





## **OUR MISSION** —

Our Mission is to help refugees become settled and participating citizens of Australia.

ARA believes in the capacity and desire of refugees to be productive citizens through contributing to the social, cultural and economic life in Australia.

## **OUR VISION** —

Our vision is 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.

Our vision is a South Australia where refugees are an integral part of a thriving, prosperous community.

# CONTENTS

President's Report	4
Chief Executive Officer's Report	6
Client Services	8
Employment Services	12
Community Development	14
Youth Services	16
Migration Services	20
Community Engagement	22
Volunteers	26
Finance	28
Acknowledgements	30

# PRESIDENT'S REPORT



With nearly 70 million people displaced globally as a result of war and persecution the challenge of refugee settlement can seem an overwhelming issue. However it is important for organisations such as the Australian Refugee Association (ARA) to do as much as we can to support those refugees who settle in our state and to be part of a local solution to a global problem.

ARA remains steadfast in addressing the unique and often complex challenges facing our clients. We believe wholeheartedly in the desire and capacity of refugees to be part of the culture and economic life of Australia. ARA continues to adapt its programs to reflect new opportunities and challenges. Changes in funding for new arrivals through the Humanitarian Settlement Program (HSP), for example, have meant that ARA's services have been even more focused on providing services to vulnerable clients. We have also continued to provide support to community leaders so that they can guide their communities and take their place in the debates.

A particular focus of the Board's energies for 2017/18 has been ensuring the sustainability of the organisation's funding base, including diversification of funding streams and success in receipt of major grants. This will continue to be a strategic focus for the Board going forward. The Board thanks Deb Stringer for her work on the SETS Client Services Grant application.

In her report, our CEO, Kirsten Bickendorf, has given more detail on the broad range of initiatives that we are involved in as an organisation. I am proud of our successes in creating partnerships with various other organisations through social and community engagement, as well as our various programs to welcome these new arrivals to our state. Throughout the past year, we have had an added focus in the areas of health, disability and women's empowerment for our new arrival humanitarian entrants and new and emerging communities.

As a lead provider of settlement services in South Australia, we receive many requests to provide input and support on project development, research and advice to a broad range of organisations and groups, such as collaborations with the Adelaide Primary Health Network (PHN), AMES, Flinders University, Adelaide Secondary School of English (ASSOE), Headspace and many more.

I would like to extend my sincere gratitude to the Department of Social Services, the Department of Home Affairs and the Department of Human Services (formerly the Department of Communities and Social Inclusion) for their ongoing trust in ARA to provide settlement services to Australia's new arrivals.

On behalf of the Board, thank you to our CEO, staff and volunteers who are essential to our activity and program delivery. I would also like to thank the Board members, who have been extremely dedicated and diligent throughout their Board tenure.

I am sad to say that I resigned as President of ARA on 02/08/2018. Unfortunately this was necessitated by a potential conflict of interest with my changing role as Deputy Chief Executive of the Department of Human Services. I am proud to have had a chance to serve this extraordinary organisation and I wish everyone involved the very best into the future.

**Lois Boswell**  
**Board 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  
Chelsea Thomas

## BOARD ATTENDANCE

	Present	Meetings Held
Ali Jafari	6	10
Bernard Andary	6	10
Chelsea Thomas (Elected Dec 2017)	5	6
Heather Pascoe-Smith	8	10
Iain Murchland	6	10
Lois Boswell	8	10
Margaret Oates	8	10
Michaela Webster	6	10
Monique Newberry	9	10
Ritchie Hollands	8	10
Rowan Roberts	5	10
Wayne Turner	8	10

# CHIEF EXECUTIVE OFFICER'S REPORT

We are experiencing the largest humanitarian crisis since World War Two. Although the numbers arriving in Australia are relatively small compared to other countries, this gives Australia the opportunity to show leadership in responding to this crisis.

The numbers may seem unimaginable but at ARA we see the individuals, the families, the very real people impacted globally by this crisis. The team at ARA works tirelessly every day to ensure that new arrivals to South Australia are settled safely and with dignity.

ARA strives to ensure that 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 in staffing and client service provision.

In the past twelve months our staff and volunteers have supported more than 4,000 newly arrived refugees and asylum seekers. Particularly pleasing in 2017/18 was: the launch of our new office in Salisbury which provides support to a growing number of clients who have settled in the northern suburbs of Adelaide, our partnership with the Adelaide Primary Health Network (PHN) and Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS) which delivers support to clients around their health needs, our service delivery with the new Specialised Intensive Services (SIS) Program in subcontract with AMES Australia which delivers case management for vulnerable clients, the 2018 Annual Oration with guest speaker Dr Gill Hicks, our organisational representation on the Anti-Racism Think Tank at the Equal Opportunity Commission, our collaborative policy

## ARA STAFF

### CHIEF EXECUTIVE OFFICER

Kirsten Bickendorf

### DEPUTY CEO

Semira Julardzija

### ADMINISTRATION SERVICES

Saleena Thakor

Asmira Bekric

Carolina Lerma

Christine Kelly (resigned)

### CLIENT SERVICES

Sandra Dzafic

Karen Kretschmer

Jennifer Kyte

Nicolette Fluris

Sushil Niroula

Roy Peng Nawl

Halia Rohany-Azizi

Modeste Hutungimana

(resigned)

Kate Carter

delivery in association through the Refugee Council of Australia and becoming a White Ribbon Accredited organisation.

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. ARA’s mission is to pursue strategies to maintain our reputation as the leading settlement service provider in South Australia. We will continue to support new arrival refugees and asylum seekers to this country and work with them to achieve successful settlement outcomes. Once again, our staff and volunteers have displayed professionalism and outstanding commitment, and I would like to thank them all. I would also like to thank and acknowledge my management team and the support of the Chair and Board of ARA.

