

# ANNUAL REPORT

2018 - 2019



**Our Vision** is a fair and equitable society where all communities are able to fulfil their potential.

**Our Purpose** is to support newly arrived communities and individuals, empowering them to participate actively in all aspects of life in Australia.

**We achieve our purpose** by delivering high quality services in collaboration with communities, stakeholders, volunteers and professionals.



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ARA acknowledges the Traditional Owners of this land.  
We pay our respects to Elders past, present and emerging.

### **Australian Refugee Association**

 304 Henley Beach Road, Underdale SA 5032  08 8354 2951

 1 Brown Terrace, Salisbury SA 5108  08 8281 2052

 [reception@ausref.net](mailto:reception@ausref.net)

 [australianrefugee.org](http://australianrefugee.org)

 [facebook.com/australianrefugee](https://facebook.com/australianrefugee)

## President's Report



For ARA, this has been a year of farewells and transition, but also a year of looking ahead as we move into the next cycle of our strategic direction.

Our former President, Lois Boswell, retired from the board in August 2018 when a realignment of her employment responsibilities at the Department of Human Services gave rise to a potential conflict of interest with her ARA role. We thank Lois for the generous contribution of her time and expertise as President.

Unfortunately, the year also saw three other members of our board retire. Ali Jafari, Rowan Roberts and Michaela Webster each brought a valuable set of skills and expertise to the board, and I thank them for their contribution to our work. Each of these four former Board members will remain close friends of the organisation.

We welcomed new member, Kathy Kingston, who has brought significant finance skills and experience as well as substantial governance experience.

At the end of the 2018 calendar year, the Board accepted the resignation of our CEO, Kirsten Bickendorf. Over the time she headed the organisation, Kirsten brought the organisation to a new level, particularly in terms of boosting our profile and brand within the wider community. She also led our thinking around fundraising and marketing. Kirsten brought big-picture thinking, enthusiasm and flair to the role, and we are grateful for the contribution she made.

While we were sorry to farewell Kirsten, we feel very fortunate to have appointed Deb Stringer to the position of CEO. Deb brings not only significant management experience to the role, but also a broad range of skills developed through her time with non-government organisations and charities both here and interstate.

In many ways, this has been a year of transition and transitions can be difficult. I give a particular thanks to ARA's staff for their focus at all times on our work supporting refugees and new arrivals. ARA is very much blessed in having such an excellent and dedicated staff cohort.

It has been a fitting time to complete our new strategic planning process which has developed a renewed vision, mission and purpose. We are looking forward to the coming year as we further strengthen our organisation and our work.

On behalf of the Board, I would like to thank everyone who contributes to ARA's work. This year, our principal funding bodies were the Commonwealth Department of Social Services, Adelaide Public Health Network (PHN), and the State Departments of Human Services, and Communities and Social Inclusion. We are fortunate to have many partners and collaborators who contribute in many different ways from in-kind support to funding. I would like to thank all of ARA's Board, staff, volunteers as well as our members and donors, many of whom have supported our work for many years.

I look forward to the year ahead, in which we will be celebrating our 45th anniversary. As much as remembering our history is important, we will be focussed on positioning ARA to deliver our innovative services far into the future.

Ritchie Hollands  
President

## Governance

### Patron

His Excellency the Honourable Hieu Van Le AC, Governor of South Australia

### Board

#### President

Lois Boswell (retired August 2018)  
Ritchie Hollands (August 2018—)

#### Treasurer

Wayne Turner

### Board Members

Bernard Andary  
Kathy Kingston (joined November 2018)  
Iain Murchland  
Monique Newberry  
Margaret Oates  
Heather Pascoe-Smith  
Chelsea Thomas  
Ali Jafari (retired April 2019)  
Rowan Roberts (retired August 2018)  
Michaela Webster (retired November 2018)

### Board Attendance

	Attended	Held
Ali Jafari (retired 2 April 2019)	9	9
Bernard Andary	7	12
Chelsea Thomas	11	12
Heather Pascoe-Smith	8	8
Iain Murchland	11	12
Kathy Kingston (joined November 2018)	8	8
Lois Boswell (former President) (retired 2 August 2018)	0	1
Margaret Oates	11	12
Michaela Webster (retired 15 November 2018)	3	4
Monique Newberry	9	12
Ritchie Hollands (President)	11	12
Rowan Roberts (retired 16 August 2018)	1	2
Wayne Turner (treasurer)	12	12

## Chief Executive Officer's Report



ARA works to support and empower newly arrived communities and individuals to participate actively in all aspects of life in Australia. Our annual report demonstrates the many ways we work towards this purpose, from casework for individual clients to capacity-building for community leaders. Our impact has been high. Our bicultural case managers, for example, have supported almost 800 individual clients, and important programs like Parenting in the New Land have seen increasing numbers of participants.

However, there are still many unmet needs for individuals and communities, and ARA has faced a number of challenges this year in its work to address those needs. Our funding for the Community Development Program was not renewed and this was also the first year we did not deliver the Immigration Advice and Application Assistance scheme through the Department of Immigration and Border Protection.

Despite these and other challenges, we have had many significant highlights, all of which have enhanced our work and extended our capacity to deliver services that support refugees and new arrivals in South Australia. Our application for three-year funding from the Department of Social Services was successful and we are now the largest provider of Settlement Engagement and Transition Support (SETS) in South Australia. Our application to become an approved proposing organisation by the Department of Home Affairs under the Community Support Program was also successful, allowing us to expand our migration support services. We also opened our first southern outreach service, and this will provide a solid foundation to build on our work delivering services to clients in Adelaide's southern suburbs.

We also delivered some short-term, but innovative and effective programs which will have ongoing influence on our work. The Syrian Women's Health Screening and Cancer Prevention Project, for example, not only supported women to access breast, bowel and cervical screening services, but elements of the program have also been integrated into other ARA programs. At the same time, we have continued to build on our established projects and programs including our highly successful youth programs such as the homework clubs and youth ambassador programs.

Many of our programs and projects are grounded in a model of partnership and collaboration. This is true of ongoing work, such as the health service delivered in partnership with the Survivors of Trauma and Torture Assistance and Rehabilitation Service (STTARS), as well as new programs such as the financial capacity program delivered in partnership with UnitingCare Wesley.

The success of many of our activities and programs is underpinned by the contributions of ARA's volunteers. We appreciate their passion, support and time they give.

Besides delivering services to clients, staff have been working with the Board to establish our new strategic direction. It has been a privilege to be able to work so closely with both the Board and staff on this important work so early in my appointment to the role of CEO. As we move towards our 45th birthday celebrations, I look forward to working together to implement our new strategic plan, building on the substantial foundations of our first forty-five years.

Deb Stringer  
Chief Executive Officer



## ARA Oration

This year brought a new direction and energy to ARA's Annual Oration as our traditional format of a single speaker was replaced by a panel of four young women from African and/or Muslim backgrounds. Addressing the Oration's theme of *I Belong!* the women—Tasneem Chopra, Khadija Gbla, Manal Younus and Flora Chol—spoke about what life is like behind the headlines and what we can do about becoming a truly civil society. By shining a light on the resilience and resourcefulness of refugees and their contribution to the South Australian community, the Oration was an important reflection of ARA's approach to its vision, purpose and service delivery.

Thank you to Tasneem, Khadija, Manal and Flora for their valuable contributions; and to the Hawke Centre for their ongoing support of ARA's Annual Oration.

