

ANNUAL REPORT

2024 – 2025



VIETNAM
WAR
MEMORIAL

LEST WE FORGET



CONNECT > EMPOWER > SUPPORT





VCASA Mission Statement

We aim to serve the interests of all South Australians of culturally and linguistically diverse backgrounds with the aim of building a cohesive and vibrant community that can make a positive contribution to our multicultural society.



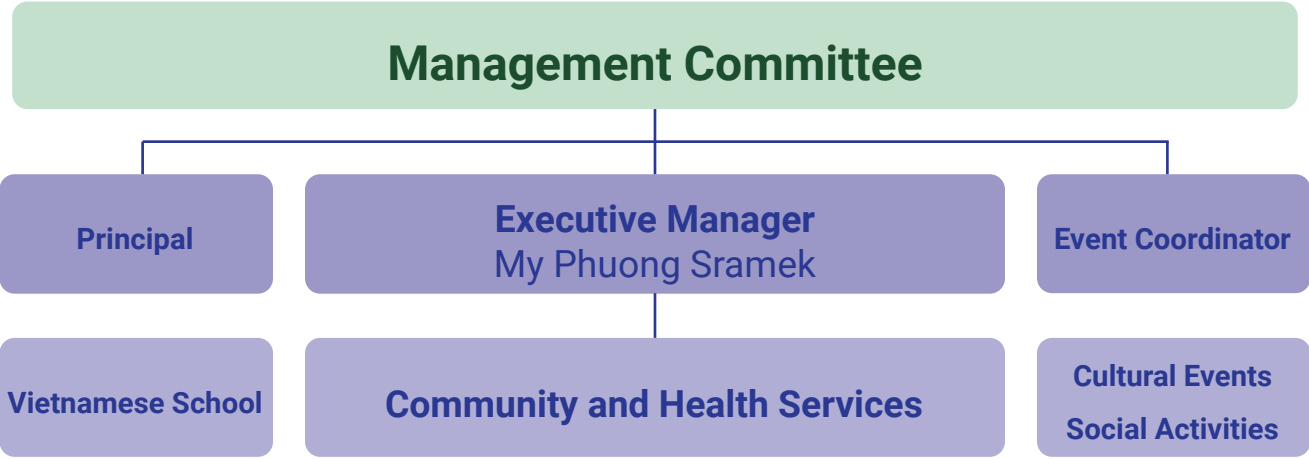
Acknowledgement of Country

We acknowledge the Kaurna people as the Traditional Custodians of the Adelaide Plains, the land on which we live and work. We pay our respects to Kaurna Elders past and present, and recognise their enduring connection to land, waters, and culture.

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VCASA ORGANISATION CHART 2025



Management Committee



President
Mrs. Khuyen Kim Tran



Vice President
(Internal Affairs)
Mr. Tony Pham



Vice President
(External Affairs)
Mr. Tien Pham



Vice President
(Planning)
Mrs. Le Quan Chuong



General Secretary
Miss Nhung Hong Ha Nguyen



Treasurer
Mrs. Phan Thi Le



President's Report

“

*My heritage is Vietnamese,
Our boat was 10 by 3 metres wide.
84 people crowded on board,
Everyone cried for those who died.*

*I was one of ten toddlers,
My brother two weeks old.
Two days and three nights adrift,
In fierce wind, wet and cold.*

*We refuged in Malay Bidong,
Until Pennington Hostel opened her doors.
Thank you, South Australia,
For welcoming us to your shores.*”

*I have shared this poem many times,
because: “with knowledge of our past,
we can explain our present; and when we
can explain our present, we can prepare
for our future.*

This year's Refugee Week theme, 'Finding Freedom: Diversity in Community' deeply resonates with our Vietnamese story. We:

- Commemorate nearly 50 years since our homeland lost its sovereignty and democracy.
- Express gratitude to South Australia for giving us freedom to preserve our culture and identity.
- Celebrate five decades of Vietnamese Australians whose contributions in health, science, education, business, agriculture and social services have enriched this nation.

A Moment to Remember

One of the most symbolic moments this year was witnessing the Australian and Republic of Vietnam Flags fly side by side on the steps of Parliament House, commemorating our 50 Year Anniversary, 'Home Away From Home'.

We extend heartfelt thanks to the Premier of South Australia, Hon. Peter Malinauskas MP, for his moving words on 30th April 2025:



Today, I moved a motion to mark a sombre anniversary – the 50th Anniversary of the Fall of Saigon.

We remind ourselves not to take for granted the peace and freedom that we enjoy in this country, at a time when the people of so many nations have neither. And we pledge never to forget the price paid in blood and suffering by Australian and Vietnamese veterans alike.

Today, and every day, we will remember.



A Year of Renewal and Achievement

As Chapter 26 draws to a close, I extend deep appreciation to our Management Committee (MC26) and Advisory Committee (AC26) - a dynamic, intergenerational team of volunteers whose courage, dedication, and trust made this year possible.

Together, we listened, learned, and led meaningful change. Within 12 months, MC26 implemented strategic reforms that strengthened staff wellbeing, stability, and community engagement:

1. Leadership Empowerment

Promoted Mrs My-Phuong Sramek as Executive Manager for Community Access and Services SA (CAASSA), a passionate and experienced young leader.

2. Workforce Strengthening

Finalised over 80 employment contracts, recruiting expert staff in IT, cybersecurity, facilities, finance, and hospitality. These actions restored confidence and reignited the heartbeat of our Vietnamese Community Hall of Freedom, delivering 800+ events for 24,000+ attendees from multicultural and CALD backgrounds.

3. New Premises

Secured a five-year lease for Fawk Reserve Community Hall, next to the Republic of Vietnam Yellow Flag Monument. The venue now hosts multicultural programs, dance groups, meetings, and the Vietnamese Friendship Table Tennis Club.

4. Brand Refresh

Launched a distinctive new CAASSA logo to enhance visibility and recognition.

5. Financial Success

Achieved a healthy net profit of \$560,000 (up 83% from 2024), strengthening our sustainability.

6. Educational Leadership

Our Vietnamese Community School represented South Australia at the National Community Languages Conference in Queensland.

7. Community Partnerships

Strengthened intercultural connections and built meaningful new relationships with Operation Babylift adoptees and Australian–American Vietnam Veterans in the Riverland, further enhancing VCASA's standing and reputation.

8. Cultural Celebrations

Our volunteers delivered significant events, including:

- Year of the Snake: Vietnamese Adelaide Tết Festival
- Hùng Kings 4904 Commemoration Ceremony
- 50th Anniversary of the Fall of Saigon
- Refugee Week: VCASA 50 Years 'Home Away From Home'
- Grand Opening of the Vietnamese Community Kitchen
- Vietnamese Full Moon Children's Festival

Please mark your calendars for upcoming events:

Saturday 8 November 2025 – VCASA Election
Day for Chapter 27 10.00am – 6.00pm
Vietnamese Community Hall of Freedom,
62 Athol St, Athol Park

Saturday 7 February 2026 – Vietnamese Adelaide Tết Festival - Year of the Horse
Vietnamese Community Hall of Freedom,
62 Athol St, Athol Park
(venue to be confirmed with possibility of extending the event to Sunday 8 February 2026)

Looking Ahead

To our CAASSA leaders and staff,
Vietnamese Community School teachers,
and all community volunteers - thank you for your trust, love, and hope.

Your courage and commitment have shaped a proud Chapter 26. As we turn the page to Chapter 27, we look forward to launching our new VCASA Headquarters, marking 50 years of resilience, unity, and pride: *'A United Vietnamese Community for Our Future Generations'*.

*"Well-done, Our Community,
Our volunteers and peers.
Your love for MC26,
Deserves our heartfelt cheers.*

*We proudly share our culture,
Our stories, and our light
With trust, love, and hope
Our future shines bright.*

Khuyên (Quin) Trần

**President
Vietnamese Community in Australia
(SA Chapter Inc)**



About CAASSA

Our Organisation

Community Access and Services SA (CAASSA) is a community and health 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 aims to empower CALD people who are disadvantaged in terms of social, health and socio-economic needs. At CAASSA, over 95% of our frontline and management staff come from Culturally and Linguistically Diverse (CALD) backgrounds. Many of our team members have personally experienced the challenges of refugee settlement and migration in Australia. These experiences have enriched our work and enabled us to prioritise cultural and language-appropriate services for our target groups.



Vision

To connect, empower, and support culturally and linguistically diverse (CALD) communities in South Australia.

Our Values

Diversity

We foster a diverse and inclusive environment that appreciates the richness of differences.

Integrity

Integrity is at the heart of what we do, as we remain honest, ethical, and treat everyone with dignity and respect.

Empowerment

We empower individuals to grow stronger and more confident in their lives.