**Kirsten Bickendorf**  
**Chief Executive Officer**



#### CLIENT SERVICES (CONT.)

Alice Davis  
Rachel Saliba  
Hind Suleiman  
Murtaza Hussaini

#### COMMUNITY DEVELOPMENT SERVICES

Craig Heidenreich  
Joni Cottrell  
Ummulbaneen Haidari

#### MIGRATION SERVICES

Davorka Krecinic (resigned)  
Tamara van Mil-Koops  
Besmellah Rezaee

#### YOUTH SERVICES

Dijana Karaahmetovic  
Kevser Pirbudak  
Amber Poudel  
Mohsen Abdel-Meseh  
Yassir Ajrish

#### EMPLOYMENT SERVICES

Dusko Cuckovic

#### COMMUNITY ENGAGEMENT

Cassie Magin (resigned)  
Ben Matthews  
Carly Squire  
Deborah Tranter  
Rachel Nyiramugisha  
Stephanie Skordas  
Scott Henderson

# CLIENT SERVICES

## ARA FAMILY SAFETY AND WELLBEING INITIATIVES

ARA provides services for individuals and families experiencing relationship and family difficulties, this includes: domestic violence, family breakdown and parenting.

### THE FAMILY WELLBEING PROGRAM

The Family Wellbeing Program offered support to 41 humanitarian entrants experiencing family relationship issues including domestic and family violence. Clients supported through this program receive culturally appropriate crisis response followed by case management with referral pathways to specialised services. All clients involved in the program receive help through the development of safety plans, crisis payment support, legal support, school enrolment, and other practical support enabling them to achieve necessary day-to-day activities free from violence. In some cases, our clients are linked with ARA volunteers to develop their social connections and receive ongoing support. One of these volunteers provided the following feedback:

“The whole family joined me and my family and some friends for a picnic just before Christmas, which everyone really enjoyed- especially the water games and the cricket. The youngest ... has asked me many times when we can do it again...”

*Funded by the Department of Social Services (DSS) through the Settlement Grants Program (SGP)*

## FAMILY AND RELATIONSHIP COUNSELLING SERVICES

ARA's Family and Relationship Counselling Services provide assistance to CALD community members with a specific focus on people from a refugee background. This service includes the provision of counselling to promote and strengthen healthy family relationships, improve children's wellbeing and strengthen community functionality. While relationship counselling can be a distant concept for some, the outcomes achieved with a number of clients has resulted in an improvement in their ability to manage relationships, progress their personal goals, and increase their self-esteem. The services are tailored according to client needs, and as such, can be provided in a one-on-one setting or in small group sessions. Clients who require additional/practical support are often linked with ARA's Bi-Cultural Caseworkers, Case Managers or other specialised external services.

*Funded by AnglicareSA*

## BUILDING STRONGER SAFER COMMUNITIES (BSSC) PROJECT

The aim of BSSC is to increase awareness amongst new and emerging community (NEC) groups around family and domestic violence whilst understanding its effects on families. This year, ARA developed a BSSC working party to assess statutory and non-statutory organisations' specialised knowledge and skills, develop referral pathways between agencies and NEC groups and engage working party members through the delivery of training and workshop sessions. BSSC enables community leaders to re-deliver relevant information around family and domestic violence back to their communities, whilst aiming to reduce violence against women and children in CALD communities.

*Funded by the Department of Human Services (DHS) through the Stronger Families Stronger Communities Initiative*



### COMMUNITY SERVICES SUPPORT PROGRAM (CSSP)

CSSP launched in 2017 with a strong focus in improving the safety, welfare and wellbeing of children, young people and families from culturally and linguistically diverse backgrounds, including new and emerging communities residing in Northern and Western Adelaide. Through case management in child protection and community development activities, ARA supported 32 clients in 2017/18.

*“No words could adequately express the tireless work that you have provided to Zilha and her family. From my initial meeting until now I have seen a significant change in Zilha’s presence and most importantly attitude and this is largely due to your case management.”*

*...This case truly demonstrates that traditional legal solicitor service model with solicitors and social workers working together to deliver holistic client centred approach truly works.”*

- Feedback from an external service provider



### **AUSTRALIAN REFUGEES AND NEW ARRIVALS PROJECT (ARANAP)**

ARANAP launched in March 2018 and is delivered in partnership with Survivors of Torture and Trauma Assistance and Rehabilitation Services (STTARS). Its main aim is to provide support for refugees and new arrivals by connecting individuals and communities to relevant health care services to enable positive and culturally appropriate engagement with the health system. ARANAP is delivered by a team of ARA and STTARS employees including Bi-Cultural Workers from Bhutan, Iraq and Burma.

*Funded by Adelaide Primary Health Network (Adelaide PHN)*

### **LIFE SKILLS SESSIONS**

ARA's Life Skills Sessions provide clients with information on issues that have been raised by Community Leaders. Some topics include, but are not limited to, budgeting, health and wellbeing and family wellbeing.

Thirteen Life Skills sessions were organised for clients from Burundian, Burmese, Bhutanese, Afghan and Syrian backgrounds. As standard practice, ARA approached specialised services to facilitate culturally tailored sessions for identified community groups.

ARA would like to thank the Australian Taxation Office, Pharmaceutical Society of Australia, SA Country Fire Services, Centrelink, SA Metropolitan Fire Services, Red Cross and the Electoral Commission SA for all their help in information delivery for these sessions.

### **CLIENT SERVICES PARTNERSHIPS**

In June 2018, ARA signed a formal partnership with Northern Domestic Violence Service (NDVS). Other formal partnerships included Uniting Housing and the Western Domestic Violence Service. ARA and its partners are committed to working collaboratively and cooperatively to provide specialist support to women and children from refugee backgrounds who are experiencing and/or fleeing family and domestic violence, homelessness and other related challenges.

Similarly, the Client Services team established a connection with Hyde Park College, an educational provider of Skin and Beauty Therapy which has offered scholarships to 6 ARA clients.

