



ARA

Australian Refugee Association

Annual Report 2012

**“To get through the hardest journey we need
take only one step at a time, but we must
keep on stepping”**

- Chinese Proverb



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We believe in the capacity and desire of refugees to be productive citizens through contributing to the social, cultural and economic life of Australia. Refugees are people who have experienced persecution, fear and flight. **ARA's mission** is to help refugees become settled and participating citizens of Australia. **The vision** we have is of a South Australia where all refugees have access to the full range of appropriate settlement services, where refugees have strong supportive communities of their own cultural backgrounds, where the general community is supportive of refugees and engaged with them, where refugees are an integral part of a thriving and prosperous community.



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In this report, 'refugee' is used in a very general manner to include refugees as defined in the UN Convention, asylum seekers (whether in detention or in the community) and former refugees (who may now be permanent residents or citizens of Australia).



The people who make up The Australian Refugee Association Inc.

Patron

His Excellency Rear Admiral Kevin Scarce
AC CSC RANR, Governor of South Australia

Board of Management

President

David Linn

Vice Presidents

Elizabeth Bleby
Patricia Muncey

Treasurer

Wayne Turner

Board Members

Bryce Whetton (Resigned 15/11/11)
Bernard Andary (Appointed 23/3/12)
Brett Gresham (Appointed 15/3/12 - Resigned 20/6/12)
John Harley
John Mugabushaka
Jonathan Cherian
Margaret Oates (Appointed 15/11/11)
Marie Hogan (Resigned 31/7/11)
Nadia Niscioli (Resigned 27/7/11)
Nhu Van Tran (Appointed 15/11/11)
Peter Engelhardt (Resigned 30/1/12)
Velvy Holden

2011 to 2012 – Staff (ARA Inc)

(Includes short term contract positions)

Chief Executive Officer

Peter Laintoll

Client Services

Manager – Sandra Dzafic

Karen Kretschmer
Dusko Cuckovic
Gatluit Wiv Chuol (to 28/12/2011)
Jane Rodeghiero
Michelle Meinel (to 28/10/2011)
Ummulbaneen Haidari
Alexia Simpson (casual case work)
Sarah Al-Khalifa
Sekou Sheriff (casual case work)

Community Development

Deputy CEO / Manager – Craig Heidenreich

Bikram Adhikari
Celain Kediga
Sushil Niroula

Youth Services

Manager - Rebecca Wessels (5/9/11-1/5/12)

Manager - Renee Singh (1/5/12)

Barbara Klompenhouwer (to 09/12/2011)
Gay Stock

Caitlin Winter (to 22/12/2011)

Kyle Reeve
Deanna Howland
Ana Byerley
Victoria Ninnies
Kathy Hocking (casual youth program)
Nellie Anderson (to 22/07/2011)
Michelle Meinel (to 28/10/2011)

Migration Services

Ruth Jacobs (to 19/01/2012)
Rachel Rasheed
Amy Twinch
Davorka Krecinic
Tamara van Mil-Koops

Employment Services

Manager - Derek Guymer
Saleena Vadiwala
Sacha de Weerd

Marketing

Vu Pham (to 07/10/2011)
Rebecca Wessels

Rejuvenate

Louise Warren

Furniture Donation Centre

Steve Fuller

Finance and Administration

Manager – Semira Julardzija

Mario Monteleone
Saleena Vadiwala

YouthJET

Ben Matthews
Mohsen Abdel-Meseh
Getano Gai
Cyriaque Nijenhagera
Bibas Ghimrey (casual youth program)

Financial Members

As at June, 2012 the Australian Refugee Association had 204 members
122 Individual Members
44 Couple or Family Members
17 Organisational Members
21 Volunteer Members

President's Report

During the 2011/12 year Australia experienced an increase in the number of people arriving by boat who have come seeking our protection. Over this period the political scene relating to immigration policies that deal with boat arrivals has been fraught. As a result, I detect a rising public disquiet about people who arrive on our shores in this manner. This disquiet has led to questions about the genuineness of the people who have been accepted as refugees and allowed to settle here. In this environment, the Australian Refugee Association Inc. (ARA) and other refugee settlement services must work harder to preserve community support for the people who have been granted a right to live here, or who await a determination. In this difficult environment, ARA also has to raise funds for activities that are not government funded.

It has been a significant year for ARA. Over the course of the year, ARA Board considered that the financial position was moving from "precarious" (where it has been for several years) to "positive". The Board was reacting to the significant reduction in debt. However, the end-of-year result reflects the difficult conditions still facing the operations as finding non-tied funds remains very hard. Unfortunately, the turn-around has been a long slow process, and any progress has been achieved mainly through the continued hard work of all staff under the guidance of CEO, Peter Laintoll. There is a way to go before it could be suggested that ARA has a very sound financial foundation from which to operate.

Everyone understands how being burdened by severe financial constraints weighs on any entity; ARA has been so burdened.

Another momentous change resulted from a decision of the Board to change the relationship between ARA and ARA Jobs Pty Ltd (a wholly owned subsidiary of ARA). After considering several options, the decision was made to either merge ARA Jobs with ARA, or to sell ARA Jobs. The first option was not acceptable to ARA Jobs, and while the Board was considering how to proceed to a sale it received an unsolicited offer from Complete Personnel Group to enter into discussions with the view to a sale. Settlement of the sale took place a few days prior to year end. The Board is looking forward to the proceeds of the sale removing ARA's long term debt, allowing some new initiatives to be taken (especially updating of the website and a launch into social media), and an increase in the funds held by Australian Refugee Association Inc. Ancillary Fund (ARAAF). ARAAF holds funds intended to support ARA Operations in the long term.

In this report so far I have concentrated on financial matters to ensure members are made aware of ARA's position. More detail appears in the financial reports which form part of the Annual Report.

However, we must not be distracted from the main purpose for which ARA exists, namely, to assist recent refugee arrivals in South Australia settle in our community. This work continues apace and with continued significant success. The details appear in the report from the CEO within the Annual Report.

ARA has established an essential link with READii Inc., which trades as YouthJET, to the degree that people working in YouthJet are sourced from ARA staff, and ARA's youth activities are now focussed within YouthJET. The majority of members of READii Inc. Board are also members of ARA Board.

The Advocacy and Public Policy Committee of the ARA Board has been developing a plan of action intended to clearly define the areas in which ARA should be active, and to guide ARA as to appropriate action in the defined areas, subject to available resources. Several members of the Board act on this committee, including Ms Velvy Holden as Convenor, with strong support of ARA Ambassador, Rt Rev'd Dr Ian George and Mr John von Doussa QC AO.

The 3rd ARA Oration was held in June, It was voted a great success with over 332 people braving the cold to hear a significant and inspiring address by The Hon. Catherine Branson QC, President of Australian Human Rights Commission, during which she shared her thoughts on the current asylum seeker situation with particular reference to current detention policies. The event was actively supported by two ARA Ambassadors, Ms Georgina McGuinness as MC, and Mr Hieu Van Le, Lieutenant Governor of SA and Chairman of SA Multicultural and Ethnic Affairs Commission who proposed the vote of thanks.

The support of ARA Ambassadors is representative of the immense pool of volunteers whose involvement adds to the work of staff, and who, in many cases provide a direct link between the community and new arrivals.

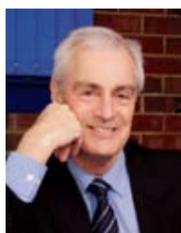


I salute you all; volunteers (including the members of the Board) and staff, and financial contributors. Thank you for your dedication and generosity.

David Linn
President

Board Member	Total			Out of
	P	Ap	Ab	
David Linn	10	2	0	12
Elizabeth Bleby	7	5	0	12
Nadia Niscioli (resigned 27/07/11)	0	1	0	1
Wayne Turner	7	5	0	12
Jonathan Cherian	9	3	0	12
Peter Engelhardt (resigned 30/01/12)	5	2	0	7
Marie Hogan (resigned 31/07/11)	0	1	0	1
Patricia Muncey	10	2	0	12
Bryce Whetton (did not re-nominate)	1	1	3	5
John Harley	9	3	0	12
John Mugabushaka	7	4	1	12
Velvy Holden	9	3	0	12
Margaret Oates (elected 15/11/11)	6	1	0	7
Nhu Van Tran (elected 15/11/11)	5	2	0	7
Bernard Andary (appointed 23/03/12)	3	0	0	3
Brett Gresham (appointed 15/05/12; resigned 20/06/12 for personal reasons)	0	1	0	1
Notes:				
P = present				
Ap = Apology				
Ab = Absent without apology				

Treasurer's Report



Wayne Turner
Treasurer

I present the Treasurer's Report for 2011-2012 for the Australian Refugee Association Inc. My report is focused on three aspects of the financial outcomes for the Australian Refugee Association, these being:

1. the operational performance of Australian Refugee Association
2. the sale of ARA Jobs Pty Ltd; and
3. consolidation of ARAAF into the financial statements

It should be recognised that items 2 and 3 delivered a significant impact on the financial outcomes for the Australian Refugee Association as at 30th June 2012.