## Health Expo

### Information and connections with healthcare providers in a welcoming and accessible environment.

For refugees and people who have newly arrived there are many reasons that access to healthcare services is vital. People who have fled war or conflict situations, for example, may not have had access to even the most basic health services while others may have chronic conditions that have not been addressed. This can be compounded by factors such as discomfort talking about health issues or a lack of information about available services.

Recognising these challenges, ARA identified an opportunity to reach out to communities in a new and innovative way. With the support of sponsorship from the City of Salisbury, Adelaide Primary Health Network, SA Health and the Office of Nick Champion MP, as well as 35 healthcare providers, the Health Expo was held in Salisbury in April 2019.

An estimated 400 people visited the expo where healthcare providers shared information about mental health, diabetes, reproductive health and dental health. Attendance statistics gathered on the day indicated that the majority of attendees had arrived in Australia within the last three years, demonstrating the value of the expo to people who have newly arrived.

Besides the obvious benefits to people who attended, feedback from healthcare providers noted the high value in this new opportunity to reach the community.

## Building Stronger, Safer Communities

### A primary prevention project aimed at increasing awareness of domestic, sexual and family violence in new and emerging communities of South Australia.

Community awareness and information about the prevention of domestic violence is increasing. However, language and other barriers mean that this information does not always reach refugee and new arrival communities. At the core of Building Stronger, Safer Communities is a team of community educators—seven men and eight women—with connections to the Syrian, Burmese (Falam and Hakha Chin), Congolese, Iranian, Afghani, Sierra Leonean, Liberian, Eritrean, Afghani (Pashtun), Burundian and Iraqi communities. These community educators are trained and supported to share important information about domestic violence within their communities.

The training given to community educators includes recognising and understanding domestic violence as well as ensuring referral pathways to domestic violence services are clear and accessible. The value of the initial training workshops is reflected in participant feedback: "My knowledge about the different types of domestic violence was enhanced, especially learning more about financial and religion abuse," one participant said. Another noted, "I am now better equipped to respond to disclosed sexual assault or any abuse to members of my community."

The program's flexible and culturally appropriate approach to program delivery saw community educators share their learning in formal and informal ways such as at community gatherings, in conversations with family and friends, or directly to women who have experienced (or are currently

experiencing) domestic violence. Twenty-seven community workshops helped reach 267 people.

The project was supported by wide sector engagement. In establishing the project, there were eight working party meetings attended by representatives of 21 organisations working in the domestic violence sector. Feedback from those meetings highlighted the value of those meetings to strengthening the connections and therefore the effectiveness of the sector:

*"The working party members willingly share information without any reservation, which is fantastic. It helps us all to fully understand all the many issues family domestic violence victims of refugee backgrounds face."*

Building Stronger, Safer Communities was funded by the South Australian government through the Department of Premier and Cabinet. While the funding for the project ended in June 2019, there is a strong commitment to maintaining the momentum of the program. As potential funding partnerships are being explored, a working group has been established to ensure that the focus of this important work can be sustained.

## Southern Outreach

**In a significant extension of its services, ARA established a southern outreach service at MarionLife in 2019.**

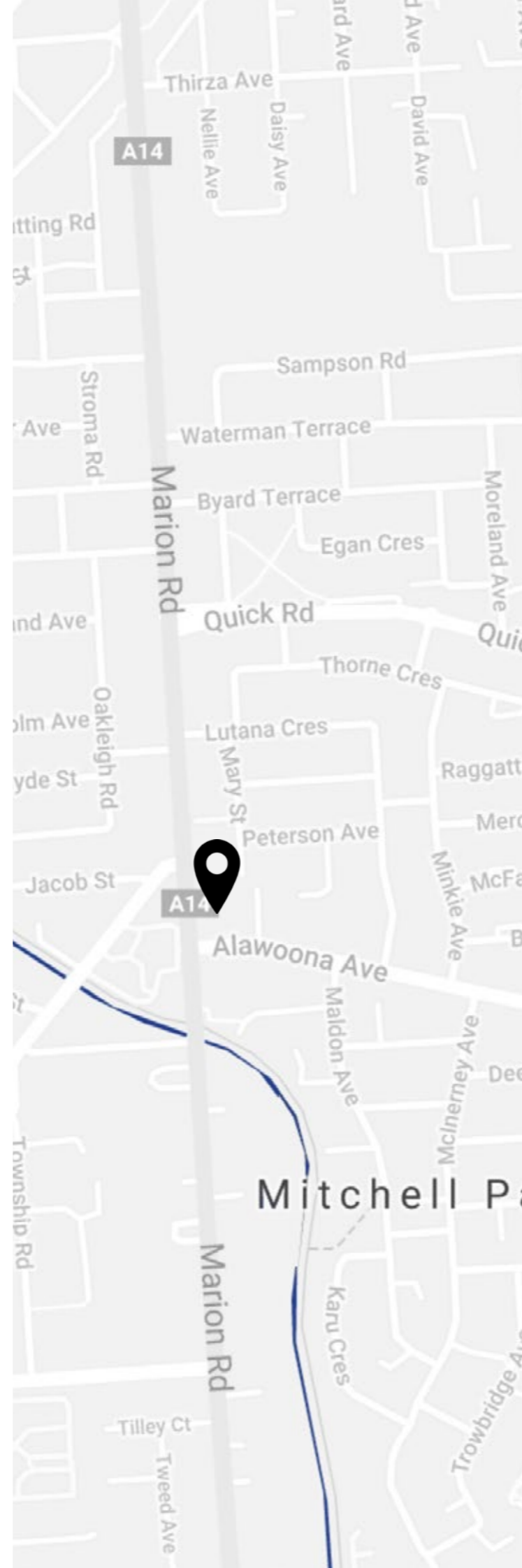
An Arabic-speaking bicultural case manager provides settlement information, support, advocacy, referral and linkages to other local support services each Wednesday.

Working in collaboration with MarionLife and other services, ARA plans to provide further localised supports for newly arrived refugees in the inner south area such as Marion, Oaklands Park and Mitchell Park.

The southern outreach service was established through Settlement Engagement and Transition Support (SETS) funding by the Department of Social Services.

## National Youth Week

In April 2019, ARA celebrated National Youth Week with an event held in conjunction with the Adelaide Secondary School of English. Now in its third year, this year's event had a focus on women's suffrage in recognition of the 125th anniversary of women's suffrage in South Australia. Activities and guest speakers, including Manal Younus, Ifrah Warsame and Sowaibah Hanifie highlighted the achievements and work of young women from culturally and linguistically diverse backgrounds. There was also food, and a range of performers including art workshops, and health and fitness.



## Syrian Women's Health Screening and Cancer Prevention Project

**Helping newly arrived women to access regular health screens.**

Regular health screens play a crucial role in early detection of some cancers and long-term health outcomes for women. For some refugee and newly arrived women, however, a lack of knowledge about these services combined with language and other barriers can mean they miss out on accessing these valuable services. As the recipient of the SA Cervix Screening Strategic Partnerships Grant, and in collaboration with BreastScreen SA and the Women's Health Service, ARA established a short-term, but highly effective, program to support Arabic-speaking women from Syrian and Iraqi backgrounds to access breast, bowel and cervical screening services.

ARA's Arabic-speaking bicultural case manager worked with the Syrian community to promote the program and identified over 25 women interested in attending the screening program. The program was designed to raise awareness about the need for screening; provide information about the availability of screening services; and support women to make their initial visit at the screening services. The program also provided information about ongoing health awareness including future screening.