### **WHITE RIBBON ACCREDITATION**

In 2017, ARA became a nationally accredited White Ribbon Organisation, committed to taking active steps to stop violence against women. Several of ARA's documents have been deemed best practice and are now recognized in the White Ribbon Knowledge Library for other organisations to access and review including; our Contractors Handbook, aimed at informing external contractors around ARA's stance on violence against women, Domestic Violence Policy and Bullying Policy.

### **SOCIAL SUPPORT PROGRAM**

The Social Support Program involves linking volunteers to newly arrived refugees who visit clients regularly to practice conversational English, assist with orientation to the local area, and offer friendship. This year, over one hundred volunteers and new arrivals were involved in the program, with approximately forty new arrivals connected to volunteers at any one time. The program offered Cross Cultural Workshops and peer to peer sessions for volunteers to provide information and support to ARA clients.

This year, the Social Support Program Project Officer increased connections with Community Centres SA and individual community centres to enable new arrivals to be linked to the many programs and activities they provide, as well as assisting the centres in encouraging new arrival participation.

*Funded by the Department of Social Services (DSS)*

### **ACCOMMODATION CASEWORK**

Through Accommodation Casework, ARA has been able to continually provide support to clients who are in need of secure and appropriate accommodation. The program involves individual casework assistance, information delivery and application assistance to new arrivals in search of private rental accommodation. ARA also offers resolution support between landlords and tenants, as well as assisting clients at risk of homelessness to access emergency accommodation. Throughout the course of the year, 95 households were assisted through the Accommodation Casework Program.

Accommodation Caseworkers maintain links with key real estate agents who are supportive of refugees renting properties, and ARA would like to thank these agents for all their support. Caseworkers also provided group information



sessions to students from new arrival backgrounds. ARA, in partnership with Thebarton Senior College, facilitates workshops on seeking accommodation, roles and responsibilities of tenants and landlords and where to go for assistance.

*Funded by the Department of Social Services (DSS)*

### **INTENSIVE CASE MANAGEMENT SUPPORT (ICMS)**

The Intensive Case Management Support Program provided approximately 100 clients with complex financial support, case management, advocacy and assistance in addressing issues and reducing the risk of further financial crisis. Further to this, we also offered assistance to clients applying for International Organisation for Migration (IOM) no interest travel loans and travel assistance if their family overseas have received a Special Humanitarian Program Visa. Over 150 clients were assisted by this program this year.

*Funded by the Department of Social Services (DSS)*

### **BICULTURAL CASEWORK PROGRAM**

ARA's highly successful Bicultural Casework Program provided 705 clients with support in settlement issues throughout the course of the year. The service was expanded to include caseworkers from Burundi, Rwanda, Iraq, Bhutan, Myanmar and Afghanistan. The employment of Bi-Cultural workers enables ARA to pair caseworkers with clients from their cultural background. ARA's Bicultural Caseworkers play a vital role in connecting ARA to various communities, identifying community needs and understanding, as well as promoting, ARA's services.

*Funded by the Department of Social Services (DSS)*

### **COMPLEX CASE SUPPORT PROGRAM (CCS)**

This program is funded by the Department of Social Services (DSS) on a client by client basis with eligibility restricted to new arrival clients

with complex needs. The program offers intensive case management support.

This year, the CCS Program was merged into a suite of programs which fall under the Humanitarian Support Program (HSP). ARA is one of three South Australian organisations that were sub-contracted to provide CCS, which is now known as the Specialised Intensive Support (SIS) Program. Through collaboration with AMES and the DSS, ARA has been able to assist 10 households through CCS and 39 clients through SIS. ARA worked alongside all clients throughout a six month timeframe to provide intensive case support to support the settlement journey of vulnerable clients.

### **HELP DESK**

Help Desk is a drop-in, no appointment service provided at both ARA's Underdale and Salisbury offices. This service is often the first point of contact for ARA clients and it enables them to be assisted through Emergency Relief (funded by the Department of Social Services (DSS) and the Department of Human Services (DHS)). This year, over 500 clients were assisted through individual support, assistance, advocacy, external services and referrals to ARA Programs. The Help Desk is staffed by long-term volunteers, Phil and Mick, Social Work students on placement and ARA staff. ARA thanks all involved for their commitment to the program.

ARA would also like to extend our thanks to individual donors, Quakers and the Circle of Friends for food donations, and the City of West Torrens, the City of Marion, the City of Mitcham and the City of Port Adelaide Enfield for their scholarship program support.

# EMPLOYMENT SERVICES

ARA's Employment Services are focussed on assisting humanitarian entrants who are new to the South Australian community to prepare for employment. This service gives our clients the opportunity to engage and participate in the community whilst being able to support their families and gaining independence.

ARA's focus is to provide education around employment in South Australia and the processes involved, as well as supporting our clients through one-on-one case work to develop employability skills. The Employment Services team help with preparing resumes and cover letters, assist in providing interview tips, and find any work experience or volunteering opportunities available.

In addition to individualised case work, the employment team offers programs, information sessions and training, including White Card Training and ARA Job Clubs which operate at Thebarton Senior College (TSC) and Adelaide Secondary School of English (ASSOE) during the school term. ARA Job Club 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 ARA Job Club is able to provide both information and direction for clients to navigate this independently.

*"I started to volunteer at ARA and then they helped me start my own gardening business. Thank you ARA for supporting me always."*

- ARA Volunteer



**103**  
Clients

**204**  
Sessions



# COMMUNITY DEVELOPMENT

The Community Development Team supports the leaders of new arrival community groups by helping them to succeed, and fulfil the crucial role these groups have in fostering positive settlement in South Australia by engaging a wide range of mainstream stakeholders to promote collaboration in the welfare of new arrivals.