Operational Outcomes

At the 30th June Australian Refugee Association ended with an operational loss of \$67,035. Whilst income increased marginally from the previous year by \$20,020 to \$1,414,629, there was an overall increase in operating expenses of \$42,381 to \$1,481,664 largely attributed to small increases in salary and wages, repairs and maintenance, consulting fees and writing off bad debts. Decreases also occurred in general expenses, publication, printing and stationery, and depreciation costs.

Sale of ARA Jobs

The sale of ARA Jobs had a substantial financial impact on Australian Refugee Association Inc due to factors such as the valuation of ARA Jobs in the balance sheet, the loss at point of sale based on net tangible asset valuations and other adjustments as part of the contract of sale.

Nevertheless, the impact of the sale shown in the profit and loss, as an extraordinary item, has been a loss of \$113,453 and a reduction of the financial assets balance, in the balance sheet of \$467,679 which mainly is the result of removing ARA Jobs Pty Ltd value from the balance sheet.

Summary of financial impact relating to the sale of ARA Jobs Pty Ltd

Purchase price, per Share Sale Agreement	\$300,425
Investment carrying amount, 31 March 2012	\$396,382
Decline in value of investment	\$(95,957)
Legal expenses on sale of shares	\$(17,496)
Loss on sale of ARA Jobs	\$(113,453)

Consolidation of ARAAF

In past years the Australian Refugee Association Ancillary Fund has been accounted for and reported separately at Annual General Meetings. Through discussions with our Auditors it has now been determined that the ARAAF fund can be consolidated and managed through the ARA accounts. There will continue to be an ARAAF Management Committee that meets approximately quarterly to evaluate investments and ensure the investment are appropriate and continue to meet the dividend and growth rules that have been approved by the Australian Refugee Association Board.

The value of equities held, is contained within the balance sheet and in the notes to the balance sheet. At the 30th June equities held were valued at \$224,410.

Overall

The financial position for Australian Refugee Association Inc has been impacted by the above three key components of the activities with the ARA group. At the 30th June the balance sheet has strengthened in terms of current assets increased by \$212,805 to \$346,573, through cash or cash equivalents held; but the holding value of non-current assets diminished by \$478,603, largely as a result of the sale of ARA Jobs, to \$326,922.

Whilst current liabilities increased by \$7,634 non-current liabilities reduced by \$39,338. Overall liabilities reduced by \$31,704.

The net asset position for Australian Refugee Association Inc remained positive with a balance of \$303,671.

Concluding Comment

I would like to thank fellow Board members for their involvement in some difficult and critical financial decisions during the financial year and their commitment to ensuring Australian Refugee Association Inc remains financially viable and sustainable into the future.

I would also like to thank Peter Laintoll as CEO, the ARA management team, and staff as a whole, for their endeavour and passion in achieving the operational outcome that are reflected in the financial documents within this report.

Wayne Turner
Treasurer

Peter Laintoll - Chief Executive Officer

ARA, with the support of the Department of Immigration and Citizenship (DIAC) continued to provide key settlement services assisting humanitarian entrants to successfully establish and maintain their lives in Adelaide. ARA submitted and was successful in tendering for Settlement Grant Program (SGP) funding in December 2011. The funding included a Community Leadership Program, a joint youth project with YouthJET in addition to our general casework program. The majority of the funding will be for three years with an option of a two year extension. This provides a sense of stability not only to ARA services but also the sector in general.

The change in Government policy concerning irregular maritime arrivals meant there were a limited number of Special Humanitarian Program places available for settled humanitarian entrants to sponsor their family members. The inability to reunite with family caused much distress for many of ARA's clients during the year. ARA welcomed DIAC's decision to increase the Humanitarian quota to 20,000 per year and for an additional 4,000 new places specifically allocated for family reunification.

In November 2011, DIAC began the process of releasing detainees into the general community on Bridging visas. Whilst ARA welcomed this initiative, there were a number of issues that have caused concern, in particular, the inability to access Medicare and the limited support for people on Bridging Visas to access meaningful employment. Whilst the Medicare has been successfully addressed, the support offered to people on a Bridging Visa is still very limited. Whilst people on a Bridging Visas have work rights, they are unable to access support in gaining employment. ARA, through our Employment Services in partnership with Australian Red Cross, has developed a program that supports many Bridging Visa clients understand the Australian workplace, gain a White Card which included basic safety training and in some cases access sustainable jobs.

In March 2011, ARA entered into a partnership with YouthJET, a provider of career exploration and driver training programs for new and emerging communities providing leadership and financial management services.

The partnership has developed over the last 12 months with ARA securing Settlement Grant Program funding through DIAC, to run a joint youth program with YouthJET in 2012-2013. The partnership has complemented ARA's current youth services, which has focussed more on the educational needs of young people from a refugee background. It is a goal for ARA and YouthJET to continue to attract funding for joint projects that benefit young people from a refugee background, particularly where they have been in Australia more than five years and are therefore not eligible for SGP services.

Currently over 70% of ARA's funding is sourced through DIAC's Settlement Grant Program. The funding through the SGP allows ARA to provide services to humanitarian entrants for up to 5 years. ARA clients have expressed that it is sometimes difficult to successfully access mainstream services within this subscribed period. ARA through a number of programs funded through both Commonwealth and the State, has the ability to support people from a refugee background to access emergency relief, family casework and migration which

is not restricted by the time they have lived in Australia. ARA is keen to investigate other areas of funding, either through grants or our own fundraising efforts, which will allow ARA to support humanitarian entrants still requiring support post five years of settling in Australia.

One way that you can see an organisation progressing is through its development of its workforce and the way this translates to a better service to its clients. ARA, whilst restricted by funding, has been able to provide staff, volunteers and students on placement professional and personal development training to enhance their skills and experience. Congratulations to Semira and Sandra for successfully completing their Diploma in Frontline Management and Dusko for completing his TAA Certificate. All three are keen to put their training to good use in the new financial year.

I take this opportunity to personally thank all the staff, volunteers and students on placement that has given a 110% throughout the year. It is only due to their passion and commitment that ARA is able to provide such a broad range of services to the community.

Often I hear from people that ARA is like a family and we all experience one another's triumphs and challenges. We were all very excited for two staff members when they announced their engagement at the start of the year. We were also very excited when that ARA couple and another of our staff were married March 2012.

It is this sense of family and comraderie that often helps us to support others that have experienced such trauma in their lives.

It is important also to acknowledge the large number of organisations that work closely with ARA in supporting the refugee community. Without these strong and respectful partnerships ARA would find it difficult to service the community.

I would also like to thank the large number of supporters, both financially and those that give their time voluntarily, who work alongside ARA advocating for people from refugee backgrounds. It is through all us that we can change the perception of the broader community of the enormous benefits people from a refugee background bring to today's Australia's society.



Peter Laintoll
Chief Executive Officer

Client Services Report



Sandra Dzafic
Manager

STAFF INVOLVED

Sandra Dzafic (Manager)
Alexia Simpson (Case Worker – Family Care)
Catherine Cole (CCS Case Manager, Caseworker
Community Care and Family Care)
Cyriaque Nijenhagera (CCS Community Worker)
Dusko Cuckovic (Project Officer-Accommodation)
Gatluit Chuol (Project Officer – Accommodation)
Jane Rodeghiero (Project Officer - Family support)
Karen Kretschmer (Co-ordinator Client Services)
Michelle Meinal (CCS Case Manager)
Sarah Al-Khalifa (Coordinator Help Desk)
Sekou Sheriff (CCS Community Worker)
Sushil Niroula (Settlement Officer - Life Skills)
Ummulbaneen Haidari (Caseworker Community Care)

The Client Services Team continues to provide casework services to people from new and emerging communities through information, referrals, practical support and information workshops. These casework services are provided through the following programs:

Settlement Grants Program (SGP) - Casework

This 3 year program is funded by the Department of Immigration and Citizenship (DIAC). The 2011/12 Financial Year was the third year for this funding and we were notified in June 2012 that the program will receive an additional 3 years of funding. The program includes:

Help Desk:

Basic casework services are available through the Help Desk which continues to operate Monday to Friday from 9:30am-4:30pm. This is a walk-in service that offers information on various settlement services available in Adelaide, referrals to these services as well as practical assistance. Through Help Desk we have free access to the Telephone Interpreter Service which enables us to communicate with the clients in their own languages.

This financial year 10 trained volunteers (Ibrahim, Jacqueline, Pat, Inga, Mick, Oliver, Tracey, Tanja, Sam and AJ) and 10 Social Work Students offered their time and skills to provide essential assistance to our clients. Other staff members enriched the provision of the services especially to clients with more complex issues. On behalf of ARA and in particular the Client Services team we would like to thank our dedicated volunteers and students who have been involved in providing the Help Desk services.

