





EMPOWERING COURAGEOUS PEOPLE

OUR VISION

We will be the best and preferred provider of humanitarian refugee settlement services in South Australia. ARA will be financially able to set its own direction and maintain stability in resources and services. We will have a presence where our clients need us to be. We will be a positive influence on public opinion and policy and actively looked to for guidance on refugee issues and best practice models. We will prove our successful outcomes and have an international reputation for innovation in delivering effective settlement services.

OUR PURPOSE

To welcome, support and connect new Australians so they belong.

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PRESIDENT'S REPORT

The last year was one full of surprises and new activities, welcoming our newest Australians and helping them to settle into their new home.

One of my favourite new activities from during the year was ARA's first ever Iftar dinner, a celebration of community held during the Ramadan period. Staff and volunteers hosted 180 guests with a shared meal and wonderful entertainment.

2016/17 has seen continual growth in many areas of ARA, with highlights including:

- The purchase of ARA's first property, to deliver more effective services to our communities in the north.
- The development of the extremely popular Art program, in addition to our fourth annual To Tell Another's Story exhibition, growing our success within the visual arts space.
- The development of a number of partnerships with other for-purpose organisations, allowing ARA to provide speciality services to a wider range of clients.
- Additional funding through the publicly voted Fund My Community program to enhance ARA's already successful swimming program for new arrivals.
- Expansion of the Youth Ambassador program, providing opportunities for young people from a wide range of backgrounds to develop their confidence, leadership skills and resilience.

Results like these require the effective management of resources, as reported here for 2016/17, and we are grateful for the many partners, funding providers and donors who generously support our work.

To accelerate our ambition for new arrivals we are focussed on addressing the unique and often complex challenges facing our new arrival communities. Through collaboration, innovation and relentless advocacy, we will demonstrate that our vision to be the greatest provider of settlement opportunities within Australia is within our reach.

I would also like to extend my sincere gratitude to the Department of Social Services and their dedicated team, as well as the Department of Immigration and Border Protection and the Department of Communities and Social Inclusion, for their ongoing trust in ARA to provide settlement services to Australia's newest arrivals.

Lois Boswell
ARA President



ARA BOARD

Lois Boswell
President

Ritchie Hollands
Vice President

Wayne Turner
Treasurer

Bernard Andary
Monique Newberry
Margaret Oates
Heather Pascoe-Smith
Iain Murchland
Ali Jafari
Rowan Roberts
Michaela Webser

BOARD ATTENDANCE

	Present	Out Of
Wayne Turner	10	11
Margaret Oates	9	11
Bernard Andary	6	11
Ritchie Hollands	10	11
Monique Newberry (Absent July/August 2016)	8	9
Ben Taylor (Resigned 9 Nov 16)	2	2
Lois Boswell - (Re-elected Nov 2016)	11	11
Iain Murchland	11	11
Rowan Roberts (Elected Sep 16)	9	9
Michaela Webster (Elected Oct & re-elected Nov 16)	8	9
Ali Jafari (Elected August 16)	9	11
Heather Pascoe-Smith	9	11

CHIEF EXECUTIVE OFFICER'S REPORT

Firstly I would like to thank our wonderful staff, volunteers, donors and board members. ARA would not be the organisation it is today without your incredible commitment, spirit and support.

The Australian Refugee Association was formed in 1975 in a response to support people fleeing Vietnam. ARA is the leading organisation supporting people of a refugee and asylum seeker background settle into their new lives in their new country and home. It is a role we cherish and feel humbled by.

We have worked hard to create a shared vision. This vision is embraced by our entire organisation, including our volunteers. It is not just about having alignment at the top, it must be imbedded in everything we do. We strive to ensure South Australia is a place where all refugees have access to the full range of appropriate settlement services, where new arrivals have strong supportive communities of their own cultural backgrounds, and where the general community is supportive of refugees and engaged with them. Our vision is an Australia where new arrivals are an integral part of a thriving, prosperous community. Having an aligned, forward-focussed organisation with a shared vision supported by every member of the team has enabled our organisation to increase in size, both staffing and client service provision.

