

SICMAA

Established in 1982

39 Years of Community Services



ANNUAL REPORT 2020-2021



Springvale Indochinese Mutual Assistance Association

Hiệp Hội Tương Trợ Người Đông Dương Springvale

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THANK YOU

SICMAA

Thank you for your wonderful contribution of

\$6,475.20

to the 2021 Good Friday Appeal

You helped us raise a total of

\$17,122,879

for The Royal Children's Hospital.

Rebecca Cowan

Rebecca Cowan
EXECUTIVE DIRECTOR



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Aims and Objectives

SICMAA is a unique non-profit welfare organisation, which has - as its principal aims - the following objectives:

1. To create an environment in which Vietnamese people work together towards the achievement of their common goals.
2. To facilitate the integration of the Vietnamese Community into Australian Society.
3. To provide free-of-charge, direct practical assistance and counselling services to the disadvantaged Vietnamese people in the Australian society who may suffer disadvantages due to lack of English and/or equal access to mainstream services in order to improve their conditions and their equal participation in the society.
4. To allow the office to be used to capacity. This includes English classes, training and activities.
5. To provide access to elderly and disabled who may wish to use the facility.
6. To promote the spirit of mutual assistance within the Association and in relation with their ethnic groups.

SICMAA'S SERVICES

FAMILY SUPPORT

- *Family violence*
- *Parent/Child relationships*

HOPE PROGRAM

- *In language counselling for Vietnamese who are affected by gambling harm issues*

EMPLOYMENT AND TRAINING

- *Referrals*

EDUCATION

- *Pre-accredited Bilingual English Literacy & Numeracy Program*

HEALTH REFERRALS

LEGAL REFERRAL

VIETNAMESE CULTURAL AND CUSTOMS

- *Providing talks and information*

DISCRIMINATION

- *Information and Advice*

RECREATIONAL ACTIVITIES

- *Sporting groups*
- *Line dancing group*

TAX HELP

- *Tax return lodgement for low income earners*

WORKING FOR VICTORIA

- *SICMAA's COVID-19 Information, Support and Referral Project*

PRESIDENT'S REPORT

Mrs. Be Ha, OAM, J. P.



Dear SICMAA's Members, Friends

This year we celebrate 39 years services to our community. We are approaching our 40th Anniversary very quickly. 40 years of servicing the community will be a fantastic milestone to pass.

We would like to share with you all , our advisor Mrs. Merle Mitchell AM passed away on 20th September 2021.

Merle was a truly remarkable person. She was compassionate, humble and tenacious advocate for justice, humanity and the disadvantaged in our community. She had left an undeletable mark on whoever she met, worked with and cared for.

It was a great privilege for me to know and worked with Merle since I came to Australia, Springvale Community Aid and Advice Bureau , Enterprise Hostel Project ...

She was our Advisor , our community partner and our best friend for life.

It's very sad and unfortunate that we all can not farewell her in person due to the lockdown.

She will be forever missed and remembered in our hearts, especially for those who associated with SCAAB.

Rest in Peace Merle. We love you and forever.

With the support from all bodies government funding, all our hard working staff , IT group, volunteers, we set up the system so everyone can work at home to continue to assist our client by phone, by email, by post, by video conferencing like Zoom.

One special Grants I would like to report to you is Volunteer Grant.

In 2020/2021, SICMAA received a Volunteer Grant of \$5,000 under the Families and Community Programs. With this grant, SICMAA was able to establish, maintain and develop a group of Vietnamese women, carers, elderly, people with disabilities who are socially isolated and have very limited social connections.

The group meet weekly at SICMAA and participants have an opportunity to socialise, share knowledge and update information related to government services. Besides, volunteers from other organizations also come to our group in order to exchange experiences in voluntary works. Members of our group now become volunteers in community activities such as Clean Up Australia Day or Good Friday Appeal. From 20 members at the beginning, now we have 50 members who are volunteers in different program at SICMAA. Members of this group now become leaders in recruiting and maintaining other small volunteer groups who are engaging in various programs at SICMAA including family support services, counselling Service, and English programs. SICMAA also engages members in voluntary work in business sector in order to enhance their employment aspects and explore new experiences.

This grant not only help SICMAA to raise awareness about voluntarism in the community but also assisted the disadvantaged Vietnamese people especially women to engage in positive activities in order to break isolation, develop motivation and strengthen harmony in the family and the community as a whole.

SICMAA has a dream 12 years ago until now, we love to set up a cooking school to introduce our Vietnamese cooking and exchange our Australian cuisines.

We hope one day with a strong support from the local government, business associations and volunteers we will achieve our goal.

Many years we thank and dedicate our love and thanks to our volunteers who give up their time with their families to lent us their knowledge, wisdom and expertise, and their love and compassion to help another human being to make this world a better place to live in.

Thank you for all your support and attending 2021 AGM.

We hope you enjoy this year's AGM and have a wonderful Christmas and New Year.

BE HA OAM, JP

President

Springvale Indochinese Mutual Assistance Association

Lex Deficere Non Potest Justitia Exhibenda

ROYAL VICTORIAN ASSOCIATION
OF HONORARY JUSTICES

INAUGURATED 1910

25
YEARS



CERTIFICATE OF SERVICE

Be Ha JP

IN RECOGNITION OF 25 YEARS MEMBERSHIP OF THE
ROYAL VICTORIAN ASSOCIATION OF HONORARY JUSTICES
PRESENTED THIS TWENTIETH DAY OF MARCH 2021



Fairbrother

President

Geoffrey Legge

Immediate Past President

COMMITTEE OF MANAGEMENT

2021-2023

Hon. Presidents:

**MR LE BUI
MR HOANG TRAN J.P.**

President:

MRS BE HA OAM

Vice President:

MR ANH VAN NGUYEN

Secretary:

MRS NGOC DINH

Treasurer:

MRS THUY FORMOSA

Members:

**MR MINH VUONG
MS HOA TRUONG
MS AN NGUYEN
MS CUC NGUYEN
MR CHUONG PHAM
MR SANG TRAN
MRS HANG TRAN**

Advisors:

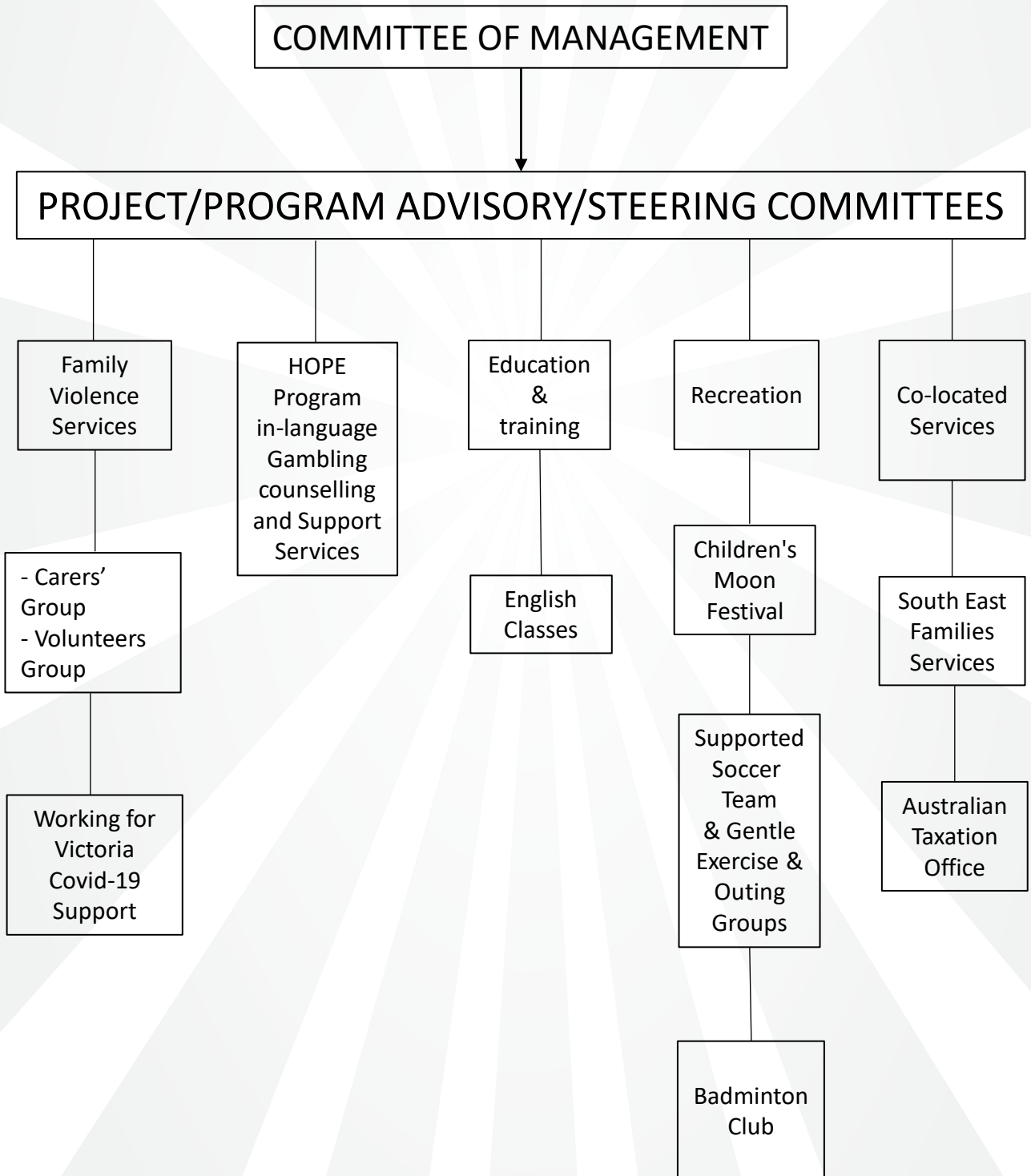
MRS MERLE MITCHELL AM (Deceased 20.09.2021)