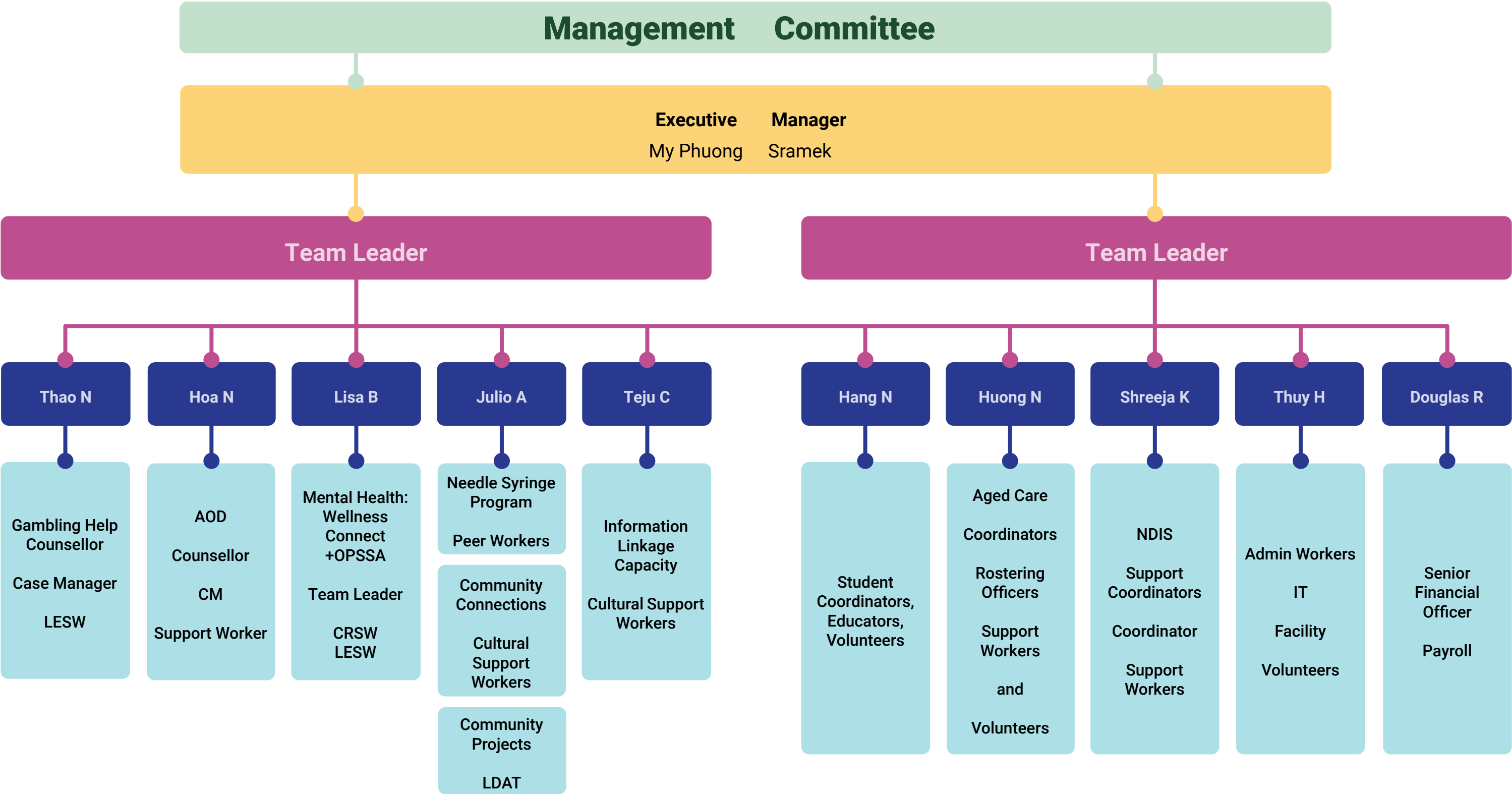
Non-Judgemental

We approach each person with a non-judgemental attitude, recognising and embracing their uniqueness and individuality.

Equity

We uphold equity by valuing everyone's right to participate in and contribute to the community.







Executive Manager's Report

The 2024–2025 financial year has been one of remarkable growth and impact for CAASSA. It has been a privilege to lead such a dedicated and professional team whose commitment has touched the lives of thousands across our multicultural communities.

This year, CAASSA deepened its connections with CALD communities, embedding our work through services and initiatives that put people at the centre. Together, we created spaces of belonging, empowerment, and opportunity.

Key Highlights:

- Our community centres engaged more than 24,000 people through 862 activities and events, strengthening social inclusion and participation.
- As part of the Wellness Connect Consortium, led by Neami with partners including Life Without Barriers, Skylight, and Mind Australia, we proudly celebrated winning the APHN Health Equity Award in the CALD and LGBTIQ+ category.

- Our Adult Community Education (ACE) program thrived, offering English and digital literacy classes for Afghan, Arabic, Bhutanese, and Vietnamese communities. A pioneering pilot program delivered English training for Virginia farmers. This year, we are so proud to announce our ACE Team who has been awarded as Provider of The Year 2025 by Skills SA.
- Social connection flourished through our Friendship Café, Arabic men's and women's groups, and women's social groups, fostering wellbeing, reducing isolation, and supporting pathways to employment.
- Through co-design, we listened to community voices and embedded innovation in service delivery, ensuring cultural inclusivity and client-first practices.
- In partnership with Relationships Australia, our Gambling Help Service developed the innovative "Snakes and Ladders" education tool to raise awareness about gambling harm and available supports.

- We achieved accreditation for both National Mental Health Services and NDIS, while expanding our service categories to strengthen quality and reach.
- A new partnership with Charles Sturt Council enabled CAASSA to activate the Fawk Reserve Youth Hall, providing a home for youth dance groups, Arabic and Afghan community groups, a tennis club, and more.
- Our services now operate across Athol Park, Woodville, Fawk Reserve, and Salisbury, reflecting our steady expansion.

Despite challenges, CAASSA continues to grow with purpose and resilience. Every achievement reflects the dedication of our staff and volunteers, whose passion drives change and uplifts communities every day.

Together, we are building a stronger, more inclusive future for all.

My Phuong Sramek

**Executive Manager
CAASSA**

Quality Improvement System



Quality Improvement Committee

The Quality and Improvement Committee (QIC) comprises of the following:

- Executive Manager
- Program Team Leaders
- Project Officers
- Senior Finance Officer
- Admin Team Leader

The QIC Committee meets once a month to discuss all aspects of services quality, work health safety and risk management issues and to ensure CAASSA operates in accordance to a number of quality service standards:

- Australian Service Excellent Standards
- National Mental Health Service Standards
- NDIS Practice Standards
- Aged Care Quality Standards

Quality Services Standards

In this financial year, with the lead of QIC, CAASSA completed the audits and achieved the accreditations for the **National Mental Health Service Standards and NDIS Practice Standards**. Through NDIS audit achievements, as an NDIS provider, CAASSA has now provided a range of NDIS service categories including Clinical and Non-Clinical support such as: 0104 Assist High Intensity Supports and 0128 Therapeutic Supports.

Consumers Voice and Co-Design Services/Activities

Across programs/ services/ activities, CAASSA implements a range of strategies to co-design services/ activities with consumers/ participants and listen to the consumer voices in all aspects of our services from planning to implementation and review.

We do this through:



Focus Groups



Evaluation Group



One on one interview
and Feedback



Feedback and complaints
processes.



Communication and continuous improvement strategies

CAASSA Strategic Direction Sub-committee

Since February, CAASSA established the CAASSA Strategic Direction Sub-Committee. The Sub-Committee comprises of a representative of the Management Committee, Executive Manager, and three external representatives for community and health services from Multicultural Aged Care, SANDAS and Flinders Well-Being Centre.

The Strategic Directions subcommittee is responsible for making recommendations to the CAASSA Management Committee regarding strategic decisions and operational decisions that require Management Committee approval under industry regulations.

This sub-committee will play a pivotal role in shaping the future of our services and ensuring we continue to meet the needs of the communities we serve.

Other Improvements Achievements



New branding for CAASSA implemented



Enhanced IT Management system and data management



New CAASSA website implemented



Enhanced data collections and auditing in Shiftcare



Positive outcomes in quality, efficiency and effectiveness in Aged Care and NDIS practices



New Digital Room with the latest technology to assist learners with disabilities.



Better outcomes in marketing and increasing brand and website awareness which led to increase clients to CAASSA services.



Implemented cybersecurity audit and improved in strategies to minimise the risks of cybersecurity.



Community Care

Commonwealth Home Support Program (CHSP)

Over the past year, the Community Access and Services SA (CAASSA) Aged care Team has provided services to the Vietnamese 65+ year-old under the Commonwealth Home Support Program:



Domestic assistance



Meal at home and centre



Personal Care



Social Support individual



Other food services



Social support group



Flexible respite



Transportations



Centre-based respite

CAASSA team works closely with each person to understand their unique needs and help support clients stay at home longer and reduce isolation at home

Contacts Supported

We offered case management support to 114 clients under in-home services and more than 100 clients under the social support group, 15 clients under centre-based respite and offered aged care services to a total of 229 clients.



Client feedback

Living alone with health problems made daily life hard. My home was slipping into disrepair, and I relied on instant noodles, not knowing help was available. After seeing a flyer, I contacted My Aged Care and was referred to CAASSA. They assessed me and began in-home support. Now, I get help with cleaning and maintenance—my house feels safe and manageable. I eat better, feel more positive, and appreciate the kind staff. With their help, I feel independent and respected again. I'm so grateful I found them.