ARA's Community Development Team offered the following programs in 2017/18:



**COMMUNITY LEADERSHIP TRAINING AND MENTORING**



**CULTURAL SUPPORT GROUPS**



**SETTLEMENT ACTION NETWORK**



**ARA SPLASH SWIMMING PROGRAM**

## CULTURAL SUPPORT GROUPS

ARA's Cultural Support Group Program is a unique program providing an opportunity for mothers with young children to improve their English skills by becoming interactive participants in discussions around family relationships, health, safety and education. ARA's partnership with the Salvation Army provided Cultural Support Groups with a primary focus on women with younger children for a second year. Eighty sessions were run at Salisbury Primary for mothers and children from the Afghan and Chin communities.

*Funded by The Salvation Army*

## SETTLEMENT ACTION NETWORK

The Settlement Action Network (SAN) meets to identify issues and address any needs that prevent people from a refugee background from fully settling into Australian society. The quarterly meetings are open to agency staff and any individuals interested in the welfare of new arrivals. When the need arises, working parties are formed to address issues in more detail. ARA continues to host this popular quarterly network, with approximately 80 attending each session. The Settlement Action Network brings a great synergy between agency workers, government representatives, advocacy groups and communities, each with a unique contribution.

*Funded by the Department of Social Services (DSS) through the Settlement Grants Program (SGP)*

## ARA SPLASH

ARA Splash focused on providing culturally sensitive water safety and swimming lessons to Middle-Eastern women and their children. Seventy sessions were held throughout the year, with approximately 100 women attending each session, and 723 women attending one session in particular.

*Funded by Department of Human Services (DHS)*

## COMMUNITY LEADERSHIP TRAINING

ARA's Community Leadership Training, which has been running successfully for six years, engaged 34 community groups and conducted 191 training and mentoring sessions in 2017/18. The one-to-one sessions provided practical instructions to tackle the immediate challenges faced by many new and emerging communities (NEC) in South Australia, as well as provide support for grant applications to secure funding. Challenges include a lack of resources and education around linking client needs with external service providers.

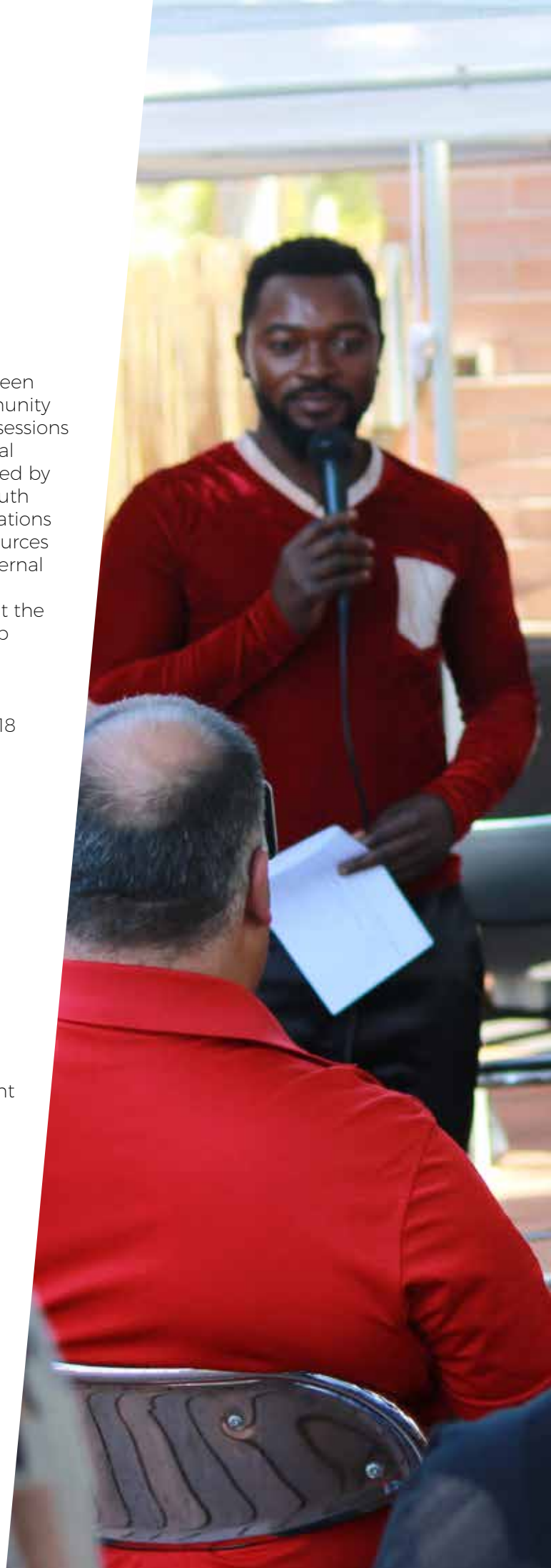
Eight group workshops were conducted throughout the year, with two workshops coordinated in partnership with Legal Services to assist 34 leaders in becoming Community Legal Guides.

The community groups supported during the 2017/18 year included:

- Afghan National Association
- African Women's Federation
- Al-Sham
- Chin Falam
- Emo Ya Basango
- Hazara Seniors
- Himalayan Buddhists
- Liberian Women's Group
- Pashtun Association
- Sierra Leone Community
- Bahr el Ghazal
- Bor Community

Highlights this year have included: the establishment of Al-Sham in SA, a new group representing the Syrian arrivals, and the Pashtun Association being nominated for best sports activity for the Multicultural Cricket league (involving 400 players).

*Funded by the Department of Social Services (DSS) through the Settlement Grants Program (SGP)*



# YOUTH SERVICES

## NATIONAL YOUTH WEEK

Through Youth Week SA funding and the collaboration with Adelaide Secondary School of English (ASSOE), ARA held a youth focussed event at ASSOE celebrating the diversity, achievement and wellbeing of young people. 'Your Future, Your Way' provided young people with an opportunity to learn about employment and what opportunities are available to them through training. Attendees were exposed to ideas around reaching their educational and vocational goals by learning about the pathways available to them. Further to this, the event encouraged young people to learn about a range of services available to them in order to expand their support network.