ARA Outposts:

ARA continues to provide weekly (during school terms) casework services at two outposts; at the English Language Service - Renaissance Centre in the city and Salisbury TAFE. We also provided some outpost sessions at the Light Square TAFE. Through these outposts we are able to offer accommodation assistance and casework services to clients who are studying at these facilities without the need to travel to our Underdale Office. We would like to express gratitude TAFE SA for giving us an opportunity to provide assistance at their premises.

Casework Services:

Some clients present with more complex settlement issues such as: housing, family violence, financial and budgeting issues, mental and physical health, migration, employment, isolation and family relationship issues. These clients receive more intensive and often long-term support, by our experienced caseworkers. Our caseworkers often work closely with other specialised settlement programs and mainstream services. Complex case work services are provided through these programs:

Family Care:

Family Care is funded by the Department for Community and Social Inclusion and enables ARA to employ a part time case worker. The aim of 'Family Care' is to assist families with children to improve their access to social services, enhance their confidence and ability to live independent lives, and increase their overall societal participation. Through ongoing case work, the focus is to provide practical assistance, information, basic advocacy, advice, referrals to other services and agencies with home visits when necessary, in support of families who are experiencing settlement difficulties.

Community Care:

The Community Care program is funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) and enables ARA to employ a part time caseworker. The aim of Community Care is to work with vulnerable clients to reduce the effects of poverty and homelessness, strengthening families, keeping children and young people safe, and building clients' independence, life skills and financial capacity.

Complex Case Support (CCS):

CCS is funded by DIAC on a client by client basis. It is an intensive and specialised case management service available to humanitarian entrants who have unique and complex needs. For clients to receive support through this program they need to be referred to DIAC, who will then determine if they meet the eligibility requirements. If they do DIAC will contract one of the 5 CCS providers in SA to deliver the service. ARA was contracted to provide CCS services to 6 families/individuals during the past year.

Refugee Travel Assistance:

It has been known that successful settlement is not possible to achieve unless an individual is reunited with close family. ARA works closely with the International Organisation for Migration (IOM) Office in Canberra in order to assist sponsors to organise the airfares and apply for travel loans for those family members who have been granted approval to migrate to Australia. We also assist clients who are not eligible for a loan through IOM to apply for a travel loan through the Northern Beaches Refugee Sanctuary.

Networking

ARA caseworkers need to keep informed of constantly changing programs and services that are available throughout the sector and to further develop collaborative working relationships. For that reason ARA Client Services Team is involved in the following networks:

- Settlement Action Network (facilitated by ARA)
- Settlement Grants Program network (facilitated by Lutheran Community Care)
- Family Working Party network (facilitated by Legal Services SA)
- ASHRA Network (facilitated by Shelter SA)
- Refugee Housing Network (Baptist Care)
- CAFWA Network (facilitated by Child & Family Welfare Association SA)
- Southern and Western Centrelink Network Meeting
- Cowandilla Children's Centre Advisory Group
- Mental Health Advisory Committee (Northern Suburbs)

Family Support:

This program is funded by DIAC, and received an additional 3 years of funding which was approved in June 2012. ARA has approximately 150 active volunteers who are linked with refugee families and individuals to provide one-to-one mentoring, social support, practice with conversational English and practical support.

All volunteers are required to obtain a police clearance and attend training on ARA Cultural/Refugee Awareness orientation and Family Support Information session in order to be formally accepted in the program. Further training opportunities are then provided for volunteers. This year they have included: English Literacy Session (in partnership with SPELD), General Tutoring Session (in partnership with TAFE), Muslim Awareness (in partnership with Muslim Women's Association), The Coordinator of the program maintains contact with all volunteers via group emails, contacting individual volunteers, social gatherings and being available for volunteers if they have any concerns or questions.

A huge "thank you" to all our Family Support volunteers who are always there to lend a hand to and support our clients with their settlement process.

Information Sessions:

During 2011-2012 Client Services organised a number of information sessions and workshops, they were:

- Bike Safety (2 sessions)
- Gardening
- Budgeting
- Introduction to Soccer
- Car Maintenance (2 sessions)
- Becoming an Australian Citizen (2 sessions)
- Cooking and Healthy Eating
- 8 Information sessions on DIAC funded SGP services delivered by ARA and other SGP service providers.

We would like to acknowledge our partners in presenting these workshops: City of Port Adelaide, City of Playford, Bunnings Warehouse, DIAC, Heals Centre, Somali and Bhutanese Community.

Settlement Grants Program – Accommodation:

This program was funded for 2 years by DIAC and this year was the second year of funding. In June 2012 ARA received an additional 3 years of funding for this program. The Project Officers supported clients with house hunting, assistance to complete tenancy related forms, educating clients about tenant's rights and responsibilities and negotiated with landlords and tenants in relation to tenancy issues. The Officers worked in collaboration with Anglicare Housing program, Housing SA, Community Housing and Emergency Accommodation providers.

A very successful focus of the program has been the development of positive relationships with a number of real estate agents who are keen to rent accommodation to refugees. We would like to thank LJ Hooker Woodville, Taylors First National and Metropolitan Estates for their support of this program.

During the year 8 Housing information sessions were held in partnership with Thebarton College. The sessions focused on successfully searching for accommodation, assistance available such as for a bond and tenants rights and responsibilities.

Refugee Scholarship

The Refugee Scholarship Program is funded by the City of Marion and the City of Mitcham. These two councils have been providing \$2000 grants for many years. The funding allows us to provide small grants to clients who are students and struggling to purchase text books, school uniforms or to pay their TAFE/ University enrolment fee. This assistance is available to those clients who either live or study in the Council's catchment areas. ARA also had a small amount of money provided by donations that enabled us to assist clients not living or studying in these two Council areas.

Emergency Relief:

ARA continues to receive Emergency Relief funding from the Department of Families, Housing, Community Services and Indigenous Affairs to support people financially. This money is used to contribute to one or two utility bills for new arrival refugees. During the appointment we are able to explain payment options such as payment plans and assist eligible clients to apply for electricity and water concessions.

Telstra continues to provide ARA with vouchers to be used to contribute to Telstra bills.

Quakers SA have kindly continued to provide food and monetary donations for clients. We also received other donations of food and presents from the community and in particular at Christmas time. We would like to thank Grange Primary School, Mercedes College, Mitcham Girls High School, Sathya Sai Organisation Adelaide and Adelaide City Council.

Bikes:

ARA was at times able to give second hand repaired bikes as well as helmets to clients. Thank you to Bicycle Institute – in particular Mike Brisco who repaired the bikes donated to ARA, provided additional bikes and



Alexia Simpson



Dusko Cuckovic



Gatluit Chuol



Catherine Cole



John Read

also donated children's helmets. Thank You also to the Circle of Friends who donated funds to purchase bike helmets to be given with the bikes.

Computers:

For a number of years ARA has received replaced computers from the Government and Business Sectors, as well as some individual donations. These computers are refurbished with up-to-date applications and sold cheaply to refugee students who have applied for a computer. Thank you to John and Graeme for their significant time refurbishing the computers.



Money Matters EXPO

EXPO's and Events

ARA's staff, students and volunteers attended various Expos and events to promote ARA's services and network with other organisations. ARA participated in the English Language Service Students - City and Salisbury Expos, Thebarton College Money Matters Expo, ICAN Parenting Expo, African Festival, Northern Lights Festival and Flinders University Mental Health Expo.



Students on placement

Student Placements:

In partnership with Flinders University and University of South Australia, Client Services has provided placement opportunities for 10 Bachelor and Masters of Social Work Students. The placements enable students to obtain practical skills in working with refugees and extend the services ARA can provide to clients.

Sue Maywald (Field Education Coordinator @ Flinders Uni),

Ilektra Zubanias (Field Education Coordinator @ Flinders Uni),

Margaret (Flinders Uni student) Sandra (ARA),

Manuel (Flinders Uni student),

N P (Flinders Uni student),

Karen (ARA),

Wang (Flinders Uni student).

Training Opportunities:

Client Services staff attended a one day workshop at ARA on Domestic Violence, thanks to the Western Domestic Violence Service for facilitating this training session. A number of guest presenters also shared information to staff on various topics such as HIV and services available for clients.

Client Services Administration Volunteers:

A small team of Client Services Administration Volunteers assist ARA in entering client data required for our funding bodies and maintaining our clients filing systems. We would like to thank Eric, Helen, Min and Anne for their assistance during the year. Their contribution enables the staff to reduce their time spent undertaking administrative functions and instead focus on assisting clients.

Saad Tlaa – ARA Client



I'm so grateful to ARA for the help they extended my family and me - it was great. I've been here in Australia for one year, when I was sponsoring my family ARA helped me in applying for a loan for the ticket of my family through IOM organization. When my family arrived a few months ago, ARA helped me with paying my first electricity bill, which took some pressure off me.

Also, when school holidays came, I asked ARA to help provide bicycles for my children and of course they were able to do that - my children enjoyed having the bicycles and had a good time riding it.