Other activities/ Events

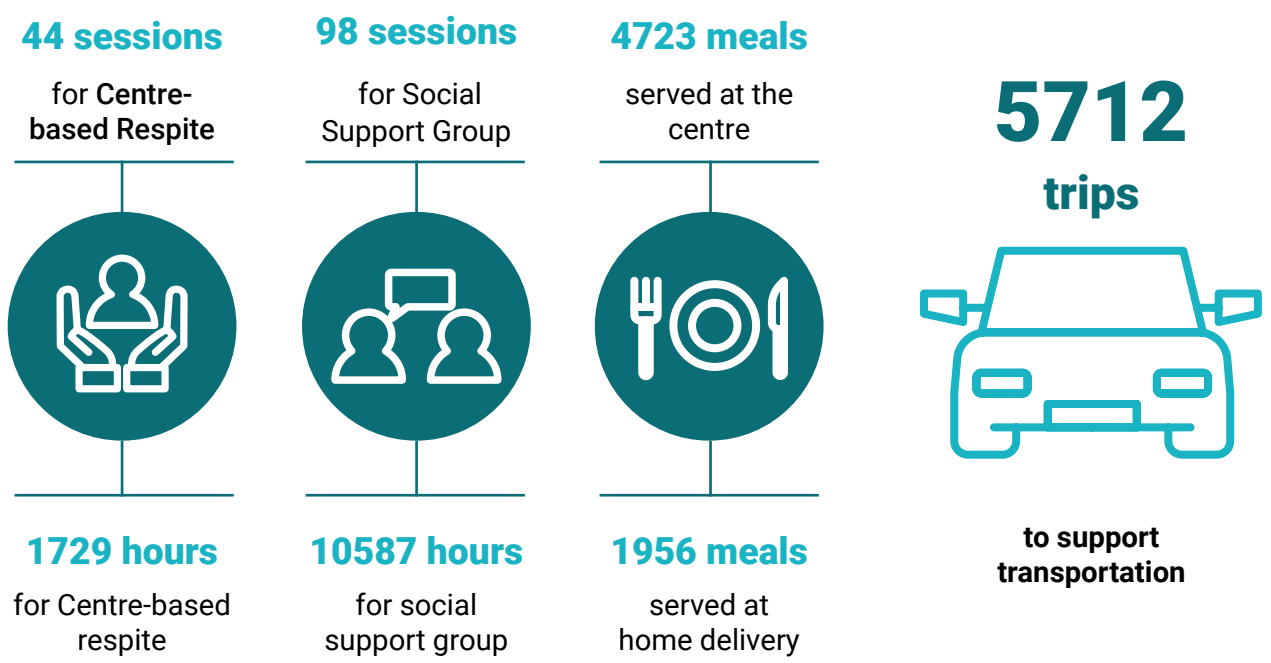
Guest speakers from the following external organisations were invited to present information to our clients.

- Diabetes SA
- Carers SA
- South Australia Police
- Healthy Eating
- Hepatitis SA
- Home Care Package update
- Aged care services

In the past year with the in-home services we provided:



Community services we provided:



NDIS Program

Supporting You In Your NDIS Journey



Key Achievements

Groups Delivered

Over 20 NDIS participants, supported by Community Access and Services SA in collaboration with other providers, successfully took part in the Vietnamese Social Support Group. Participants have attended regularly and reported enjoying the group, with noticeable progress in social interaction and strengthened connections to Vietnamese culture.

Contacts Supported

58 NDIS participants receiving supports such as support coordination level 2 and 3, psychosocial recovery coach, community participation, domestic assistance, attending social support group, household cleaning.

Over 15 individual supported for their access with NDIS application.



Service Provision

The program provides tailored supports to NDIS participants, including Support Coordination Levels 2 and 3, Psychosocial Recovery Coaching, Community Participation, Domestic Assistance, and Household Cleaning, as well as opportunities to attend social support groups.

It also assists individuals with their NDIS applications to ensure equitable access to services. These supports promote independence, community connection, and improved quality of life.



Client feedback

Support Coordinator (SC) is assisting me to look for alternative suitable accommodation. She visits me regularly. Every time there is a call or a letter that requires attention SC explains to me in Vietnamese. It is always clear, and SC makes sure I understand. SC also helped me to look for suitable homes, reviewed and explained documents and invoices. I will ask SC senior if I am unhappy with her. The support workers are punctual, dressed appropriately in uniform, they respect my house rules (i.e., the way they treat with respect, like a family member, a good friend). They understand me really well. I am satisfied with what they provide.



Community Participation



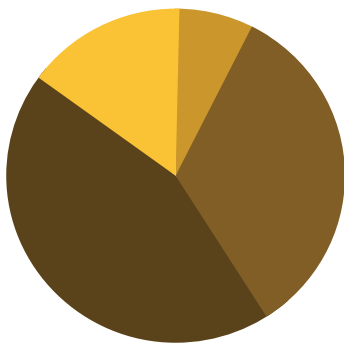
Community Centre



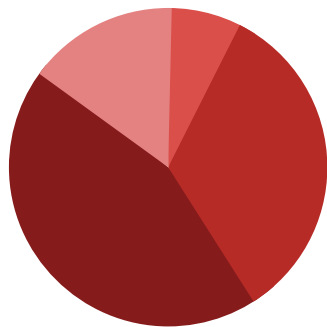
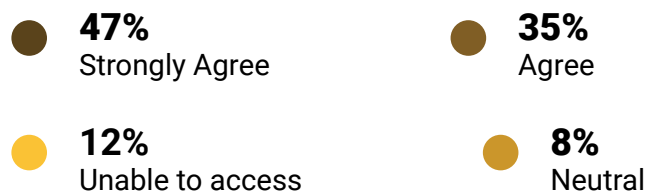
CAASSA Community Centre continues to support CALD communities in many ways to strengthen community engagement and improve quality of life. In 2024–25, the CAASSA administrative team provided language support services for the Vietnamese community and legal support services for all community members.

Around 260 individuals received assistance with English language barriers through personalised, one-on-one support. This included helping clients communicate with stakeholders to address everyday matters such as insurance, housing, banking, police, and bill payments.

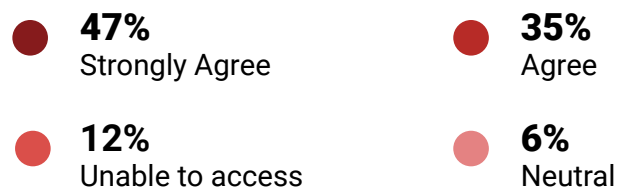
A total of 220 individuals were connected with legal support and consultations. Our bilingual lawyer provided free initial one-on-one consultations, offering guidance across a wide range of legal matters, including court attendance, wills, bullying, scams, workplace issues, abuse, JP services, marriage assets, crime, land titles, car accidents, police fines, family issues, real estate, and citizenship applications.



Participants have enough people they feel comfortable asking for help at any time



Participants feel content with their friendships and relationships



CAASSA Community Centre also offered more than 800 activities and engaged more than 24,000 community members within this financial year. These participants engaged in groups, events, and cultural gatherings such as Harmony Day, Refugee Week, International Day of People with Disability, Adult Learners Week, the Tết Festival, and our weekly Friendship Café. Beyond our own programs, the centre also welcomed many CALD groups who used our community centre for their activities and events, including the Viet Martial Arts group, Vietnamese dance group, Somali community, Afghan community, and Arabic community. This has been a strong and successful year for CAASSA Community Centre, and we look forward to building on these achievements in the year ahead.

Information Linkages and Capacity Building Program (ILC)



The ILC Program has had a productive and successful year, achieving significant outcomes across its initiatives. Turning Hobby into Money Program, provides participants the tools and knowledge to transform their hobbies and ideas into home-based businesses.

In partnership with Auctus Training and Education, ILC staff developed and delivered a series of workshops focusing on business development, branding, promotion, and compliance requirements. Participants who attended these workshops have since been provided with ongoing support, including

work-readiness assistance and connections to CAASSA's Access to Employment and Volunteering Support group.

During this reporting period, ILC also strengthened its ties with the City of Salisbury, exploring ways to connect CALD participants with local community services and programs that enhance employment and volunteering opportunities.

At the same time, the Friendship Café, a much-loved initiative under the ILC program, continued to thrive. It has grown steadily in attendance, drawing people from diverse

cultural backgrounds who value the social connections it provides. The café's success is owed to its committed volunteers, especially the barista team, whose dedication has been central to making it such a welcoming and vibrant space.

Another significant achievement for the year was ILC's leadership in hosting the International Day of People with Disability celebration. The event was well attended and provided a platform to showcase the stories of individuals with lived experience of disability, focusing on their resilience and

the positive changes they have achieved through the right support and attitudes. A key feature of the event was the launch of the ILC Employment Toolkit, which was produced in multiple community languages. These resources were distributed to the public, ensuring that accessible employment information could reach a wider audience.



Community Connections Program (CPP)



The Community Connections Program (CCP) is dedicated to fostering social engagement, improving well-being, and reducing social isolation and loneliness among culturally and linguistically diverse communities in Adelaide's western and northern regions. This year, CAASSA CCP has delivered five community groups— Bhutanese Social Group, Arabic Women's Group, Arabic Men's Group, and African Social Group and Vietnamese Women's social group, engaging 60 regular participants. In addition, more than 90 individuals have received tailored

one-on-one support throughout the year. Many participants have expressed gratitude for the opportunity to connect with others, connect with relevant services, access to support, and most importantly, feel valued, with the groups fostering a strong sense of community, breaking cycles of loneliness, and promoting healthier and more engaged lifestyles.

Bhutanese CCP Social Group

Over the past six months, the CCP Bhutanese group has consistently delivered a series of weekly community-based sessions held every Tuesday, aimed at promoting mental wellbeing, social connection, and cultural engagement. The key activities included basic yoga, storytelling, and walking groups, all designed to support the emotional and psychological needs of the participants in a culturally safe environment.

The primary themes addressed throughout the sessions were mindfulness, emotional expression, community connection, and self-empowerment.

Yoga sessions supported relaxation and mental clarity, storytelling encouraged emotional sharing and cultural pride, while walking groups promoted physical activity and informal peer bonding. Participants reported a range of positive outcomes.

Many expressed that the group helped reduce stress, anxiety, and depression while improving emotional balance, confidence, and motivation.



Client feedback

The group helped me to erase some of my mental health issues. I'm back to my normal state of mind and have started doing the work I used to do before.

I am now able to ring my family members abroad and stay in regular contact with them.



African CCP Social Group



The CCP African social group has been going since 2023. The group is attended by African communities from Kenya, Uganda and Burundi who share and speak the Swahili language.

This year, the African group went through the Strength for Life group under the CCP program and has been meeting fortnightly, with an average attendance of six to eight participants per session.

The sessions focused on promoting social connections, physical fitness, and community integration. Participants engaged in a variety of meaningful activities, including gardening and sewing, while also being introduced to relevant local services.

These sessions served as a vital platform for fostering a sense of community and well-being among group members.

In addition to the group social sessions, a total of 26 individuals received one-on-one support through the CCP program.

