESS:** An extra 43 students enrolled in preschool, 61 students in Primary, and 30 students in Secondary compared to last financial year.





## VIETNAMESE FULL MOON FESTIVAL



**500** children and their families attended the event

**100** bilingual information packs were distributed

*Supplying information on AOD issues, problem gambling and CASSA's services*

Every year, Vietnamese people celebrate The Full Moon Festival, also known as the Children's Festival. This year The Vietnamese Community in South Australia held the Festival for the community on the 24th of September 2017 at the Vietnamese Community Centre in Athol Park.

While many other cultural groups celebrate the Full Moon Festival, the meaning of the Festival to the Vietnamese is rather different to that of other cultural groups. It is specifically a Festival for children and an opportunity for families to spend time with each other; which in today's busy society is becoming increasingly rare.

This year, the Festival attracted a larger crowd than previous years, bringing with it a vibrant community gathering and celebrative atmosphere throughout the whole day.

The day was jam packed with children and their parents joyfully getting involved in various activities. Some of the highlights of the event included the Children's traditional Outfit Parade with over 40 children participating. The peak of the celebration came with the lantern parade. Each child was given a free colourful lantern, and took part in the parade outside of the main hall. Each child also received a show bag full of treats for them to take home at the end of the night. The Full Moon Festival was concluded with one of the highlights of the event, the Children's Disco.

Some activities from this year's festival include:

- face painting
- balloon art
- sports activities such as martial arts
- paper lantern workshops
- Sand art and craft workshops
- Magic Show
- Performances by children from various language schools
- Performances by Arumba Kids Hip-Hop Crew
- Lantern Parade
- Children's traditional Outfit Parade
- Children's Disco

CASSA was responsible for promoting awareness of AOD, mental health, problem gambling and related issues as part of the festival. As a result, CASSA staff conducted an information stall at the festival. Staff provided free activities for the kids including face painting, Henna tattoos, and animal balloons.

Overall, the Festival was a huge success with the community thoroughly enjoying the celebration. This would not have been possible if it were not for the hard work of many teams committed in delivering a great festival celebration.



## VIETNAMESE TET FESTIVAL 2017



### Year of the Dog



**7,000** Approximately the number of people who attended the event



**250** bilingual information packs were distributed

*Supplying information on AOD issues, problem gambling and CASSA's services*

*An extra 50 information packs were distributed compared to last financial year*

Each year, the Vietnamese Community in South Australia holds the Tết (Lunar New Year) Festival, the most significant festival in the Vietnamese culture, bringing the largest community gathering to celebrate Tết. The Tết Festival 2018 was held over two days on the 10th and 11th of February at Regency Park on Days Road. Due to the great weather, we had one of the greatest number of people attending the Festival in the last 25 years.

The Tết Festival displayed Vietnamese culture through food, arts, traditional outfits, music, dance, festive activities and traditional customs. However, the event also celebrated South Australia's cultural diversity with appearances of other ethnic communities sharing the celebration with their traditional dances and music. The event continued to receive strong participation from other ethnic groups and continued to strengthen these important relationships to enrich Australia's multicultural society.

The Tết Festival 2018 witnessed a significant increase in participation along with an increase in diversity and range of food, services and entertainment. The festive atmosphere remained strong with lion dances on both days; firecrackers at the opening ceremony with many officials, representatives from government, councils, politicians and partners; firework show and continuous on-stage entertainment. During the event, CASSA held an information stall distributing more than 250 information bags to Families.

The Tết Festival 2018 also received a higher level of participation from the younger generations with nearly **200 children and young adults** taking part in the Traditional Outfit Competition. There was also an increase in the level of participation of young adults within the community through a strong collaboration with various religious youth groups and Vietnamese language schools. The festival also held a Vietnamese Traditional Outfit Parade open to both men and women to display the unique characteristics of Vietnam cultural identity.