The program included a series of group information sessions as well as an organised familiarisation visit to a women's clinic. Supported by ARA's bicultural case manager, the women

visited screening clinics in groups often followed by informal social events such as visits to cafes. ARA's case manager was also able to assist with any further referrals that were required or follow-up appointments.

*While this was a short-term project, it has had many substantial benefits not only for the women who took part, but also for ARA's ongoing work.*

ARA has been able to integrate elements of this program into other projects and programs, improving outcomes related to cervical, bowel and breast screening beyond the life of the grant-funded period. The links established with the SA Health screening team, for example, now play an important role in ARA's community education program, and comprehensive, accessible information was provided at the Health Expo.

Feedback was invited from participants at the final information session and one hundred percent of women who attended this session responded that the program had helped them to understand the need for screening and given them more confidence to undertake screening.

**1,109**  
individual Settlement  
Engagement and Transition  
Support (SETS) clients

ARA's post-service assesment  
indicates

**94.6%**  
of clients reported a positive  
increase in relation to changes in  
skills, knowledge and engagement  
with services

**86%**  
of clients reported a positive  
increase in settlement-related  
outcomes such as housing,  
education and money  
management

**320**  
migration clients  
supported through our  
advice clinics

**59**  
clients supported with  
immigration application  
lodgement

**22**  
CSP applicants arrived  
safely in Australia

**109**  
clients supported through  
the community support  
program

# OUR IMPACT

**1,619**  
individual clients assisted  
through casework

**8,741**  
sessions of casework  
including:

**729** individual clients  
assisted through  
bicultural case  
support

**122** young people

**187**  
homework sessions

**234**  
active volunteers

**127**  
clients assisted through the  
Australian Refugees and New  
Arrivals Project (ARANAP)

**105**  
clients assisted through the  
Specialised Intensive Services (SIS)  
program

**Parenting  
sessions**

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**47**  
participants  
in 2016-2017  
increased to

**62**  
participants this  
financial year



## GENERAL CLIENT SUPPORT

ARA's bicultural and general case managers support refugees and new arrivals to establish themselves when they arrive in South Australia. From finding accommodation to assisting with orientation to a new area, ARA provides information, advocacy and referrals for individuals and through group work. Our joint initiative with STTARS allows us to deliver more focused health services to eligible clients. Clients with complex needs may be eligible for the specialised and intensive services program.

### SETTLEMENT ENGAGEMENT AND TRANSITION SUPPORT (SETS)

As the largest SETS provider in South Australia, ARA provides holistic support to eligible clients including information, case management support, and referrals to specialised services. These services are delivered by ARA bicultural case managers from Iraqi, Burmese, Bhutanese and Afghani backgrounds and by specialised case managers. They work on youth, employment and domestic or family violence issues as well as the other general settlement needs such as accommodation support, social support, and community education.

#### Accommodation

ARA supports clients to find accommodation and to maintain a lease. This service is provided through individual casework as well as through workshops covering topics such as finding accommodation, and tenants' rights and

responsibilities. We also help to resolve conflicts with landlords including referral to the Tenants' Information & Advisory Service when required.

#### Bicultural Case Support

Staff with backgrounds from Afghanistan, Bhutan, Iraq and Myanmar provide services to clients from their community as well as to other clients using the telephone interpreter service. Services include support, information, advocacy and referrals to other services. Bicultural case managers also provide a vital role in promoting ARA services to their community and providing feedback on their communities' settlement needs.

*With almost 800 clients supported in the last year, this is one of ARA's foundation services.*



#### Community Education

ARA organises a range of workshops for community groups on topics of interest related to settlement for example health, family relationships, housing, voting and budgeting.

The community education program is often delivered through cultural support groups, with guest speakers from a range of service providers. The goal of the community education program is to link newly arrived community members with appropriate services so they feel confident to access these services independently.

ARA is also actively involved in a range of other community education initiatives such as our Health Expo featured in our highlights section.

#### Social Support Program

Volunteers visit clients to provide practical assistance, information and friendship. Support can be in many different forms including social connections, practicing conversational English, explaining letters and filling out forms, assisting with orientation to a new area, and providing information about community activities.

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

ARANAP is a joint project with the Survivors of Trauma and Torture Assistance and Rehabilitation Service (STTARS). Funded by the Adelaide Primary Health Network (PHN), the project supports new arrival communities from refugee backgrounds who have unmet health needs and difficulties navigating the health system—for example, a client who receives a new diagnosis of a chronic health condition such as diabetes can be supported to access appropriate health care services through their primary health care provider. A STTARS nurse will provide support to understand the implications and management of the condition and can accompany a client to initial appointments then support the client to attend referrals or follow-up appointments. An ARA bicultural case manager will then support clients to develop the capacity to independently navigate the health system. This year, 127 clients were supported through the ARANAP project.

### SPECIALISED INTENSIVE SERVICES (SIS)

ARA is subcontracted to provide intensive case management services to eligible humanitarian entrants with multiple and complex needs. SIS offers clients short-term support (generally up to six months) to help them access appropriate mainstream services and develop the necessary skills to manage their needs independently. ARA supported 105 clients through the SIS program this year.





## FAMILY SUPPORT

Refugee families face a unique range of challenges both before and after arriving in Australia. Some families, for example, have been separated for many months or years, and individuals within the family might find themselves with new roles or responsibilities. ARA's support services for families include counselling and crisis support for families as well as group activities such as parenting courses and cultural support groups.

### FAMILY CASEWORK

For families in high need, ARA provides support, referrals, information and linkages to services on a range of issues such as wellbeing, accommodation and financial services. This work is supported through SETS funding.

### PARENTING IN THE NEW LAND

This was the third year of the Parenting in the New Land program. This important program provides parenting information in a safe environment for members of the Afghani, Bhutanese, Burmese and Syrian communities. All sessions are in the language of the community group. The program supports vulnerable clients with minimal English with information about the health and education systems, and how best to support the development of their children. Topics covered include education in Australia, the importance of play, safety in the house and car, healthy family relationships and child development.

ARA is often approached by community groups to provide parenting sessions, and each session is developed according to the needs and requests of each group.

Funded by Communities for Children, ARA is contracted by the Salvation Army to deliver this program to culturally and linguistically diverse communities.

*The importance and impact of this program is demonstrated in its growth from 47 participants in the 2016-2017 financial year to 62 participants in this financial year.*



### FAMILY AND RELATIONSHIP COUNSELLING

Our family counselling services help to promote and strengthen health family relationships, improve children's wellbeing, and strengthen community functioning. Counselling is appropriate for people who are survivors of, at risk of, or currently experiencing family or domestic violence, or family breakdown. ARA is contracted by AnglicareSA to deliver this service.

### CASEWORK FOR DOMESTIC VIOLENCE AND CHILDREN AT RISK

ARA provides a specialised case management service for clients who are experiencing domestic and family violence or supporting families in which children are at risk. The focus is on the individual needs of the clients, assisting them to link to crisis services relevant to their needs. Long-term support is provided where required.

The program also has a community development focus and supports Syrian women who have recently arrived in Australia. The program is part of the community support program funded by the Department of Human Services.



## YOUTH SUPPORT

Young people from a refugee background often face unique challenges. Interrupted schooling, language barriers, and a lack of shared experiences can all provide barriers to learning. ARA's youth programs are focussed not only on supporting young people in education, but also on building capacity through nurturing leadership potential.

