


2019 – 2020 ANNUAL REPORT







ARA acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

Australian Refugee Association


 Ann St (off Commercial Rd), Salisbury SA 5108

 PO Box 72, Salisbury SA 5108

 08 8354 2951

 reception@ausref.net

 australianrefugee.org

 facebook.com/australianrefugee

ABN 78 904 324 535

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.

Table of Contents

President's welcome	4
Chief Executive Officer's welcome	5
Our impact	6
Empowering courageous people	8
COVID-19 response	10
Celebrating 45 years	12
General support	14
Family support	17
Youth support	19
Financial support and emergency assistance	22
Employment pathways support	23
Migration support	24
Social and community engagement	26
Volunteers	29
Our supporters and events	30
Staff	32
Treasurer's report	34
Board	36
Funding and supporters	38

Welcome from the President

This is ARA's 45th year, and we have much to celebrate. Established as the Indo-China Refugee Association (ICRA) by a small community of committed people, ARA has gone from strength to strength. Across the years, we have evolved to meet the changing needs and environment, but the sense of community at the core of ARA has always remained. Naturally, it has been disappointing to cancel or defer our celebrations because of COVID-19. However, the year has also been a demonstration of ARA's strengths, successfully providing services during the pandemic shutdown.

ARA's clients and their needs are at the centre of our services and programs. Last year, the ARA Board and staff worked together to develop a new strategic plan that would help us to continue our current services to clients and also to provide a broader and deeper range of services. Our planning process revealed a need to raise ARA's profile to help us articulate the gaps and the need for services as well as make successful applications for grants and funding.

This year, while responding to the new and emerging needs of our clients during the pandemic, our work has also been guided by the strategic plan and by the need to maintain a focus on both the present and future needs of ARA's clients. During the year the Board's work focussed on the development of ARA's fundraising program, modernising the Constitution and developing, updating and reviewing the Risk Register and governance policies. The Board has also been pleased to approve the lease of premises at Salisbury where all of ARA's staff can be accommodated together and where we are more centrally located to many of our clients.

At last year's AGM, Margaret Oates and Wayne Turner retired from the Board, and I would like to acknowledge their extensive services and contributions over more than 20 years. During the year, Bernard Andary left to take up a position overseas and I also thank him for services to the Board. We welcomed three new Board members. Michael Pagsanjan, Gokhan Ayturk and David McGlennon have brought significant skills, experience and diversity to the Board. Sincere thanks to the members of the ARA Board for their governance of the organisation. All members generously give their time, expertise and commitment in support of newly arrived refugees and refugee communities. Special thanks to our CEO, Deb Stringer, for her leadership, passion and commitment – putting our clients at the centre of decision-making, fostering a positive culture, and building strong relationships with our partners and funders. Thank you to the staff of ARA for the consistent quality of services they provide to our clients. The work is often demanding and our staff have a deep understanding of, and commitment to, refugees. On behalf of the Board, thank you to our members, volunteers, collaborators, supporters and funding agencies – ARA could not succeed without your contributions.

We head into the next year with a committed group of staff, a Board with considerable expertise, an improving financial base and new premises in Salisbury.

A fitting way to mark 45 years of this wonderful organisation.



Kathy Kingston
President



Welcome from the Chief Executive Officer



In last year's report, I pointed the way to a year of celebrations for our 45th anniversary guided by the implementation of our new strategic plan. Our plan is the culmination not only of our forward-planning, but of our 45-year history. It is a history of support and empowerment, of strength and resilience, and of community.

Like all organisations, our plans shifted in the wake of the pandemic, but we continued to draw on the strengths and philosophy of our rich history as we responded to these new circumstances. We were able to quickly and effectively move online, developing systems for keeping our office open for emergency in-person appointments in a safe environment for clients and staff. Where possible, we delivered services online, providing assistance to those clients who were unfamiliar with online environments. We worked in collaboration with many other organisations in the sector to help people falling through the cracks during these times.