Again, I'm so thankful for ARA and for the services they offer new refugees, like me. I hope other organizations can follow ARA's example by welcoming the refugee and trying to help him or her by all the means they can.

Community Development Report

STAFF INVOLVED

Craig Heidenreich (Manager)
Celian Kidega (Training Officer)
Mwajemi Hussein (AWF Project Officer)
Eve Lartey (AWF Project Officer)
Rebekah Blunt [AWF Admin Support]
Malice Mboneye (AWF Project Officer)
Jackie Cherui [Student Placement]
Amani Homad [Student Placement]
Bikram Adhikari (Bhutanese Project Officer)
Sushil Niroula (Bhutanese Project Officer)
Indra Koirala [Newsletters and Admin]
Narapati Ghimire [Grant applications]

Managed Grants

Since 2005 ARA has acted as a guarantor for Ethnic communities who wish to apply for DIAC [Immigration Dept] funding but lack the experience to apply in their own name. ARA's management role lasts between 2-4 years as the team members, and community leaders gain experience to take the overall responsibility.

In 2010 we launched the Bhutanese Community Settlement Grants Project, and this year has been the second year of the project. The Bhutanese Australian Association of South Australia (BAASA) team headed by Bikram Adhikari and Sushil Niroula, have made great progress, and the Bhutanese Community has become a model of successful settlement in South Australia. Special thanks to Indra Koirala and Narapati Ghimire, who volunteered much time in support of the project. Unfortunately the 2012-13 Settlement Grants Application to DIAC was unsuccessful, so the Mentored project has been discontinued.

The collaboration between ARA and BAASA remains strong

Mentoring Ethnic Projects

The African Women's Federation 2011-12 has been a year that has seen the AWF team take leadership of the SGP project, with mentoring from the ARA Management team.

ARA and the AWF maintain a close bond, with the AWF team co-locating at Underdale. ARA managers have made a subtle change from managing to mentoring, the AWF executive members and project workers. Much credit to Mwajemi Hussein and Eve Lartey for leadership in the project, to Assina Ntawumenya for her executive oversight, and to Semira and Saleena for financial guidance during this challenging year.

Cultural Competency Program

The ARA Cultural Competency Program is now into a third year as a stand alone program, with Celian Kidega at the helm. He has developed a range of programs to suit different levels of interest in cultural issues.

Last year, 45 sessions were conducted for over 22 organisations. The sessions were either full day or half day workshops covering cultural competency and awareness, and were run for various community organisations, schools, and government departments, and were well received. Celian is also called upon

regularly to speak to groups. A recent development has been the development of session materials aimed at new arrivals themselves, which helps them to understand Australian culture. We are aware of the polarizing nature of the current public debate around Australia's treatment of refugees, so Celian's work is contributing much to a better understanding of refugees and people from new and emerging communities.

ARA successfully applied for DIAC funds to roll out Systematic training for Community Leaders during 2012-13. We look forward to this new development

Settlement Action Network (SAN)

ARA takes seriously the role of offering leadership amongst the various agencies who work for the good of refugees. In 2005 we initiated a quarterly network meeting which is now into the 8th year. The SAN exists to get things done, with working parties that endeavour to tackle some of the on-going problems encountered by New Arrivals. ARA strives to be an 'honest broker' - ready to communicate widely and openly, and to provide a context for workers to gather. Our style of leadership is to be a catalyst, and not a controlling influence. There are currently over 120 organisations on the email list.

Working Parties

The network maintained 3 standing committees [or working parties] during the year addressing issues on Youth, Families, and Community Development.

Assistance to Community Leaders

ARA continues to work with Community Leaders assisting them with grant applications and advice. We have strong collaborations with leaders from the Somali, Bhutanese, Sudanese, Iraqi, Congolese, Burundian, Liberian, and Uzbek Communities. We also maintain close contacts with Community workers from the Afghan, Burmese and Eritrean communities. We see these connections as essential to the delivery of relevant projects and services, and appreciate the time given by volunteer ethnic leaders.



Craig Heidenreich
Manager



Celian Kidega



Sushil Niroula

Youth & Family Services Report



Renee Singh

STAFF INVOLVED

Rebecca Wessels: Manager of Youth Services
 Renee Singh- Coordinator of Youth Services
 Caitlin Winter: Junior Learning Club Coordinator
 Kyle Reeves: Junior Learning Club Coordinator
 Barbara Klompenhouwer- Homework Club Facilitator
 Ana Byerley- Homework Club Facilitator
 Gay Stock- Homework Club Facilitator
 Nellie Anderson- Junior Learning Club
 Deanna Howland- Homework Club Facilitator
 Victoria Ninnnes- Flexible Learning Options Case Manager
 Michelle Meinel- Raising Children Program Facilitator
 Celian Kidega- Raising Teenagers Program Facilitator
 Kathy Hocking- Raising Teenager Program Administrator



School Holiday Event

In February 2012, ARA welcomed four new staff into the Youth Services team, Ana Byerley, Deanna Howland, Kyle Reeve and Victoria Ninnnes.

Senior Homework Clubs:

The Homework Club program has celebrated its 7th year and continues to be a highly successful program supporting an ever increasing number of students with their school work and education experiences. Homework Clubs support around 130 students from primary to high school with over 30 schools involved.

This program provides ongoing support for young people, not just with their homework Club but by being in a safe and friendly environment where our volunteer tutors support students with homework and day to day challenges relating to school.



Family Fun Day

ARA's Senior Homework Clubs are located at Enfield, Woodville, Findon, Mawson Lakes, Elizabeth and Adelaide CBD. ARA runs in partnership with Charles Sturt Council, Uniting Care Wesley Port Adelaide, Salisbury Council, Shopfront Youth Information Health Services, Salisbury Twelve25 Youth Enterprise, Playford Civic Centre and the University of Adelaide and the University of South Australia.

Students who have been very shy have increased their confidence at speaking and writing in English. Over time the students have grown into mature young people with goals and dreams and they are beginning to become confident in their language skills. These wonderful changes are because of the Homework Club program, and the support and friendship provided by our volunteers.

Homework Club goes beyond homework, providing students with the opportunity to be in a safe and fun environment, where they meet people in the wider community and practice conversational English. It allows them to improve their life skills and be active in our society, whether it is by joining a soccer club, finding a part time job or learning some Aussie slang words!

This year, ARA relocated the Hillcrest Homework Club to the Enfield Library to expand service delivery and reach more young people living in the area. Thank you to the staff at Hillcrest Community Centre for many years of support. Thank you to the staff at the Enfield Library who have been very welcoming and supportive

to our students in our new location. Students come from a wide range of schools including Adelaide High School, Adelaide Secondary School of English, Craigmore High School, Findon High School, Fremont High School, Henley Beach High School, Islamic College, Mary MacKillop College, Mark Oliphant College, Mitcham Girls High School, Nazareth Catholic College, Our Lady of the Sacred Heart College, Roma Mitchell Secondary College, Salisbury High School, St Aloysius College, St Mary's College, St Columba College, Thebarton Senior College, Underdale High School, Woodville High School and many more.

The program would not exist without our dedicated and caring volunteer tutors who support young people. Thank you to all of our volunteers for their ongoing commitment and support to help high school students excel in their education and achieve their dreams.

Junior Homework Club

Junior Homework Club provides literacy and numeracy support to primary aged children. The clubs are located and supported by Findon Community Centre and Enfield Uniting Church supporting up to 30 children in a fun learning environment. Students have participated in numerous activities that enhance their learning.

Students come from a wide range of schools including Torrensville Primary School, Flinders Park Primary School, Elizabeth Downs Primary School, Ingle Farm East Primary School, East Adelaide Primary School, Gilles Street Primary School, Gepps Cross Primary School, Blair Athol Primary School, Northfield Primary School, Enfield Primary School, Saint Gabriel's Primary School, St Michaels Primary School and Pennington Primary School.

Up to 30 volunteer tutors were involved in the program. Thank you to all of our volunteers for their ongoing commitment and support to help primary school students excel in their education.

School Holiday Activities

Christmas is a busy time of year when friends and family get together to celebrate the festive season. Unfortunately, this can be a difficult time of year for people who do not have many friends or family to celebrate with. ARA Youth team held a Christmas Lunch to celebrate and share the Christmas and holiday joy with young people who may have otherwise, not celebrated Christmas.

ARA ran a 2 day workshops with Radio Adelaide and the University of Adelaide, supporting young people to increase their public speaking skills. Participants enjoyed interviewing each other and recording their interviews at Radio Adelaide. A tour of the University of Adelaide also allowed students to experience what higher education is like and to explore and think about career pathways for the future.

Inspiring young artists came out in National Youth Week's 'Imagine, Create, Inspire' theme. The Youth Services team at ARA took part in the celebrations by running a 3 day Art Therapy workshop with the help of Art Therapists Cath Lappin and Nasrin Hossaini. Twelve young people took part in the workshop exploring their

culture and identity through different mediums creating canvas art work, 3D objects and flags representing symbols of their identity. Of course, the creativeness of young people needed to be shown off and so an Art Exhibition was held at ARA displaying their art pieces. Thank you to all the young people who took part in this project. Not only did they create wonderful art, they also created a beautiful atmosphere where everyone enjoyed making new friends.