The assistance provided was wide-ranging, addressing key areas such as employment, citizenship applications, rental property issues, NDIS applications and advocacy, financial matters including bills and support letters.

A number of referrals were made to external services to ensure clients received comprehensive care. Specifically, seven individuals were referred to the AOD Program at CAASSA, two to Feros Care Salisbury, three to Housing SA and Unity Housing, one to both Mission Australia and Danni Stephens Legal, one to the Northern Community Mental Health service, and three individuals were referred back to their general practitioners (GPs) for further support.



Arabic Men's Group

The Arabic Men's Group commenced on January 28, 2025, with the goal of reducing social isolation and supporting the social integration of Arabic-speaking men from culturally and linguistically diverse (CALD) backgrounds.

The group has been meeting weekly at the Youth Hall, providing a welcoming and safe space for participants to connect, engage in meaningful discussions, and build knowledge around life in Australia. This group was confidently attended by 10 to 12 Arabic men weekly.

Over the past six months, the group has achieved several key outcomes. Participants reported feeling more socially connected, with many developing new friendships and showing improved emotional wellbeing.

Weekly sessions covered a range of practical topics, including how to apply for citizenship, understanding driving rules and fines, employment rights, and learning about Australia's election process and how to vote. English language practice was incorporated into each session, with members encouraged to speak English and complete simple worksheets to support their learning.

Additionally, a five-week Employment and Volunteering Workshop was delivered using CAASSA's Employment Toolkit.

While the workshop provided valuable insights into job opportunities and workplace expectations in Australia, it became clear that many participants still require foundational support.



Arabic Women's Group

The flexible funding for the Arabic Women's group concluded in December 2024.

However, due to the strong demand and demonstrated success over the initial seven months, CAASSA's Community Connections Program (CCP) decided to continue supporting the group.

We have observed meaningful improvements in participants' lives, particularly in reducing social isolation and loneliness. The CCP program has proven to be a valuable asset to this community, making a tangible difference in wellbeing of the participants.

This year, there were 11 new participants expressing interest in the CCP program. CAASSA bi-lingual worker tried to reach out to them in their temporary settlement accommodations, as most are newly arrived refugees. Many of these women are single mothers with young children, seeking social connections within the Arabic community and a sense of belonging in their settlement in a new country.

Through our Community connection program at CAASSA, they had the opportunity to socialise with previous participants who have been supported in the past. This exchange allowed them to share their stories and challenges, fostering a supportive network.

One of the highlights of this year was a guest speaker session on carers' rights in Australia. Participants gained valuable knowledge and actively engaged in discussions.

The group also explored healthy eating habits, learning how to choose nutritious, low-calorie, and vitamin-rich ingredients that are readily available, while being financially mindful.



Community Health and Wellbeing



Wellness Connect Program

Support for people experiencing mental health challenges



Wellness Connect is funded by Adelaide Primary Health Network (APHN) through the Australian Government's Commonwealth Psychosocial Support Program (CPSP). Led by NEAMI National, Wellness Connect is delivered across metropolitan Adelaide, working with CAASSA, Life Without Barriers, Mind Australia and Skylight.

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

Key Achievements

- **92 CALD specific Groups Delivered**

We developed seven different support groups. These groups provided a space for people with similar experiences to come together, share their stories, and support each other.

- **98 individuals supported (including from CALD Backgrounds)**

We offered personalised, one-to-one support to 98 individuals. This involved working closely with each person to understand their unique needs and help them navigate their mental health challenges.

- **Outstanding achievements/ KPIs**

The target KPI for number of groups offered was 78, where 92 groups were facilitated. The target KPI for the number of individual Clients to be supported was 90, where 98 (including from CALD backgrounds) individuals received 1:1 support from CAASSA staff. Wellness Connect tracks client outcomes using validated tools including k10+, K5 and RAS -DS.

In the past 12 months we observed positive mental health progress including 62% of clients reporting improvements via K10+ assessment.

Importantly, clients report feeling seen, heard and respected by staff. Our PRM's feedback surveys average 4.66/5, indicating that individuals experience trust, respect and receive support that meets their needs.

Client's feedback on how the program helps them

It feels like I can go forward, I feel supported in my journey, which makes me feel worthy.

I feel like I matter and that makes me feel like I am valued as a person again.

This program has helped me work out my next steps in life.

- **Referral services:**

Services that we link the clients to are Psychologists, GPs, Housing support, Community groups, Financial Counsellors, Employment networks, Food relief.

Outreach Psychosocial Services South Australia (OPSSA)



OPSSA provides person-centred, psychosocial support that helps people experiencing mental health challenges to live independently and well in the community. They also support people to apply for and plan their transition to NDIS services. Specialising in psychosocial support services, CAASSA tailors its approach to meet the unique needs of individuals from diverse cultural backgrounds.



Our CALD Practitioners provide personalised, one-on-one support to help Consumers navigate their recovery journey, set meaningful goals, and work towards a brighter future. With deep cultural awareness, our specialist Practitioners understand the challenges CALD individuals face and ensure that support is responsive and culturally informed. CAASSA provides this service through a partnership with MIND Australia.



Recognition and Awards

At the 2025 Adelaide Primary Health Network - Health Equity Awards, the Wellness Connect consortium was formally recognised for its exemplary contributions to advancing mental health outcomes among vulnerable populations. Their commitment to delivering accessible, tailored care that addresses the specific needs of these communities was commended.

CAASSA was honoured for its dedicated service to culturally and linguistically diverse (CALD) communities across the Adelaide metropolitan region. Our ongoing efforts to promote health equity and improve access to essential services continue to make a meaningful impact.

Needle & Syringe Program (NSP)



The Needle & Syringe Program (NSP) continues to play a critical role in CAASSA's public health efforts, aiming to reduce the spread of blood-borne viruses such as HIV, Hepatitis B, and Hepatitis C among people who inject drugs, as well as the broader Adelaide community.

Operating within a harm reduction framework, the NSP provides sterile injecting equipment and safe disposal facilities while

also acting as a key source of education and referrals to health and social support services. The program specifically targets injecting drug users living in the Adelaide metropolitan area and has maintained consistent engagement with this population throughout the year.

One of the most significant highlights in 2024-25 was CAASSA's inclusion as a Naloxone distribution centre. Naloxone is

a medication that can reverse opioid overdoses and has become a vital resource in saving lives. Since we began offering Naloxone through our NSP, we have received powerful feedback from clients sharing their lived experiences.

“Clients have reported saving lives with the medication

I saved three lives last night from overdose, that's why I'm here to get some more Naloxone.

I am happy to access Naloxone here and not in the pharmacy.

These testimonials underscore the importance of community-based access to Naloxone and reflect the strong trust clients place in CAASSA's services.



Alcohol & Other Drugs Treatment and Support Services (AOD)



CAASSA AOD services provide culturally appropriate AOD treatment services to CALD 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 AOD services staff comprise of Case Managers, Counsellor, Lived Experience Workers, and cultural Support Worker.

Funding and Partnerships: CAASSA Alcohol & Drug Treatment and Support Service is funded by Adelaide Primary Health Network, an Australian Government Initiative. To deliver a comprehensive service and to enhance referral pathway, we work in partnership with several organisations, including:

Sonder In-Home AOD withdrawal Service, Sonder Western Wellbeing Hub, OARS, STTARS, Mission Australia, DASSA, RAH, Lyell Ewin, QEH hospital, SA Health Prison Service; Mobilong and Yatala Prison, Cadell Training Centre, Adelaide Women Prison and Adelaide Prelease centre, Community Corrections Services, AMES Australia, Refugee Health Services, Family Drug Support, Mental health psychosocial support - Wellness Connect, Diamond Housen CAASSA NSP and NDIS, Housing SA, Australian Refugee Association (ARA), Australia Migrant Resource Centre (AMRC), Department for Child Protection, Northern Adelaide Mental Health Alliance. GPs and hospitals.

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

meet their treatment goals

access appropriate AOD treatment services

improve their social functioning

receive person-centred treatment interventions based on their identified needs

improve their physical health

improve their mental health and wellbeing

reduce their AOD use and associated harms

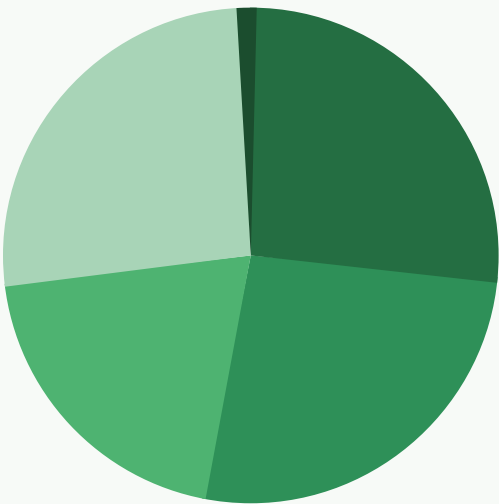
experience seamless transition between the Project and other services they are referred to

Key Achievements

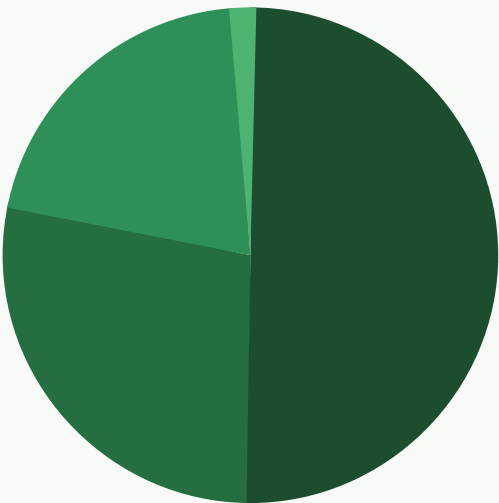


120 Total number of referrals

Total number of treatment episodes **183** and **135** active episodes for the following main treatment type:



- 0.74%** Information
- 26.67%** Assessment
- 26.67%** Counselling
- 20%** Brief Intervention only
- 25.93%** Support and case management



Total of **99** unique/active clients who received treatment-initiated interventions included assessment, case management and counselling.
Total number of contacts to individuals: **2,134** consisted of

- 1104** Support and case management
- 460** Counselling
- 616** Assessment only
- 35** Brief Intervention only



Vietnamese Gambling Help Service (VGHS)



Overview

The Vietnamese Gambling Help Service (VGHS) at CAASSA has had another busy and meaningful year. Our team works with individuals and families in the Vietnamese community who are affected by gambling.