In memory of Mrs. Merle Mitchell AM

ORGANISATION CHART

SICMAA'S SERVICES CHART 2020-2021



STAFF CO-LOCATED STAFF & VOLUNTEERS

STAFF

MY DUNG NGUYEN
Family Support Worker

BICH GRETTY
Counsellor

CHI LANIGAN
*Vietnamese Family Violence and
Family Support Worker*

COVID-19 Community Engagement Worker *English Tutor (Retired 11.03.2021)*

ELISHA HUYNH

PHIEM TRAN

PHUC NGUYEN

TRIEU TRAN

SUZAN ALBERT
English Tutor

CHU NGUYEN
English Bi-lingual Tutor

JILL MCFARLANE
English Tutor

JENNY DUSTING
English Tutor (Retired 11.03.2021)

JOHN KEYSERS
English Tutor

VANDANA HAKA
Computer Tutor



CO-LOCATED WORKER

MY DUNG NGUYEN

*Family Support Worker
South-East Family Services*

VOLUNTEERS

THUY FORMOSA

Tax-Help Volunteer

HIEN SKORIN

IT Support

STUDENT ON PLACEMENT

SUE PHUNG



SUPPORTING VOLUNTEERS GROUP

PHUONG CHAU

DUNG PHAM

BINH TRAN

VAN NGUYEN

VUI THI DO

DAU VAN BUI

KHANH DO

KIM ANH PHAM

MATHEW DAN

THANH DAO

KIM LY DANG

HONG THI TUYET HO

PHIEM TRAN

Hope Program – Counselling and Support Service in 2020-2021

Living with Covid-19 safely and working together to prevent Gambling Harm in the Vietnamese community

Gambling counsellor – Bic Gresty

Covid19 has been affected our lives and has changed the way we live. We have to learn to adapt with the restrictions to stop the spread of the virus, we have to learn new skills to be more resilience to cope with everyday challenges.

Casino, TAB, pokies venues, and retail wagering closed their doors, sporting events were cancelled. The covid 19 lockdown has reduced gambling availability in AUS. Shutdown has reduced monthly gambling spend more than a half. VIC Commission for Gambling and Liquor Regulation released the figure on pokies in 2020-21 financial year, which was lost \$ 1,565 billion in VIC. However, stay at home orders has turned several patrons online gambling, which is their home entertainment and keep them to occupy whist they do not have anything to do at home

SICMAA Counselling and Support Service-Hope Program was created the way to continue maintaining the connection and support the Vietnamese community throughout the lockdowns. We have organised online information and support to assist the Vietnamese to gain more understanding about covid19 lockdowns, enhance their coping skills, prevent gambling harm whist staying at home, maintain their physical health and take care well their mind and spirit in the isolated environment, where they were unable to see families, friends and participate in usual daily routine, social activities, or events, be aware things are started to have negative impact on other areas of their life and promote help is available.

We would like to take our gratitude to say thank you to VIC Responsible Gambling Foundation for continuing financial and professional support us to reach out the Vietnamese who need our Counselling and Support Service to rebuild their lives. We also express our great appreciation to all service partners, our volunteers, our colleagues and SICMAA committee who always have fantastic contribution and professional collaboration in helping us to achieve our goals in 2020-21

Hope Program

Counselling and Support service

The total client's number from July 20 to June 21 was 79 clients. Their main concerns were gambling & gambling online, family violence, mental health, limited ability to support the children study at home, Covid19 pandemic's isolation & infection and financial strain. 30 participants in Peer Support group were unable to meet face-to face due to restriction. Thus, the members of group have phone support bimonthly.

We have been provided:

Individual's counselling: 36 clients on phone counselling (lockdown time) and face-to-face (lockdown eases)

Group counselling:

Group 1: "Stress and 10 strategies to minimise stress during Covid lockdown", Assist the clients to understand negative affect on their health during Covid lockdown and practice self-care and stress management to maintain their physical & mental health, 15 participants on Zoom on 23/10/20.

Group 2: "Understand Covid lockdown, sense of self within Isolated environment and awareness of Gambling online", aims to assist the clients understand the vital reason of lockdown, keep everyone safe, reflect on self's ability to maintain connections and learn from life experiences during challenging time, 9 participants on Zoom on 20/11/20.

Group 3: "Mindfulness body, mind & emotion" aims to help the clients practice mindfulness maintaining moment-by-moment aware of the body, mind and emotion to acknowledge worry and anxiety and create a healthy habit to cope with lockdown, 11 participants on Zoom on 23/04/21

Group 4: "Shame VS losing face in Asian Community related gambling harm" assist the clients to understand shame, guilt, humiliation and embarrassment vs losing face in the Vietnamese community and how to perceive and address them in healthy ways to serve personal growth related to gambling harm, 8 participants, face to face group session on 22/6 & 23/6/21.

Community activities from July 20 to June 2021

SICMAA has been worked non-physical contact activities or face-to face events, which depend on the Covid19 restriction. The non-contacts activities we have done such as delivery or picking up health bags, picnic bags, Father's Day and Mothers 'Day and Luna New Year celebration hampers, calendars 2021, handmade masks, Selfcare & Gambling harm prevention booklet, mailing resources & information to the clients, online activities, feedback and information sessions. When the lockdown eases, we have organised face-to-face events such as information sessions, cooking classes, Agency visit (Casino & Springvale Learning Centre)



We have worked partnership with Bolton Clark to deliver online health session, Alfred Health carer service for online Taichi & Mosaic art, Local Chemist & retails for health bags & hampers, Vision 2020Australia for online eye health, Barry Street for Save plus program, Springvale Children Service for available room to run the big group, Extended Family to introduce the new support services to the Vietnamese clients.

Collaboration has been greatly beneficial for us to have new experiences, learn from each other expertise & ideas, share facility, resources, increase accessibility to services, and achieve coordinated and continuity care for service users



Month	Event & Activity
July 2020	<ul style="list-style-type: none"> • Phone contact to 30 Vietnamese to identify the needs of the community during Covid10 lockdown. • Mailed the personal hygiene and self-care resources in Vietnamese language to 50 clients. • Delivery 200 washable masks, which was made by Vietnamese volunteers to 70 Vietnamese families.
August 2020	Vietnamese cooking recipes to be selected for photo shoots and calendar 2021 was designed and published
September 2020	<ul style="list-style-type: none"> • 40 tokens were distributed to Vietnamese males to celebrate fathers' Day. • 20 food parcels were distributed to 20 families in needs on Father's Day 06/09/20. • Letter Connection Game for fathers' Day activities was post SICMAA Facebook
October 2020	<ul style="list-style-type: none"> • Managing Sleep & Fatigue on Zoom by Bolton Clark, 42 participants on-line to maintain their health in a restriction period including strategies to get a good sleep. • Discussion GHAW "Talk, Share & Support" theme on Zoom. 37 participants • Delivery 120 health bags "Learning to live with Covid19 safely to prevent Gambling Harm" to the Vietnamese Families. • Free Tai Chi On-line by Alfred Health-Care Service, 11 participants • Launch & delivery 1000 copies of 2021 calendar to promote counselling & support service and get help earlier to prevent gambling harm