Over the last year our staff and volunteers have supported over 3,000 new arrivals. Our strategy focusses our work on where we can make the most difference; we deliver services to create a sustainable impact on people's lives through our long term commitment to community.

Some of our team's achievements have included the purchase of a new office and land in Salisbury, replacement of our furniture donation van, our partnership with Anglicare to support families, working together with the Salvation Army in supporting new Australians parents, the thriving ARA Hang Out for young people which was funded by LUCRF, and our new youth Art program.

We draw on the expertise and experience from more than 40 years of humanitarian work, and work with local and national partners from the community, governments and the private sector – to develop innovative approaches to empower people to achieve their greatest aspirations.

We are experiencing the largest humanitarian crisis since World War II. Although the numbers arriving in Australia are relatively small compared to other countries, this gives Australia an opportunity to show leadership in responding to this crisis. The numbers may seem incomprehensible but at ARA we see the individuals, the families the very real people impacted by this crisis.

The ARA team works tirelessly every day to ensure that new arrivals to South Australia are settled safely and with dignity. The most important gift that Australia has given the newest members of our country is freedom. Freedom to smile, freedom to be safe, freedom to live, and freedom to love.



Kirsten Bickendorf
Chief Executive Officer

ARA STAFF

Samah Abdallah
Mohsen Abdel-Meseh
Yassir Ajrish
Qasem Bahmanzadeh
Asmira Bekric
Kirsten Bickendorf
Kate Carter
Joni Cottrell
Dusko Cuckovic
Svitlana Derunets

Christian Dewar
Sandra Dzafic
Tracey Fitzgerald
Nicolette Fluris
Ummulbaneen Haidari
Modeste Hatungimana
Louiza Hehardt
Craig Heidenreich
Scott Henderson
Calie Herrmann
Jack Hodges

Stephen Johnson
Semira Julardzija
Dijana Karaahmetovic
Christine Kelly
Davorka Krecinic
Karen Kretschmer
Jennifer Kyte
Cassie Magin
Tamara Mascarenhas
Ben Matthews
Roy Peng Nawl Nawl
Sushil Niroula

Rachel Nyiramugisha
Kevser Pirbudak
Amber Poudel
Besmellah Rezaee
Halia Rohany-Azizi
Rachel Saliba
Carly Squire
Hind Suleiman
Saleena Thakor
Jamila Towfiqi
Deborah Tranter
Tamara Van Mil-Koops
David Webb





ARA's Client Services Team provides a range of services for individuals and families, including a drop-in Help Desk, Emergency Relief, Bicultural Caseworkers, Social Support, and more. Clients receive individualised services dependant on needs; ARA's person-centred approach to case management ensures that every client receives personalised attention to their individual settlement needs.

HIGHLIGHTS

Complex Case Support

Complex Case Support (CCS) is a program which supports the most vulnerable of refugee families through issues such as domestic violence, child abuse, severe physical or mental health problems and/or disabilities. This program has grown exponentially in the last 12 months.

Previously employing only one part time worker, CCS has now grown to encompass a full time Coordinator, full time Case Managers and five part time Case Managers. Most importantly, the program reached 34 families in the 2016/17 financial year compared to 11 in 2015/16 – an increase of over 300%.

Scholarships

ARA provides assistance for children and young people to attend school, through the provision of scholarships towards items such as school fees, uniforms and stationery. 2016/17 saw a significant increase in the need for scholarship funds, with the organisation seeking funding from additional sources in order to meet demand.

During the year ARA received funding from the City of West Torrens, Mitcham Council, City of Marion, City of Salisbury and the City of Port Adelaide Enfield. Additionally, ARA received a number of generous donations from the general public, having a dramatic effect on the organisation's ability to meet demand.

With thanks to all whom contributed to this important program.

Domestic and Family Violence Programs

ARA continued to develop support and services in regards to domestic and family violence. Throughout the year a part time caseworker assisted families experiencing family violence and provided a family and relationship counselling service (funded by Anglicare SA).

ARA was requested to deliver a workshop for services providers who have completed the Safe and Together Domestic Violence Training; the workshop Safe and Together Through a Cultural Lens was delivered to 15 participants with positive feedback received.