We would sincerely like to thank Multicultural SA, festival sponsors, other ethnic communities, our respectable volunteers and members from within the community for your generous donation in order to create such a memorable Tết Festival 2018.



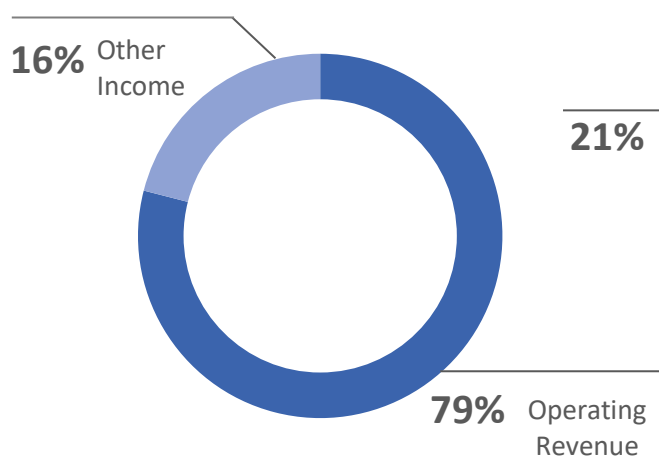
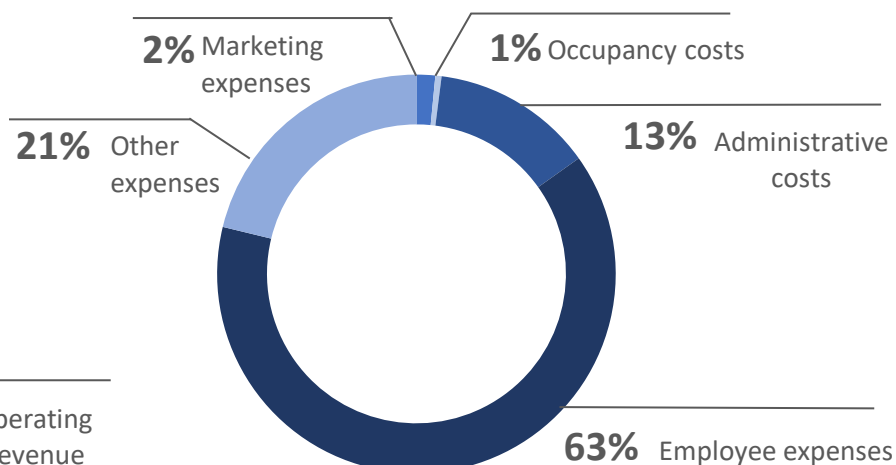