We focus on prevention, early support, counselling, case management, and community education. At the heart of our work is reducing harm, breaking down stigma, and making sure people know that safe and culturally appropriate support is available when they need it.

Our counselling is based on Cognitive Behaviour Therapy (CBT) but adapted to suit Vietnamese culture and values. We also worked closely with Adelaide Casino, Consumer and Business Services, and local venues to support clients with barring and self-exclusion when needed.

Highlights from the Year

This year we supported 36 clients through one-on-one counselling, case management, and group work, with more than 700 contacts and over 800 hours of direct support.

Gambling support group

The Gambling Support Group supports Vietnamese individuals affected by gambling harm—either personally or through a loved one. Held fortnightly, it focuses on harm reduction, recovery, and practical strategies for managing urges and stress.

Facilitated by a bilingual counsellor and two peer workers with lived experience, the group offers a culturally safe, non-judgemental space for healing and empowerment within the Vietnamese community. The group also offers Yoga and Meditation practice as a healthy alternative to Gambling, which is much loved by group members.

In the last financial year, there are 19 sessions with 209 participants.

Topics discussed in those sessions include:

- Identify triggers and how to handle
- Managing the urges and cravings
- Lifestyle balance
- The group demonstration in CAASSA Adult Learning Week
- Introduction about Cognitive Behaviour Therapy
- My Life story video and safe play strategies

- Gambling Harm Action week event
- SMART goal
- Gambling cycle
- Practical tips on how to recharge energy using behaviour activation theory
- Voluntary and involuntary barring
- Group outing

100% participants are satisfied with sessions and wish the group to be continued in years to come.

Client feedback

Very interactive, friendly and lots of useful information.

I love going to the group as it makes me feel better.

Great environment, good food and nice workers.

Women's Social Groups

This group was created to offer a culturally safe and supportive space for Vietnamese women at risk of gambling harm or in recovery.

Over time, it has successfully fostered community engagement, reduced stigma, and raised awareness of gambling-related issues. Participants have reported increased confidence, improved social skills, and lasting friendships, along with better access to support networks and wellbeing information.

A total of
23 sessions
with a total of
469 attendees

Session topics covered throughout the year included:

- Community group consultation
- Group input for the Lived Experience Gambling Project
- Creativity workshops such as candle making, card design, and healthy cooking
- Participation in CAASSA's Gambling Harm Awareness Week event

5 session-course "Pathway to positive living" 2024

This is one of the most anticipated activities organised annually by the VGHS team. Based on the principles of Cognitive Behaviour Therapy (CBT), the course is designed to support individuals in creating a more positive future by equipping them with skills to better manage their thoughts, emotions, and behaviours.

There are 60 participants across five sessions with positive

Participant feedback

Perfect; I learnt a lot.

I wish there will be more similar sessions like this.

The group is lots of fun and information.

Community engagement

Reaching out to the community has remained a big focus. We promoted gambling awareness at Asian grocery stores, coffee sessions, temples, and through Facebook. We also had a presence at Mobilong Prison, Adelaide Women's Prison, and Virginia community events.

Our team joined many public events including Adult Learning Week, the OzAsia Festival, Full Moon Festival, Tet Festival, Harmony Day, Disability Day, and several Jobs and Career Expos.

These were great opportunities to share resources, meet people, and let the community know about our services. We continued to build strong partnerships with organisations such as SkyCity, Gaming Care, Club Safe, Relationship Australia Consumer Voice Program, Consumer and Business Services, and local banks. Working together has helped us create stronger referral pathways and ensure that gambling support is more accessible and culturally safe.



Local Drug Action Team (LDAT) Project

Funded by the Alcohol and Drug Foundation, the LDAT Project aims to raise awareness and enhance knowledge about Alcohol and Other Drugs (AOD) and related issues within Culturally and Linguistically Diverse (CALD) communities.

The project also seeks to foster community communication and initiate conversations about AOD use. This initiative was implemented through Multicultural Soccer Festivals incorporating with AOD awareness workshops.

CAASSA is in partnership with the Ghan Kilburn City FC and other CALD communities. This multicultural soccer events will be implemented in September 2025.





Community Capacity Building

Digital Room - Equipment and Capital Grant



Project Summary

Successfully completed a Equipment and Capital Grant project, establishing state-of-the-art infrastructure to deliver digital literacy and foundation skills training to Culturally and Linguistically Diverse (CALD) communities.

Looking Forward

This infrastructure investment creates lasting community benefit. The enhanced facility positions the organisation as an innovative leader in adult education delivery, with capability to serve thousands of learners throughout the equipment's lifecycle.

Education in the Digital Age

CAASSA AI Training for Community Teachers

Community Access and Services SA (CAASSA) has been leading an exciting two-year project helping community educators learn how to use artificial intelligence (AI) tools in their teaching. This groundbreaking program addresses the growing need for digital skills in adult community education across South Australia.

2024: Learning What Our Educators Need

Our journey began with hands-on workshops where we discovered just how much support our community teachers needed with new technology:

What We Found:

- Nearly three-quarters of our educators felt uncertain about using AI tools, even though they recognised these technologies were becoming important
- Over 80% of teachers working with migrants and people from diverse cultural backgrounds found it challenging to create personalised learning materials quickly

- Almost all participants wanted more training to help them confidently use AI while supporting their diverse adult learners
- Most educators rated their AI knowledge as quite low, showing there was real appetite to learn more.

Making a Difference: The workshops were a great success, bringing educators together and helping us understand exactly what kind of training would be most helpful for people teaching in community settings.

Adult Community Education Program (ACE)



CAASSA successfully delivered three Adult Community Education (ACE) projects, serving **253** participants from culturally and linguistically diverse (CALD) backgrounds across metropolitan Adelaide with **exceptional completion rates of 85-100%**.

Australia and I - English for Beginners

Focus

English language, numeracy, digital literacy with disabilities



133

Vietnamese community participants completed



5,200+

contact hours delivered

Health and wellbeing

Focus

Health literacy for people with disabilities



60 participants

Bhutanese and Arabic speaking communities



100%

completion rate

Healthy Happy Families in Australia

Focus

Family integration,
positive parenting



84

Arabic and Farsi speaking
family members



100%

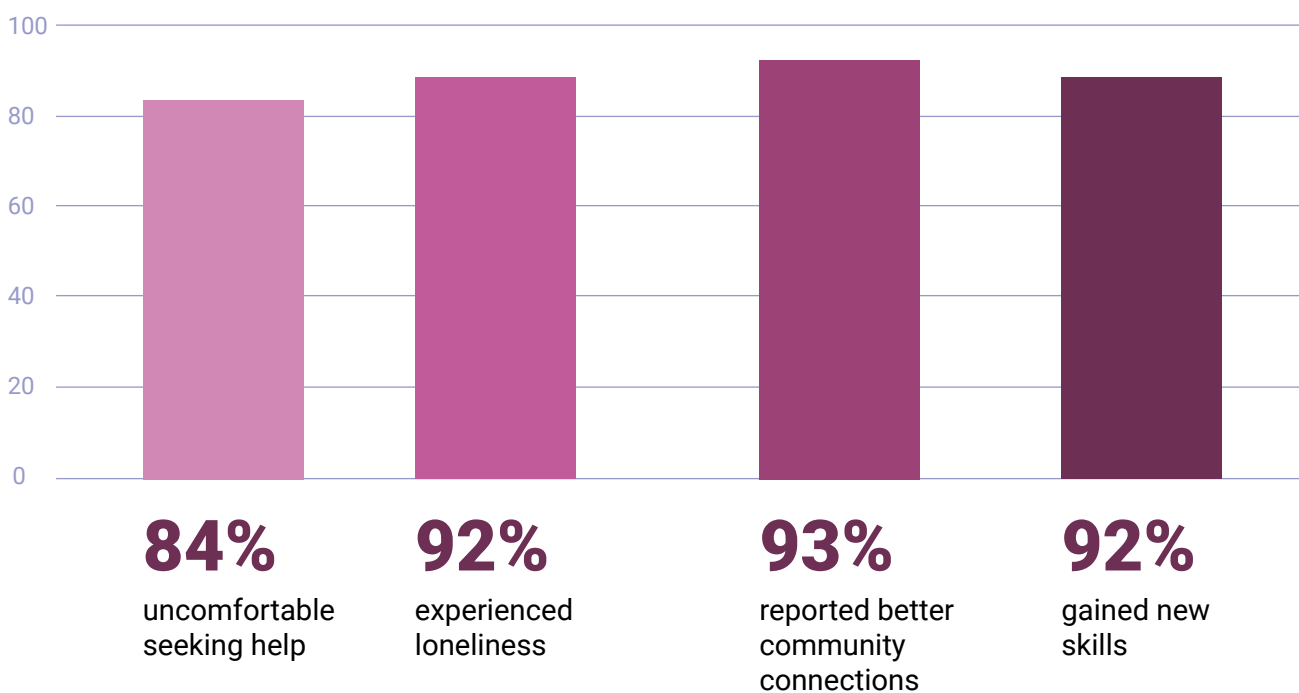
completion rate

Industry Connections

- **Healthcare Sector:** ECH, Helping Hand Aged Care, Northern Adelaide Local Health Network
- **Government Agencies:** Centrelink, ATO, Department of Immigration
- **Community Partners:** MCCSA, Australian Refugee Association