CLIENT SERVICES

Key Funding Opportunities

ARA was successful in receiving a grant from the Department of Communities and Social Inclusion for a casework and community development program for vulnerable culturally and linguistically diverse families. The project provides a specialist service working together with families to ensure positive outcomes for those with significant needs.

ARA was successful in receiving 2 year funding for a Building Stronger Safer Communities project to work with community leaders to develop their skills and knowledge to respond to domestic and family violence in their communities.

Department of Social Services provided additional funding through the Settlement Grants Program to assist with the additional humanitarian places for Syrian new arrivals. ARA used these funds to provide casework support. Many people from this community have significant needs including poor physical health and disabilities, and a high number of clients from this community have accessed various ARA services such as emergency relief, accommodation, social support and casework. The families in highest need have been referred and accepted into the Complex Case Support Program.



COMPLEX CASE SUPPORT
↑ 300%

CLIENT FEEDBACK

"Thank you very much to ARA for all the help and for letting me meet a lot of people."

"Thank you very much to ARA for all the support."

Many of the clients also reported and noticed improvement in their English and commented that due to the regular visits by the volunteers, they have been able to practice and noticeably improve their English (being able to understand more and feeling more confident)



ARA's Employment Service works directly with clients in numerous settings. Through preparing case plans, assisting with the preparation of resumes and applications, interview preparation, accessing further and vocational educational opportunities, and other individualised guidance, clients are able to navigate the Australian employment system and begin to secure ongoing employment.

In addition to individualised case work, **ARA Job Clubs** operate at Thebarton Senior College and the Adelaide Secondary School of English during the school term.

This program was initiated at the request of both schools and employers, providing participants with support in understanding employability skills, workers' rights and responsibilities, work culture, English for work, job searching and preparation for employment in the Australian workforce.

The majority of attendees are undecided about future career pathways and how to reach them, and are unsure of options and opportunities available to them in relation to higher education, training or career pathways.

The ARA Job Club is able to provide both information and direction for clients to navigate this independently.



198

1 on 1 sessions

78

clients

WHITE CARD

8

sessions

12

people per session

STARTING / OWNING YOUR OWN BUSINESS SESSIONS

3

sessions

20+

people per session

EMPLOYMENT SERVICES



ARA's Community Development Team implemented two programs during 2016/17:

- Community Leadership Training and Mentoring
- Cultural Support Groups

COMMUNITY LEADERSHIP TRAINING

This was the fifth year of this very successful program; our team engaged with 32 different community groups, conducting 233 training/mentoring sessions.

Through the Community Leadership Training and Mentoring program ARA provides guidance to community groups across a range of areas. The diversity in cultures and languages requires separate training programs for each group to ensure all can effectively participate.

The ARA team provides strategic assistance and mentoring to community leaders, working towards solving problems together. Leaders thrive from this direct contact. Often the initial focus is on small grant applications, which leads to training around financial systems and program implementation. Of the 45 grant applications we assisted with, 70% were successful, which helps to provide much needed resources to the different organisations. Other focus points include planning of Community events and securing venues.

The Community groups we supported significantly during the year were:

African Women's Federation

Australians for Syria

Bhutanese Community

Burundian Association of SA

Chin Falam and Chin Hakka Communities

Emo Ya M'mbondo [Congolese/Bembe subgroup]

Hazara Seniors of SA

Imam Ali Mosque and Islamic Centre of SA

Iraqi Families United

Liberian Women

Pashtun Association of SA

Pashi Association [Afghan Subgroup]

Sierra Leone Community and Salone Womens group

Somaliland Association

Somali Women's Association

South Sudanese sub groups: Aweil, Bahr El Ghazal, Bari, Bor, Duk, Nuba Mountains and Rup community groups

United Sudanese Community [Darfor region]

COMMUNITY DEVELOPMENT

CULTURAL SUPPORT GROUPS

ARA entered into a partnership with the Ingle Farm Salvation Army to facilitate Cultural Support Groups in the Salisbury area. Funded through the Department of Social Services Communities for Children program these groups focus predominantly on women with younger children.

