



C1, 1-13 The Gateway,  
Broadmeadows VIC 3047  
T (03) 9359 2861  
F (03) 9359 2899  
E [mail@vass.org.au](mailto:mail@vass.org.au)  
W [www.vass.org.au](http://www.vass.org.au)

ABN 19 633 403 991 INCORPORATION NO. A0009173D

## *Acknowledgement of Country:*

*'I would like to acknowledge that we are meeting on Aboriginal land and I pay my respects to their elders, past, present and emerging'*

# VASS Representative

➡ Ms Lina Hassan

Aged Care and Disability Intake and  
Case Manager

➡ Farah Abdyashoa

Aged Care and Disability Support  
Worker

➡ Kieran Hough

Senior Social Worker



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## Victorian Arabic Social Services (VASS)

VASS is a state-wide key service provider that operates from its head office in Broadmeadows

VASS is an inclusive organisation, open to all people regardless of background.

VASS is a not-for-profit organisation managed by a Board of Management elected by VASS members at the Annual General Meeting each year.

Key communities serviced in 2022: Arabic, Assyrian, Chaldean, Kurdish, Turkish, Armenian, Somali, Sudanese and Eritrean, Samoans, Afghani and Persian.

# Our Mission

The Victorian Arabic Social Services is dedicated to addressing the social, cultural and welfare needs of the Arabic speaking background (ASB) communities in Victoria.



VICTORIAN  
ARABIC  
SOCIAL SERVICES

الخدمات الاجتماعية العربية في فكتوريا

# VASS SERVICES INCLUDE

- ▶ Aged Care Services
- ▶ Home Care
- ▶ NDIS
- ▶ Access and Support
- ▶ Planned Activity Groups
- ▶ Volunteer Coordination
- ▶ Citizenship
- ▶ Youth Services
- ▶ VASS College of Vocational Education
- ▶ Win Back Your Life – Gamblers and their Families Support Program
- ▶ Family Services (Children and Parenting Services)



# What is Access & Support?

- ▶ The Access and Support program (also known as Specialised Support Services) helps people who have difficulty finding out about services or applying for the services they need due to their diversity.
- ▶ It provides short term support for older people , people with a disability, and their carers , who :
  1. Need help stay living at home
  2. Have diverse needs or circumstances
  3. Need help to access services.

# Issues facing older Victorians from migrant and refugee backgrounds

- ▶ Financial hardship in older migrants and refugees can lead to physical and mental health issues through delayed health appointments, inadequate nutrition, stress, anxiety and depression.
- ▶ Homelessness is also a major issue for this cohort, even with dedicated programs and priority access, many still wait years for adequate long-term housing
- ▶ Not aware how to access Aged Care Services & Provider ( ACAS through Telehealth meeting due to language & cultural barriers)
- ▶ Centrelink form ( Carer Form & Job seeker)
- ▶ Elder abuse / Housing / financial abuse / Physical abuse
- ▶ Financial Difficulty ( Bills ) & ( Fines /used car by family member )
- ▶ Risk of strong impacts through gambling
- ▶ Access citizenship ceremony now ( Online meeting)
- ▶ Individual support phone call chat

# Case Study

"Raafat\* is 67 years old from Iraq, he came with his wife and son to Australia in 2019 as a refugee. Raafat as from Older Victorians from migrant and refugee backgrounds have often experienced trauma in his countries of origin, throughout his migration journey or in his country of settlement. Raafat suffers from mental health problems, financial difficulty, feeling isolated and difficulty accessing mainstream services because of the language barriers and not long ago Raafat was subjected elder abused from his son (verbal and physical).

The Needs : Challenges faced social isolation, civic participation, digital literacy, elder abuse and access to culturally appropriate aged care and home care services;

VASS referred Raafat to the following services:

- Senior Rights Victoria phone:1300 368 821
- My Aged Care to support him with daily needs.
- Public Housing

Having some one from same culture provide him with moral support and advocacy and to seek interpreter about linking Raafat with the mainstream services in this case Elder abuse

- Intervention order for Raafat's son
- Join Arabic social support group and daily support through CHSP
- Age of Action group supporting Raafat from housing issues

The outcome :

Raafat received public housing and is living with his wife, his financial stress level has eased, he is feeling connecting with the social group meeting new friends from his town, he is feeling empowered and independent due to using the Scooter from HCP who are supporting his daily needs"

\*Raafat is an assumed name



# How to Refer to VASS



- Self referral
  - Or Agency
  - By phone : 03 93592861
  - Or Email: mail@vass.org.au
- Client Privacy is Protected



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# Thank you for your time! Skoukrun! Basemaa Rabaa!