School holidays aren't always a break for students! Our year 12 students in the homework club program joined ARA's year 12 workshop. The workshop took place at the University of Adelaide to give students an opportunity to study in a supportive environment whilst discussing tips and suggestions on being organised, essay writing plans and how to make Year 12 less stressful!

Family Fun Days!

ARA held two Family Fun Days at Salisbury and Findon. Many families attended and brought their children along to have their faces painted, play games and socialize with others in the community. This lunch gave us a lovely opportunity to meet some of the parents of our homework club participants. Face painting was a first for many of the children and by far, the most popular! We had lots of Spiderman's and butterfly faces with us on the day! Thank you to all the families who attended and made the day very enjoyable.

Raising Teenagers - a guide for Parents and Families

Everyone wants to be young again! The life of a teenager is supposed to be easy! Many say it was the best years of their life! Although, sometimes adolescent years can be a very hard time for young people, with added stress after moving from another part of the world and trying to fit into Australian culture and the school community. Many parents want to know more ways on how they can help their teenagers. Our workshops cover a range of topics from internet safety, education, money matters, relationships and family bonding. Our workshops were held at TafeSA ELS. Many parents gave us feedback on how useful the information was and that a different perspective gave parents/guardians and other family members more ideas on how to communicate with their teenager.

Raising Children is a guide for Parents and Families. This program consists of workshops for parents and other family members raising children aged 0-12 years old. The workshops include discussions with other parents and guardians about settling in Australia and raising children, building positive relationships between children and parents through play, guiding children's positive behaviour and child development. Feedback from parents has been extremely positive; with parents stating that they have been provided with extra skills they can use to enhance their children's learning abilities and child development aspects will help encourage positive relationships. Workshops ran with the Bhutanese Community in Salisbury.

Flexible Learning Options (FLO)

FLO is a program providing casework to young people who are disengaged from education. FLO assists young people to find alternative education and employment pathways. We welcome a new staff member Victoria Ninnnes, to this program. ARA's case managers have supported clients to find their own pathways into further education, training and employment.

Youth Education, Employment Pathways

ARA has continued to provide case work to young people aged 12-30 years old with a focus on their education or employment pathways. Assistance was provided for clients to apply for University, TAFE, employment, work experience and support around their general school experience.



Family Fun Day



Junior Learning Club



Homework Club

Migration Services Report



Davorka, Semira, Tamara, Rachel

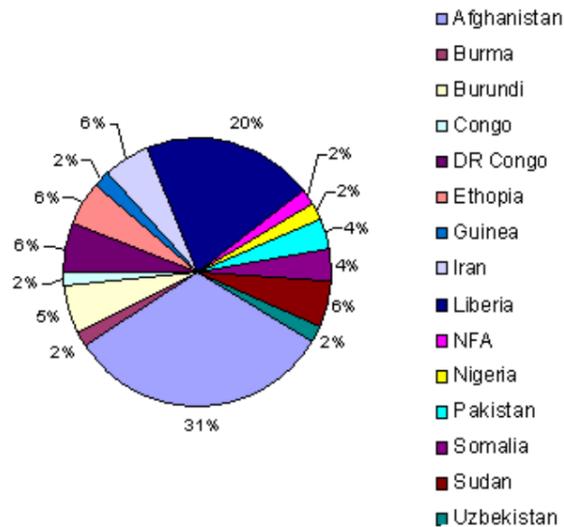
STAFF INVOLVED

- Semira Julardzija – Manager
- Davorka Krecinic – Migration Agent
- Tamara van-Mill Koops – Migration Agent
- Ruth Jacobs/Amy Twinch – Migration Assistant
- Rachel Rasheed – Migration Assistant
- Ben Aylan-Migration Agent (Pro bono)

During the 2011/2012 financial year, ARA Migration Team assisted 1100 clients from a refugee and/or migrant background either face to face, over the phone or in group sessions on a range of matters, including:

- Migration Advice
- Application assistance, lodgment of applications and follow ups
- Information sessions
- Dissemination of immigration forms and relevant departmental information
- Referrals to other migration and settlement services

Migration Clients By Country of Origin



Government-funded immigration assistance (IAAAS)

The Australian Refugee Association receives IAAAS funding provided by the Department of Immigration and Citizenship (DIAC) to assist the most needy members of our community with migration advice. ARA was successfully in winning a tender to deliver services for the next 3 years. Clients eligible for migration advice under IAAAS include those people in the community who are unable to access the services of commercial migration agent and are considered 'disadvantaged' on account of

- Non-English speaking background
- Different cultural Background
- Literacy Difficulties
- Living in a remote location
- Domestic violence
- Suffering physical health or psychological disability, including past torture and trauma
- Suffering physical or psychological harm resulting from domestic violence

Through the IAAAS, Migration Agents assisted 415 clients.

In June 2012, a IAAAS conference was held in Canberra where ARA had the opportunity to present current trends and issues that clients of small and emerging communities are facing in accessing the IAAAS service in South Australia to address service gaps and improvements.

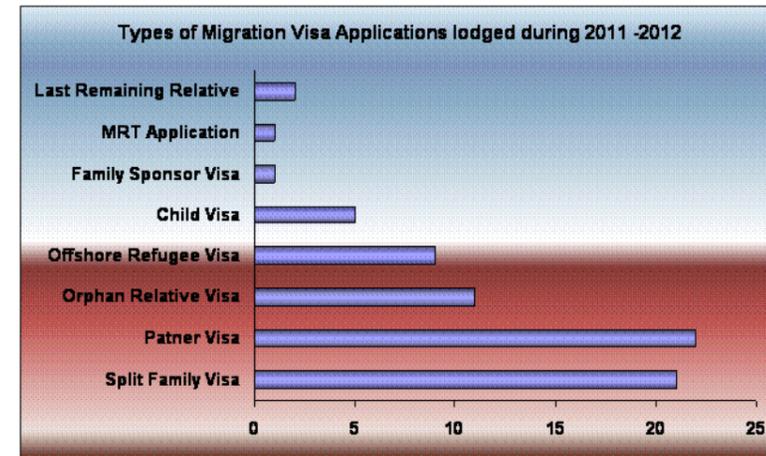
The funding body valued ARA's commitment in providing a service of such a high standard based on 'The Performance Assessment Report' which resulted in extra funding to assist more clients.

Application Assistance

ARA Migration Team assisted 216 clients with the following visa type applications with 37 applications approved during the year

- Visitor visa applications
- Student visa applications
- Skilled visa applications
- Citizenship applications
- Family visa applications including (orphan, split family, child visa, spouse)
- Offshore humanitarian visa applications
- MRT Application

Due to challenges within the humanitarian program such as limited intake of refugees per year that Australia can accommodate and higher number of onshore visa granted significantly reflected on offshore humanitarian visa applications and their lower success rate. It limited clients' options to propose their relatives under the humanitarian program and subsequently they had to consider other options such as family visas (Partner, Child, Orphan, Remaining Relative, Aged Dependant Relative etc.) that they are more costly especially for humanitarian entrants.



During the year ARA assisted a number of clients through ARA's Family Reunification program which is funded through private donations from the public. The funds enabled ARA to provide assistance with migration costs and included clients that were experiencing complex issues and/or were unaccompanied minors.

A successful case was that of Mark who was reunited with his brother thanks to the financial support of our donors.

The ARA Migration team through the Settlement Grant Program (SGP) funded by DIAC, also provided advice to humanitarian clients who have arrived in the last five years and are seeking to propose family members, ensuring their successful settlement.

Student involvement

This year ARA continued providing clinical legal placements to Flinders University Law Students as part of their legal training. The students have assisted ARA with a number of projects whilst they gained valuable substantive knowledge and understanding of refugee issues and Department processes.

ARA Migration has established and maintained strong partnerships and works closely with a number of organisations, including Migrant Health, STTARS, MIFSA, SGP providers, TAFE, Advocacy SA, Flinders University School of Law, the Migration Institute of Australia, and the Department of Immigration and Citizenship. ARA Migration gratefully acknowledges the working relationships of these bodies.

I would like to take this opportunity to formally acknowledge the hard work and commitment of the Migration team including volunteers and students. Your contribution is greatly appreciated.

I finally found my brother!

"I can't believe my brother is actually here. I don't feel alone anymore. Thank you!" -Mark

Brothers Mark and Andrew* last saw each other 8 years ago when they were escaping a massacre at their home in Burundi. Thanks to many generous donations, we were able to help Mark with the process of being reunited with his brother! Read the full story on the back.