The team facilitated 71 sessions at 3 locations.

- Abge's (Abge means "sister" in Dari), focussing on Afghan women and held at the Imam Ali mosque. A team of 3 volunteers ran 30 sessions with up to 15 attending each week. The women have really bonded and for the first time feel that they can progress to a working level of English. The team take the participants through basic English lessons and discuss day to day concerns. The participants have no formal education and are illiterate in both their mother tongue and English, which presents a significant challenge to overcome.
- The Chin group was held at Salisbury Downs Primary School, with 33 sessions held and 15 parents, plus their toddlers, attending regularly. Each week the team presented a different topic for discussion and the mothers were able to concentrate thanks to the commitment of volunteers who cared for their children in an adjacent room.
- During May we launched a third weekly group at Salisbury Primary School which was met with immediate success. Named Maderan (Dari for "mothers"), this group is for Afghan mothers and the attendance has been high, peaking at 19 mothers and 27 toddlers. The team ran 8 sessions during May and June.

The program will continue to be grown during 2017/18.

SETTLEMENT ACTION NETWORK (SAN)

ARA continues to host the popular quarterly SAN meetings. The network has now outgrown our meeting room with over 60 agencies attending regularly, from over 120 member organisations. Our common commitment is to the welfare of new arrivals and, due to the wide range of delegates, our discussions are passionate and informed. There is a great synergy between agency workers, government representatives, advocacy groups and communities, each with a unique contribution.

We receive continual positive feedback for facilitating the rare opportunity to be able to come together and truly engage with other workers, and to feel heard.





ARA's Youth Services Team provides casework, Homework Clubs, mentoring, training opportunities, further education and employment support, and more. The 2016/17 year has seen an increase in the number of services provided around parenting and family support, ensuring that all young people have the greatest chance of success.

HIGHLIGHTS

Case workers have been working closely with a number of young adults towards achieving both education and employment outcomes. Through one-on-one and group assistance, partnerships with Job Active Providers, and the provision of financial support to complete vocational training, including assistance through ARA's Scholarship Program, a number of clients have successfully gained ongoing employment.

Our Salisbury Homework Clubs (both Monday and Thursday) have been extremely busy. We outgrew the use of the computer room, so Twelve25 Youth Enterprise Centre has generously provided us with some extra space. The majority of the young people attend on a regular basis and have established wonderful friendships with the tutors. One young person has indicated that when they started attending ARA Homework Club, many positive changes happened in their lives, identifying huge changes in their school work, and was able to successfully submit assignments on time, and pass!

In April ARA held a National Youth Week celebration in partnership with the Australian Secondary School of English. The event included art activities, a shared meal, henna, sports, games and lots of prizes for the young people. The event was very well received at the school and provided the young people with an opportunity to celebrate their youth, diversity and various passions. ARA CEO provided a keynote speech at the assembly on the day, with groups of young people performing music and dance items from their cultures.



YOUTH SERVICES



200
clients supported

470
casework sessions



Over **150**
clients

288
sessions in total

288
healthy snacks provided

NUTRITION / COOKING

Over **60**
young people attended the program

Over 60 improved their knowledge and awareness around healthy diet and nutrition



LEARNER DRIVER TRAINING

Over **130**
clients

10
sessions in total

100
obtained their L's Licence



70
registered

45
evening sessions

20+
people per session

ARA HANGOUT



LEADERSHIP PROGRAM/ BE STRONG BE SAFE

80+
attended the program

4
programs throughout the year

PARENTING PROGRAM

40
parents received support and learned about the parenting system in Australia



20
sessions in total



The Australian Refugee Association considers and understands that family reunification is a crucial element for the successful settlement of migrants and refugees in Australia. Our Migration Team continues to work tirelessly to provide much needed assistance to our clients in order to provide them with piece of mind knowing their families are nearby, safe and happy. We assist numerous clients with various applications throughout the year, and our small team continues to produce wonderful results.