At the same time, the need for our expanded focus as laid out in our strategic plan became even more apparent and we continued with this forward-looking work. Our strategic commitment to our fundraising and marketing focus has provided very real and immediate impact. The most significant has been establishing the donor-funded Emergency Support Service. Through highlighting the stories of clients like Mara and Jonas we have been able to expand our emergency relief capacity above and beyond government funding. The Emergency Support Service allows us to help people who did not fit the eligibility criteria of existing programs but nonetheless faced urgent need.

For many years, ARA has delivered excellent case management and this remains at the core of our services. We want to ensure case management is delivered within the context of a holistic environment, addressing needs for individuals and communities. We have sought new grants and funding opportunities that help us to deliver these additional, but vital services.

Looking forward, we are excited to be in our new Salisbury premises. The new building will also be available for communities. We continue to find ways to deliver services throughout the metropolitan area. Our outreach in Marion, for example, now includes a Spanish-speaking caseworker in addition to our Arabic-speaking caseworker.

This is also a time to celebrate ARA's history. In this 45th anniversary year, I think it is important to first acknowledge the refugees and new arrivals at the heart of the ARA community. Across the years, many have continued their association with ARA. Some make regular financial donations, others donate their time and skills as volunteers, while still others have joined ARA's staff. I would like to thank the Board, staff, volunteers and donors – past and present - who have made such valuable contributions to ARA, as well as our partners and collaborators and the agencies and organisations for the funding and grants that support our work. I look forward to continuing to work with you all and hope you can visit us in our new Salisbury home soon.

A handwritten signature in black ink, appearing to read 'Deb Stringer', written over a light blue horizontal line.

Deb Stringer
Chief Executive Officer

OUR IMPACT



1,705

individual clients assisted through casework

Caseworkers support individuals, young people and families. They provide tailored support to find services or navigate systems in accommodation, employment, health and education.

1,194

individual Settlement Engagement and Transition Support (SETS) clients

ARA is South Australia's largest SETS provider, supporting clients through casework, community education, the social support program, and in group settings like homework clubs.

1,221

individual clients assisted through bicultural case support

Bicultural caseworkers share a language and cultural background with ARA's clients providing a foundation for trust and mutual understanding. They are employed for the communities with the highest number of new arrivals, helping ensure ARA's services are responsive to clients' needs.

Adelaide Refugee and New Arrivals Program (ARANAP)



91

clients supported over 347 sessions to improve health literacy skills

51

clients provided with COVID-19 literacy support

Group workshops delivered for three communities

A health-focussed program supporting clients to access relevant healthcare providers and offering general health literacy opportunities.

90

clients assisted through the Specialised and Intensive Services (SIS) program

Support for clients with complex and multiple needs.



As part of its funding requirements, ARA seeks feedback from SETS clients.

Of those surveyed

97%

reported a positive increase in relation to changes in skills, knowledge and engagement with services

94%

reported a positive increase in settlement-related outcomes such as housing, education and money management (an increase from 86% last year)

FAMILIES AND PARENTING

44

participants in Parenting in the New Land groups



Parenting information in a safe environment for members of the Afghan, Bhutanese, Burmese and Syrian communities.

57

vulnerable families (including over 80 children) supported through the Community Support Services Program

Casework support with a focus on parenting support and in particular parenting attachment.

177

participants in 8 community workshops in the Communities for Change program

28

Community Educators currently active

A team of volunteer Community Educators educate community members about domestic violence prevention.

YOUNG PEOPLE

137

young people attended homework sessions

207

young people under 24 assisted through casework

Young people from refugee backgrounds may have experienced interrupted schooling, language barriers, or have family responsibilities that affect other areas of their life. ARA's youth programs are focussed not only on supporting young people in education, but also on building capacity through nurturing leadership potential.



VOLUNTEERS

197

active volunteers

Supporting ARA's work from office administration to homework clubs and the social support program.

MIGRATION

Whether seeking protection or reunification with family members, navigating Australia's immigration systems can be challenging. ARA's team of registered migration agents provide advice and assist people in applying for visas, residence and citizenship applications.