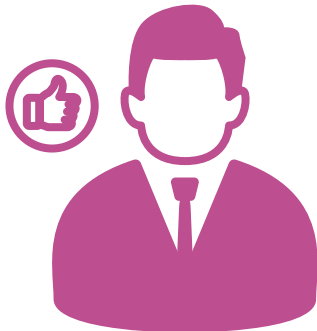
Community Impact

December 2024 Survey Results **(191 participants)**



Key Achievements

Participant Outcomes



Over

7,100

total contact hours of education delivered



15 participants

to further education or employment



67% transition rate

to further education or employment

93%

of participants reported improved community connections

Innovation Highlights



AI Integration:

First ACE provider to pilot AI tutoring assistants



Mobile Coffee Station:

Hands-on hospitality skills training



Virtual Reality:

Cultural orientation experiences for refugees



Micro-credentials:

Participated in Skills SA pilot project for beauty pathways

Partnerships & Innovation

Technology Integration



AI-assisted learning platforms



Enhanced computer facilities



Digital portfolio systems



Online learning forums



2025 South Australian Training Awards Recognition

Community Access and Services SA is honored to have been awarded the inaugural Adult Community Education Provider of the Year at the 2025 South Australian Training Awards. This prestigious recognition celebrates our 15 years of commitment to serving culturally and linguistically diverse communities across South Australia. Our exceptional 2025 outcomes demonstrate the transformative power of culturally responsive, trauma-informed education.

The award acknowledges our innovative approaches including AI-enhanced personalised learning, mobile delivery models using our coffee station, trauma-informed teaching practices, and our unique “community healing through learning” framework. Our programs serve Vietnamese, Arabic, South Sudanese, Burundian, Farsi, Bhutanese, and Afghan communities, addressing intersecting barriers including language limitations, trauma, disability, and social isolation. This recognition validates our belief that when education honours cultural knowledge while building Australian pathways, extraordinary transformation occurs. We extend heartfelt gratitude to our dedicated bilingual educators, community volunteers, and most importantly, our courageous learners who trust us with their dreams and make this achievement possible.

Staff Training and Development

Throughout 2024–2025, CAASSA demonstrated a strong commitment to enhancing staff knowledge, skills, and professional capacity through a series of targeted internal and external training programs. These initiatives were designed to uphold high standards of care, ensure compliance with legislative and regulatory requirements, and support safe, trauma-informed, and culturally responsive service delivery across all programs. To meet mandatory competencies and safeguard service quality, all frontline workers in Aged Care, NDIS, Health, and Mental Health participated in a range of compulsory training sessions, including:

- **CPR Training** – conducted in July and October 2024 to ensure emergency response readiness
- **First Aid Certification** – delivered in July 2024, equipping staff with essential life-saving skills
- **Child Safe Environment** – Through Their Eyes – attended by 60 staff in November 2024, reinforcing child protection principles and mandatory reporting obligations
- **Suicide Prevention Training** – held in August 2024, aimed at strengthening staff capacity to identify risk and respond with sensitivity and care.

In addition to these core sessions, CAASSA facilitated refresher training on key policies and procedures, ensuring all staff remained up to date with evolving legislative frameworks, sector standards, and best practice guidelines. These sessions supported continuous quality improvement and reinforced CAASSA's commitment to safe, ethical, and person-centred care.

Professional and Formal: CAASSA staff have actively engaged in a range of external training programs to deepen their expertise and broaden their knowledge base, including but is not limited to New Worker NDIS Induction Module and 'Quality, Safety and You'- NDIS Worker Orientation Module.

Community Celebration





Harmony Day 2025

The Harmony Day 2025 celebration, themed “Everyone Belongs,” was a resounding success, highlighting CAASSA’s ongoing commitment to cultural diversity, inclusion, and social connection.

This year’s event was attended by approximately 250 individuals representing CALD communities in African, Bhutanese, Vietnamese, and Arabic and mainstream communities. It also welcomed stakeholders, service providers, and VIPs from the South Australian state government, creating a strong network of support and recognition for the program’s impact.

Additionally, the day was enriched by interactive cultural displays and information booths from a wide range of community groups and partner organisations. These cultural displays included the Vietnamese, Arabic, Nepalese/Bhutanese, and African cultural tables, which offered insights into traditional customs, arts, and community services. Further deepening the day’s cultural experience, partner organisations such as Purple Orange, Carers SA, NEAMI Mental Health, SAPOL, Sonder, HEP SA, and CAASSA itself hosted information tables, ensuring attendees were informed about local services and support networks available to them.

The event's success highlights CAASSA's strong commitment to delivering inclusive programs that bring people together and support their wellbeing in culturally meaningful ways.



Adult Learner Week 2024: Celebrating Diversity, Achievement, and Community

September, 2024 | CAASSA, Athol Park

CAASSA's Adult Learner Week celebration in 2024 exemplified the transformative power of adult community education, bringing together over 150 learners from diverse cultural and linguistic backgrounds to showcase their remarkable achievements and progress across our ACE programs.

Event Schedule and Highlights

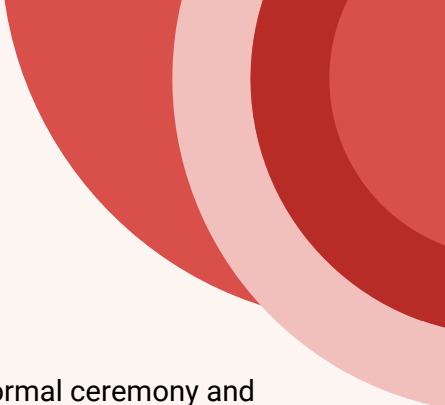
The event commenced with a Welcome Morning Tea featuring traditional Vietnamese spring rolls, Afghan bolani, and Arabic ma'amoul prepared by learners in our "Healthy Happy Family" cooking workshops. This informal networking session fostered connections between participants from our various programs including "Australia and I - English for Beginners" and "Health and Wellbeing" initiatives.

Creative Arts Showcase followed with learners demonstrated their creative skills through hands-on workshops:

- Card Making Station: Participants created greeting cards incorporating bilingual messages, combining English practice with cultural artistic traditions

- Jewellery Making Workshop: Arabic learners taught jewellery making techniques while practicing descriptive English vocabulary
- Decorated Plant Pot Activity: Bhutanese and Nepalese learners painted terracotta pots with symbols from their cultures and planted herbs (basil, mint, coriander) to share with the community, supporting both sustainability education and cultural exchange

The Learning Showcase Presentations session featured learners from classes presenting PowerPoint presentations about their heritage countries, demonstrating significant progress in both digital literacy and public speaking confidence. Participants who initially struggled with basic computer skills successfully created and delivered 5-minute presentations using multimedia elements.



The Recognition Ceremony witnessed our learners shining on stage with a formal ceremony and certification for their positive contribution to class. A lunch with multicultural food menu featuring over 10 traditional dishes, with learners exposing to different recipes and cultural significance.

Finally, our event concluded with an exceptional Cultural Performance Showcase. Traditional dances, songs were performed in volunteering and collective manner, drawing participation from various learners with Vietnamese, Arabic, Afghan, Bhutanese, and Nepalese backgrounds.

Impact and Outcomes

The week demonstrated how CAASSA's strength-based approach transforms adult education from basic skill acquisition into comprehensive community integration. Participants who arrived as isolated newcomers are now confident community advocates, volunteer coordinators, and cultural ambassadors.

Adult Learner Week 2024 showcased the profound impact of culturally responsive adult education, proving that learning extends far beyond the classroom to create lasting social connections, economic opportunities, and enriched multicultural communities in South Australia.

Volunteer Week

On 23 May 2025, CAASSA hosted a special event to celebrate Volunteer Week, honouring the outstanding contributions of 50 volunteers who played a vital role in CAASSA's operations and development throughout 2024–2025.

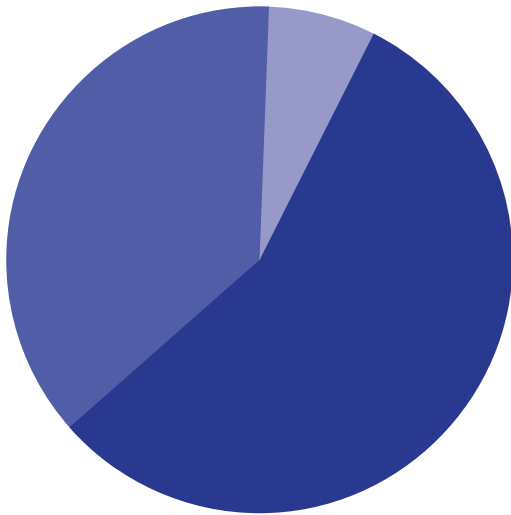
As part of the celebration, four short videos showcasing volunteers in action—across the Arabic Women's Group, Friendship Café, Aged Care, and Community Garden—were screened to express our deep appreciation for their dedication and impact.

The event was attended by 45 participants, including 32 volunteers, CAASSA staff, and members of the Management Committee. During the celebration, the President and CAASSA Executive Manager presented Certificates of Appreciation to all volunteers. Special recognition awards were also given to:

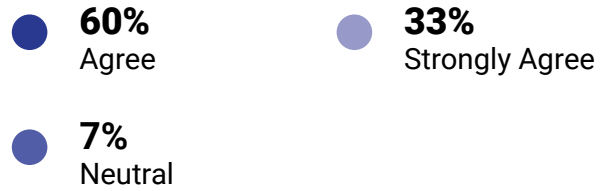
- Tran Thi Bich Dao, for 10 years of service
- Le The Hung, for 15 years of service

Their long-standing commitment exemplifies the spirit of volunteerism that strengthens our community.