We researched, planned and prepared the following:



In addition to those clients mentioned above, ARA commissioned a Syrian Intake Support Program where we assisted with an additional 24 Humanitarian Visa Applications for Syrian clients who lacked the language skills to undertake the application themselves. ARA was also able to assist with SHEV and TPV visa applications through our relationship with the Refugee Advocacy Service of South Australia (RASSA).

ARA is fortunate to deliver the Immigration Advice and Application Assistance Scheme (IAAAS) through our continued partnership with the Department of Immigration and Border Protection. We were able to provide free advice to 466 clients through this scheme in 2016/17.



**MIGRATION
SERVICES**



Throughout 2016/17:

we provided over
650
clients with
migration assistance

we received
approvals for
14
previously lodged
applications

we commenced
work on
25
new applications



ARA's Community Engagement Team manages a number of fundraising and engagement activities throughout the year, complementing all services across the organisation. Developing relationships, public engagement, events and appeals, the team works to ensure ongoing sustainability. Through grant applications, public fundraising appeals and strategic partnerships, the team were successful in raising funds towards a number of new and innovative client-focused programs.

It is with extreme thanks to the many individuals, organisations and funding bodies for providing ongoing support to ARA to allow us to continue our important work for Australia's new arrivals.

During the year the team hosted over 2500 attendees across a number of events, including:



Amble for ARA, City to Bay Fun Run



ARA AHAHA, Adelaide Fringe Comedy GALA



ARA Annual Oration, featuring Reverend Tim Costello



Harmony Day



Kick Off Soccer Carnival



School's Symposium



The 60 Four, 60's Music Festival

and many more!

ARA's To Tell Another's Story Portrait Exhibition entered its fourth year, with the exhibition being shown at eleven galleries throughout the year and being viewed by over 5000 people. The portrait exhibition presents a new collection of work each year, portraying images and stories of people from refugee backgrounds, and the journeys they have travelled. The exhibition's growing popularity has seen it shown at prestigious venues such as the Kerry Packer Civic Gallery, and St Peters Cathedral. With thanks to the artists and subjects who generously volunteer their time, and share their stories, and to the galleries and funding partners for their ongoing support.

RELATIONSHIPS & SOCIAL INVESTMENT

Youth Ambassadors 2017

In May 2017, 22 brand new Youth Ambassadors from seven high schools across Adelaide gathered at Shiloh Hills campsite, Ironbank, for our third Leadership Camp. Facilitated by ARA staff, board members, school staff and volunteers the program was packed, including public speaking workshops, cultural awareness training, creative arts, team building, obstacle courses, networking, idea sharing opportunities, personal growth development, inspiring campfire discussions and of course incredible food! Our new leaders and young advocates, inspired by the Peer Leaders who had gone before them, left camp energized and motivated to make an impact in their schools and local communities.

Many of the group have formed strong bonds with the ARA community throughout the year, making a significant contribution to its life and culture. These students have engaged with various personal and leadership development workshops, shared their stories and ambitions at a wide variety of events and schools, and volunteered at ARA's public events. Some of the most moving contributions have been when students have used creative mediums, including art, poetry and singing, to share their personal journeys, hopes and aspirations. The ARA community is extremely proud of our young leaders who have become highly respected members of our community and are regularly sought after to represent and be the face of ARA.



YOUTH AMBASSADOR CAMP



AMBLE FOR ARA

VOLUNTEERS

ARA continues to receive extraordinary commitment from hundreds of volunteers, providing over a million dollars in in-kind support annually. It is through this support that ARA is able to provide services above and beyond that which our funding allows, truly enriching the quality and accessibility of many of ARA's programs.

At our annual volunteer function 11 volunteers were acknowledged for 5 years of service, including two particularly committed reception volunteers, Peter Birdsey and Keith Manuel, and two volunteers for an extraordinary 10 years of service: Gay Stock with our Homework clubs and Helen Seretis with numerous administrative support functions.

We were also able to continue to provide a variety of training and social events to support our volunteers during the year, including free Child Safe Environments training courtesy of our friends at the City of West Torrens, plus Suicide Awareness, Muslim Understanding, and Cultural Awareness trainings.