350+ people in attendance

## ASSOE LEADERSHIP AND WELLBEING PROGRAMS

Over 80 young people at the Adelaide Secondary School of English (ASSOE) were provided with the opportunity to explore leadership through positive peer engagement, exploring healthy relationships, self-esteem and personal wellbeing. This program focusses on supporting young people to develop strong links with their community, service providers and their peers in order to improve their settlement opportunities.

## ARA YOUNG WOMEN'S AND MEN'S LEADERSHIP CAMPS

Two camps were held in 2017/18 with funding and support by the Morialta Trust. Forty young men and young women at both camps focused on issues around family and domestic violence, safety, peer and healthy relationships, independence and leadership skills.

## HOMEWORK CLUBS AND ART PROGRAM

The ARA Homework Clubs have continued to prosper with a strong focus on supporting young people and students in education and employment pathways. Due to growing demands, a number of Homework Clubs have moved to Adelaide's Northern Suburbs, with two operating out of the Salisbury Youth Enterprise Centre and one in the Elizabeth Civic Centre. As one of the longest running programs in Adelaide, with a focus on education and settlement, the Homework Club is highly regarded, supporting young people to transition to higher education and employment opportunities.

*"I feel comfortable and supported at ARA"*

Student, Homework Club







## ARA YOUTH HANGOUT

Through the support of Community Partnership Trust Funding, the Youth Hangout has continued to be a strong program for young people. This program provides a safe place for attendees to engage with their peers in activities ranging from sports, dancing, cooking, employment support, case-work, mentoring and homework support. Ninety young people have the opportunity to engage with volunteer mentors who help to support them in various activities, provide information around available services, and introduce them to a range of networks throughout the wider community.

*Supported by Community Trust LUCRF or LUCRF Super*

## HOLIDAY ACTIVITIES

Youth Services delivered a range of school holiday activities primarily focussing on health and wellbeing, sports, dance, cooking, arts and crafts, and social engagement. All activities delivered are culturally appropriate. The feedback from young participants has been an essential element of program planning.

- Four cooking sessions were held, focussing on nutritional health and safe food preparation.
- Four soccer clinics were run throughout 2017/18 in collaboration with One Culture Football. Several young women were engaged in the clinics, with a focus on positive peer interaction and cross gender interaction.

*Collaborating Partners: One Culture, Headspace, Twelve25, Northern Sound System and STTARS.*

## LEARNER DRIVER TRAINING

The Learner Driver Training Program was delivered successfully in 2017/18 with client referrals from Adelaide Secondary School of English (ASSOE) and Thebarton Senior College (TSC). In addition, there was a significant rise in self-referrals from other ARA Programs and Youth Services case-work as well as referrals from external organisations. Two sessions ran during the school holidays for young people involved in full-time education and for adult learners from the Syrian and Bhutanese communities. Bi-Cultural workers were able to engage with 120 clients in 2017/18 with an eighty percent success rate.

## PARENTING TOGETHER IN THE NEW LAND

The Parenting Program ran for a second year, engaging parents from New and Emerging Communities (NEC) and children aged between 0-12 years. ARA successfully engaged the Bhutanese, Syrian, Burmese and Afghan communities to deliver four sets of programs, consisting of five sessions each. Session topics included: keeping children safe, nutrition, education and childcare, discipline, attachment and relationship building with children, and family communication. The program equipped NEC parents with information and knowledge around parenting styles in Australia, and provided support and referral pathways.

*Funded by The Salvation Army*

### CULTURAL AWARENESS WORKSHOPS

Cultural Awareness Workshops continued to grow throughout 2017/18. More than 30 workshops were held for schools, community organisations, government departments and local councils, sporting organisations, health services, and welfare services. Through these connections, ARA was able to reach out to 420 people to raise awareness and challenge false perceptions and stigmas around refugees that exist in our society and create a welcoming environment for new and emerging communities (NEC). ARA's Youth Ambassadors worked as guest speakers offering cross-cultural guidance, taking part in Q&A's, breaking down myths and stigmas, and creating connections between refugees and the wider Australian community.

### CULTURAL AWARENESS WORKSHOPS

- Women's and Children's Health Network – Southern Region
- Schools Ministry Group
- Helping Young People Achieve (HYPA)
- Northern Domestic Violence Services
- SHINE SA
- Health Matters Medical Centre
- Whites Road Medical Centre
- Adelaide Crows Football Club
- ARA Volunteers

### YOUTH SERVICES PARTNERS

- Salvation Army
- Headspace
- Adelaide Secondary School of English
- LUCRF Super
- Adelaide CROWS Football Club
- Department of Social Services
- Department of Communities and Social Inclusion (SA Youth Week)
- Northern Sound System
- Salisbury Council
- Twelve25 Salisbury Youth Enterprise Centre
- Thebarton Senior College
- STTARS
- City of West Torrens
- City of Playford
- University of Adelaide
- Relationships Australia PEACE
- One Culture Football
- Uniting Communities
- Charles Sturt Council





**245**

clients supported

**511**

casework sessions

**HOMEWORK CLUBS**

Over  
**120**  
clients

**288**  
sessions  
in total



**LEARNER DRIVER TRAINING**

Over  
**150**  
clients

**11**  
sessions  
in total

**100+**  
obtained  
their L's  
Licence



**LEADERSHIP WELLBEING PROGRAM**

**80+**  
attended  
the  
program

**4**  
programs  
throughout  
the year



**HOLIDAY ACTIVITIES**

**10**  
Sessions

Over  
**150**

young people  
participated in Art  
and Craft, Sport,  
health and wellbeing,  
nutrition and cooking



**ARA HANGOUT**

**90**  
registered

**25+**  
people  
per  
session



**PARENTING PROGRAM**

**46**  
parents  
received  
parenting  
support and  
information

**20**  
sessions  
in total



# MIGRATION SERVICES

*“Migration is an expression of the human aspiration for dignity, safety and a better future. It is part of the social fabric; part of our very make-up as a human family*

– Ban Ki-Moon, United Nations Secretary General

ARA continues to support migrant and refugee communities through the delivery of Migration Support Services, to become active members of the Australian community.