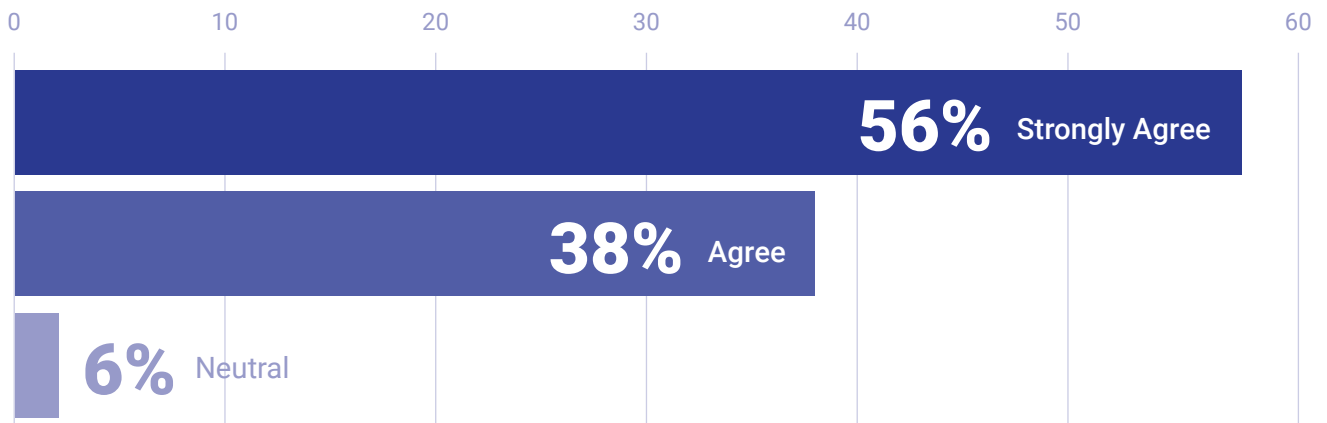




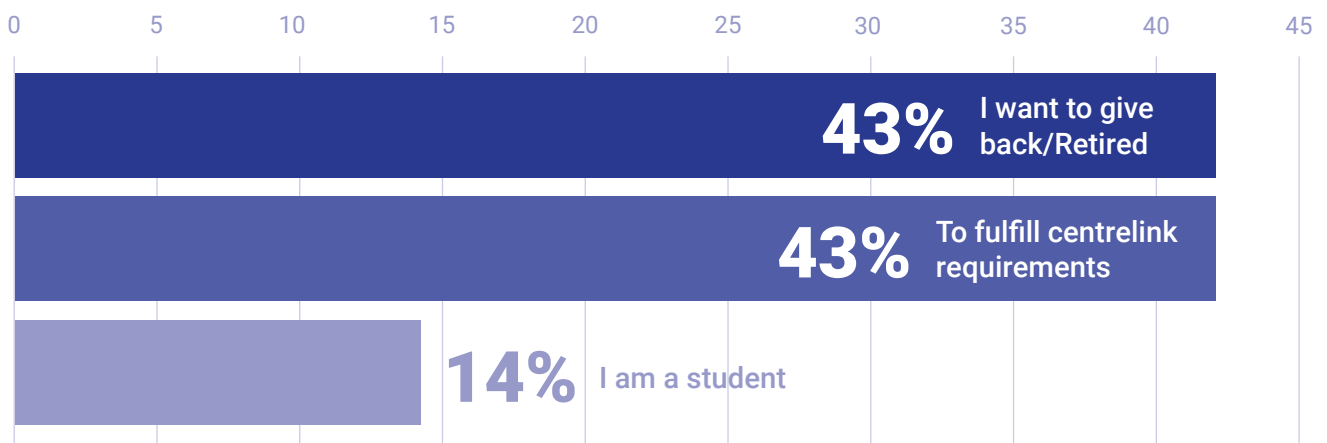
Volunteering has contributed to my sense of purpose



I feel better connected to other people as a result of the community centre



Primary reason for volunteering



Thank you to our volunteers

CAASSA would like to acknowledge the support of all our wonderful volunteers.



Mong Khanh Hoang



Nguyen Van Trung



Nguyen Xuan Mai



Phuc le



Ly Kim Mai



Pham Van Thang



The Tran



Nguyen Thu Huong



Tran Kieu Dung



Tran Thien Hieu



Tran Thi Bich Dao



Tran To Khanh



Tran To Nga



Tran Van Dang



Tu Mai



Tu Xay



Van Hong Hai



Van My Phuong



Van Nghia Phong



Vo Anh Thu



Amal Alomar



Chau Hue Lang



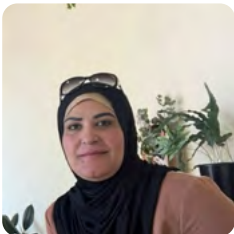
Le Ngoc Diep



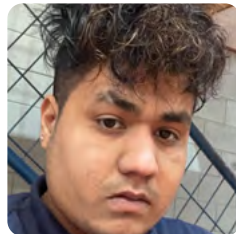
Chu Dung



El Rahman
Almahmoud



Hanadi Alhasan



Heman Karki



Hoa Miller



Hoang Thi Ngoc Dung



Le The Hung



Jihad Alasfour



Nguyen Kim Tho



Nguyen Van Khiem



Vu Kim Thu



Lam Sao



Tran Lien



Lam Lien Hoa



Luong My Khanh



Ly Kim Cuong

Refugee Week Celebration – 18 June 2025

On 18 June 2025, CAASSA proudly hosted a Refugee Week celebration, honouring the journeys, voices, and cultures of refugees who have contributed to the vibrancy and resilience of our community.

The event featured a diverse and engaging program, including:

- Live storytelling, with two refugees courageously sharing their personal journeys of displacement, hope, and rebuilding
- A poster exhibition showcasing six additional refugee stories, offering powerful insights into lived experiences and cultural heritage
- Live performances that celebrated multicultural expression through music and dance
- A collaborative activity to create the Trees of Hope, where participants wrote and shared messages of inclusion, resilience, and unity

Approximately 150 people attended the celebration, including community members, volunteers, and staff. The atmosphere was warm, reflective, and inspiring. Attendees especially enjoyed the Trees of Hope activity and the cultural food demonstrations, which fostered connection and understanding across backgrounds.



Principal's Report

"Language is not just communication — it is identity, memory, and belonging."



**Vietnamese Community School in
South Australia (VCSSA) Facts:**



**Founded in
1980**



**145 Students
9 Maths classes:**

2025 Student Enrolments:

565



**420 Students
20 Vietnamese classes**

OUR SCHOOL:

For over 44 years, the Vietnamese Community School in South Australia has been powered by the dedication of volunteer teachers and staff committed to preserving our language and culture for future generations.

Our mission goes beyond teaching — we aim to:

- Deepen students' understanding of their cultural roots
- Bridge connections across generations
- Inspire pride in Vietnamese language and heritage in Australia



Our **i10** Strategy guides how we teach, connect, and grow.

It focuses on collaboration, continuous learning, professional development, and community partnerships – ensuring our school remains strong, safe, and future-ready.

i1

Integrate the Australian Curriculum principles 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 shared school purpose and philosophy.

i6

Initiate sustainable relationships with government, community, and mainstream schools.

i7

Improvise and adapt to changing environments.

i8

Identify hazards and risks to keep our students, staff and school safe.

i9

Foster intercultural engagement with South Australia's diverse multicultural communities.

i10

Strengthen intergenerational connections to cultivate and shape our Vietnamese cultural identity in Australia.communities.

PRINCIPAL'S REFLECTION

With more than 85 million speakers worldwide, Vietnamese ranks among the Top 23 most spoken languages — a living testament to our cultural resilience and unity.

In my six years as Principal, I have witnessed the extraordinary teamwork of our teachers, parents, and students. Together, we have strengthened our foundations and sustained healthy enrolments of 420 Vietnamese language students, reflecting the continued enthusiasm for learning and cultural connection.

Since 2019, our school has risen from below 37th to the Top 5 Community Language Schools in South Australia — a remarkable achievement made possible by our volunteers' commitment and our community's trust.

This year marks two significant milestones in advancing our strategic direction and strengthening our educational impact:

1. Pilot Pathway Program with the School of Languages

VCSSA launched a pioneering partnership with the School of Languages to create a senior student pathway for Years 10, 11, and 12. This initiative not only enhances academic opportunities but also reinforces the recognition of Vietnamese as a language of study within South Australia's formal education system.

2. National Representation

VCSSA proudly represented South Australia at the National Community Language Schools Conference in Queensland, showcasing our leadership in advancing heritage language education and intercultural collaboration at a national level. VCSSA respectfully acknowledges the traditional lands of the Kaurna people. We proudly embed South Australia in our identity — honouring its opportunities, preserving our mother language, and celebrating the vibrant contributions of the Vietnamese community to Australia's multicultural future.

Khuyên (Quin) Trần

Principal

Vietnamese Community School in SA

Member of Community Language Schools SA [E85]



Cultural Festivals



Vietnamese Full Moon Festival

The Mid-Autumn Festival holds deep cultural significance for Vietnamese families, symbolising reunion, joy, and shared traditions. On 22 September 2024, CAASSA hosted a vibrant celebration that brought together families and friends to honour this cherished occasion.

The event featured a Children's Singing Competition and an Ao Dai Performance, designed to encourage Vietnamese children to engage with their heritage by learning the Vietnamese language and culture. Despite the lively and bustling atmosphere, the children participated enthusiastically and were fully present throughout the day.

The celebration welcomed over 40 participants, with children showcasing their talents and pride in cultural identity. The event successfully fostered community spirit and cultural connection across generations.



Christmas Function and Thank You

On 30 November 2024, CAASSA hosted a joyful Christmas Function at the Vietnamese Community Centre, bringing together staff, volunteers, and community members to celebrate the festive season and reflect on a year of meaningful contributions.