281

clients assisted through our advice clinics

63

clients supported with immigration application lodgement

39

Community Support Program (CSP) applicants arrived safely in Australia (up from 22 last year)

14

applicants granted a visa due to COVID-19

MIGRATION: REUNITING FAMILIES

In our second year as an agent for the Community Support Program (CSP) ARA assisted 39 applicants to arrive safely in Australia, a substantial increase on the 22 applicants assisted the previous year.



NEW ARRIVALS SAFETY PROJECT: RISK REDUCTION STRATEGIES

Community members from the Burmese and Syrian communities are working with a project officer to develop safety resources such as a safe driving video clip for new arrivals. The community members first received training from the University of Adelaide in how to consult with their community and identify relevant safety concerns.

WHITE CARD TRAINING: EMPLOYMENT PATHWAYS SUPPORT

A white card is compulsory for working in the construction industry, but language skills can affect access to white card training. With grant funding, ARA engaged a registered training provider and interpreters to assist with the training and assessment.



EMERGENCY SUPPORT SERVICE: A NEW SERVICE DELIVERING URGENT HELP

The compassionate and generous response to our donor appeals raised more than \$80,000 allowing us to establish a new Emergency Support Service and deliver urgent help for people whose circumstances do not meet the criteria for existing government-funded emergency relief support.



BHUTANESE WELLBEING DAY: SUPPORTING COMMUNITIES

Around 60 people came together for our first Bhutanese Health and Wellbeing Day. With a focus on mental health and health literacy, sessions included presentations from a Community Educator, the Cancer Council and a trauma-informed yoga session. The day also included a sign language interpreter.

COMMUNITIES FOR CHANGE: STRENGTHENING FAMILIES AND COMMUNITIES

Thanks to a successful grant application from Grants SA and generous donors, Communities for Change builds on the success of our earlier Building Stronger, Safer Communities program. A primary prevention project, it is aimed at increasing awareness and prevention of domestic, sexual and family violence. A key feature of this program is the team of Community Educators and this year, 21 new Community Educators joined the team taking the total to 28 active Community Educators.

HEALTH EXPO: PROMOTING HEALTH LITERACY

With 35 stallholders and around 400 attendees the Health Expo was designed to reach out to refugee and newly arrived communities with accessible information about healthcare services. In intervention Expo was Primary



recognition of this innovative approach to early and health promotion, the Health named runner-up in the Adelaide Health Network's (PHN's) award for Outstanding Achievement in Health Promotion and Early Intervention.

MARION OUTREACH SERVICES: RESPONDING TO LOCAL NEED

Our successful partnership with MarionLIFE was extended, with a Spanish language case manager joining our Arabic language case manager in providing a weekly outreach service. A multicultural women's group was established with activities including

dancing, art and shared cooking. In response to the COVID-19 pandemic, our organisations worked together to ensure refugees, asylum seekers and international students were able to access food.

YOUTH AMBASSADOR GRADUATION: FOSTERING LEADERSHIP

The 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. Students can also choose an extended program as part of their SACE requirements. Thirty-two students graduated from the 2019 program, with 18 of those students achieving ten SACE Stage 1 credit points.



**Photos are taken pre-COVID-19*

The impact of COVID-19 is all the harder on the most vulnerable in our communities, and even now the long-term impacts of the pandemic remain uncertain.

Writing to our supporters in the early stages of the pandemic, our CEO, Deb Stringer, said, "...refugees and new arrivals to our country are strong, resilient people. They have lived through some of the toughest challenges anyone could face ... but the people we support do face increasing challenges:

- Interrupted access to physical and mental health services
- Increased risk of reliving past traumas of war and social upheaval
- Loss of jobs, increased social isolation and increased risk of family breakdown
- Lack of access to computers and skills for online communication."

It was therefore important that ARA's response to the pandemic would continue its support of refugees and new arrivals to the country, while at the same time keeping our clients, staff and volunteers safe.

We moved quickly to implement measures that would not only keep our services running but would also respond to our clients' emerging needs.

Implementing our COVID-19 response was a test of our organisational culture, but one that reflected our internal strengths. Ninety percent of our staff had never worked from home before, but we were able to implement our work-from-home strategy with a seven-day turnaround, equipping staff with IT capacity and developing a program of regular information sharing and staff support.