ARA is extremely grateful for all the skills and time provided by our volunteers, whether staffing the Reception desks at both Underdale and Salisbury, providing tuition across seven homework clubs and mentoring young clients, providing social support to newly arrived families, collecting and distributing donated furniture or assisting with the numerous functions and fundraising events across the year. Without our volunteers ARA would not be in a position to provide the quality and extent of services to those in the community who need assistance.

359
volunteer
applications
received

408
Total active
volunteers as at
30 June 2017

LIST OF SERVICE CERTIFICATES



Gay Stock
Helen (Jo) Seretis



Reception
Peter Birdsey
Keith Manuel

Homework Clubs
Peter Aschberger
Dorene Devadas
Judy Dibb
Julie Watkinson

Social Support
Abdul Aleem
Narelle Banks
Rosemary Grantham
Emily Thwaites-Tregilgas
Bruce McKinnon



TREASURER'S REPORT

I have pleasure in providing this report on the financial performance of the Australian Refugee Association Inc. [ARA] for the year 2016/2017.

The Year

This year has built on the previous year's financial outcome and strengthened the financial position of ARA overall.

Income and Expenditure Statement for the year ended 30/6/2017

ARA returned a surplus \$83,600, which was achieved through several major inputs:

- **Revenue increased** by 17% over the previous year, with the main contributors being:
 - Grants income through new or expanded programs;
 - Fee income through migration and fundraising; and an increase in extraordinary income
 - Investments unrealised gain [due to impairment] changed by \$74,400
- **Expenses increased** by 19.5% over the previous year, with the main contributor being:
 - Program expenses;
 - Salary and wages expenses; and an associated increase in
 - Superannuation expenses.

Balance Sheet

The surplus of \$83,600 strengthened the value of

retained surpluses in the balance sheet, as at the 30/6/2017.

There was an increase in the holding value of total assets by 45.6%, whilst total liabilities increased by 102%. A key contributor to the increase in asset and liability values was the result of a property purchase at Salisbury for ARA's northern metropolitan activities and an associated increase in liabilities as the result of establishing a loan for the acquisition of the property. Overall, the net asset position improved by 12.2%.

Audited Financial Statements

Our Auditors, Bentleys (SA) Audit Partnership recently completed the audit for ARA and have provided an opinion regarding the financial audit of ARA in their report.

"In our opinion the financial report presents fairly, in all material respect the Australian Refugee Association Inc and Controlled Entity as at 30th June 2017 and of its financial performance for the year that ended in accordance with the Australian Charities and Not for Profits Commission Act 2012 and the Associations Incorporation Act (SA) 1985".

The audited statements (which meet accounting and legal requirements) are a comprehensive set

of financial documents. An abridged set of audited financial documents has been produced and provided at this AGM. A comprehensive set of audited statements are available on request. However, I confirm that the abridged financial statements are representative of the complete financial statements.

Conclusion

The organisational and accounting practices and processes have been key to the financial performance of ARA. With strong financial management and attention to ensuring the budgetary requirements for operating the Association is clear well communicated. The 2016/17 financial year saw significant effort in winner government grants and tenders from which we had many bids accepted. The organisation is focused on continuous improvement in these areas.

I would like to thank Kirsten Bickendorf our CEO, and all ARA staff for their clear focus on the business of ARA, and diligence in managing the resources available to them. Further I thank fellow Board members, and members of the Audit Committee, for their continual support in managing the financial affairs of ARA, and for participating in the debates and decisions that we have made during the year.

Wayne Turner
Treasurer

Australian Refugee Association Inc. and Controlled Entity

Statement of Profit or Loss and Other Comprehensive Income For the year ended 30 June 2017

	Note	2017 \$	2016 \$
Revenue		2,677,150	2,283,497
Employee benefits expense		(2,017,506)	(1,669,207)
Depreciation and amortisation expense		(43,596)	(21,786)
Program costs		(220,425)	(204,822)
Other expenses		(347,537)	(304,096)
Profit for the year		48,086	83,586
Unrealised (loss)/gain on investments		35,523	(38,854)
Total comprehensive income for the year		83,609	44,732