Australian Refugee Association Inc
304 Henley Beach Rd, Underdale SA 5032
T: 8354 2951 F: 8354 2953
www.ausef.net

*Names have been changed

ARA Inc. Employment Services



Derek

STAFF INVOLVED

Derek MH Guymer
(Employment Manager - Business Development Consultant)
Sacha de Weerd
Part Time Administration Assistant
Celian Kidoga
Contract Part Time Session Tutor
Ben Matthews
Contract Part Time IT Media Consultant

During the financial year, ARA Employment Services (ARA ES) secured funding through three funding streams

- Western Futures
- North East Development Agency (NEDA) and
- Flexible Funding Pool (FFP)

ARA ES was successful in securing the following funding during the year

- NEDA – New Arrivals Employment Project \$110,000
- Western Futures – WEA 112 (8) \$ 10,000
- WEA 112(16) \$ 40,500
- FFP – Get Busy Australia \$ 45,000

Total Funding for 2011-2012 \$206,500

Current Statistics

ARA supported 526 clients in the programs with the following outcomes:

- Client Program Registrations **526**
- Client Employment Outcomes **128** (Require 64 placements to reach project target outcomes)
- Further Education Outcomes **31**
- Volunteer Outcomes **40**
- Participants completing Accredited Training Modules **107**
- Return to Education **5**

Employment Services Initiatives.

An important initiative introduced this year was the use of Multimedia to assist clients achieve sustainable employment. The use of short video clips where clients introduce themselves and speak of their suitability to positions has assisted many clients to obtain face to face interviews and in most cases employment.

As there is limited resources available in ARA ES, volunteers have played an important role in supporting Derek, Saleena and Sacha in the training and placement of clients

A key partnership developed during the year was with

the Australian Red Cross. This was in response to the Government's initiative of releasing clients on Bridging Visas from detention. ARA developed a number of programs that assisted people on Bridging visas access training dealing with:

- Understanding the Australian workplace
- White Card – incorporating Occupational Health and Safety
- Specific industry training in hospitality, construction and cleaning

Clients on Bridging visas also benefitted by the use of video presentations to access meaningful employment.

Five young men on bridging visa were placed on jobs in Roxby down once the business owner viewed their short presentation videos online.

Other key achievements included:

- Interagency Collaboration and Joint Presentations with other agencies such as Red Cross in presenting information and opportunity sessions
- Training and Work Experience opportunities via Industry Partners and new contacts such as Café 540, Caffe Primo Norwood, Caffe Primo Welland, Tollgate Motel, Fasta Pasta Mt. Barker, Singapore House, Carter Corporation, Heritage Plaster, AA Automotive, ASAP (painting Contractors) Maiden Butler Services Pty Ltd. (on job training, work experience and Services contractor), Asbestos and You (RTO), Merry Maids Cleaning and the Cleaning Group.
- Greater use of AV facilities and training suite at YouthJET
- Involving Cultural Awareness Trainer Celian as well as Cleaning Contractor and Hospitality Company Trainers
- Asbestos and You in the delivery of modules of accredited training White card CITB Safety Certificate
- Greater and ongoing use of Industry Partnerships to deliver workplace experiences and training in "Live" situations with Industry Mentors .
- Use of Video clips for Client training and skills re-enforcement
- Use of Video Clips for Candidate promotion/job referral
- Use of Business Networks to promote ARA Inc. ES
- Ongoing use of "Reverse Marketing" as a strategy for placing Clients.

ARA Inc. ES would like to thank the following people and organisations for their help and support during the year

SA Works

Western Futures, Andrew, Martin and Kirsty
North East Development Association Gordon and Tina
AA Automotive Adrian and Dianne
SeeMeMarketing Jonas and Mohammad
Carter Corporation John and Cheryl
Café 540 Steve, Damian, Kosta, Christina, Ragu and Daniella
Tavern 540 Mike and Damian
Fasta Pasta Mt. Barker Tony and Roberto
Café Primo Norwood Ara and Tracy
Café Primo Welland Ara and Vincent
Tollgate Motel Scott
Singapore House Hayley and Montie
Jacksons Motor Inn Bruno, Rex, and Jane

Merry Maids Julie
Maiden Butler Services Pty Ltd. Bruce, Julie and Steve
Hove Pharmacy Peter
Classic Coffee Machines Rolf
Heritage Plaster Dominic
Australian Motors Lorraine
Pro Lop Matthew and Lisa
Digitec Daniel and Thomas
Answering Adelaide Glenda and Barbara
Affordable South Australian Painting David and Linda
Asbestos and You John
YouthJET All the staff and student placements

And all the Volunteers that give their time and experience so freely.

Thankyou from ARA Inc. ES



Derek and Saleena



Sacha



Yaqub, Wahid, Abdul and Khaliqdad – ARA Clients



Yaqub "We trained as Trades Assistants on site in an Industry Partner Project House. Through ARA we made interview videos and resumes and were referred to employers. Wahid and I are now working in Roxby Downs. Khaliqdad is waiting to start with us. Abdul is improving his English before being referred to gardening businesses. We all want to say thank you to ARA for helping us"

Peter Cronin – Volunteer Employment Services



"I enjoy the time I spend helping the new arrivals gain confidence in themselves using the practice interview video clips that we make."

Marketing Report



Rebecca Wessels

STAFF INVOLVED

Rebecca Wessels - Project Manager
 Saleena Vadiala – Marketing Assistant
 Steve Fuller – Furniture Donation Centre, Coordinator
 Louise Warren – Rejuvenate Shop Manager
 Vu Pham – Events and Donor Relations Officer

ARA Marketing had a success year thanks to the generous support of our donors. Our Christmas and Tax Appeals were well supported as was ARA's new fundraising initiative Amble for ARA.

Vu Pham who commenced in October 2010 left the Association at the completion of his 12 month contract in October 2011. Thanks to Vu for his hard work and commitment in supporting people from a refugee background.

In May 2012, ARA created a Project Manager position that has been filled by Rebecca Wessels, who commenced with ARA in August 2011 in the role of Manager, Youth Services. Rebecca in her new role will take responsibility for special events and the general marketing of ARA.

In April 2012, Louise Warren joined the ARA Team to set up and manage Rejuvenate, ARA's new community op shop.

Special thanks to Joy Rodda, Drummer Marketing, for all your support and guidance in developing ARA's fundraising program this year.

The generous support and assistance of staff, volunteers, members and friends is gratefully acknowledged. The events or campaigns would have not been successful without the support of all of these people giving just a little bit more each time.

The coming financial year will be another year of exciting challenges and we look forward to working with our loyal members, supporters and volunteers to enable ARA to assist refugees to become independent and contributing members of their new communities.

ARA Oration

During Refugee Week 2012, ARA held its third ARA Oration. We were privileged to have the Hon Catherine Branson QC, President of the Australian Human Rights Commission, give a thought provoking and honest presentation to 332 people who braved a typical Adelaide winter's night.

Once again Georgina McGuinness, one of ARA Ambassadors, was the MC for the evening. Georgina is a long time supporter of ARA and did a wonderful job on the evening. We thank Georgina for her continuing support of ARA.

ARA will continue the annual Oration with the 2013 ARA Oration being held at Elder Hall on Friday 21st June during Refugee Week 2013.

Amble For ARA

In September 2011, ARA entered a team of 86 people into the City To Bay Fun Run. This initiative was a partner program with the Adelaide Secondary School of English with many of the ASSOE students participating.

The event was a great way to increase ARA's awareness in the community in addition to raising funds. The net profit from the event was \$5,650.

Georgina McGuinness motivated many of us to run or amble between 3 and 12 kilometres as the Amble for ARA Ambassador. It was a great event and one that we hope to build on in the coming years.

Donations

ARA's principal fundraising income is in support of our special Appeals we run throughout the year. An offshoot of our December 2010 Appeal was the development of the ARA Reunification Fund which enables supporters to donate money that is used to support people from a refugee background be reunited with their families.

The support of ARA's Appeals shows how generous ARA's supporters are when it comes to helping people from a refugee background to successfully settle in South Australia.

Donations have also been received through a number of other sources where people have come together to raise funds for the work ARA provides to the refugee community.

Corporate Partners and Supporters

Our thanks are extended to the wonderful support of Corporate Partners and Supporters.

- Portside Office National supports as a Bronze Partner and also supplies ARA's stationery requirements.
- Gestalt Database Systems assist ARA with support of the Donor Management Database and we thank David Deere sincerely for his help.
- John Rusiak continues to support ARA with website maintenance and development.
- The Quaker Shop – Norwood supports ARA financially but also partners us with goods for the Furniture Donation Centre.

Fundraising

ARA continued to hold a number of events and fundraisers throughout the year and we thank everyone who attended these events or helped us organise and stage them.

- Entertainment Books always sell well and we trust that everyone who purchased a book in the past year has enjoyed the benefits. ARA sold 50 books returning a profit of \$1,144.
- ARA in partnership with the Adelaide Combined Lodges hosted six movie nights between July 2011 and June 2012. ARA netted \$1,265 with the movies The Best Exotic Marigold Hotel and Extremely Loud and Incredibly Close being the outright favourites amongst movie goers.

Our particular thanks go to Murray Olsson, President, Adelaide Combined Lodges and Wallis Theatres.