## **IMMIGRATION ADVICE AND APPLICATION ASSISTANCE SCHEME (IAAAS)**

IAAAS is funded by the Department of Home Affairs (DHA), allowing ARA to assist eligible clients by providing fee-free migration advice and application support. During 2017/18, the program was able to support 348 clients, resulting in a number of successful family reunifications. DHA has announced that the scheme will be remodelled in the 2018/19 financial year, therefore ARA's longstanding relationship with the Department through the delivery of this program, will come to an end. ARA would like to acknowledge and thank the Department for the ongoing support that it has received for over two decades.

## **COMMUNITY SUPPORT PROGRAM (CSP)**

In 2018, ARA became an Approved Proposing Organisation (APO) under the Department of Home Affairs Community Support Program. The CSP enables 'Australian Supporters' including communities, businesses, families and individuals to sponsor humanitarian applicants with employment prospects and support them in their settlement journey to Australia. As an APO, ARA supports the Australian Supporter throughout the application process, and supports the applicants in the settlement journey upon arrival in Australia.





**348**

One on One  
sessions provided  
through  
IAAAS

**27**

New  
applications

**1702**

Hours of migration  
assistance

# COMMUNITY ENGAGEMENT

During the year ARA hosted approximately 3000 participants across a number of events including:



**Amble for ARA  
City to Bay Fun Run**  
50 Participants



**ARA AHAHA  
Adelaide fFringe  
Comedy Gala**  
150 Attendees



**Annual Oration  
Dr Gill Hicks**  
400 Attendees



**Harmony Day**  
100 Attendees



**School Symposium**  
100 Participants



**Our Table  
Dr Al Muderis**  
250 Attendees



**Portrait Exhibition**  
1500 Visitors



**Iftar Dinner**  
250 Attendees

## ORATION

ARA's 2018 Annual Oration proved to be yet another outstanding success. Key speaker, Dr Gill Hicks, moved the audience to tears with her powerful delivery around her devotion to building peace after being severely and permanently injured in the 2005 London Bombings. A published author, musician, artist and mother, Gill's appreciation and gratitude for life is prevalent, she is certainly a living testament to determination, courage and resilience. ARA would like to thank Gill for speaking at an event that is very close to ARA's heart.

ARA also thanks His Excellency, The Governor of South Australia, Hieu Van Le, who gave the opening remarks, and Dr Niki Vincent, South Australia's Equal Opportunity Commissioner, who MC'd the event.

ARA would like to thank the Jacinta Thompson and Renee Jolly from UniSA's Hawke Centre for their ongoing support and partnership of the annual Oration.

## PORTRAIT EXHIBITION

'To Tell Another's Story' Portrait Exhibition entered its fourth successful year, and was hosted in nine galleries around South Australia. ARA's 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.



## **OUR TABLE**

ARA hosted its second Our Table Gala Dinner, at Plant 4 Bowden. The night included a 5-course feast of multicultural food sourced from local Adelaide caterers, as well as a silent auction with a vast array of donated items from wonderful local partners.

ARA's thanks go to the guest speaker, Dr Munjed Al Muderis, and MC for the evening, Jayne Stinson, for dedicating their time and enthusiasm to a great cause.

Thank you also to the wonderful sponsors of the evening: Detmold Group, Amuse Event Lighting and Audiovisual, Prancing Pony, Petaluma Wines and the Adelaide Festival.

## **SCHOOL SYMPOSIUM**

The City Schools Symposium was held in the Hawke Centre's Bradley Forum and was well attended by over 100 secondary students from 10 different high schools across the state. The day included an introduction to the Global Refugee situation from ARA's Volunteer Coordinator, Deb Tranter, and an excellent keynote address from Dr Melanie Baak from UniSA.

## **YOUTH AMBASSADOR PROGRAM 2018**

ARA's Youth Ambassador Program is a leadership development opportunity for high school students in Year 10 and 11 who are passionate about refugee issues. The program aims to provide young people with leadership training and experience to advocate for refugees and asylum seekers as well as guide them in engaging the broader community to promote harmony and understanding. This year marked 6 years of the program, and ARA welcomed 33 new students from 14 different schools across Adelaide.

## **YOUTH AMBASSADOR LEADERSHIP CAMP**

The 2018 camp extended to two nights and almost two full days at Woodhouse Campsite in the Adelaide Hills. The students, peer leaders, volunteers and staff took advantage of all opportunities provided, including exploring situations and issues faced by people from refugee backgrounds, public speaking, storytelling, resilience and personal growth workshops, creative arts workshops, an amazing array of food, Challenge Hill adventure course, quiz and games nights, soccer matches, morning walks and much more.


## **YOUTH AMBASSADOR GUEST SPEAKING PROGRAM**

Experienced ARA Youth Ambassador Peer Leaders, Rachel Nyiramugisha and Ajrish Yassir, continue to be highly sought after guest speakers at schools, community events, local councils and as a part of ARA's Cultural Awareness Training sessions. Both are highly engaging, honest and humorous public speakers and have an amazing ability to sense what each particularly audiences is ready to hear about the refugee experience and the impact it has made on their lives. The program will expand in 2019 to include more of our experienced Youth Ambassador Peer Leaders.