<p>November 2020</p>	<ul style="list-style-type: none"> • Live stream to disseminate 1000 copies of 2021 calendar. • Master Your Mind- Managing Stress with mindfulness by Bolton Clark 18 participants • Mosaic Art to complete the Candle holder by Alfred Health-Carer Service 8 participants. The aim is to maintain their mental health in a restriction period. • Covid19 experience sharing & AGM & Vietnamese music & dance, 58 participants
<p>December 2020</p>	<p>Delivery 70 Picnic Baskets to the clients – Celebrate Festive Season with Covid19 Safe, encouraging outdoor family activity after the Covid19 lockdown easing.</p>  <p>Picnic basket to celebrate Xmas with Covid19 safe</p>
<p>January 2021</p>	<p>Post 55 mails to the clients on Covid19 vaccination information & 10 ways to take care physical health in Vietnamese language & feedback questions</p>
<p>February 2021</p>	<ul style="list-style-type: none"> • 70 clients picked up parcel to celebrate Luna New Year including information of Covid19 safety and Gambling harm prevention tips on 09/02/2021.  <p>Parcels to celebrate Lunar New Year January 2021</p> <ul style="list-style-type: none"> • Online session about “Understand Mental Health and Strategies to Take Care Emotion-Wellbeing” on 25/2/21, 51 participants

March 2021

- 5 staff and volunteers visited Self-Exclusion Casino to learn what gambling harm is affected Vietnamese after Lockdown on 01/03/21
- Eye Health information session via Zoom by Vision 2020 Australia, 25 participants on 17/03/21
- Introduction Support services by Extended Family on 29/03/21, 24 participants



Support service-Family Extended

April 2021

Vietnamese cuisine-cooking classes on 29/04/21, 9 participants



Asian dumsims - cooking classes - April 21

May 2021

Provided 30 hampers to 30 Vietnamese female clients to celebrate Mothers 'Day on 07/05/21.



Activity to celebrate Mothers' Day – May 21

- Vietnamese cuisine-cooking classes on 6/5/21; 13/5/21; 20/5/21; and 27/5/21, 9 participants



Vietnamese Mooncake- cooking classes - may21

June 2021

- Save plus program to educate the client how to create good saving money habit, understand credit files and superannuation by Berry Street on 17/06/21, 9 participants who experience family violence related to gambling harm.
- Publication of "Selfcare & Gambling Harm Prevention" booklet in Vietnamese language.

We again send our thanks to our funding body, partnerships, SICMAA's Committee, staff, and volunteers for your significant contributions to the successful Hope Program. We also thank you to our Vietnamese clients for believing in us and learning with us in the difficult times of Covid19 shutdowns to enhance great resilience, maintain physical and mental health to prevent gambling harm in the Vietnamese community.



Free Covid-19 show bags



South East Family Service

My Dung Nguyen

This program primary focuses on the family's ability to manage day-to-day living task such as parenting skills, household management, childcare and nurture, child behaviour and the use of support services in the South Eastern region of Melbourne.

The aims of this program are:

- To prevent family violence and child abuse.
- To strengthen family relationships.
- To enhance the safety, confidence, life skills and independence of women.
- To promote family harmony
- To provide emergency relief

The target group I have been working with is Indo-Chinese families that have children under 18 years old living in City of Greater Dandenong, Casey, and Cardinia. The program has received referrals from different sources such as Centrelink, local schools, community agencies, Community health services, and even requests for help by the families themselves. Issues presented by clients vary in many different ways. The most and common issues are:

- Lack of English language skills
- Court Orders
- Accommodation
- Financial problems
- Family breakdown, generation conflicts between parents and children, and between siblings as well as family violence.
- Children have difficulties at school or are at risk of leaving school
- Mental health and gambling issues
- Lack of knowledge about existing services and legal system
- Cultural barriers in approaching government agencies and using services
- Marginalisation and isolation from the wider community, cultural shock of living and adapting to new life, lack of support from extended family due to living in Australia
- Lack of knowledge of educational and employment opportunities
- Lack of confidence, low self-esteem due to the above mentioned issues

As an In-home support worker, I have assisted the family to make changes in practical ways and to learn new skills by providing short-term assistance to the family for a time of 6 –8 weeks. Outreach to a family also would be provided at least one a week for 1 to 2 hours. Services have been provided to families to develop strategies for maintaining positive family relations and families with setting boundaries and other parenting skills and at times provide financial and other assistance to families in crisis.

Services are accordingly provided to meet clients' needs as follows:

- Case management
- Assisting and encouraging clients to use services available in the South Eastern areas.
- Advocating on behalf of clients in dealing with departments and agencies such as Centrelink, Alfred Health, Medicare, Child Support, Australian Taxation Office, schools, Courts, Department of Health and Human Services including Child Protection, Legal Aid Services, Community Health Services, Job Network agencies etc.
- Referring clients to and supporting them at interviews with other services.
- Empowering women to strengthen their confidence, encouraging them to attend English classes and to develop their career paths and education.
- Crisis intervention in family violence cases/child abuse, providing short to medium term counselling and ongoing support to women and children, home visiting when necessary.
- Working closely with in-home Gambling counselling services as well as Family violence support service in order to support families with these related matters. Liaising with workers from other agencies to set up a supporting network for women and children.
- Organising information sessions through zoom for parents.
- Providing positive parenting skill information.

Due to COVID-19 pandemic, restrictions and social distance have started since early March 2020, we have to redesign the program and provide services according to requirements provided by the Department of Health and Human Services. Clients now learn to access information and services through online and worker step by step assisted them to gain digital skills which are sometimes time consuming, however, they all now start to enjoy these new methods. It should be noted that during lockdown period, all contacts and sessions were online or telephone.

In reviewing the work program, it is proven that this is a vital program that enables me to perform my duties within its framework with limited resources. Besides, this program provides adequately services according to the needs of clients and our community both in case work and community development aspects. The worker also works closely with other in-house programs at SICMAA so we can joint programs/activities which benefit clients and the community as a whole. Consultations have been undertaken immediately with SICMAA's Management and South East Family Services Group Manager as soon as there are any issues arise in my work. Finally, I would like to take this opportunity to express my sincere thanks to:

- The Program Leader South East Family Services – Uniting – Connections
- The President of SICMAA – Ms Be Ha JP OAM
- Steve Hunt and & Amanda Watson – South East Family Services- Uniting Connections and
- All staff at SICMAA who support me to fulfill my task.



Integrated Family Violence Support Service

Chi Lanigan

The Victorian Department of Human Service fund this program to deliver Integrated Family Violence Service to the Vietnamese Community.

Family and domestic violence is any violent, threatening, coercive or controlling behaviour that occurs in current or past family, domestic or intimate relationships. This includes not only physical injury but direct or indirect threats, sexual assault, emotional and psychological torment, economic control, damage to property, social isolation and any behaviour which causes a person to live in fear.

The term “Family Violence” encompasses violence that might occur between family members, such as violence between or across generations, in addition to violence between partners. The term family violence because it more accurately reflects extended kinship ties and how the impact of violence affects all members of a family.

Impacts resulting from gambling, alcohol & drug addiction are increasing in everyday life. The factors include insecure financial issues, stress, anxiety, depression, mental health problems that could cause family conflicts and family relationship breakdown in the Vietnamese Community in this region.

The program objectives help to assist Vietnamese families who have experienced Domestic Violence including women, men, siblings, family members, relatives, and elderly people and so on. We, at SICMAA, help Vietnamese clients applying for an Intervention Order and making a safety plan if they are at high risk, linking clients with emergency assistance when the victim is separated from the perpetrator, assisting clients seeking refuge and practical support to rebuild their lives and gain knowledge and skills to be able to become independent when they decide to leave their perpetrators.

We have full range of services including individual counselling, specialist support family services, therapies, welfare services and main-stream domestic violence services in confidential, respected, and informed responses. We have also built strong networking with other referral services such as Courts, Court Network, In-Touch Multicultural Service, and Legal Aid Services to ensure that the intervention and support remains safe for the clients.

For years, SICMAA has provided extra pre-and post-counselling and family support for Vietnamese women who are suffering with family violence. This year, we helped a lot of women who were victims of family violence in matters such as access to refuge, applying for applications for Intervention Orders, provision of pre-and post-financial counselling and family support.

We have had referred and achieved some good results from other Network Services to support clients such as Intouch, WAYSS, Anglicare Victoria (Supporting client to attend Beyond the Violence Program & Parenting program), Windermere Child and Family Service (Applying for Family Violence Support Packages) which assist our clients safety, security needs, and independence to achieve living goals and support via this package. We have also referred our clients to join other play group programs which were organised by Mission Australia & Anglicare Victoria for children from 0-5 years old. These programs help our clients to discover better forms of communication with their children, manage their emotions, intelligence and coach their children with strategies that will build their confidence in being able to deal with conflict.