Australian Refugee Association Inc. and Controlled Entity

Statement of Financial Position
As At 30 June 2017

	Note	2017 \$	2016 \$
Current assets			
Cash and cash equivalents	2	282,384	672,974
Trade and other receivables	3	125,014	44,595
Other current assets	4	16,028	15,099
Total Current Assets		423,426	732,668
Non-current assets			
Property, plant and equipment	7	853,599	160,283
Financial assets	5	302,928	192,148
Total Non-Current Assets		1,156,527	352,431
TOTAL ASSETS		1,579,953	1,085,099
Current liabilities			
Trade and other payables	8	126,767	98,929
Borrowings	10	19,117	-
Income in advance	9	28,512	126,348
Short-term provisions	11	215,169	175,926
Total Current Liabilities		389,565	401,203
Non-current liabilities			
Borrowings	10	422,883	-
Total Non-Current Liabilities		422,883	-
TOTAL LIABILITIES		812,448	401,203
NET ASSETS		767,505	683,896
EQUITY			
Initial Sum	10	767,495	683,886
Retained profits		767,505	683,896

The accompanying notes form part of the financial statements

Australian Refugee Association Inc.

Income and Expenditure Statement
For the year ended 30 June 2017

	2017 \$	2016 \$
INCOME		
Dividends and franking credits	11,070	12,212
Donations	217,085	231,723
Interest received	6,510	11,962
Membership	1,732	2,195
Grants	2,093,967	1,775,525
Fee Income	257,984	136,212
Other income	88,802	113,668
TOTAL INCOME	2,677,150	2,283,497
LESS EXPENSES		
Accounting and audit fees	10,300	8,600
Bank charges	4,155	3,838
Cleaning	22,886	22,665
Computer expenses	15,910	11,104
Conference / Seminar costs	6,782	6,061
Consultancy fees	16,999	14,841
Depreciation	43,596	21,786
Electricity	13,934	13,760
Employees' amenities	9,175	8,522
General expenses	16,512	2,713
Program Expenses	220,425	204,822
Interest expense	8,172	2,112
Insurance	27,520	26,240
Long service leave & Annual Leave	46,539	54,757
Motor vehicle expenses	34,385	32,369
Postage	2,415	5,826
Printing and stationery	12,979	13,282
Rates and taxes	8,241	7,098
Rent	84,082	81,749
Repairs and maintenance	8,064	4,389
Salaries and wages	1,753,635	1,428,588
Subscriptions	3,982	5,634
Sundry expenses	1,777	2,821
Superannuation & Work cover	217,332	185,862
Telephone	29,894	27,467
Travelling expenses	9,374	3,006
TOTAL EXPENSES	2,629,065	2,199,911
OPERATING SURPLUS/(DEFICIT)	48,086	83,586
ADD EXTRAORDINARY INCOME		
Unrealised (loss)/gain on investments	35,523	(38,854)
TOTAL EXTRAORDINARY INCOME	35,523	(38,854)
TOTAL SURPLUS/(DEFICIT)	83,609	44,732

IN GOOD COMPANY

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 our work is recognised and valued.

BUSINESS PARTNERS

- CBB
- Chehade Real Estate Group
- Daken & Daken Real Estate
- Detmold Group
- Exploring Horizons
- Gestalt Database Systems Pty Ltd
- Harcourts - Hallett Cove
- The Hawke Centre
- JB Were
- LJ Hooker Woodville
- LJ Hooker Greenwith | Golden Grove
- LJ Hooker Salisbury
- Metropolitan Estates
- Portside Office National
- Taylors First National Para Hills
- Webster Hyde Health

COMMUNITY PARTNERS

- African Communities Council of SA
- African Women's Federation
- Amnesty International
- Anglicare
- Association of the Burundians Community of SA
- Australian Migrant Resource Centre
- Australian Red Cross – SA
- Australians for Syria
- Aweil Community of SA
- Baptist Community Services