**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME**  
**For the Year Ended 30 June 2018**

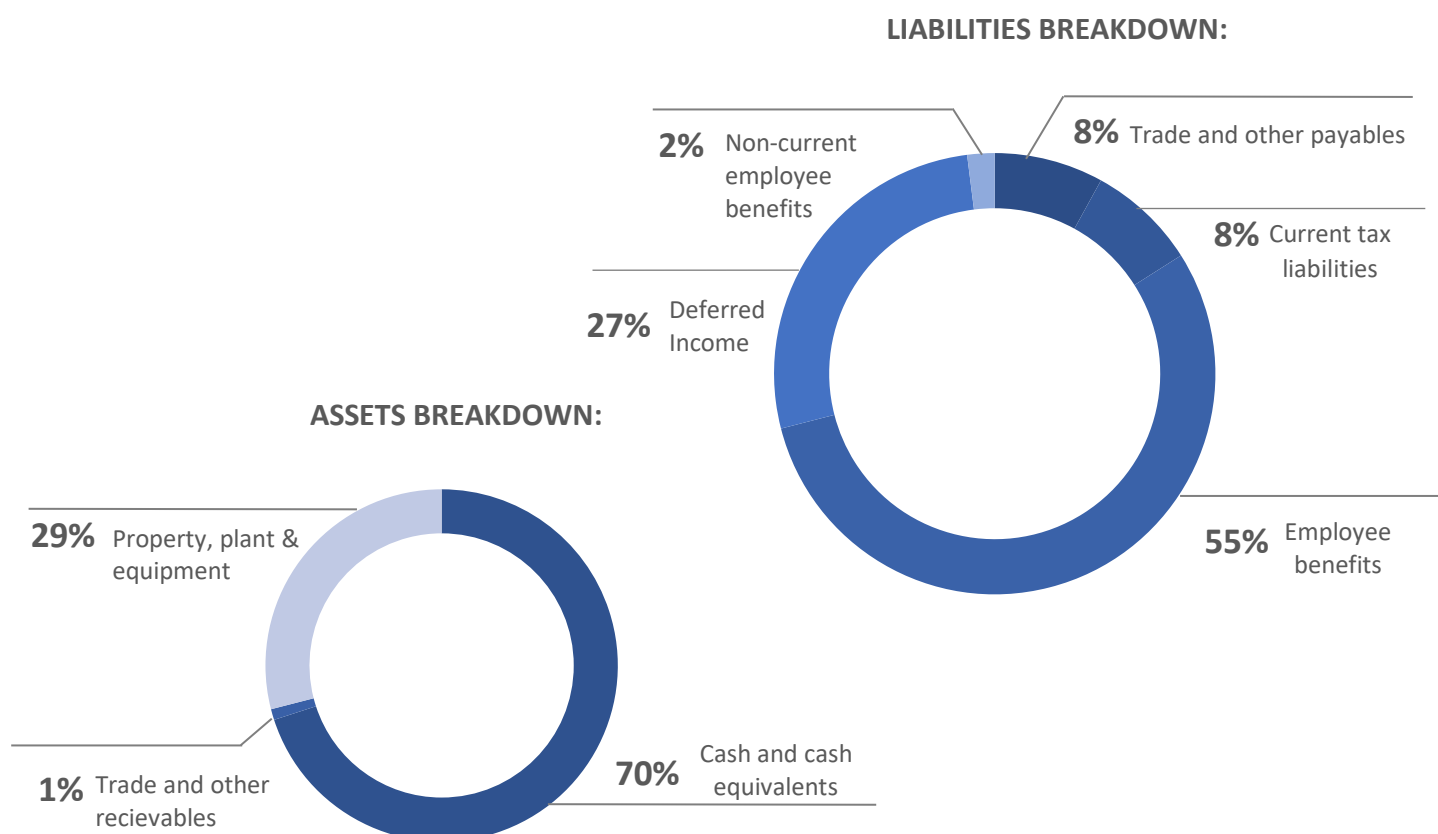
	2018 \$	2017 \$
<b>REVENUE</b>		
Operating revenue	1,876,254	1,738,548
Other income	493,166	321,587
<b>TOTAL REVENUE</b>	<b>2,369,420</b>	<b>2,060,135</b>
<b>EXPENSES</b>		
Marketing expenses	(32,940)	(30,045)
Occupancy costs	(1,254)	(3,773)
Administrative expenses	(305,753)	(275,561)
Employee expenses	(1,402,600)	(1,295,383)
Other expenses	(473,834)	(404,818)
<b>TOTAL EXPENSES</b>	<b>2,216,381</b>	<b>2,009,580</b>
<b>SURPLUS FOR THE YEAR</b>	<b>153,039</b>	<b>50,555</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
<i>Items that will not be reclassified subsequently to profit or loss</i>		
Revaluation changes for property, plant and equipment	-	40,000
Increase in other reserves	3,500	3,500
<b>OTHER COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>3,500</b>	<b>43,500</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>	<b>156,539</b>	<b>94,055</b>