### YOUTH CASEWORK

ARA's social workers and youth workers can provide individual support to young people for a variety of issues. Where required or requested, ARA can also support a young person's family members. Youth casework is provided through SETS funding and this year, 122 people were supported through this program.

### EDUCATION SUPPORT

ARA's education support programs are funded through SETS funding and a Westpac Foundation Community grant.

### Homework Clubs

Homework clubs are among ARA's most enduring and successful programs, playing a vital role in helping young people from refugee backgrounds who experience many extra challenges at high school. Importantly, homework clubs not only provide practical support to young people who

have newly arrived, they also address the gap in services and supports offered to young people who have transitioned from new arrival programs to mainstream education.

Led by a facilitator and a team of trained volunteer tutors, homework clubs offer one-to-one support to students. Together, tutors and students work on school-based topics and assignments as well as general literacy and numeracy skills. The program also provides a sense of support and connection to the wider community.

To help ensure the homework clubs are as accessible as possible, they are held at five locations: Adelaide University, Adelaide Secondary School of English, Elizabeth, Hilton and Salisbury. This year, there were 187 sessions with an average attendance of ten students at each session.



*"Homework Club helped me to improve my written English. It also helped me to gain more confidence when speaking and to find new friends and study buddies."*

### Holiday Activities

ARA's school holiday program provides young people with a range of activities each school holidays. The program is designed to help prevent social isolation as well as support positive settlement outcomes and wellbeing. This year a total of eight sessions included a henna workshop, hip hop workshop, cooking sessions, excursions to St Kilda and the Botanic Garden, and a Christmas party. The most popular sessions were the Christmas party and the excursions.

### Art at ARA

Art classes, held at Salisbury, encourage creativity and self-reflection by giving young people an opportunity to express themselves through artforms ranging from drawing, painting and building through to poetry and storytelling. Held

every Tuesday during school terms, this program is designed for young people aged 12-25.

### Youth Hangout

The Youth Hangout was established over three years ago in response to an identified need by parents from the communities ARA supports. Parents were concerned that their children did not have a safe space where they could engage in meaningful activities. Operating as a drop-in program at ARA's Salisbury office, the Youth Hangout provides hands-on activities for young people aged 12-25. Activities include cooking, sport and games as well as homework and employment support. The program also provides informal access to mentoring and referrals to other relevant services. It supports many refugee and new arrival communities including people from Afghan, Bhutanese, Burmese, Liberian and Syrian communities. With over 75 young people registered, there was an average attendance of 10 young people each week. This program is funded by the Department of Social Services and Quakers SA.



## YOUTH SUPPORT

### YOUTH LEADERSHIP

#### Youth Ambassadors

ARA's Youth Ambassador program is a leadership development opportunity for high school students in years 10-12 who are passionate about refugee and asylum seeker issues. Beginning with a camp, the program is supplemented by ongoing workshops and activities. Participants are given the training to advocate for refugees and asylum seekers and to raise awareness of important issues.

The program provides a platform for ARA to engage with the wider community, schools and young people, raising awareness of ARA's work and the challenges people from newly arrived communities face. The Youth Ambassador program is funded by LUCRF Super, Matana Foundation and Morialta Trust.

#### Leadership Program and Camps

Designed to foster wellbeing and nurture leadership, this program is built around a full day program each term at the Adelaide Secondary School of English (alternating between young men and young women) and an annual camp (this year, for young women). Topics covered include healthy relationships, cultural identity and belonging, bullying and harassment, and personal safety. Funding was provided by the Department of Social Services and Morialta Trust.



## FINANCIAL SUPPORT

Through advocacy and information as well as some emergency relief, ARA's financial support services are designed to respond to short-term needs and support long-term stability.

### FINANCIAL COUNSELLING, ADVOCACY AND INFORMATION

#### Advocacy and Information

As part of ARA's case management services, case workers can advocate on behalf of clients with other organisations, government departments and utility companies. Funded through the Department of Social Services.

#### Financial Counselling

Where appropriate, case workers can refer clients to a financial counselling service which is provided in partnership with UnitingCare Wesley Bowden and funded by the Department of Social Services. This service provides budgeting, information and advocacy for people experiencing financial difficulties.

### EMERGENCY RELIEF AND MATERIAL ASSISTANCE

#### Emergency Relief

Small, one-off payments for eligible clients are available to provide assistance with utility bills. This service further supports clients by providing information and advocacy on budgeting and financial matters. Emergency relief is funded by the Department of Social Services and this year, ARA was able to support 132 clients with this funding. We also received a one-off payment from the South Australian government through the Department of Community and Social Inclusion enabling us to support a further 226 clients.

#### Scholarships

Small, one-off contributions can be provided towards education costs such as uniforms, textbooks and stationery. Fifty-nine scholarships were provided this year, through funding provided by Marion, Mitcham and Port Adelaide-Enfield councils and private donations.

#### Donated Food and Goods

An informal program providing short-term assistance for clients. Supported by Quakers SA and OzHarvest.

## MIGRATION SUPPORT

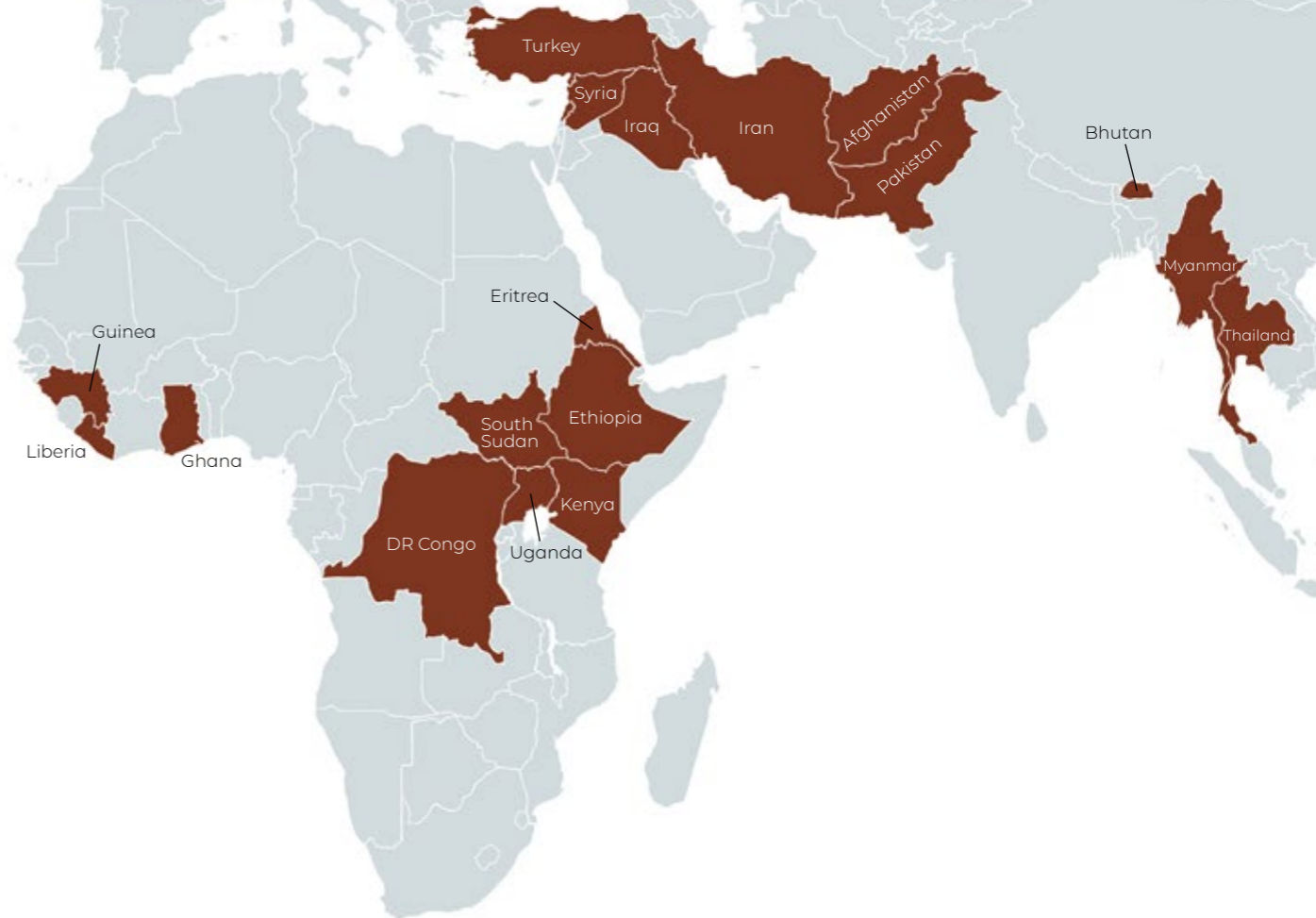
Whether seeking protection or reunification with family members, navigating Australia's immigration systems can be challenging, especially for people with limited English skills and sometimes limited literacy. ARA has been delivering migration services to its clients for over 40 years, reuniting families through services for humanitarian and non-humanitarian entrants. Our team of registered migration agents provide advice and assist people in applying for visas, residence and citizenship applications. We believe family reunification is a key element of successful settlement and our focus is on providing accurate and realistic advice on application outcomes.