Most Vietnamese clients that come to SICMAA to ask for help have difficulties in accessing other services due to language barriers and cultural factors. They come to SICMAA through self-referral, through friends, local schools, or other community agencies with the hope that they can rebuild a new life and have a happy and better future in Australia. Some of them have shown their courage and determination to end their violent relationship and have gotten help to rebuild their lives. On the other hand, others have chosen to return to their abusive relationship.

The most common issues making these women to go back to their perpetrators are:

- New arrivals (spouse visa and other ties)
- Language barriers
- Lack of skills to enter the workforce
- Financial dependence
- Isolation from wider community
- Cultural issues such as: cross culture, social stigma, coercive men
- Religious belief
- Lack of understanding about women's rights
- Lack of knowledge about existing services and legal system
- Lack of confidence and self-esteem



Things that we provide well at SICMAA:

We understand our Vietnamese Cultural background.

We provide direct language service without an interpreter.

Ongoing support and assistance without time limits.

Most clients are happy with the end results.

SICMAA has been a well-known welfare organization for many years. This is a drop-in Centre so when people have any issues related to Family Violence, Family Support, Housing problems, Gambling and financial counselling, or Disability issues, this is their first port to access.

Due to Pandemic Covid 19 and lockdowns, we only can help and support clients via phone and email. Many clients must have to face the strong impact of family violence during this time. We have referred clients to other Support Networks such as InTouch, Wayss, Safe-Steps, Food Bank Support Services... and have achieved good outcomes.

In recent financial years, from 2018-now, due to lack of funding the Department of Human Services have cut back from 2 to 1 day work per week for this service, however, we still continue to maintain our work to support for the increasing needs of Vietnamese women and children who suffer from family violence. We are not only continuing ongoing on support clients throughout years after facing court, family courts, Centrelink paper works but also continue to support with many other issues.

We believe that the DHHS will continue to fund and support the program in the future so that we can continue to help the victims of Vietnamese family violence in terms of reclaiming their rights, their confidence, self-esteem, safety and more importantly rebuild their future lives.

Finally, I would like to take this opportunity to express my sincere thanks to:

- Ms. Heliena Mrad - Ms. Sue Seymour –Ms. Emily Phillips – Ms. Louise Cristofaro – Ms. Rachael McRitchie Adviser-Agency Performance and System Support
South Melbourne Area South Division – Department of Health & Human Services (DHHS)
- Ms. Be Ha JP, OAM – SICMAA's President
- All SICMAA Staff and All Volunteers.

Enhanced Pathways to Family Violence Work Project

This is a Victorian Government project that provides funding, training and other resources to assist specialist and non-specialist community service organisations to develop and transition students and new workers to family violence roles.

During the project, SICMAA has regularly contacted and communicated with the Capability Building Coordinator (CBC) in terms of asking information/guidance, liaising with relevant educational institutions as well as attending meetings organised by the CBC.

SICMAA has used Placeright as a way to communicate and liaise with educational service provider and it helps a lot in terms of creating partnership, student placements booking and accepting bookings as well. Placeright links SICMAA with educational providers effectively and helps us to keep student placements on the right track. We have found the contact details section are really helpful as this is an easy way to keep regular contacts for both sides.

SICMAA completed The Best Practice Clinic & Learning Environment Framework (BPCLE). The BPCLE tools are also developing for the resource element including ways to provide a best practice and learning environment for the learners as well as to maximise two-way communication between staff and learners.

One student successfully completed the placement and another 3 are on waiting due to COVID-19 impacts. SICMAA also provides orientation to Family Violence Work Practice online for our volunteers and new staff.

SICMAA has received a great support from CBC in terms of training and placement as well as how to use Placeright. Besides, all staff at SICMAA are receiving supervision from a qualified Community Development Officer according to the nature of their projects and they also attend weekly staff meeting regularly. We also encourage staff and volunteers to participate in Community of Practice in order to improve their knowledge and skills.

Working For Victoria SICMAA's COVID-19 Information, Support, and Referral Project

Springvale Indochinese Mutual Assistant Association (SICMAA) was funded by The State of Victoria as represented by its Department of Job's, Precincts and Regions. We had a special program started from September 20 to March 2021 to help Vietnamese people affected by COVID – 19 Pandemic. Our services included:

- Provide information about COVID-19
- Help families stay alone, provide information and guidance to connect support services including “Emergency Relief Package” for special circumstances, assist with domestic violence, housing services and health etc.
- Fill out the application for government assistance, job search service, Centrelink, electric/water/gas and other bills payments assistance.
- Connect to support services for seniors/elderly and people with disabilities.

Community Engagement:

- Organise and engage the Vietnamese community in positive activities in zoom including: information sessions about COVID19, gentle exercises, mental health issues, cooking sessions, up to date information about what had happened in the community etc...
- Create a special Facebook for this project
- Network with relevant organisations, service providers and Vietnamese groups to promote the project as well as fast track the services.
- Also promote the project through SBS Vietnamese Facebook and other relevant digital technologies.

Outcomes:

- The Vietnamese community is aware of this project and we have received positive feedback from the community stating that this project helped them to overcome difficulties during COVID19 including reduce stress, boredom and anxiety through the project's activities.
- Create a strong link and bond with the Vietnamese community.
- Vietnamese people stating that through this project they learn digital skills and now know how to access services online including paying bills, learning on line, chat, and telehealth.
- Connect people with positive activities online especially with gentle exercises, cooking programs, information sessions on COVID19.

Family Support:

- Identify and contacting Vietnamese families to undertake welfare and health checks.
- Provide families with up to date information on COVID19 restrictions, testing sites and new emerging information.
- Engaging families with positive on line activities organised by the project workers
- Organise emergency relief and material aid when needed.
- Ensure that the Vietnamese families are accessing all the support services they needed.
- Organise referrals to relevant organisations and service providers.
- Utilise various strategies to connect families during COVID 19 pandemic.
- Advocate on their behalf with issues that they are facing with relevant organisations and service providers.

Outcomes:

- Vietnamese families received all support they need.
- All activities organised by the project workers helped them not only to overcome difficulties including anxiety, boredom, financial issues, family violence but also create a bond and support through this hard time.
- Vietnamese people learn new digital skills and use them in accessing support services as well as making friends and manage their daily activities.



SICMAA ENGLISH LANGUAGE PROGRAM

SUZAN ALBERT

MESSAGE IN A BOTTLE - TEACHING IN LOCKDOWN

In past centuries, travellers who were lost or separated from loved ones would place a written message inside a glass bottle, then throw the bottle into the sea, hoping the waves would carry it to their loved ones far away.

Today, in our covid-lockdown-world, we are once again sending messages to each other behind glass, only now the bottles are replaced by computer screens and mobile phones.

Instead of ocean waves, we rely on high-frequency radio waves and the internet to carry our messages straight into the hands of our families and friends.

In this way, the SICMAA English Language Program has continued during lockdowns. Students joined zoom sessions for conversation and discussion. They received reading and language exercises via email or by post. Messages were exchanged using mobile phones.

Examples of responses from students reflect the value of these communications and exchanges:

- Thank-you for sending me the helpful lessons.
- I have received the homework by post and the beautiful card.
- I'm well, still learning every day and cooking, reading - trying to keep myself busy & improve.
- Thank-you for the worksheets about face masks.
- The lessons are useful and interesting.
- I love each time you teach us about a topic; then I understand more & also learn new words.
- She would like to learn English with us.
- Thank-you very much. I enjoy it very much and love it.
- Do you still walk every day? You can see many trees are blossoming early.
- Luckily, my area wasn't affected by the storm last week.
- Keep well and safe, Teacher.
- Hope to see you in Term 3.

Without doubt, our greatest joy was when we could meet in the classroom, face-to-face.

We all look forward to the day when we no longer need to send messages in a bottle.

WHAT YOU HAVE TAUGHT ME

Jill McFarlane

It seems Australians unknowingly take this beautiful country of ours for granted and it is not until we talk to migrants, particularly refugees, that we begin to appreciate what we have. Speaking and listening to you, our students, and hearing how much you love Australia and how grateful you are for the freedoms and opportunities it allows you, makes me appreciate more than ever the lifestyle we enjoy. I have always thought that Australia was the only country I would want to call home but, having always enjoyed its wealth, peace and freedoms, I believe I may have taken them for granted.

The simple pleasures I see you enjoy, your sense of humour, compassion, generosity, your welcoming and inclusive nature and your never ending appreciation of the life you have here are the reasons I enjoy being one of your teachers. You make me a better person.

With the pandemic continuing to rear its ugly head, we continue to do our lessons on Zoom, me struggling with technology, Zoom sessions timing out and you always waiting patiently. But despite this, we manage to chat, catch up on each other's lives and discuss what is happening in the world, all the while improving our word knowledge, pronunciation, speaking and listening skills.