For Clients Needing Urgent or Immediate Assistance

- ARA offices remained open for urgent assistance. Strict social distancing, symptoms screening and hygiene measures were implemented for urgent face-to-face appointments
- A new after-hours emergency helpline was launched early in lockdown and extended through winter
- Our emergency relief service was adapted, and with funds raised from our appeals we were able to introduce a new Emergency Support Service to complement our government-funded emergency relief service which received additional funding from the Department of Social Services and AnglicareSA. In this way we were able to address the needs of our current clients, as well as international students and people on migrant or bridging visas who lost their jobs but were not eligible for government assistance.



Creating a Solid Organisational Foundation

We implemented a rapid response business continuity plan covering client support, website updates and critical incident reporting. ARA is providing an ongoing employee assistance program with free counselling services available to staff requiring support.

Providing Information

ARA was in a unique position to provide information to people who might not have access to information through mainstream services. Our bicultural caseworkers were available to answer questions and provide up-to-date information. We also recorded and distributed audio and video messages in community languages.

Moving Online

We made an immediate shift to the online environment for non-urgent client support. Casework services were provided through telephone, email and videoconferencing services. Our caseworkers and other staff spent considerable time with clients to ensure they had a working knowledge of the relevant technologies used not only by ARA but many other important services and organisations.

While some events and programs were postponed or temporarily suspended, many services were quickly adapted to the online environment including:

- Settlement Action Network
- Homework Clubs
- Cultural support groups
- Volunteer training
- Employment workshop
- Volunteer training

- Training for Community Educators
- Our Refugee Week 'Food for Thought' livestream from the Migration Museum.

Maintaining a Safe Environment

We increased office cleaning and provided free soap at reception, with hand sanitisers and COVID-19 information posters in every office and common area. All staff were given infection control training and we appointed a dedicated Infections Control Officer.

Addressing New Needs and Looking to the Future

Knowing that our COVID-19 response will be ongoing, we have been working to secure additional funding to address these new needs. Examples include:

- Department of Social Services (consortium lead, Lutheran Community Care): emergency funds sourced to provide urgent relief for those severely impacted by COVID-19. Assistance already provided includes food vouchers, blankets, bill payments, rent payments
- Ecstra Foundation: \$50,000 in funding to deliver emergency IT equipment and training in digital and financial literacy to youth clients. Work has started on these services and will continue
- Department of Human Services: post-COVID-19 recovery response focussed on supporting vulnerable women experiencing domestic violence with material support and case management; and supporting vulnerable communities with equipment and digital literacy training. These services will be implemented in the coming year.



CELEBRATING 45 YEARS



Since its foundation in 1975, the Australian Refugee Association (ARA) has seen many changes. But one thing remains the same: the sense of community at ARA's core. Beginning life as the Indo-China Refugee Association (ICRA), ARA's services have adapted and evolved, responding to the needs of refugees and people who have recently arrived in Australia. There are thousands of people forming ARA's community, refugees and people who have newly arrived, volunteers, staff, donors and supporters. Today ARA is the longest serving organisation assisting the settlement of refugees in South Australia and one of the oldest in Australia.

We invited some of our community who have been involved in ARA in different ways to reflect on what ARA means.

I would like to convey my heartfelt congratulations on the occasion of the 45th anniversary of the Australian Refugee Association (ARA).

Throughout that time, ARA has helped more than 20,000 refugees, new arrivals and their families to establish a new life in Australia.

Yet, behind that figure, are the human stories of welcome, friendship and support that have helped new arrivals to create a sense of place - one where people feel they belong to their new home, and have a sense of confidence to build their new lives and contribute to their new home.

As we all know, ARA - originally established as the Indo-China Refugee Association - was one of the first organisations to provide valuable support and practical assistance to refugees, so they could become a part of our cultural and economic life in Australia.

My wife Lan and I remain eternally grateful to ICRA and its volunteers and supporters for their generosity, their compassion and their kindness when we arrived in Adelaide as refugees ourselves, 43 years ago.

We were assisted in so many ways to rebuild our lives here in a peaceful, free country. Importantly, we were made to feel welcome and optimistic about our future.