At ARA, we believe family reunification is a key element of successful settlement. Our clients come from countries including Afghanistan, Bhutan, DR Congo, Eritrea, Ethiopia, Iran, Iraq, Myanmar and Syria. Our clients' life experiences and skills vary as do their reasons for seeking residence in Australia. Some clients seek protection, while others are in pursuit of better job opportunities, or seek reunification with family in Australia.

In 2018-2019, the migration team has faced both challenges and growth. This year was the first year ARA did not deliver the Immigration Advice and Application Assistance Scheme (IAAAS) through the Department of Immigration and Border Protection. While this has previously been a key element in ARA's work, we have redesigned our service to ensure our most vulnerable clients still have access to the migration support they need. Recently, ARA has also expanded its services to

support individuals with parent visa applications and increased its capacity to support skilled individuals with skilled and work visas. Through our advice clinics, we have serviced 320 clients during 2018-2019. Additionally, we have supported 59 clients with immigration application lodgement.

Through the appointment of additional staff members and the introduction of some new programs, ARA has ultimately been able to deliver a larger suite of services to individuals and been able to service more clients. In early 2018, ARA was appointed an Approved Proposing Organisation (APO) by the Department of Home Affairs under the Community Support Program (CSP). Throughout the year, our work with humanitarian applicants has expanded due to the CSP. ARA supported 109 clients with strong and genuine humanitarian claims through the program and has had 22 applicants safely arrive in Australia.



**The countries of origin of  
ARA's migration clients**

## EMPLOYMENT PATHWAYS SUPPORT

For people who have newly arrived in Australia, the pathway to finding employment has many barriers. ARA's employment services begin with pre-employment assistance, supporting clients to improve English language skills, increase their understanding of Australian employment systems, and improve their interview skills and confidence.

### CASEWORK AND INDIVIDUAL SUPPORT

An ARA case manager with a dedicated focus on employment pathways can provide orientation to employment in Australia with information and advice on Australia's employment systems and environment. For clients seeking to have their qualifications recognised in Australia or to gain new qualifications, ARA can provide advocacy and information.

We also offer tailored assistance with employment searching and an ARA case worker is able to help clients with each stage of the process beginning with information on how to prepare or update a resume and cover letter through to advice on where to look, and assistance with applying or registering interest in a position.

ARA also provides links to work experience or volunteering opportunities that can help clients further develop their skills. This year, ARA has established links with volunteer coordinators in local councils and will be extending these relationships in the coming year.

For clients considering self-employment through a small business, ARA provides practical support such as how to register for an ABN as well as links to other relevant organisations and training opportunities.

Employment pathways casework is supported by SETS funding.

### WORKSHOPS AND GROUP TRAINING

ARA provides a range of group information sessions with general information about employment pathways and the working environment. Primary among these is a regular series delivered for participants in the new arrivals program at the Thebarton Senior College.

ARA also facilitates access to other training sessions for clients facing access barriers such as language. For example, for clients seeking white card training, ARA has been able to make links between relevant registered training organisations and interpreting services.

### LEARNER'S TO EMPLOYMENT

ARA's Learner's to Employment program recognises the high value that a driver's licence and driving have for finding and maintaining employment. ARA offers regular courses in learner driver theory tuition for both adults and young people each school holidays. The two days of tuition are carefully tailored to teach participants what they need to know to successfully sit their learner's test. The courses also cover general information about the workplace, recruitment practices, rights and responsibilities in the workplace, and occupational health and safety. This year there were seven sessions covering including courses for adult men, adult women and young people with a total of 80 participants. Ninety percent of participants passed their theory test on their first attempt. Funded through SETS.



### ARA COMMUNITY CATERING

In 2019, ARA launched its successful Community Catering initiative. Through this, individuals from Syrian, Bhutanese and Burmese communities have been involved in providing catering for both small and large-scale events. Participants in Community Catering begin by completing a recognised food handling certificate. A case manager offers support as participants then prepare a menu of cultural foods they can contribute to events and begin preparation for registration of their own business. Finally, individual caterers are engaged by ARA and other organisations and individuals to prepare meals for morning teas, lunches, breakfasts and dessert tables.

Ratiba was one of the first community catering participants. A Syrian woman who enjoys cooking and baking for her family and community—especially baklava and almond biscuits—Ratiba hopes to continue to expand her client base and eventually own her own business.





**SOCIAL AND COMMUNITY ENGAGEMENT**



ARA's social and community engagement programs are designed to build the capacity of refugee communities and to connect new arrivals with the wider Australian community. Through programs such as our cultural awareness workshops, ARA also works to enhance our community's understanding of refugees' experiences.

**CULTURAL AWARENESS PROGRAMS**

ARA's cultural awareness programs are an integral part of our holistic approach to service delivery. ARA's experience as a leading provider of settlement services has allowed us to develop a comprehensive series of cultural awareness workshops delivered to mainstream services, other organisations and community members.

- Adelaide Football Club
- Department of Human Services (Department of Corrections)
- SA Health
- SHINE SA
- Port Adelaide Enfield Council
- City of West Torrens
- ARA volunteers

ARA's cultural awareness workshops equip community members and organisations with the knowledge to respectfully and actively engage with newly arrived communities and to provide culturally sensitive and appropriate services to people of a refugee background.

A key feature of ARA's cultural awareness workshops is the ongoing involvement of ARA Youth Ambassadors, peer leaders and community members who offer their time as guest speakers and facilitate QandA sessions.