We have all struggled through two very difficult years, but in our SICMAA classes we have managed to find something meaningful to do, support each other, strengthen our friendships and continue to learn. Let us hope 2022 sees us all back in class for an uninterrupted year of learning and laughs.



Some Tips for Learning at Home



Tip One

One of the best things you can do as a parent is to provide a 'specific learning space', that is, a calm environment that sets up a mindset for your child that this is where they will be doing some structured learning. By doing this, you are 'clearing the space' for learning.

Routines and preparedness are very important as reassurance for your child. There are things you can do to make learning at home more productive and enjoyable for both you and your child, such as:

- create a chart with a timetable and goals for the week
- display a clock to keep track of how long different tasks will take
- ensure there are set break times
- make sure there is a variety of tasks – mix up those requiring intense concentration, with some that are open-ended and allow for creativity
- provide healthy snacks and water

It's a good idea to punctuate academic learning with some physical activity – this can be something aerobic or it could be something like a nature walk to investigate your local area. Your child's teacher will still be sending home age appropriate activities and running through the same curriculum as they would in the classroom. It is not your job to source all of the learning materials, they will be provided, either online or in hard copy. Students will have 'work' delivered online via something like Google Classroom, some will be doing teaching using application like Zoom or Microsoft Teams.

Tip Two

Learning in schools happens independently a lot of the time. Inquiry-learning is encouraged with students developing autonomy as learners. These skills enable them to develop their own questions and seek answers through research.

- Speech: prepare and deliver a speech to the family
- Technological: use a computer to create a digital presentation such as slideshow, a website or a computer program
- Report: write a formal report outlining each of the questions that you had and the answers that you researched
- Article: write an article for a local newspaper about their research
- Narrative: write a story about a character that they learnt about
- Multimedia: create an audio recording or short film explaining their research
- Model: use materials to create a three-dimensional model to show what they have learnt
- Poster: create an informative poster to display what they have learnt

Other things you can do with your child that provides stimulation and enjoyment include:

- cooking that involves recipe reading, measurement of quantities and time
- set up a veggie patch – read when to plant certain veggies, set up a maintenance schedule for watering and weeding
- use recycled products to make different things, like a robot, a doll's house, a marble run, collages, etc.
- set up a tea party for teddies
- set up a 'shop' with prices for goods – interact with your child as you 'go shopping' using money that has been created by your child
- create postcards or blogs to send to friends and grandparents



Tip Three

Here are some question starters that can be used to develop questions – they range from simple to complex.

Simple	Complex
Find the meaning of... Who/what was...? Can you tell why...? True or False? Can you provide an example of what you mean? Who do you think...? Can you tell or write in your own words...? Who was the key character?	What do you think will be the end result? How does...connect with...? What do you see as other possible outcomes? What are some of the problems of...? Can you compare you...with that presented in...? How does this connect with your everyday life? Do you think...was a good or a bad thing? Is there a better solution to...? How effective was...? What questions still need to be addressed? Can you give an example of what you mean by...? Can you distinguish between...?

Simple questions are used to gather information. Complex questions are used to probe and dig deeper.



Tip Four

Average attention spans work out like this:

Age	Attention Space
2 years old	4 to 6 minutes
4 years old	8 to 12 minutes
6 years old	12 to 18 minutes
8 years old	16 to 24 minutes
10 years old	20 to 30 minutes
12 years old	24 to 36 minutes
14 years old	28 to 42 minutes
16 years old	32 to 48 minutes

Although the times we are in are stressful, there may be a silver lining when you get an opportunity to spend quality one on one time with your child. When you work one-on-one you are able to identify what your child can do without any assistance, and what can be achieved with guidance and encouragement.

The idea is not to 'do the work' but rather it is to scaffold the learning, providing tips, prompts, learning tools and posing questions that will enable the learner to 'get there' – essentially on their own. There needs to be some base knowledge that your child has, that is built on by providing enriching tasks. Some children will need only one to two repetitions for mastery, while some will need to be provided with a range of different prompts that will get them to the same understanding.

The role of educators is to identify skills that children are close to mastering and providing opportunities for them to expand their mastery.

2021 Conversational English Report

John Keyzers

The past eighteen months has been a challenging but fascinating time to be involved in Conversational English sessions for SICMAA. To say that the COVID pandemic and the numerous lockdowns have disrupted our usual practices is an understatement. The change from face-to-face classes for short periods at SICMAA, to online Zoom sessions from home for most of the past twelve months, has been quite dramatic and required a great deal of adjustment from everyone involved.

For the five people who have been able to remain involved via Zoom, the sessions have certainly been varied and engaging. My thanks to Sang Phan, Dung Pham, Van Du, Van Pham and Bich Luu for logging on every Wednesday morning and participating so actively. I regret that others could not also join us. It was wonderful that we gained a few students during recent months with Hoa and Lien joining us online from Vietnam, and Tuan also involved when available.

A big focus of our sessions has been on using topics selected by the students to inspire our conversations, and to make sure that we have been able to have fun and a few laughs. The conversations have been supported by online presentations that have allowed us to explore a lot of information on the internet together, and to learn things along the way. I have certainly noticed significant improvements in the conversational capacity of everyone involved and I congratulate one and all on the progress made.

I know that one of the best aspects of our Zoom sessions has been the ability to connect with and have conversations **with friends**. I imagine that the 'chinwag' (mostly in Vietnamese!) amongst the students at the end of each session has been a comforting highlight.



Student Comments

Pham Van Ngoc

Learning English is a voyage into another Culture and another world. A balance between rhythm, culture, understanding. I am really enjoying our English conversation class. During lockdown I feel lucky that I get to see my teachers and friends on zoom where I can still communicate with them.

Bich Luu

We have experienced almost one and half years in the Covid-19 pandemic during which we have faced a lot of restrictions like lockdowns, quarantine, and curfews. I also felt that human life became very delicate. Doing the same as everyone else in the class, I got myself fully vaccinated as fast as I could.

Luckily, the English class online through Zoom gave me more opportunities for learning and to share connections with friends. Each class had an interesting topic which taught me a lot of things that were very useful and inspired me to improve not only my English but also gave me more knowledge about life, friendship, empathy, compassion, etiquette, humanity and more. The conversation class also helped me to learn more about Australian culture, happiness and tactfulness with everyone, and building good behaviours. I gained more confidence and increased my appreciation for what I have. Also, sometimes we had a tour around the world through some amazing pictures of places in the world, friendly faces or funny jokes that make us laugh and feel less stressed.

I am very grateful to Mrs Be Ha and all our teachers - Mr. Chử, Jill, Suzan, and John, who have spent a lot of time organising, preparing, and researching for the topics and lessons to teach us each week.

By the way, I wish all the best to all teachers and my friends.

Dung Pham

I am Dung Pham. I have attended the SICMAA Conversation English class since about 3 years ago. I have learned how to pronounce English. I have practised listening, reading and understanding and now I have improved speaking and writing skills. All of that helps give me more confidence in my life.

Unfortunately, during the COVID 19 pandemic, the Government locked us down. We stayed at home. That time was isolated and challenging for us. We have used zoom to learn English. There was a good opportunity for me because I would like to see my teacher and friends again. I felt sad that some of my friends couldn't join Zoom to learn. I was very lucky and enjoyed the topics of conversation. The teacher and students were very good, happy and friendly. Our teacher was devoted to helping us and using zoom with us to learn. I have loved all of you.

The topics of conversation have excited me. I understood the information and have more knowledge, I am trying to make my life better.

I hope Australia gets COVID 19 under control and can return to normal. I will continue learning Conversation English at SICMAA.

Thank you to my teachers and friends and to SICMAA.

Sang Phan

I found the practical topics an excellent way to practise my English. The conversational classes gave me some amazing, useful knowledge, helped me a lot in my life, and improved my English in listening, speaking, reading, and writing. I really like the way that you explained everything to make it clearer.

I would like to say thanks for those fabulous lessons. Thank you for helping me to be better in English. Thanks also to all teachers, Mrs Be Ha and staff at SICMAA.

Kiet Van Du

This is the year Jenny retired and we all met together at SICMAA for a conversation. After, we all went to the Golden Leaf for Yum Cha and I was very happy and enjoyed the conversation. When lunch was finished everyone said farewell to Jenny.

When I go to SICMAA to learn English face to face I find it quite easy. But now, during lockdown, Mr. Chu, Jill and John have all taught us their classes on Zoom. Mr. Chu and Suzan send the homework for me. I am very happy because they are all passionate about teaching us. I am very thankful to all the teachers. I wish everyone all the very best.