**REVENUE BREAKDOWN:****EXPENSE BREAKDOWN:**



## STATEMENT OF FINANCIAL POSITION For the Year Ended 30 June 2018

	2018 \$	2017 \$
<b>ASSETS</b>		
Current Assets		
Cash and cash equivalents	1,682,962	1,328,786
Trade and other receivables	18,426	10,000
<b>TOTAL CURRENT ASSETS</b>	<b>1,701,388</b>	<b>1,338,786</b>
Non-Current Assets		
Property, plant and equipment	681,636	696,675
<b>TOTAL NON-CURRENT ASSETS</b>	<b>681,636</b>	<b>696,675</b>
<b>TOTAL ASSETS</b>	<b>2,383,024</b>	<b>2,035,461</b>
<b>LIABILITIES</b>		
Current Liabilities		
Trade and other payables	45,711	21,795
Employee benefits	324,549	289,677
Current tax liabilities	49,208	-
Other financial liabilities	157,044	79,246
<b>TOTAL CURRENT LIABILITIES</b>	<b>576,512</b>	<b>390,718</b>
Non-Current Liabilities		
Employee benefits	12,466	7,236
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>12,466</b>	<b>7,236</b>
<b>TOTAL LIABILITIES</b>	<b>588,978</b>	<b>397,954</b>
<b>NET ASSETS</b>	<b>1,794,046</b>	<b>1,637,507</b>
<b>EQUITY</b>		
Reserves	677,208	673,708
Accumulated surplus	1,116,838	963,799
<b>TOTAL EQUITY</b>	<b>1,794,046</b>	<b>1,637,507</b>



### STATEMENT OF CASH FLOWS For the Year Ended 30 June 2018

	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from grants	1,945,626	1,760,971
Payments to suppliers and employees	(2,084,616)	(1,979,581)
Interest received	39,975	11,022
Receipts from other income	453,191	310,565
<b>Net cash provided by (used in) operating activities</b>	<b>354,176</b>	<b>102,977</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of property, plant and equipment	-	(12,618)
<b>Net cash provided by (used in) investing activities</b>	<b>-</b>	<b>(12,618)</b>
Net increase/(decrease) in cash equivalents held	354,176	90,359
Cash and cash equivalents at beginning of year	1,328,786	1,238,427
<b>Cash and cash equivalents at end of financial year</b>	<b>1,682,962</b>	<b>1,328,786</b>



## MOORE STEPHENS

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### Vietnamese Community in Australia SA Chapter Inc

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

### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Vietnamese Community in Australia SA Chapter Inc, which comprises the statement of financial position as at 30 June 2018, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the statement by the management committee.

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

- (i) giving a true and fair view of the Registered Entity's financial position as at 30 June 2018 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