*'I loved hearing everyone's stories and how brave and optimistic they are. CeCe's public speaking workshop was really helpful and inspiring'*

– Student



*"I loved every minute – the extra two days made an incredible difference with more time to connect"*

– Volunteer

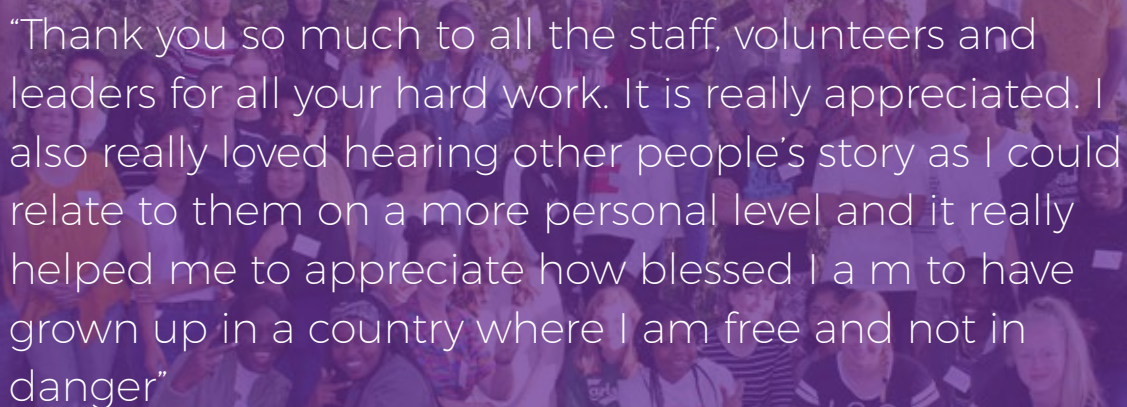


*"The camp was a great way to meet and befriend more people. As well as learn more about different cultures."*

– Student

*"The resilience workshop helped me grow personally and helped me discover who I am. The ARA panel was really inspiring to hear all the stories and know that you're not alone."*

– Student



*"Thank you so much to all the staff, volunteers and leaders for all your hard work. It is really appreciated. I also really loved hearing other people's story as I could relate to them on a more personal level and it really helped me to appreciate how blessed I am to have grown up in a country where I am free and not in danger"*

– Student

# VOLUNTEERS

Volunteers play a vital role in assisting with the provision of settlement services at ARA. The diversity of the volunteer base includes people from a refugee background and highly skilled professionals who assist in grant applications, legal work and a range of other areas.

A growing need has emerged for programs based in the Northern Suburbs due to an increase in our client base, such as the increasingly busy Cultural Support Groups for Afghan, Chin and Syrian women and pre-schoolers in Salisbury, the Youth Art and Hangout Programs, and the Northern Suburbs Homework Clubs.

ARA continued to provide a variety of training and social events to support our volunteers including free Child Safe Environment Training, First Aid and Mental Health First Aid Training (courtesy of the City of West Torrens), as well as Muslim Awareness and Cultural Awareness Training.

## **VOLUNTEER COMMEMORATION**

This year also saw one of our dedicated Homework Club Volunteers, Ian Smerd, receive a Highly Commended award from Northern Adelaide Volunteering in recognition of his volunteer work supporting both the Salisbury and Elizabeth Homework Clubs. A retired teacher, Ian has volunteered as a tutor at ARA's Homework Clubs for nearly five years and is much loved by the students and staff alike for his cheerful smile, his skilled dedication as a tutor and also his willingness to put up his hand to help with events such as our annual Youth Ambassador Camp. On behalf of everyone at the Australian Refugee Association, we would like to thank Ian for his continued dedication,



## LIST OF SERVICE CERTIFICATES



**Maureen Arnott**  
(Social Support)



**Bill Jenner**  
(Social Support)

**Judy Dibb**  
(Homework club)



**Cynthia Fulton**  
(Reception)

**Homework Clubs**  
Dean Bennett  
Gay Maynard  
Alan Reddrop  
Gabrielle Scherrer

**Social Support  
Program (SSP)**  
Pamela Lee  
Geraldine Stringer

**Board**  
Heather Pascoe-Smith  
(also SSP)



# TREASURER'S REPORT

I have pleasure in providing this report on the financial performance of the Australian Refugee Association Inc. (ARA) for the year 2017/2018.

## The Year

Financially, this year has provided a beneficial financial result that enhances ARA's ability to grow and develop new strategies and directions. A surplus from operations of \$107,600 and a total surplus of \$211,100 has assisted the growth in ARA's equity from \$767,500 to \$978,600 over the 12 months of the financial year.

## Income and Expenditure Statement for the year ended 30/6/2018

ARA's operating surplus of \$107,600 was achieved through an increase in income of \$333,400 over the previous year to \$3,010,600; whilst expenses increased by \$273,900 over the previous year to \$2,903,000. The most significant contributors were an increase in income through grants and fees; and an increase in expenses predominately program expenses.

## Statement of Financial Position (Balance Sheet)

The most significant change to the balance sheet was the result of an increase in the holding value of total assets by 16% to \$1,835,000; and an increase in total liabilities by 5% to \$856,400. The primary contributors were an increase in the holding value of cash and cash equivalents (assets), and a small increase in grants received in advance (liability). Overall, the net asset position for ARA increased by 27.5%.

## Audited Financial Statements

Our Auditors, **Bentleys SA Audit Partnership** provided an opinion regarding the 2017/18 financial audit of ARA in their report.

*"We have audited the accompanying financial report, being a special purpose financial report, of Australian Refugee Association Inc. and Controlled Entity (the Consolidated Entity), which comprises the assets and liabilities statement as at 30 June 2018, and the income and expenditure statement for the year then ended, a summary of significant accounting policies, other explanatory notes and the statement by the board.*

*In our opinion, the accompanying financial report of the Consolidated Entity has been prepared in accordance with Div 60 of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act), including:*

- i. giving a true and fair view of the registered entity's financial position as at 30 June 2018 and of its financial performance for the year then ended; and*
- ii. complying with Australian Accounting Standards to the extent described in Note 1, and Div 60 of the Australian Charities and Not-for-profits Commission Regulation 2013."*

A comprehensive set of audited statements are available on request.

## Conclusion

I would like to thank the CEO, Kirsten Bickendorf and staff for their continuous focus on the business of ARA, and diligence in managing the resources available to them during 2017/18.