Hoa

I would like to send my sincere thanks to everyone, to Be Ha, Jill, Chu, and John, my respective teachers. I am so interested in your English class where I can meet the lovely teachers together with the classmates. From Vietnam, the small country so far away from Australia, joining your class I feel warm and happy so much. I hope I can see all of you again.

Best wishes.

Thank you so much.

Liên Le

It has been a long time since I studied English in SICMAA. I just started studying again a few weeks ago. I am very happy because asked my teacher and my friend to review my lesson and knowledge about Australia and to see him and his classmate every week. Although my English is not good. I will try. Thanks.

DANDENONG *Star Journal*

Tuesday, 28 September, 2021



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**Council
twigs to
leaf loss**

PAGE 3

**Family's
pain
remains**

PAGE 7

**Lions take
sporting
lead**

PAGE 9

**Zaaki set
for Cox
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Spring SHOPPING SPREE

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One of a kind

By Cam Lucadou-Wells

Merle Valma Mitchell

15.07.1934 - 20.09.2021

Merle Mitchell AM, 87, is being remembered as a "true leader" – one who nurtured Greater Dandenong's community and was a voice for thousands otherwise unheard.

Mayors and community leaders reacted with shock, grief and admiration for our 'living treasure' who died peacefully on Monday 20 September.

To them, the Dandenong-born trailblazer for social justice, community cohesion and diversity on the national stage was their loyal, approachable friend.

A mentor and inspiration – who from her aged care room decried unfairness up to the last.

A kindergarten teacher who grew into a Greater Dandenong Living Treasure and a Member of the Order of Australia.

As a leader, she was the CEO of the Australian Council of Social Service (ACOSS), an advocate of the Council of the Ageing and founder of Springvale Community Aid and Advice Bureau (SCAAB).

Ms Mitchell inspired many like organisations, such as Springvale Neighbourhood House, the Family Mediation Centre and Springvale Indo-Chinese Mutual Assistance Association (SICMAA).

"Strong communities don't just happen. They have to be worked at," she once wrote. In retirement, Ms Mitchell was far from retiring.

She remained a patron of ACOSS and South East Community Links (formerly SCAAB), an adviser for SICMAA and active in Greater Dandenong's positive ageing advisory committee.

From the 1970s, through SCAAB she was an active part of the remarkable Springvale community effort to befriend and support 30,000 refugees at the Enterprise hostel.

In the past decade, she helped retell the story in an ongoing internationally-acclaimed



Merle Mitchell at a tribute garden on the site of the former Enterprise Hostel in Springvale in 2014. 126005
Picture: GARY SISSONS

history project, Spirit of Enterprise.

Often she cited the story as an example of how to welcome Australia's new arrivals.

"People felt welcomed. It was a welcome that told people that everyone was pleased you're here," Ms Mitchell told Star Journal in 2018.

"Keep your language, keep your tradition, keep your faith - you are part of the whole."

From that story bloomed a rose garden including the 'Enterprise rose' and a living-histo-

ry trail in Springvale as well as an Immigration Museum exhibition.

In 2018, Spirit of Enterprise was singled out for its outstanding contribution to culture by the international United Cities and Local Government Awards.

Be Ha, a refugee and former Enterprise hostel resident, was befriended and inspired by Ms Mitchell.

One of Ms Mitchell's initiatives was 'The Friendship Scheme' in which Enterprise resi-

dents connected with local Springvale families.

Ms Ha remembers she, her parents and brother and sister sharing Christmas dinner at their local family Nina and Robert Saul's home.

She worked as a volunteer with Ms Mitchell at SCAAB. Now she is president of SICMAA, a social welfare group run by the Vietnamese community for the Vietnamese community.

She said Ms Mitchell was instrumental in setting up and advising the group.

"She said never sit there and expect all this funding from the government. You have to go out and sell it – let the people know who you are."

Ms Mitchell taught her the power of listening to people, and not to take sides.

"We should remember Merle as a community leader, as a community friend, as a community partner."

"She was a true friend you can rely on – a friend for life."

"I love her for the rest of my life."

When recently asked when she would retire, Ms Ha said she couldn't.

"Merle Mitchell is still going, so why should I retire before her?"

In 2019, Ms Mitchell's testimony about living in aged care blazed into national headlines at a national Royal Commission.

"An aged care facility is not a home. It is an institution," her submission stated.

She spoke out on understaffing, under-training, the lack of challenging activities and a lack of empathy.

"I know I'm here until I die so every morning when I wake up I think, 'damn I've woken up'."

She welcomed the interim report when it was handed down, but knew the work wasn't over.

"He's exposed the problems, we know what the solutions are and we have to make sure that the Governments make the money available for that to happen," she told Star Journal.

Continued page 8

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NEWS

'There'll be none like Merle'

From page 1

During Covid lockdowns – including this one – Ms Mitchell's friends and family were barred from visiting. Her isolation was agonising, and the toll on staff and residents was heavy inside the home.

Last year she said: "The impact on mental health is something that will live in the community for a very, very long time."

Some of the Royal Commission's damning findings were a direct result of Ms Mitchell's evidence, former Greater Dandenong mayor Roz Blades said.

"She was Merle Mitchell to the end, even while in aged care.

"There will never be another one.

"I'm really sad today but also pleased for the life that she had and that she shared it with us.

"We as a community should be forever grateful to Merle. She may have had influence on the national stage but she was our Merle."

Ever since Ms Blades was elected as a Springvale councillor in 1987, Ms Mitchell became a "role model in what you can do in the community".

She continued to learn much from Ms Mitchell, even when they spoke days before her passing.

"I'm a bit lost without her.

"The way she brought everybody into SCAAB, that was the start of social policy for people who come over from other countries. She gave everyone a voice.

"We had someone in Greater Dandenong who on the national stage made life better for people.

"We were fortunate to have someone who did that. You took that for granted but she was there for us to learn from."

A community, multicultural festival would be a fitting celebration of Ms Mitchell's life, Ms Blades said.

"We have to repay her, we have to carry on that legacy for Merle."

Mayor Angela Long said Ms Mitchell for decades had been a "kind, approachable, lovely lady" who "helped anyone who came in contact with her".

"If she had a bee in her bonnet, you couldn't shift that bee out. She advocated for the things she believed in."

Ms Mitchell and her late husband and former Springvale mayor Eric donated a tree from their garden to Greater Dandenong, Cr Long said.

It had been stored and planted with a plaque at Springvale Community Hub last December.

The council would now look at how best to pay tribute to her, including donating an Enterprise rose to her bereaved family.

"It's a tragic loss to the City of Greater Dandenong."

Springvale Neighbourhood House co-ordinator Heather Duggan said Ms Mitchell was her mentor for decades, and one who inspired people. Took them along with her.

"The memories are enormous. There's a



Spirit of Enterprise collaborators Heather Duggan, Merle Mitchell and Betty Wilderman in 2013. 109570
Pictures: STEWART CHAMBERS



Merle Mitchell promoting a Multiculturalism Award in 2012. 88291



Federal Minister Marise Payne, left, and Merle Mitchell. 143177



From left: Heather Duggan, Betty Wilderman, Federal Minister Marise Payne, Joyce Rebeiro, Merle Mitchell, Sean O'Reilly, Jan Tresize, Roz Blades and Rosemary McLeod at an Enterprise history launch in 2015. 143177
Pictures: GARY SISSONS

sense of pride in what she's achieved for the community.

"She could see what needed to be done and did it."

And there was much that she did quietly and humbly behind the scenes, Ms Duggan said.

"She didn't want the glory for herself. She'd get quite cross when you acknowledged her."

"When she got her AM (Member of the Order of Australia) she was really cross about all the fuss."

"Anything that she achieved she always said it was a team effort."

For 13 years, they also worked together on the Spirit of Enterprise.

Recently, Ms Mitchell had been writing a history on the project as a model for "community development", Ms Duggan said.

It showed how you can bring the community together with all levels of government, she said.

"She leaves a big hole in my heart.

"A wonderful woman – her tentacles go far and wide and will be felt in the community for a long time."

Former Greater Dandenong councillor

Matthew Kirwan said he could not have had a better mentor in "true community development" than Ms Mitchell.

"While Merle was often the smartest person in the room she never made anyone feel like it as she genuinely saw everyone as equals."

"I am reminded of the last page of Finlay Crisp's biography of Ben Chifley when he said that it may be that no one is truly irreplaceable but some get very close by the gaping hole they leave for others to fill."

"If that hole gets filled it is because they inspire other people to do it. Merle was one of those people."

ACOSS paid tribute to their former chief executive and "cherished patron" and her "long lasting" legacy.

"As a lifelong advocate for equality, community and diversity, Merle was well-known by many people in our local community and far beyond for her grace, courage and tireless advocacy."

"She was a voice for thousands of people whose voices were unheard."