#### Basis for Opinion

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

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

#### Emphasis of Matter - Basis of Accounting

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

## MOORE STEPHENS

### Vietnamese Community in Australia SA Chapter Inc

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

### Responsibilities of Responsible Persons for the Financial Report

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

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

### Auditor's Responsibilities for the Audit of the Financial Report

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

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

### MOORE STEPHENS



Graeme Rodda  
Director

Adelaide

26 October 2018





Việt Tự Do

Comm  
ices SA

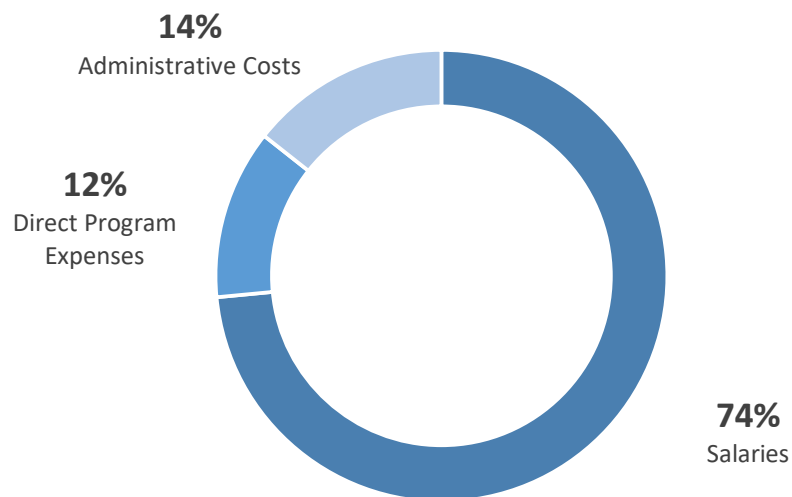
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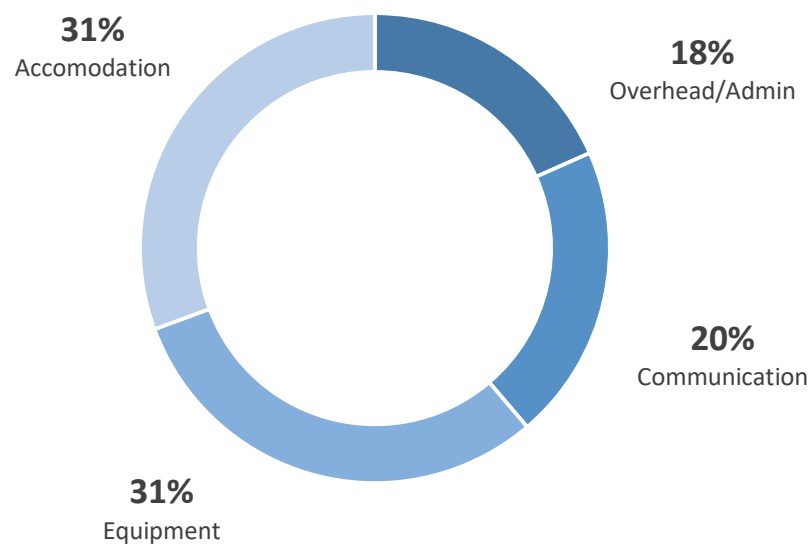
## CASSA'S BUDGET

2018-2019

### COST DISTRIBUTION



### ADMINISTRATIVE COST BREAKDOWN





# VOLUNTEERS



CASSA would like to sincerely thank all our volunteers who have given their time and commitment to assist our clients through different services:

Bùi, Đức Hưng	Nguyễn, Văn Ngâm	Phan, Thị Hòa
Cao, Đăng Tấn	Nguyễn, Hồng	Phan, Văn Phước
Điêu, Thị Mỹ Phương	Nguyễn, Maria Hoa	Schubert, Brian
Đỗ, Phương Chi	Nguyễn, Sơn	Seng, Sokny
Hoàng, Thị Hạnh (Hằng)	Nguyễn, Thị Ánh Nguyệt	Sramek, Wally
Huỳnh, Lý	Nguyễn, Thị Như Ái	Trần, Hiếu Đệ
Huỳnh, Mạnh Tấn	Nguyễn, Thị Phương	Trần, Hồng
Lâm, Khiêm	Nguyễn, Thị Thanh	Trần, Thị Bích Đào
Lâm, Sao	Nguyễn, Thị Tư	Trần, Thị Cần
Lâm, Tú Khanh	Nguyễn, Thị Xuân Mai	Trần, Thị Thu Nguyệt
Lê, Đức Hùng	Nguyễn, Thị Xuyến	Trần, Thị Tuyết Nga
Lê, Hoàng Mối	Nguyễn, Văn Danh	Trần, Văn Đăng
Lê, Quang Thừa	Nguyễn, Văn Thiện	Trần, Văn Hải
Lê, Trọng Nhân	Phạm, Hoàng	Trịnh, Quỳnh Ngọc
Lương, Phương Trang	Phạm, Anh Tài	Từ, Lâm Mai
Ngô, Kim Thu	Phạm, Thị Lương	Từ, Xay
Ngô, Văn Tư	Phạm, Văn Thắng	Văn, Hồng Hải
		Văn, Long
		Văn, Nghĩa Phong
		Vương, Học