The event also served as a heartfelt Thank You Ceremony to honour the dedication of long-serving staff and volunteers whose commitment has been instrumental in CAASSA's growth and impact. Certificates of appreciation and service awards were presented to acknowledge their years of service, community spirit, and unwavering support.

The celebration fostered a warm and inclusive atmosphere, filled with gratitude, cultural pride, and festive cheer—reinforcing the strong bonds that unite the CAASSA community.



50 Years of Establishment: 'Home Away From Home'

Adelaide Tết Festival (ATF)

The Tet Festival, a cherished Lunar New Year celebration for Vietnamese communities, was held over two vibrant days—1st and 2nd February 2025—at the Vietnamese Community Centre.

This year's festival also marked a significant milestone: '50 Years – Home Away from Home', commemorating the journey and resilience of Vietnamese refugees who have built new lives in Australia over the past five decades.

The event drew an impressive crowd of over 6,700 attendees, including community members, volunteers, local community and distinguished guests.

Notably, the Premier of South Australia, Hon. Peter Malinauskas MP, attended alongside other government representatives, underscoring the importance of the occasion and its cultural significance to the broader South Australian community.



The 4904th Commemoration Ceremony for King Hung

On this deeply significant occasion, the Vietnamese community gathered to honour King Hung, the legendary founder of Vietnam, in the 4904th Commemoration Ceremony.

The event drew a large number of compatriots who came to pay heartfelt tribute and express their reverence for our ancestral roots.

The Traditional Ceremony was conducted with the utmost sincerity and respect, reflecting the enduring values of gratitude, filial piety, and cultural pride.

Through solemn rituals and collective remembrance, the community reaffirmed its connection to the legacy of King Hung and the spiritual heritage that continues to shape Vietnamese identity.



Commemorating 50 Years Since the Fall of Saigon – April 2025

To mark the 50th anniversary of the Fall of Saigon (30 April 1975), a series of solemn memorial ceremonies were held across Adelaide in late April 2025, honouring the resilience of the Vietnamese people and the profound impact of this historical moment.

Community Memorial Ceremony – Vietnamese Community Centre

A second ceremony was held at the Vietnamese Community Centre, specifically designed for members of the Vietnamese-Australian community. This gathering provided an intimate setting for families, elders, and younger generations to come together in remembrance, share stories, and reaffirm cultural identity and intergenerational resilience. Together, these events honoured the legacy of those affected by the Fall of Saigon, while also celebrating the strength and contributions of Vietnamese refugees who have built new lives in Australia over the past five decades.

Black April Day – 30 April 2025

A major Memorial Ceremony took place at the Vietnam War Memorial, located at Torrens Parade Ground, Victoria Drive, SA 5000. This deeply moving event honoured the sacrifices and struggles of both Vietnamese and Australian veterans, with both groups serving as guests of honour. The ceremony was marked by heartfelt tributes, traditional rituals, and moments of reflection, offering a space for collective remembrance and healing.



Financial Report

The Financial Report and Financial Summary on the following pages provides an overview of our community's financial status for the 2024-2025 fiscal year.

A surplus of \$560,831 has been achieved, which is a significant 83% improvement on the prior year surplus of \$305,203. This has been achieved by a substantial improvement in operational efficiencies.

Our total equity as at 30 June 2025 is \$4,751,338 which includes asset revaluation reserves of \$1,513,685 and accumulated surpluses of \$3,237,653.

It is with great pleasure that once again we are able to report our community's financial position is stronger than ever, thanks to the dedication of our hardworking management committee, staff and volunteers.

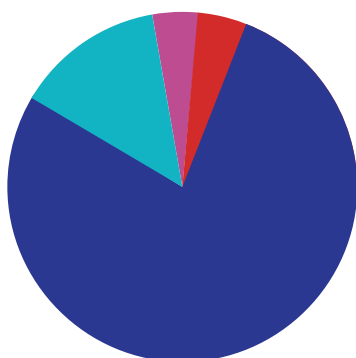
Our cash flow statement shows a net increase in cash and cash equivalents of \$493,320. We began the fiscal year with \$2,883,391 in cash and cash equivalents and ended with \$3,376,711. Our liability for unspent grant funding was significantly reduced throughout the year. Operationally, strong cash flows were maintained throughout the 2024-2025 fiscal year from our NDIS and Aged Care operations, investment earnings and a consistent flow of government grants. No share investments were made or sold during the fiscal year.

The year's financial performance continues along the positive trajectory set in the previous year, and this bodes well for the future.

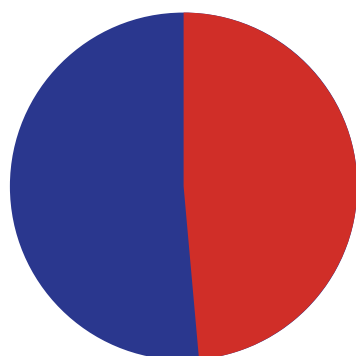
FINANCIAL SUMMARY

STATEMENT OF PROFIT OR LOSS For the Year Ended 30 June 2025

REVENUE	2025	2024
Operating grant revenue	3,185,798	3,108,135
Other income	3,283,172	2,861,230
TOTAL REVENUE	6,468,970	5,969,365
EXPENSES		
Occupancy costs	(87,434)	(72,109)
Administrative & general expenses	(327,574)	(215,627)
Employee expenses	(4,640,940)	(4,594,347)
Other expenses	(852,191)	(782,079)
TOTAL EXPENSES	(5,908,139)	(5,664,162)
SURPLUS FOR THE YEAR	560,831	305,203



Expenses Breakdown



Revenue Breakdown



FINANCIAL SUMMARY

STATEMENT OF FINANCIAL POSITION As at 30 June 2025

ASSET	2025	2024
CURRENT ASSETS	\$	\$
Cash and cash equivalents	3,376,711	2,883,391
Trade and other receivables	403,314	386,258
Other assets	-	-
TOTAL CURRENT ASSETS	3,780,025	3,269,649
NON CURRENT ASSETS		
Property, plant and equipment	2,300,000	2,300,000
TOTAL NON CURRENT ASSETS	2,300,000	2,300,000
TOTAL ASSETS	6,080,025	5,569,649
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	555,747	453,790
Other liabilities	88,660	221,250
Employee benefits	684,280	704,102
TOTAL CURRENT LIABILITIES	1,328,687	1,379,142
NON-CURRENT LIABILITIES	-	-
TOTAL NON CURRENT LIABILITIES	-	-
TOTAL LIABILITIES	1,328,687	1,379,142
NET ASSETS	4,751,338	4,190,507

FINANCIAL SUMMARY

STATEMENT OF FINANCIAL POSITION As at 30 June 2025

EQUITY

Reserves	1,513,685	1,513,685
Accumulated surplus	3,237,653	2,676,822
TOTAL EQUITY	4,751,338	4,190,507

STATEMENT OF CASH FLOWS For the Year Ended 30 June 2025

	2025	2024
CASH FLOWS FROM OPERATING ACTIVITIES	\$	\$
Receipts from Grants	3,185,798	3,108,134
Net cash payments to suppliers, employees, etc.	(5,975,650)	(5,968,611)
Interest & dividends received	95,468	100,037
Receipts from other income	3,187,704	2,761,193
Net Cash provided by (used in) operating activities	493,320	753
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	-	(640,669)
Net cash provided by (used in) investing activities	-	-
Net increase (decrease) in cash and cash equivalent held	493,320	(639,916)
Cash and cash equivalents at beginning of year	2,883,391	3,523,307
Cash and cash equivalents at the end of financial year	3,376,711	2,883,391

Supporters

Funding bodies list for 2025

Funding Body	Program/Project
Department of Health and Aged Care	Commonwealth Home Support Program
Department of Human Services	Community And Neighbourhood Development Program
Department of Human Services - Community Services Division	Community Connections Program - Community Partner
Department of Human Services - Office for Problems Gambling	Vietnamese Gambling Help Services
Adelaide Primary Health Network	Drug And Alcohol Services For People From Culturally And Linguistically Diverse (CALD) Communities
Department of Social Services	Information Linkages and Capacity Building (ILC) – Economic Participation
Southern Adelaide Local Health Network Incorporated (SALHN)	Needle Syringe Program
Neami	WELLNESS CONNECT
Mind Australia	OPSSA
Department for Education - Skills SA	ACE
Alcohol and Drug Foundation	Hoi Sinh LDAT
Department of Premier and Cabinet	Adelaide Tet Festival 2025
Charles Sturt Council	Adelaide Tet Festival 2025
Department of Home Affairs	Community Languages Multicultural Grants

CAASSA have a formal partnership with these services

Carer SA	Carer Gateway Service- NDIS
ACH Group	Home Care Package (HCP)
National Ageing Research Institute	Dementia care
Helping Hand	Aged Care Home Care Package
Uniting Communities	Aged Care Home Care Package
Australian Migrant Resource Centre	Aged Care Home Care Package
Accept Care Group	Aged Care Home Care Package
House of Saint Hilarion	Aged Care Home Care Package
Let's Get Care	Aged Care Home Care Package
Senior Helper	Aged Care Home Care Package
Home Caring – Croydon Park	Aged Care Home Care Package
ECH	Aged Care Home Care Package
Chinese Welfare Services in SA	Aged Care Home Care Package
Five Good Friends	Aged Care Home Care Package
Gratis Home Care	Aged Care Home Care Package
Health Care Australia	Aged Care Home Care Package
Komplete Care	Aged Care Home Care Package
Ling Care	Aged Care Home Care Package
The Society of Saint Hilarion	Aged Care Home Care Package
Trilogy Care	Aged Care Home Care Package
Resthaven	Aged Care Home Care Package



62 Athol Street Athol Park SA 5012

T: 08 8447 8821

www.sa.vnca.org.au

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