**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 2018**

	Note	2018 \$	2017 \$
Revenue		3,010,570	2,677,150
Employee benefits expense		(2,113,898)	(2,017,506)
Depreciation and amortisation expense		(56,093)	(43,596)
Program costs		(353,652)	(220,425)
Other expenses		(379,316)	(347,537)
Profit for the year		<u>107,611</u>	<u>48,086</u>
Unrealised (loss)/gain on investments		13,780	35,523
Capital Income		89,735	-
Total comprehensive income for the year		<u><u>211,126</u></u>	<u><u>83,609</u></u>

**Australian Refugee Association Inc. and Controlled Entity**

**Statement of Financial Position  
As At 30 June 2018**

	Note	2018 \$	2017 \$
<b>Current assets</b>			
Cash and cash equivalents	2	528,183	282,384
Trade and other receivables	3	50,047	125,014
Other current assets	4	16,421	16,028
<b>Total Current Assets</b>		<u>594,650</u>	<u>423,426</u>
<b>Non-current assets</b>			
Property, plant and equipment	7	923,645	853,599
Financial assets	5	316,708	302,928
<b>Total Non-Current Assets</b>		<u>1,240,353</u>	<u>1,156,527</u>
<b>TOTAL ASSETS</b>		<u><u>1,835,003</u></u>	<u><u>1,579,953</u></u>
<b>Current liabilities</b>			
Trade and other payables	8	133,819	126,767
Borrowings	10	24,483	19,117
Income in advance	9	86,988	28,512
Short-term provisions	11	212,451	215,169
<b>Total Current Liabilities</b>		<u>457,741</u>	<u>389,565</u>
<b>Non-current liabilities</b>			
Borrowings	10	398,631	422,883
<b>Total Non-Current Liabilities</b>		<u>398,631</u>	<u>422,883</u>
<b>TOTAL LIABILITIES</b>		<u><u>856,372</u></u>	<u><u>812,448</u></u>
<b>NET ASSETS</b>		<u><u>978,631</u></u>	<u><u>767,505</u></u>
<b>EQUITY</b>			
Initial Sum		10	10
Retained profits		<u>978,621</u>	<u>767,495</u>
		<u><u>978,631</u></u>	<u><u>767,505</u></u>

# 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 - Hallet 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

- Adelaide White Ribbon Breakfast
- African Communities Council of SA
- African Women's Federation
- AMES Australia
- Amnesty International
- Anglicare SA
- 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
- Eastern Region Youth Network (ERYN)

- English Language Services
- Emo'ya Mmbondo
- Hazara Seniors of SA
- Headspace
- Heals Centre
- Hutt St Centre
- International Organisation of Migration (IOM)
- Imam Ali Mosque & Islamic Centre of SA
- Iraqi Families United of SA
- JusticeNet
- Legal Services Commission of SA
- Libby Hogarth and Associates
- Lutheran Community Care
- Mary Magdalene Centre
- Middle Eastern Communities Council of SA
- Migrant Health Service
- Multicultural Youth SA
- Muslim Women's Association of SA
- Norman Waterhouse Lawyers
- Northern Beaches Refugee Sanctuary
- Northern Community Legal Services
- Northern Volunteering
- Office for Women
- Overseas Chinese Association of SA
- Pashtun Association of SA
- People Choice Community Lottery
- Pharmaceutical Society of Australia
- Quaker SA
- The Quaker Shop
- Red Shield Housing
- Relationships Australia SA
- The Refugee Advocacy Service of South Australia
- Rup Community of SA
- SA Power Networks
- Sathya Sai Organisation Adelaide
- Shelter SA
- Somali Women's Assoc of SA
- South Australian Country Fire Service
- South Australian Metropolitan Fire Service
- South Australia Police (SAPOL)
- 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
- United Eritrean Women's Association
- United Nations High Commissioner for

- Refugees
- United Sudanese community of SA
- Uniting Care Wesley Port Adelaide, Bowden
- Uniting SA
- Uniting Church in Australia
- Unity Housing
- Welcome to Australia
- Western Adelaide Domestic Violence Service
- Western Area Multicultural Youth Service
- Western Intergrated Intensive Family Support System (WIIFSS)
- Western Workers with Youth Network (WWWRN)
- Women's Legal Services
- Women's Safety Services SA
- Yarrow Place

- City of Marion
- City of Mitcham
- City of Port Adelaide Enfield
- City of West Torrens
- Department of Human Services (DHS)
- Department of Home Affairs
- Department of Social Services (DSS)
- HomeStart Finance
- Morialta Trust
- Office for Youth
- Primary Health Network (PHN)
- SA Health
- Salvation Army
- Soroptimists
- The Quaker Shop
- LUCRF Community Partnership Trust

## **EDUCATION PARTNERS**

- Adelaide High School
- Adelaide Secondary School of English
- Catholic Education Office
- Cowandilla Primary School
- Craigmare High School
- Department of Education & Child Development
- Flinders University
- Grange Primary School
- Hope Christian College
- Kildare College
- Mark Oliphant College
- Mark Oliphant Children's centre
- 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

## **GOVERNMENT PARTNERS**

- Australian Electoral Commission
- Australian Taxation Office
- Assessment & Crisis Intervention Services
- CAMHS
- Department of Human Services SA
- Department of Social Services (DSS)
- City of Adelaide
- City of Campbelltown
- 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
- Department for Child Protection
- Housing SA
- Legal Services Commission
- Multicultural SA
- Regions at Work
- SA Police
- Women's and Children's Hospital

## **FUNDING PARTNERS**

- AMES Australia
- ANZ Staff Foundation
- Anglicare SA
- Bendigo Bank

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# EMPOWERING COURAGEOUS PEOPLE

**Australian Refugee Association**  
304 Henley Beach Road Underdale SA 5032  
1 Brown Terrace Salisbury SA 5108

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