*A big thank you to our volunteers who have volunteered with us for more than 10 years....*

## FUNDING & SPONSORSHIP

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

- **The Australian Government Department of Social Services for Disability and Carers' Support services**
- **The Australian Government Department of Health:**
  - Non-Government Organisation Drug Treatment Program
  - Substance Misuse Service Delivery Grant Fund
  - Commonwealth Home Support Program
- **Adelaide Primary Health Network (PHN): Primary Mental Health Treatment for CALD people with severe Mental Health**
- **The SA Government Department for Human Services:**
  - Multicultural Grants,
  - Gambling Help Service,
  - Community Services Support Program,
  - SA Home & Community Care
- **The SA Government Department of Health: Drug and Alcohol Services of SA for Clean Needle Program**
- **The SA Government Department for Industry and Skills for ACE**
- **Helping Hand**
- **Northern Carers' Association in SA Inc.**
- **Department of Education and Children's Services**
- **Port Adelaide Enfield Council, and**
- **Uniting SA**

## NETWORKS AND PARTNERSHIPS

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

### HỒI SINH COMMITTEE:

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

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

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



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

- Adelaide Casino
- Adelaide Women's Prison
- Anglicare SA
- Assessment and Crisis Intervention Service (ACIS)
- Australian Migrant Resource Centre (AMRC)
- Australian Refugee Association
- Blair Athol Medical Clinic
- Community Correctional Service
- Community Mental Health
- Child and Adolescent Mental Health Service (CAMHS)
- Club SA
- Department of Correctional Services Port Adelaide
- Domestic Violence Service
- Elizabeth Community Correctional Centre
- Elizabeth Medical and Dental Centre
- Emergency Accommodation Services
- Gaming Care
- Headspace Woodville and Edinburgh North
- Helping Young People Achieve (HYPA)
- Hepatitis South Australia
- Ingle Farm Family Hub
- Keeping Safe Program
- Links to Wellbeing
- Local GPs
- Migrant Health Service
- Multicultural Communities Council of South Australia (MCCSA)
- My Health Metropolitan Youth Health Service
- Northern volunteering
- Novita Children's Services
- OARS Gambling Help Service
- PEACE
- Private Psychologists
- Psychmed
- Relationships Australia SA
- Salvation Army towards Independent Living
- SA Police (SAPOL)
- SANDAS
- Shine SA
- Skylight Mental Health
- Sonder
- Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS)
- The Northwest Medical Centre
- Uniting Care Wesley
- Western Adelaide Homeless Service
- Women's and Children's Hospital

## NETWORKS AND GROUPS

- Multicultural services network
- Comorbidity Network
- Western Adelaide Professional Network
- GP Access Reference Group
- Mental Health Priority Group
- Hep SA Network
- VGHS Reference Group
- Lived Experience Telephone Support Service (LETSS) Development Group
- Western and Northern Mental Health Professional Network
- Adelaide Metro Services for CALD population
- Co-design workshop hosted by PHN

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

- Burundian Community Centre
- Headspace Centres in SA
- Kilburn Community Centre
- Klemzig Community Centre
- Morella House

CASSA also wishes to thank the following schools for their support during the 2015-2016 financial year:

- Adelaide High School
- Christian Brother's College
- Craigmore High School
- Mount Carmel College
- Parafield Gardens High School
- Underdale High School
- Woodville High School

CASSA has also continued to strengthen its partnerships with the following Communities:

- African Communities Council of SA
- African Women's Association
- AYAT Sundanese Community
- Awel Sudanese Community
- Bhutanese
- Burundian
- Congolese
- Chinese Association
- Muslim Women's Association
- Rwandan
- South Sudanese
- Syrian
- Vietnamese Ethnic School
- Vietnamese Student Parent's Association
- Vietnamese Women's Association







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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.