Ms Mitchell's funeral service is limited to an attendance of 10 due to Covid restrictions. It will be streamed online on Wednesday 29 September 10am.



Merle Mitchell and former Enterprise Hostel 'house mother' Isabel Stix in 2014. 126005



Merle Mitchell at the unveiling of a plaque in her honour in Springvale in December 2020. 126005

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SICMAA'S Photo activities



**SPRINGVALE INDOCHINESE MUTUAL
ASSISTANCE ASSOCIATION INC.**

ABN 11 546 794 608

FINANCIAL REPORT

For the year ended 30 June 2021

Prepared by
PM Partners Pty Ltd
PO BOX 1111
SPRINGVALE VIC 3171

SPRINGVALE INDOCHINESE MUTUAL ASSISTANCE ASSOCIATION INC.

ABN 11 546 794 608

FINANCIAL REPORT

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SPRINGVALE INDOCHINESE MUTUAL ASSISTANCE ASSOCIATION INC.

ABN 11 546 794 608

TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2021

	2021	2020
	\$	\$
INCOME		
DHHS - Family Violence	19,198.73	12,376.02
ACFE - Dept. of Education	64,832.00	71,873.60
DHHS - Emergency Relief	-	11,124.33
Uniting Care - Connections	41,417.59	31,818.18
DPC Senior Conference	-	1,009.09
Islamic Council - Working for Victoria	216,896.00	-
DHHS- Victorian Government's supporting Carers	36,363.64	-
Donations & Contributions	-	10,815.00
Members Subscriptions	-	1,500.00
DHSS - Health Department	-	17,883.36
DSS Volunteer Grant - Department of Social Service	-	5,000.00
Other Revenue - ATO CashFlow Boost	24,678.00	10,968.00
Victorian Responsible Gambling Foundation	190,395.00	187,161.00
Bank interests	400.89	391.40
	594,181.85	361,919.98
EXPENDITURE		
Accounting fees	3,954.55	3,854.55
Audit fees	1,500.00	1,500.00
Bank charges	29.86	-
Cleaning	3,742.87	2,818.19
Computer expenses	7,324.22	7,239.09
Depreciation - Plant and equipment	456.03	536.51
Donation	50.00	50.00
Electricity	1,951.55	1,576.88
Emergency Relief	-	18,977.67
Enhanced Pathway Running Cost	9,500.00	-
Fines and penalties	-	530.80
Forum Health Programs	-	3,875.45
Gambling Activities	38,617.53	35,536.87
Gas and heating	858.39	896.71
Hire of Stall or Venue	-	2,950.21
Internet	1,154.50	1,085.82
Magazines, journals and periodicals	576.32	300.00
Memberships	955.50	600.00
Motor vehicle expenses:	-	-
Traveling expenses	8,263.72	11,024.84
Office Supplies	-	2,181.81
Office supplies	485.41	-
Plant & Equipment - Written off	-	3,620.41
Postage	1,212.17	1,095.86
Printing and stationery	7,363.94	9,889.50

These statements should be read in conjunction with the attached compilation report.

SPRINGVALE INDOCHINESE MUTUAL ASSISTANCE ASSOCIATION INC.

ABN 11 546 794 608

TRADING, PROFIT AND LOSS STATEMENT

For the year ended 30 June 2021

	2021	2020
	\$	\$
Rates & land tax	-	2,000.00
Reference materials	789.55	2,000.00
Registration & Filing fees	301.50	540.00
Rental expenses	2,160.39	2,000.00
Repairs and maintenance	400.00	644.71
Seminars and workshops	1,783.87	5,417.86
Staff amenities	4,457.00	1,072.73
Superannuation	28,070.95	12,937.35
Teachers Consulting	-	9,100.00
Telephone, mobile and fax	4,388.79	4,245.19
Wages and Salaries	331,007.00	154,229.03
Water	1,048.10	1,545.00
Workcover	6,669.89	3,332.34
Working for Vic running cost	32,178.28	-
	501,251.88	309,205.38
SURPLUS FROM ORDINARY ACTIVITIES BEFORE INCOME TAX	92,929.97	52,714.60
Retained surplus at the beginning of the financial year	151,357.33	98,642.73
TOTAL AVAILABLE FOR APPROPRIATION	244,287.30	151,357.33

These statements should be read in conjunction with the attached compilation report.

SPRINGVALE INDOCHINESE MUTUAL ASSISTANCE ASSOCIATION INC.

ABN 11 546 794 608

BALANCE SHEET

As at 30 June 2021

	2021 \$	2020 \$
ASSETS		
Current Assets		
CBA Society Cheque A/C 06 3171 00903494	234,382.17	141,017.35
CBA 063171 50336605	59,746.21	39,345.32
	<u>294,128.38</u>	<u>180,362.67</u>
Non-current Assets		
Plant and equipment at cost	21,251.37	21,251.37
Less accumulated depreciation	(18,667.66)	(18,211.63)
Office equipment at cost	52,326.11	52,326.11
Less accumulated depreciation	(52,326.11)	(52,326.11)
	<u>2,583.71</u>	<u>3,039.74</u>
TOTAL ASSETS	<u>296,712.09</u>	<u>183,402.41</u>
LIABILITIES		
Current Liabilities		
Sundry creditors	-	(8,880.84)
Provision for GST	(4,472.19)	(14,655.06)
PAYG withholding payable	8,171.00	6,855.00
	<u>3,698.81</u>	<u>(16,680.90)</u>
TOTAL LIABILITIES	<u>3,698.81</u>	<u>(16,680.90)</u>
NET ASSETS	<u>293,013.28</u>	<u>200,083.31</u>
EQUITY		
Accumulated surplus	244,287.30	151,357.33
Asset revaluation reserve	28,725.98	28,725.98
Members Contributions Funds	20,000.00	20,000.00
	<u>293,013.28</u>	<u>200,083.31</u>
TOTAL EQUITY	<u>293,013.28</u>	<u>200,083.31</u>

These statements should be read in conjunction with the attached compilation report.

SPRINGVALE INDOCHINESE MUTUAL ASSISTANCE ASSOCIATION INC.

ABN 11 546 794 608

STATEMENT OF CASH FLOWS

For the year ended 30 June 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		650,691.27	395,268.18
Payments to suppliers and employees		(498,248.69)	(344,577.55)
Interest received		400.89	391.40
Taxes paid		(31,056.00)	(12,638.40)
Net cash provided by operating activities	2	121,787.47	38,443.63
CASH FLOWS FROM FINANCING ACTIVITIES			
Net increase in cash held		93,364.82	30,962.63
Cash at the beginning of year		141,017.35	110,054.72
Cash at end of year		234,382.17	141,017.35

These statements should be read in conjunction with the attached compilation report.

Page 5

SPRINGVALE INDOCHINESE MUTUAL ASSISTANCE ASSOCIATION INC.

ABN 11 546 794 608


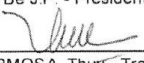
DIRECTORS' DECLARATION

The directors have determined that the company is not a reporting entity. The directors have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The directors of the company declare that:

1. The financial statements and notes attached, are in accordance with the Corporations Act 2001:
 - (a) comply with Accounting Standards and the Corporations Regulations Law; and
 - (b) give a true and fair view of the financial position as at 30/06/2021 and of the performance for the year ended on that date of the company and economic entity.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the directors by:

Director : 
HA, Be J.P. - President

FORMOSA, Thuy - Treasurer

Dated : 29/09/2021

INDEPENDENT AUDIT REPORT

To the members of the Springvale Indochinese Mutual Assistance Association Inc.

Scope

I have audited the attached special purpose financial report of the Springvale Indochinese Mutual Assistance Association Inc. for the year ended 30th June 2021. The Committee of the Indochinese Mutual Assistance Association Inc. are responsible for the preparation and presentation of the financial report and information contained therein. I have conducted an independent audit of the financial report in order to express an opinion on it to the members. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

The special purpose financial report has been prepared for distribution to the members of the Springvale Indochinese Mutual Assistance Association Inc. so as to fulfil the reporting requirements under the Associations Incorporation's Reform Act 2012. I disclaim any assumption of responsibility for any reliance on this audit report or on the financial statements to which it relates to any person other than the members or for any purpose other than that for which it was prepared.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. My Procedures included examination, on a test basis, of evidence of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Australian accounting standards and the Incorporated Association's Reform Act 2012 so as to present a view of the Association which is consistent with my understanding of its financial position and the results of its operations.

Independence

In conducting our audit, I followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

The Audit opinion expressed in this report has been formed on the above basis.

In my opinion the financial report of the Springvale Indochinese Mutual Assistance Association Inc. presents a true and fair view of the statement of financial position as at 30th June, 2021 and the statement of financial performance of the Association for the year then ended in accordance with applicable Accounting Standards and the Incorporated Associations Reform Act 2012.