Gawler Branch of ARA

Thirty one years ago a small group of passionate and dedicated people living in Gawler welcomed a number of Vietnamese families to join this country community. Every year since then they have come together to celebrate each year's successes.

This year marked the 31st celebration and was celebrated in the Zion Hall in Gawler on the 12th November 2011.

We thank Pat Sheahan and her dedicated group for all the support they have given to the many families they have welcomed over the past 30 years.

ARA Achievement Awards

ARA presented Achievement Awards at the end of each school term at the Adelaide Secondary School of English (ASSOE) and the annual Awards Ceremony of the Thebarton Senior College (TSC).

The Award recognises students who have achieved excellence in their studies and in their personal lives since coming to Australia.

Both the ASSOE and TSC are grateful for the Awards as it is another avenue that young people from refugee backgrounds can be acknowledged for their passion and determination to succeed in their new home country.

Furniture Donation Centre

In January 2009 the Furniture Donation Centre (FDC) made the transition from being a funded part of the services that ARA provides, to a self funding operation. This has been achieved through the sale of some of the goods donated.

ARA, through the FDC, supports people from a refugee background, including asylum seekers by supplying good quality furniture and household goods. This year there has been an increase in distributions due people being released from detention on Bridging Visas. Often they have little or no furniture and are happy with the support ARA provides.

We are meeting the needs of between three and five families per week often with a full suite of the major household items including beds, sofas, wardrobes, dressing tables, tables and chairs, kitchen items and bicycles.

There is a small team of volunteers that give their time working in the program on a weekly basis. They are supported by a number of jobseekers that are part of the Work for the Dole scheme coordinated by ARA Jobs. If it wasn't for the dedication and commitment of Steve and his volunteers this program would not be able to distribute the relatively large volume of items to the refugee community.

We also acknowledge the generosity of the South Australian community that regularly donates furniture, household goods, bric a brac and clothing that is used in the Furniture Donation Centre and Rejuvenate programs.

Rejuvenate

Late in 2011, it was decided to open an Opportunity Shop to retail second hand clothing and bric a brac that has been donated to ARA by the general public. To keep set up costs to a minimum, ARA relocated Accommodation staff to another part of the building at Underdale to set up the shop front.

ARA was lucky to have a donor who was happy to fund the setup of Rejuvenate. Whilst we were hoping to have the shop open and trading by the end of the financial year, there were a number of Council issues that led to the shop being opened in August 2011.

ARA sees the opening of Rejuvenate as a way the community can access good quality clothing and bric a brac at a reasonable price whilst it provides an income stream to ARA.

In the future we are hoping to retail clothing, crafts and other textiles that are made by the local small and emerging communities.



Steve Fuller



Louise Warren



Administration Report

STAFF INVOLVED

Semira Julardzija (Manager)
Saleena Vadiwala
Mario Monteleone



The ARA Administration Team provides support services to all of the six funded program areas.

These services include:
Client Services Case Work, Community Development, Youth Family & Community Awareness, Employment Services, Marketing & Project Management. Volunteer; Rejuvenate and Circle of Friends

The Administration & Finance team is responsible for Human resource, including payroll in-house processing; OHS&W issues; all accounting functions; coordinating resources for various ARA functions; IT Support; operational policies and procedures; Customer Services; Management of the reception area; Management and maintenance of the general work environment

Administration has had a highly productive year in bringing improvements in the workplace including refurbishing the ARA new kitchen and dining area. Thanks to Craig our in-house handy man, and David our President who kindly donated the kitchen cupboards

On the IT front, ARA has had a new server installed which has assisted greatly with our increasing staff and diversifying IT requirements. As well as a new photocopier, an updated client database application have also been rolled out for staff throughout the year.

Other highlights of our team success are:

1. ARA Training – Semira successfully completed a Diploma in Front Line Management
2. Our first full year of payroll in-house processing
3. ARA audit requirements completed timely and accurately – huge thanks to our ARA trainee accountant with her input of hard work especially at the end of the financial year –Good job, Saleena
4. Working bees were held where staff volunteered their time: the internal of the building was painted; gardening sessions to maintain a

- welcoming entrance were conducted and a Garage sales was held
5. Mentoring and training many high school/TAFE students and volunteers enabling them to gain work experience – a few of the volunteers have directly gained employment. Some quotes from volunteers and work placement students on leaving: “I would like to express my heartiest gratitude,,,” Mohammed; “The work you do is amazing and I count myself very lucky to have been here” Jessie; “You guys ROCK...seriously” Meredith
 6. We need to recognise the huge support from our volunteers who staff the front desk – A big ‘thank you’ to all of them but specially our Volunteer Coordinator who manages Customer Services (amongst other duties) – Well done Mario
 7. Reinstating the OHS committee – regular meetings held reporting back to the management team as well as general staff meetings. All staff as well as volunteers have access to committee members at ARA and at YouthJET
 8. Implementation of a Coordinators group which reports back to management on staff and other areas
 9. Implementing the Modern Award in payroll sector to meet industry requirements
 10. Organised staff events including BBQ’s and ARA Walks held on a casual basis once a month – staff and family and friends invited; Introduced fun days such as wearing traditional costume days
 11. Graeme has replaced John in our volunteer Computer program. Graeme, as John did, refurbishes donated computers making them available to clients in need. A small fee is requested from clients. Graeme also maintains an after sales service.

To the Administration Team as a whole I give my sincere thanks for their dedication, support and assistance during what has been a very productive 12 months.

Thank you



Saleena, Semira, Peter and Mario

Volunteer Report

STAFF INVOLVED

Mario Monteleone (Coordinator)



ARA Volunteers, which number over 500 dedicated individuals and operating in diverse roles, help us deliver important services to people from refugee backgrounds around Adelaide.

Our volunteers come from all walks of life, each with a passion to be involved in helping people from refugee background however they can. They bring with them skills and experience that provide the resources required in helping our newly arrived integrate with the Australian culture and lifestyle.

Volunteers are involved in such program as:

- Attending to the Reception Area, being the welcoming face of ARA in greeting visitors and operating the phones;
- Being involved with the Help Desk;
- Delivering English Classes;
- Visiting families helping them to assimilate through the Social Support program;
- Picking up and delivering furniture to families in need through the Furniture Donation Centre;
- Helping the different teams such as, Employment, Administration, Client Services, Community Development, Migration, and Marketing in diverse and varied areas of administration;
- Tutoring for the Home Work Clubs and participating in various Youth Projects;
- Coordinating and helping administer the Circle of Friends;

ARA continues to receive an average of five plus applications per week. These come mainly from internet searches, information sessions held at different tertiary institutions and by word of mouth. Prospective volunteers are requested, as a minimum, to apply (via ARA) for Police Clearances and attend a Volunteer Orientation Session. Orientation sessions are held roughly every three weeks. It is important that our volunteers understand who ARA is and what it does in the community. For people choosing to volunteer in the Social Support or Home Work Clubs, there are additional sessions held by the coordinators of the programs, which need to be attended.

Our dedicated volunteers are far too many to mention but each one deserves our applause and gratitude for the time they give and successes they achieve. Without our volunteers, ARA would not be in a position to provide the quality and extent of services to those in the community that need assistance.

To our volunteers, one and all, THANK YOU!

Circle of Friends Report

STAFF INVOLVED

Phil Bohnsack (Coordinator)



The Circle of Friends continues to play an important role in helping the lives of refugees and asylum seekers. In its nine year history the Circle of Friends movement has spawned more than a hundred separate Circles and there are still more than forty active today. The Circles offer material and financial help to refugees and asylum seekers. In some cases they help with educational and health resources for people living in underdeveloped countries, from Africa to Asia to the South Pacific.

The Circles currently have around \$100,000 in donations enabling them to carry out their good works, with the bulk of their funds raised by regular or semi regular donations by their members and supporters. Apart from personal donations, some Circles run a series of fundraising events or raise funds and create awareness at various community events. A core group of Circles meet regularly and occasionally have guest speakers presenting the facts regarding Australia’s immigration and refugee policies. These meetings are open to the public. The asylum seeker debate can be a divisive one in Australia today so to have some facts put before the community by the Circles at such events can only be of benefit to Australian society.

The Circles are autonomous and their members decide how their funds should be used but when advised of appeals for help from organisations such as Red Cross or other government or non government agencies they invariably contribute. I know a number of Red Cross caseworkers who are extremely appreciative of the assistance offered by the Circles.

The Circles undertake a variety of roles in supporting refugees, with activities ranging from family reunification, assistance with DNA testing, helping refugees materially if there are urgent needs through to writing letters of support to asylum seekers housed on Christmas Island or in other detention centres.

We thank the Circles and their members for helping to make Australia a better place.’

Financial Report

The attached financial report is an abbreviated form of the audit financial reports prepared by Bentleys MRI Chartered Accountants for the year ended 30 June, 2012.