This year, cultural awareness training workshops were conducted for the following organisations:

*"Open, honest, safe conversations...thank you."*

**COMMUNITY LEADERSHIP AND CAPACITY BUILDING**

Community leaders are volunteers in their communities, who provide practical support and information to their community members. ARA's innovative approach to supporting community leaders has seen leaders develop many valuable, long-term networks with mainstream services. These networks have been developed through visits to local community centres as well as a range of informal conversations.

Community leaders have opportunities to develop their leadership skills through one-to-one mentoring or in group settings. Leaders participate in workshops, training and forums to increase their skills and knowledge to better support their community and create a sustainable future for their organisations. Popular workshop topics have been governance training on committee roles and basic book-keeping.

ARA's community development volunteer mentors have used their skills to support leaders in specific areas such as web design, policy development and finances. By having a direct connection with a mentor, leaders are able to develop skills at their own pace and have targeted support in areas prioritised by leaders themselves.

**CULTURAL SUPPORT GROUPS**

Cultural support groups provide a friendly and welcoming environment for women to come together. The groups are an opportunity for the women to practice conversational English and learn more about topics that are relevant to them. This year, guest speakers provided information on a range of issues: women's health, nutrition, parenting information, e-safety, financial planning and community centre activities. Following on from these sessions, participants have been able to make ongoing connections. This has been

particularly beneficial for sessions based on citizenship and financial literacy.

The cultural support groups currently focus on women with young children from Burmese and Afghan backgrounds. The groups meet weekly during school term at the Salisbury Family Hub based in Salisbury Primary School. Both groups are facilitated by bicultural staff and are supported by a small group of volunteers. The program is funded by the Salvation Army.

**SETTLEMENT ACTION NETWORK (SAN)**

ARA facilitates a successful, quarterly network meeting that brings together a wide range of government and non-government organisations, community groups and individuals. With a focus on new arrival settlement-related issues, the Settlement Action Network provides an opportunity for its 300 members to collaborate and collectively respond to key issues raised. Smaller working parties are formed as needed, and provide in-depth discussion on issues such as health and wellbeing, social engagement, youth issues and Syrian settlement. This year's meeting themes covered: social inclusion; family and domestic violence; the role of community constables; and the pivotal role community centres can play in reducing isolation. The Settlement Action Network is supported through SETS.

# VOLUNTEERS

Volunteers continue to play a pivotal role in supporting new arrivals through ARA's programs, services and events. For some, volunteering with ARA is an opportunity to donate skills already acquired through work and life experiences. For others, their time at ARA is an opportunity to develop skills and experience for future paid employment.

### WHAT DO ARA VOLUNTEERS DO?

Volunteers have donated their time to all of ARA's major events including the ARA Oration and Health Expo. They are involved in many of ARA's programs including the sewing group, cultural support groups, homework clubs, social support program, furniture donation and community development mentoring.

- Volunteers have assisted clients to successfully set up their own small businesses by navigating basic accounting and registering business names.
- A number of volunteers have supported clients to gain their citizenship, by learning aspects of Australian culture and government and doing practice tests together.
- A number of Homework Club volunteers have gone on to secure paid positions as Homework Club facilitators. They are now able to use the skills they acquired while volunteering as well as the connections they built with clients.

### SUPPORT AND TRAINING FOR VOLUNTEERS

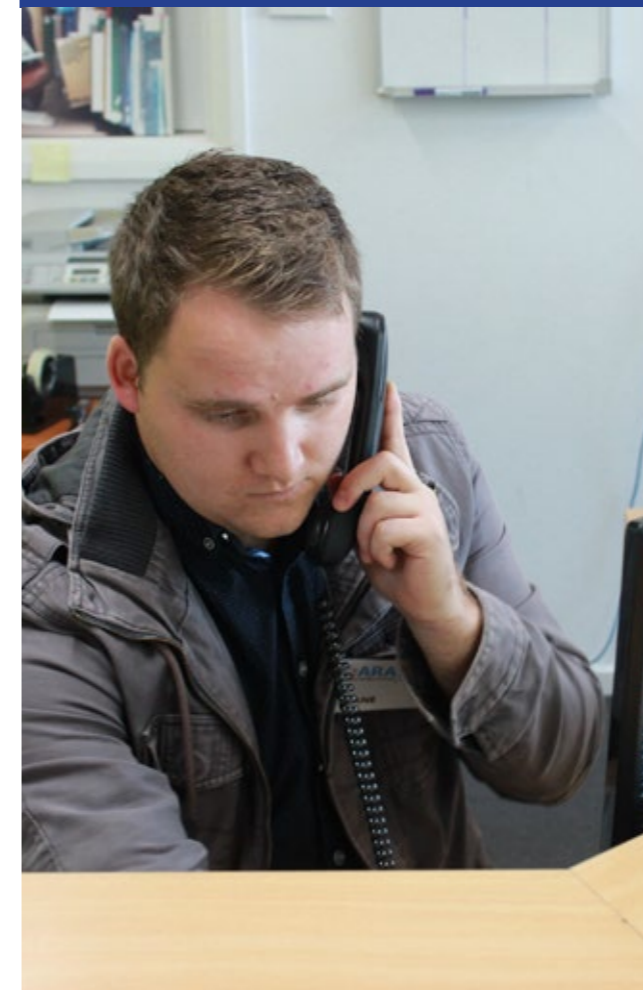
ARA volunteers receive training tailored to their volunteer role. ARA also offers ongoing training throughout the year in cultural awareness; self-care (managing wellbeing, recognising and preventing burnout); child-safe environment training, English literacy support; Muslim cross-cultural awareness, and first aid training.

### VOLUNTEER THANK YOU EVENT

This year's volunteer thank you event was held at Carclew during National Volunteer Week. The event featured a screening of the documentary *Afghan Cameleers in Australia 1860-1920* followed by a QandA session with the film's director, Fahim Hashimy.

*"Meeting and helping others make life easier is something I have experienced and want to return the favour."*

*"I have been learning new tasks, taking on new challenges at ARA as a volunteer and am surrounded by a fantastic team that loves what they do."*



### Volunteer thank you certificates

Name	Years volunteering
Annie Vaughton	5
Joan Worth	5
Cynthia Fulton	7
Pam Lee	7
Peter Birdsey	7
Ritchie Hollands	7
Bernard Andary	7
Margaret Oates	retrospective 7
Chelsea Thomas	5
Matthew Thomas	5
Wayne Turner	20
Ian Smerd	5
Phil Bohnsack	10
Keith Manuel	7
Julie Watkinson	retrospective 7
Gay Maynard	7
Graeme Rafferty	retrospective 5
Gay Stock	retrospective 5



## ARA STAFF

### Management Team

**CEO** Deb Stringer  
**Deputy CEO** Semira Julardzija  
 Sandra Dzafic  
 Dijana Karaahmetovic  
 Karen Kretschmer

### Client Wellbeing

Mohsen Abdel-Meseh  
 Dusko Cuckovic  
 Alice Davis  
 Nicolette Fluris  
 Louiza Hebbardt  
 Sang Par (Faith) Khuplian  
 Jennifer Kyte  
 Roy Peng Nawl  
 Amber Bahadur Poudel  
 Halia Rohany-Azizi  
 Hind Suleiman

### Youth and Social Engagement

Joni Cottrell  
 Ummulbaneen Haidari  
 Lal Dinthari Lal  
 Franziska Marzi  
 Kevser Pirbudak  
 Carly Squire