Julius Sommers CPA
Registered Company Auditor No 9092
86 Longview Road North Balwyn 3104
Telephone 03 9859 6955
Facsimile 03 9859 1387
Signature of Auditor.....

Julius Sommers Date 30.09.2021

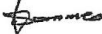
Springvale Indochinese Mutual Assistance Association Inc.

**AUDITOR'S INDEPENDENCE DECLARATION
TO THE COMMITTEE OF MANAGEMENT OF**

Springvale Indochinese Mutual Assistance Association Inc.

I declare that to the best of my knowledge and belief, during the year ended 30th June 2021 there have been:

- 1) no contraventions of the auditor independence requirements as set out in the Associations Incorporations Reform Act 2012 in relation to the audit; and
- 2) no contraventions of any applicable code of professional conduct in relation to the audit.

Signature: 

Date *30/09/2021*

Auditor: Julius Sommers
Registered Company Auditor 9092

Address: P O Box 37 Doncaster Vic 3108
86 Longview Road
North Balwyn Vic 3104

ACKNOWLEDGEMENT

SICMAA would like to thank the following organisations and individuals that have helped us over the past 12 months. Your contribution and continued support is very special to us:

- The Chief Executive Officer of the City of Greater Dandenong, Mr John Bennie
- Mr Martin Fidler, the Director of Community Services
- Cr. Angela Long, Mayor of the City of Greater Dandenong
- All councilors of the City of Greater Dandenong
- Department of Education and Training – Engagement, Participation and Inclusion Division – Higher Education & Skills – Southern Eastern Victoria Region- Ms Robyn Downie and all staff
- Enhanced Pathways To Family Violence Work Project – Managed by Family Safety Victoria (FSV), InTouch Multicultural Centre Against Sexual Assault, Capability Building Coordinator - Ms Mary Karambilas
- Bolton Clarke – National Account Manager- Ms Kerry Rendell
- RSL Dandenong – Mr. John Wells, AOM
- Mr Vinh Qui Le and Freedom Day Club
- The Enterprise Hostel Project Committee and Mrs Merle Mitchell
- Department of Health and Human Services, Ms Angela Gunes, Ms. Sue Seymour & Ms. Leyla Besiroglu
- Mr. Shane Lucas – Chief Executive Officer and Mr Tom Skoroplád – Senior Advisor Gambler’s Help
- Uniting Vic& Tas: Connections UnitingCare – Ms Bask Cassar, Mr Steve Hunt, and Ms Amanda Watson – Mrs Gemma Kelly
- Department of Victorian Communities
- Department of Family and Community Services
- South Eastern Migrant & Refugee Centre,
- Department of Human Services, Centrelink – Ms Margie Pickersgill.
- Department of Veteran Affairs
- Australian Taxation Office – Tax Help Program
- Intouch Multicultural Centre Against Family Violence
- Victorian Multicultural Commission
- Ethnic Communities Council in Victoria
- Department of Social Services
- South Eastern CASA
- Wayss – Family Violence Support Service
- Victoria Legal Aid (VLA)
- Monash Legal Aid
- Court Support Network

- Mrs Vivienne Nguyen AM, Chairperson Victoria Multicultural Commission
 - Dr Mohamed Mohideen, Islamic Council of Victoria
 - Nhân & Chi
 - Hướng Dương
 - SBS Radio – Vietnamese Program
 - The Springvale Asian Business Association (SABA), Mr Daniel Cheng
 - Mrs Debbie Cottier, Principal of Springvale Rise PS
 - Carers' VIC
 - Melbourne Taekwondo Chung Do Kwan Club-Taekwondo
 - Mrs Ngan Skorin and The Committee of Management of VASA VIC Inc.
 - Indo-Chinese Elderly Refugees Association
 - Mr Bon Nguyen and the Vietnamese Community in Australia - Vic Chapter
 - The Vietnamese Cultural Heritage Centre and Mr Phong Nguyen
 - Springvale Learning and Activities Centre
 - Keysborough Learning Centre
 - Lim's Pharmacy
 - O'Brien's Pharmacy
 - Tom Vu, Night-Tech
 - Alfred Health
 - Huong Que Dance Group
 - Au Co Dance Group
 - Dang Tho & Tina Thinh and Australian Vietnamese Arts Incorporate (AVA)
 - Journalist Cameron Lucadou
- My fellow Executive Committee of Management members for their tremendous support.
- SICMAA'S staff, co-located staff, visiting workers, volunteers and students for the support and assistance to our Association.
- And all other contributors to the success of our Association over the years. We are indeed honoured to work and associated with you in making our community a better and fairer place for everyone.





SICMAA's Yearly Calendar

LỊCH ÂM DƯƠNG

2022

THÁNG 1 NĂM 2022							THÁNG 2 NĂM 2022							THÁNG 3 NĂM 2022						
THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT
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3 1/12	4 2	5 3	6 4	7 5	8 6	9 7	7 7	8	9	10	11	12	13	5 5	6 6	7 7	8 8	9 9	10 10	11 11
10 8	11 9	12 10	13 11	14 12	15 13	16 14	14 14	15 15	16 16	17 17	18 18	19 19	20 20	12 12	13 13	14 14	15 15	16 16	17 17	18 18
17 15	18 16	19 17	20 18	21 19	22 20	23 21	21 21	22 22	23 23	24 24	25 25	26 26	27 27	19 19	20 20	21 21	22 22	23 23	24 24	25 25
24 22	25 23	26 24	27 25	28 26	29 27	30 28	28 28							26 26	27 27	28 28	29 29			
31 29																				
THÁNG 4 NĂM 2022							THÁNG 5 NĂM 2022							THÁNG 6 NĂM 2022						
THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT
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4 4	5 5	6 6	7 7	8 8	9 9	10 10	2 2	3 3	4 4	5 5	6 6	7 7	8 8	6 8	7 9	8 10	9 11	10 12	11 13	12 14
11 11	12 12	13 13	14 14	15 15	16 16	17 17	9 9	10 10	11 11	12 12	13 13	14 14	15 15	13 15	14 16	15 17	16 18	17 19	18 20	19 21
18 18	19 19	20 20	21 21	22 22	23 23	24 24	16 16	17 17	18 18	19 19	20 20	21 21	22 22	20 22	21 23	22 24	23 25	24 26	25 27	26 28
25 25	26 26	27 27	28 28	29 29	30 30		23 23	24 24	25 25	26 26	27 27	28 28	29 29	27 29	28 30	29 1/6	30 2			
							30 1/5	31 2												
THÁNG 7 NĂM 2022							THÁNG 8 NĂM 2022							THÁNG 9 NĂM 2022						
THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT
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4 6	5 7	6 8	7 9	8 10	9 11	10 12	8 11	9 12	10 13	11 14	12 15	13 16	14 17	5 10	6 11	7 12	8 13	9 14	10 15	11 16
11 13	12 14	13 15	14 16	15 17	16 18	17 19	15 18	16 19	17 20	18 21	19 22	20 23	21 24	12 17	13 18	14 19	15 20	16 21	17 22	18 23
18 20	19 21	20 22	21 23	22 24	23 25	24 26	22 25	23 26	24 27	25 28	26 29	27 1/8	28 2	19 24	20 25	21 26	22 27	23 28	24 29	25 30
25 27	26 28	27 29	28 30	29 1/7	30 2	31 3	29 3	30 4	31 5					26 1/9	27 2	28 3	29 4	30 5		
THÁNG 10 NĂM 2022							THÁNG 11 NĂM 2022							THÁNG 12 NĂM 2022						
THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT	THỨ HAI	THỨ BA	THỨ TƯ	THỨ NĂM	THỨ SÁU	THỨ BẢY	CHỦ NHẬT
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3 8	4 9	5 10	6 11	7 12	8 13	9 14	7 14	8 15	9 16	10 17	11 18	12 19	13 20	6 13	7 14	8 15	9 16	10 17	11 18	
10 15	11 16	12 17	13 18	14 19	15 20	16 21	14 21	15 22	16 23	17 24	18 25	19 26	20 27	12 19	13 20	14 21	15 22	16 23	17 24	18 25
17 22	18 23	19 24	20 25	21 26	22 27	23 28	21 28	22 29	23 30	24 1/11	25 2	26 3	27 4	19 26	20 27	21 28	22 29	23 1/12	24 2	25 3
24 29	25 1/10	26 2	27 3	28 4	29 5	30 6	28 5	29 6	30 7					26 4	27 5	28 6	29 7	30 8	31 9	



Year of the Tiger

Năm Nhâm Dần



Happy 39 Years of Community Services