- Bahr el Ghazal Community of SA
- Bhutanese Australian Association of South Australia
- Bikes for Refugees SA Inc
- Bor Community of SA
- Catherine House
- Catholic Multicultural Office
- Centacare
- Chin Community of SA
- Chin Falam Community
- Church of Christ Brooklyn Park
- Church of Jesus Christ of Latter-Day Saints
- Committee of the Law Society of SA
- Congolese Community of SA
- Disability Rights Advocacy Service
- Duk Community of SA
- English Language Services
- Emo'ya Mmbondo
- Hazara Seniors of SA
- Headspace
- Heals Centre
- Heart Foundation
- Hepatitis SA
- Hutt St Centre
- International Organisation of Migration (IOM)
- Imam Ali Mosque & Islamic Centre of SA
- Iraqi Families United of SA
- JusticeNet
- Libby Hogarth and Associates
- Lutheran Community Care

- Mary Magdalene Centre
- Middle Eastern Communities Council of SA
- Migrant Women's Support Services
- Mental Illness Fellowship South Australia
- Migrant Health Service
- Multicultural Youth SA
- Muslim Women's Association of SA
- Norman Waterhouse Lawyers
- Northern Beaches Refugee Sanctuary
- Northern Domestic Violence Services
- Northern Volunteering
- Overseas Chinese Association of SA
- Pashtun Association of SA
- People Choice Community Lottery
- Quaker SA
- Red Shield Housing
- Relationships Australia SA
- The Refugee Advocacy Service of South Australia
- Rup Community of SA
- Salvation Army
- Sathya Sai Organisation Adelaide
- Shelter SA
- Somali Women's Assoc of SA
- SPELD SA
- St Mark's Lutheran Church Underdale
- St Vincent de Paul Society
- Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS)
- Sudanese Community Association In SA Branch
- The Quaker Shop

- United Eritrean Women's Association
- Uniting Care Wesley Port Adelaide, Bowden
- United Nations High Commissioner for Refugees
- Uniting Church in Australia
- United Sudanese community of SA
- Unity Housing
- Welcome to Australia
- Western Adelaide Domestic Violence Service
- Western Area Multicultural Youth Service

EDUCATION PARTNERS

- Adelaide High School
- Adelaide Secondary School of English
- Catholic Education Office
- Cowandilla Primary School
- Craigmore High School
- Department of Education & Child Development
- Flinders University
- Grange Primary School
- Hope Christian College
- Kildare College
- Marc Oliphant College
- Nazareth Catholic Community
- Northern Adelaide Senior College
- Our Lady of Sacred Heart College
- Parafield Gardens High School
- Pembroke School
- Playford International College
- Roma Mitchell College
- Salisbury High School
- Salisbury East High School
- St Michael's College
- Tabor College
- TAFE SA
- Thebarton Senior College

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

FUNDING PARTNERS

- Bendigo Bank
- City of Marion
- City of Mitcham
- City of Port Adelaide Enfield
- City of West Torrens
- Department for Communities and Social Inclusion
- Department of Immigration and Border Protection
- Department of Social Services (DSS)
- HomeStart Finance
- Morialta Trust
- Office for Youth
- SA Health
- Soroptimists
- The Quaker Shop
- LUCRF Community Partnership Trust

GOVERNMENT PARTNERS

- Adelaide City Council
- Adelaide White Ribbon Breakfast
- ANZ Staff Foundation
- Australian Electoral Commission
- Australian Taxation Office
- Assessment & Crisis Intervention Services (ACIS)
- CAMHS
- Department of Human Services
- City of Adelaide

- City of Charles Sturt
- City of West Torrens
- City of Onkaparinga
- City of Mitcham
- City of Playford
- City of Port Adelaide
- City of Salisbury
- Child and Family Welfare SA
- Department of Education Science and Technology (SA)
- Disability SA
- Families SA – Refugee Services
- Housing SA
- Legal Services Commission
- Multicultural SA
- Regions at Work
- SA Police
- Women's and Children's Hospital

EMPOWERING COURAGEOUS PEOPLE

Australian Refugee Association

304 Henley Beach Road Underdale SA 5032
1 Brown Terrace Salisbury SA 5108

☎ 08 8354 2951
🌐 australianrefugee.org
📱 [/australianrefugee](https://www.instagram.com/australianrefugee)