### Homework Club, Art, Hangout

Om Prakash Kafley  
 Haris Koutlakis  
 Sofiann Saidi

### Migration

Tamara van Mil-Koops  
 Robert Yeomans

### Business Systems and Community Education

Imogen Moseley

### Finance and Administration

Saleena Ansarahemad Thakor  
 Asmira Bekric  
 Wahid Hussaini (traineeship)  
 Carolina Lerma Escudero  
 Lal Thuam (traineeship)

### Marketing, Fundraising and Membership

Scott Henderson  
 Ben Matthews (and IT)  
 Deb Tranter

### Youth Ambassadors

Yassir Ajrish (and Homework Club)  
 Shamsiya Mohammadi  
 Rachel Nyiramugisha (and Youth and Social Engagement)

### With thanks to the following people who left the organisation in 2018-2019

Kirsten Bickendorf  
 Kate Carter  
 Valerie Gatabazi  
 Craig Heidenreich  
 Murtaza Hussaini  
 Amela Talikj Kalendar  
 Sushil Niroula  
 Nelum Perera  
 Ashlee Randell  
 Besmellah Rezaee  
 Rachel Saliba  
 Vanishka Sinh  
 Stephanie Skordas

## TRAINEESHIPS IN BUSINESS ADMINISTRATION

In an exciting development in ARA's employment pathways program, this year saw the introduction of two traineeships in business administration. Traineeships provide an opportunity for young people to develop skills and complete a recognised certificate while gaining valuable workplace experience. Paid according to the award, ARA's traineeships are for one year.

## AUSTRALIAN SERVICE EXCELLENCE STANDARDS (ASES) ACCREDITATION

In 2018, ARA was officially accredited under the Australian Service Excellence Standards. ASES is a quality framework which supports community organisations to implement and improve service delivery, management of resources, understanding of client needs and accountability and reporting. It is an internationally recognised program which has ensured that we are meeting legislative requirements while focusing on supporting clients and delivering relevant and effective services.

## WHITE RIBBON WORKPLACE

In March 2017, ARA was recognised as a White Ribbon accredited workplace. At the time of printing, ARA was informed of White Ribbon's liquidation. At ARA we will continue our commitment to the message of zero tolerance of violence against women and children in all aspects of the work we undertake.

## PROFESSIONAL DEVELOPMENT AND TRAINING

ARA is committed to supporting its staff through ongoing training and professional development. This not only helps to ensure that our clients continue to receive the highest level of best practice service delivery, it also provides our staff with a rewarding professional environment. This year, our all-staff training included sessions on child safe environments, risk management, complex trauma, unconscious bias and cultural awareness. Individuals took part in sessions on privacy law and cyber security, diversity awareness, accidental counselling, raising literacy, external supervision, financial literacy for clients and preventing domestic violence.

## CONFERENCE ATTENDANCE AND PRESENTATIONS

Attending conferences and other meetings helps our staff further extend their skills and networks as well as stay abreast of developments in the sector. Our staff are also invited to deliver presentations to share their skills and knowledge with others. This year, for example, Sandra Dzafic and Dijana Karaahmetovic gave a presentation titled *Understanding Cultural Complexities: The Newly Arrived Child's Experience of Family and Domestic Violence* at the Northern Regional Forum (an initiative of Relationships Australia of SA). This event included professionals working with children and families across a range of services. ARA's presentation focused on domestic violence and the complex impact it has on young children from a refugee background. It covered refugee experience and post-traumatic stress disorder, and cultural and religious complexities including the value of family and children's place in the family. Other conferences our staff attended include the International Metropolis Conference, CSP Conference and the AUSAE Conference and Exhibition. This year, the conference *Refugee Alternatives: Improving Policy, Practice and Public Support* was held in Adelaide, providing an excellent opportunity for many of our staff members to attend.



# Treasurer's Report



I have pleasure in providing this report on the financial performance of the Australian Refugee Association Inc. (ARA) for the year 2018/2019.

## The Year

This year has delivered a financial result that provides ARA a strong basis for sustainability, and the ability to develop new strategies and directions. The 2018/19 surplus of \$141,887 has boosted ARA's equity from \$978,600 to \$1,120,500 over the financial year.

## Income and Expenditure Statement for the Year Ended 30/6/2019

ARA achieved an operating surplus of \$141,887. This was an increase of \$34,276 over the previous financial year. Whilst total income reduced by \$106,836 to \$2,903,734, total expenses also were managed and reduced by \$141,111 to \$2,761,847.

The main contributors to the changes in income were reductions in grants, dividends and donation income but an increase in fee based income. The main contributors to the changes in expenses were a reduction in program, electricity and IT expenses but an increase in consultancy and interest expenses.

## Statement of Financial Position (Balance Sheet)

The most significant changes to the balance sheet were the result of an increase in the holding value of total assets by 15.6% to \$2,121,256; and an increase in total liabilities by 16.8% to \$1,000,738. The primary contributors were an increase in the holding value of cash and cash equivalents (assets), and a decrease in financial assets; as well as an increase in income in advance (liability). Overall, the net asset position for ARA increased by 14.5%.

## Audited Financial Statements

Our Auditors, **Bentleys SA Audit Partnership** provided an opinion regarding the 2018/19 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 2019, 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 2019 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, Deb Stringer and staff for their continuous focus on the business of ARA, and diligence in managing the resources available to them during 2018/19.

Wayne Turner  
Treasurer  
18/09/2019

## Australian Refugee Association Inc. and Controlled Entity

### Statement of Profit and Loss and Other Comprehensive Income For the year ended 30 June 2019

	Note	2019 \$	2018 \$
Grant Income		2,188,563	2,304,080
Fee Income		416,905	353,263
Donations		202,212	217,692
Other Income		96,054	135,535
Employee benefits expense		(2,084,605)	(2,113,898)
Depreciation and amortisation expense		(64,335)	(56,093)
Program costs		(210,291)	(353,652)
Other expenses		(402,616)	(379,316)
<b>Profit for the year</b>		<b>141,887</b>	<b>107,611</b>
Unrealised (loss)/gain on investments		-	13,780
Capital Income		-	89,735
<b>Total comprehensive income for the year</b>		<b>141,887</b>	<b>211,126</b>

## Australian Refugee Association Inc. and Controlled Entity

### Statement of Financial Position As At 30 June 2019

	Note	2019 \$	2018 \$
<b>Current assets</b>			
Cash and cash equivalents	2	1,209,219	528,183
Trade and other receivables	3	14,582	50,047
Other current assets	4	16,525	16,421
<b>Total Current Assets</b>		<b>1,240,326</b>	<b>594,650</b>
<b>Non-current assets</b>			
Property, plant and equipment	7	880,930	923,645
Financial assets	5	-	316,708
<b>Total Non-Current Assets</b>		<b>880,930</b>	<b>1,240,353</b>
<b>TOTAL ASSETS</b>		<b>2,121,256</b>	<b>1,835,003</b>
<b>Current liabilities</b>			
Trade and other payables	8	132,704	133,819
Borrowings	10	25,633	24,483
Income in advance	9	259,256	86,988
Short-term provisions	11	209,233	212,451
<b>Total Current Liabilities</b>		<b>626,826</b>	<b>457,741</b>
<b>Non-current liabilities</b>			
Borrowings	10	373,912	398,631
<b>Total Non-Current Liabilities</b>		<b>373,912</b>	<b>398,631</b>
<b>TOTAL LIABILITIES</b>		<b>1,000,738</b>	<b>856,372</b>
<b>NET ASSETS</b>		<b>1,120,518</b>	<b>978,631</b>
<b>EQUITY</b>			
Initial Sum		10	10
Retained profits		1,120,508	978,621
		<b>1,120,518</b>	<b>978,631</b>