Australian Refugee Association Inc

Profit and Loss Account For the year ended 30 June 2012

	2012 \$	2011 \$
INCOME		
Donations	220,188	260,124
Membership	5,018	6,335
Grants	1,020,505	993,211
Fee Income	84,949	104,099
Other income	83,969	30,840
TOTAL INCOME	1,414,629	1,394,609
LESS EXPENSES		
Accounting and audit fees	9,740	11,875
Bad debt	11,899	6,073
Bank charges	3,923	5,806
Cleaning	12,493	12,581
Computer expenses	17,933	13,131
Conference / Seminar costs	605	-
Consultancy fees	15,985	6,180
Depreciation	22,233	27,151
Electricity	12,028	9,635
Employees' amenities	5,307	4,537
General expenses	932	9,356
Program Expenses	148,814	146,439
Interest expense	4,278	5,554
Insurance	22,112	22,616
Long service leave	10,110	10,416
Motor vehicle expenses	7,090	9,004
Newsletter publications	-	4,559
Postage	9,669	4,156
Printing and stationery	9,432	13,818
Rates and taxes	7,048	5,173
Rent	41,680	40,968
Repairs and maintenance	11,167	2,049
Salaries and wages	983,375	953,343
Security costs	-	292
Subscriptions	1,626	1,804
Sundry expenses	1,513	2,410
Superannuation	81,657	78,501
Telephone	28,874	31,699
Travelling expenses	141	156
TOTAL EXPENSES	1,481,664	1,439,283
OPERATING PROFIT/(LOSS) AFTER INCOME TAX	(67,035)	(44,674)
ADD: EXTRAORDINARY INCOME		
(Impairment loss)/Reversal of impairment loss	(57,097)	135,138
Loss on sale of ARA Jobs	(113,453)	-
ARAAF Income	3,491	26,046
TOTAL EXTRAORDINARY INCOME	(167,059)	161,184
TOTAL PROFIT/(LOSS) AFTER INCOME TAX	(234,094)	116,510

Australian Refugee Association Inc

Income and Expenditure Statement For the year ended 30 June 2012

	Note	2012 \$	2011 \$
Surplus/(deficit) from ordinary activities		(176,997)	(18,628)
(Impairment loss)/Reversal of impairment loss		(57,097)	135,138
Surplus/(deficit)		(234,094)	116,510
Retained surplus at the beginning of the year		537,755	421,245
Retained surplus/(deficit) at the end of the year		303,661	537,755

Assets and Liabilities Statement As At 30 June 2012

	Note	2012 \$	2011 \$
Current assets			
Cash and cash equivalents	2	210,017	51,061
Trade and other receivables	3	108,895	54,925
Other current assets	4	27,661	27,782
Total Current Assets		346,573	133,768
Non-current assets			
Property, plant and equipment	7	102,512	113,436
Financial assets	5	224,410	692,089
Total Non-Current Assets		326,922	805,525
TOTAL ASSETS		673,495	939,293
Current liabilities			
Trade and other payables	8	126,833	87,218
Income in advance	9	61,621	33,230
Short-term borrowings	10	-	62,716
Short-term provisions	11	102,370	100,026
Total Current Liabilities		290,824	283,190
Non-current liabilities			
Income in advance	9	72,917	118,338
Long-term provisions	11	6,083	-
Total Non-Current Liabilities		79,000	118,338
TOTAL LIABILITIES		369,824	401,528
NET ASSETS		303,671	537,765
EQUITY			
Initial Sum		10	10
Retained profits		303,661	537,755
		303,671	537,765

Acknowledgements

Refugee settlement is possible only through the collaboration of many people, organisations, government departments and agencies. ARA is proud to be associated with so many groups and individuals in this field. Their contribution to this great work is recognised and valued.

GROUP ENTITIES

- ARA Jobs Pty Ltd
- ARA Ancillary Fund

BUSINESS PARTNERS

- Bunnings Warehouse
- LJ Hooker Woodville
- Metropolitan Estates
- Taylors First National

CORPORATE PARTNERS & SUPPORTERS

- Finsbury Green Printing
- Gestalt Database Systems Pty Ltd
- Portside Office National

COMMUNITY PARTNERS

- African Communities Council of SA (ACCSA)
- African Women's Federation
- Amnesty International
- Anglicare
- Australian Red Cross – SA
- Baptist Community Services
- Bicycle Institute
- Bowden Brompton Community Group
- Catherine House
- Catholic Multicultural Office
- Centacare
- Central Northern Adelaide Health Service
- Church of Christ Brooklyn Park
- Committee of the Law Society of SA
- Enfield Library
- English Language Services
- Heals Centre
- Hillcrest Community Centre
- Hutt St Centre
- International Organisation of Migration (IOM)
- Libby Hogarth and Associates
- LM Training
- Lutheran Community Care
- MALSSA
- Mary Magdalene Centre
- Members – SAN
- Middle Eastern Communities Council of SA
- MifSA
- Migrant Health Service
- Migrant Resource Centre
- Multicultural Youth SA
- Muslim Women's Association of SA
- Norman Waterhouse Lawyers
- Northern Beaches Refugee Sanctuary
- Northern Volunteering
- Overseas Chinese Association of SA
- Quaker SA
- Red Shield Housing
- Relationships Australia SA

- Rostrevor Baptist Church
- Salvation Army
- Sathya Sai Organisation Adelaide
- Shelter SA
- Shine SA
- SPELD SA
- St Mark's Lutheran Church Underdale
- St Vincent de Paul Society
- STTARS
- Sudanese Community Association In SA Branch
- The Combined Adelaide Lodges Association Inc
- The Quaker Shop
- UnitingCare
- Uniting Care Wesley Port Adelaide Youth Service
- United Nations High Commissioner for Refugees (UNHCR)
- Uniting Church in Australia
- Unity Housing
- Welfare Rights Centre
- Western Area Multicultural Youth Service
- Wyatt Trust
- Youthjet
- YWAM (Youth With A Mission)

EDUCATION PARTNERS

- Adelaide Secondary School of English
- Bellevue Heights Primary School
- Catholic Education Office
- Cowandilla Primary School
- Craigmare High School
- Department of Education & Child Development
- Shopfront Youth Health Information Service, Department of Health SA
- Findon High School
- Flinders Park Primary School
- Flinders University – School of Law
- Flinders University – Social Work Department
- Grange Primary School
- ICAN (Innovative Community Action Network)
- Immanuel College
- Mercedes College
- Mitcham Girls High School
- Nazareth Catholic Community
- Parafield Gardens High School
- Pembroke School
- Tabor College
- TAFE SA - Adelaide City
- TAFE SA – ELS, Light Square and Salisbury Campus, Community Enhancement Program
- Thebarton Senior College

- Twelve25 Youth Enterprise
- Underdale High School
- University of Adelaide
- University of South Australia
- Woodville High School
- Youth Central

EMPLOYMENT PARTNERS

(* denotes Labour Hire Agencies)

- AA Automotive *
- Advanced Personal Management
- Adelaide Poultry
- Affordable SA Painting
- Answering Adelaide
- ARA Jobs
- Asbestos and You (RTO)
- Australian Motors
- Cafe 540*
- Cafe Primo
- Carter Corporation Pty Ltd
- Classic Coffee Machines
- Digitec
- Fasta Pasta
- Fountain Inn Motel *
- Habitat For Humanity
- Heritage Plaster
- Hove Pharmacy
- Jacksons Motor Inn
- Maiden Butler Services Pty Ltd
- Maxima *
- Merry Maids
- North East Development Association
- Prolop
- SA Linen Services
- SA Works
- SeeMeMarketing
- Singapore House
- Tavern 540
- The War Veterans*
- Tollgate Motel
- T & R Pastoral
- Western Futures

FUNDING PARTNERS

- City of Marion
- City of Mitcham
- City of Port Adelaide Enfield
- Community Benefit SA
- Department for Communities and Social Inclusion
- Department of Families and Communities (SA)
- Department of Families, Housing and Community Services and Indigenous Affairs
- Department of Further Education, Employment, Science and Training – Employment
- Department of Immigration and Citizenship (DIAC)
- Minister for Employment SA
- Minister for Multicultural SA
- North East Development

- Agency
- Office of Youth
- OPAL Western Torrens Council
- Regions at Work
- South Australia Works
- The Quaker Shop
- Western Futures

GOVERNMENT PARTNERS

- Adelaide City Council
- Australian Taxation Office
- CAMHS
- Centrelink
- City of Charles Sturt
- City of West Torrens
- City of Playford
- City of Port Adelaide – Enfield
- City of Salisbury

- Department of Education, Science and Technology (SA)
- Department of Families and Communities (SA)
- Disability SA
- Families SA – Refugee Services
- Flinders Hospital
- Housing SA
- Legal Services Commission
- Migrant Health Service
- Multicultural SA
- Parliamentary Secretary to the Minister for Immigration and Multicultural Affairs
- Regions at Work
- SA Police
- Women's and Children's Hospital

**SUPPORTING
TOMORROW'S
AUSTRALIANS
TODAY**