# In Good Company

## IN 2018-2019 ARA RECEIVED FUNDING FROM:

### Department of Social Services

Settlement Engagement and Transition Support (SETS)  
Settlement Grants Program (Community Development)

### Department of Home Affairs

### Department of Communities and Social Inclusion

Family Support Program  
Cultural Life Skills (Building Stronger, Safer Communities)  
Infrastructure Grant  
National Youth Week

### AMES:

Specialised Intensive Services (SIS)

### Adelaide Primary Health Network (PHN):

Australian Refugees and New Arrivals Project (ARANAP)

### Lutheran Community Care:

Emergency Relief

### UnitingCare Wesley Bowden:

Financial Capabilities

### Department of Human Services:

Volunteer Social Engagement

### SA Health, SA Cervix Screening:

Health Screening and Cancer Prevention Program

### City of Marion: Scholarships

### City of Mitcham: Scholarships

### City of Port Adelaide-Enfield:

Scholarships

### City of Salisbury: Health Expo

City of West Torrens: Multicultural Open Day

### LUCRF Super: Youth Ambassadors

Program

### Morialta Trust: Youth Camp

### Matana Foundation: Youth

Ambassadors Program

**Salvation Army:** Cultural Support Group, Parenting in the New Land

**AnglicareSA:** Family Relationship Counselling

**Quakers SA:** Youth Program

**Westpac Foundation:** Homework Club

### Thank you to the following groups and organisations for support throughout the year:

Academy of Self Defence and Martial Arts Courses  
Adelaide Secondary School of English  
Afghan Association of SA  
Afghan National Association of Australia  
Afghan Sports Federation of Australia  
African Communities Organisation SA  
African Women's Federation  
Al Sham in SA  
Amnesty International Australia  
Assessment & Crisis Intervention Services  
Association of Himalayan Buddhists of SA  
Australian Migrant English Program  
Australian Migrant Resource Centre  
Australian Red Cross – SA  
Australians for Syria  
Aweil Community of SA  
Bahr el Ghazal Community of SA  
Baptist Community Services  
Basango Refugee Association SA  
Bhutanese Australian Association of South Australia  
Bhutanese Baptist Church  
Bhutanese Ethnic School  
Bikes for Refugees SA Inc  
Bor Association of SA  
Burundian Community of SA  
Careworks  
Catherine House  
Catholic Education Office  
Catholic Multicultural Office  
Centacare  
Child and Adolescent Mental Health Services – Women's and Children's Hospital  
Chin Combine Communities of SA  
Chin Community of Adelaide  
Church of Christ Brooklyn Park  
City of Adelaide  
City of Campbelltown

City of Charles Sturt  
City of Playford  
Community Access Service of SA (CASSA)  
Community Centres SA  
Congoese Community of SA  
Craigmore High School  
Department for Child Protection  
Department of Education & Child Development  
Department of Education and Training  
Department of Education Science and Technology SA  
Disability Rights Advocacy Service  
Disability SA  
Duk Community Association  
Eastern Region Youth Network (ERYN)  
Elizabeth GP Plus  
Emo Ya Basango SA  
Emo'ya Mmbondo  
Endeavour College  
English Language Services  
Eritrean & Ethiopian Youth of Adelaide  
Fero's Café  
Flinders University  
Glenunga International High School  
GROW SA  
Hazara Seniors of SA  
Headspace  
Heals Centre  
Heydarion Association  
Host International  
Housing SA  
Hutt St Centre  
Hyde Park College  
Imam Ali Mosque and Islamic Centre of SA  
International Organisation of Migration (IOM)  
Iraqi Families United of SA  
Islamic Society of South Australia  
JusticeNet  
Kildare College  
Kuku Community of SA  
Lakes Community Welfare Association of SA  
Legal Services Commission of SA  
Liberian Association of SA  
Liberian Women of SA  
Lutheran Community Care  
Marion Life  
Mark Oliphant Children's Centre  
Mark Oliphant College  
Mary Magdalene Centre  
Migrant Health Service

Migrant Women's Support Service  
Morella Community Centre  
Multicultural Communities Council of SA  
Multicultural SA  
Multicultural Youth SA  
Muslim Women's Association of SA  
Naemi National  
Nazareth Catholic Community  
Northern Adelaide Senior College  
Northern Community Legal Services  
Northern Volunteering  
Nuba Mountains Association of SA  
Office for Women  
Office for Youth  
One Culture Football  
Oromo Community  
Our Lady of Sacred Heart College  
Pan African Cultural Association SA  
Para Hills High School  
Parafield Gardens High School  
Pashtun Association of SA  
Pembroke School  
People's Choice Community Lottery  
Pharmaceutical Society of Australia  
Playford International College  
Punya Foundation  
Quakers SA  
Red Shield Housing  
Regions at Work  
Relationships Australia SA  
Roma Mitchell College  
Rup Community Association in Australia  
Rup Community of SA  
SA Health  
Salisbury East High School  
Salisbury High School  
Salisbury Primary School  
Sathya Sai Organisation Adelaide  
Settlement Council of Australia  
Shelter SA  
Sierra Leone Association of SA  
Sierra Leone Women's Association of SA  
Somali Women's Assoc of SA  
Somaliland Association of SA  
Sonder  
South Australia Police  
St Mark's Lutheran Church Underdale  
St Michael's College  
St Vincent de Paul Society  
Sudanese Community Association In SA  
Branch  
Survivors of Torture and Trauma Assistance and Rehabilitation Service  
Tabor College

### TAFE SA

The Refugee Advocacy Service of South Australia

The Travelling Table

Thebarton Community Centre

Thebarton Senior College

Thomas More College

Twelve25 Youth Enterprise

Tyndale Christian School

Underdale High School

United Eritrean Women's Association

United Nations High Commissioner for

Refugees

United Sudanese community of SA

UnitingCare Wesley Port Adelaide,

Bowden

Uniting Church in Australia

Uniting SA

Unity Housing

University of Adelaide

University of South Australia

Victim Support Service

Vietnamese Community of Australia

(South Australia)

Welcome to Australia

Western Adelaide Domestic Violence

Service

Western Area Multicultural Youth Service

Western Integrated Intensive Family

Support System (WIIFSS)

Western Workers with Youth Network

(WWWWRN)

White Ribbon Australia

Women's Health Service

Women's Legal Service

Women's Safety Service

Yarrow Place

Zahra Foundation Australia

## DONATIONS

ARA is grateful for generous donations given by supporters and members through the year

### Donations

\$20,000 and above

2 donors

\$10,000—\$20,000

1 donor

\$5,000—\$10,000

2 donors

\$1,000—\$5,000

13 donors

\$500—\$1,000

16 donors

Up to \$500

65 donors

### Fundraising Appeals

Christmas: \$27,260



Education and Homework: \$7,710



Mid-year: \$47,860


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# EMPOWERING COURAGEOUS PEOPLE


## **Australian Refugee Association**

 304 Henley Beach Road, Underdale SA 5032  08 8354 2951

 1 Brown Terrace, Salisbury SA 5108  08 8281 2052

 [reception@ausref.net](mailto:reception@ausref.net)

 [australianrefugee.org](http://australianrefugee.org)

 [facebook.com/australianrefugee](https://facebook.com/australianrefugee)