We were given a helping hand at a critical time; a springboard to learn, work and grow and understand the then strange nuances of Australian life.

I am so pleased to know that while ARA's guidance for new arrivals remains at its core, its generous donors and supporters have enabled the association to increase its capacity in important areas such as emergency relief, youth programs, community education and programs for family conflict and violence.

Thank you all for your compassion and generosity of spirit. I wish ARA all the best for the future.

***His Excellency the Honourable Hieu Van Le AC
Governor of South Australia
ARA Patron***



The Indo-China Refugee Association was born from the concern of good people for stranded refugees from Vietnam, Cambodia and Laos. The women and men gathered in a lounge-room in 1975 started a fire. Fanned by compassion, care and great spirit, it has deepened and expanded through 45 years. The community that is now the Australian Refugee Association has developed as more good people responded to unfolding needs. Its best asset and stand-out characteristic is, as it always has been, its people. They encompass an amazing and rich diversity of experiences, cultures, traditions and personal attributes. Some were once refugees themselves; some are still seeking asylum; others are from more secure backgrounds. All are bound together by great heart, a commitment to help and the same concern that caused a spark in 1975. We would prefer things were otherwise but for as long as it is needed, I wish ARA every encouragement and strength in its work.



Kevin Liston
Former Chief Executive Officer, 1982 - 2009

Since my arrival in Australia I have been linked to ARA in some capacity. Firstly as a client, then as a student placement, volunteer and staff member for the last fifteen years. From the beginning I have truly believed in ARA's holistic approach to the client's needs and client focus and that is the uniqueness of ARA's work.

Most of my working life in Australia has been with ARA and the person I am today is shaped by ARA both professionally and personally. I am proud of that. ARA is my second family and I have never looked at it any other way.



There have been challenges, but also huge achievements through the years. I would like to believe that I contribute and have helped ARA to grow into the organisation that it is today. A harmonious, diverse and friendly environment to work in.

Semira Julardzija
Current Deputy Chief Executive Officer





GENERAL SUPPORT

Settling in South Australia can be an extremely complex experience for refugees and people who have newly arrived. Finding accommodation, navigating new health and education systems, securing employment ... they all present individual and interlocking challenges. Past trauma, language barriers, and family separation can compound these challenges.

ARA's services can support people as they establish themselves in the South Australian community by providing information, creating connections, and acting as an advocate. Some programs and services are developed to respond to specific needs. Our joint initiative with STTARS, for example, is focussed on health, including health literacy and outcomes. Others, such as our bicultural case support provide more general and holistic services. The Specialised and Intensive Services (SIS) program supports clients with complex needs.

SETTLEMENT ENGAGEMENT AND TRANSITION SUPPORT (SETS) : Services for clients

SETS funding from the Department of Home Affairs is provided to deliver services to clients, and some community consultation. Our community consultation (described in detail in the Social and Community Engagement section) includes the Settlement Action Network (SAN). ARA's client services are underpinned by our bicultural casework which has been central to our support services for many years. Besides support for individuals and families, SETS funds our Community Education and Social Support Program. ARA is South Australia's largest SETS provider.

Bicultural Case Support

ARA's bicultural caseworkers have been employed to reflect the communities with the highest numbers of new arrivals. While bicultural caseworkers do not always have the same country-of-origin as clients, they do share a language and a cultural background. Languages spoken by our bicultural caseworkers include Arabic, Dari, Hakha Chin, Nepali, Spanish and Swahili.

Strengthening our bicultural casework capacity has been a significant priority this year. Bicultural caseworkers were supported to become case managers by completing a Diploma of Community Services (Case Management). ARA staff members also received training in financial capabilities, a DV-Alert refresher course and a COVID-19 and infections control online training module.

Support for Individuals and Families

Bicultural caseworkers support refugees and new arrivals as they adjust to life in Australia. Casework is tailored to the needs of individuals. While some clients might only need one session with a caseworker, other clients will need longer term assistance. The types of assistance bicultural workers can provide include:

- Settlement information, helping people to navigate the health, education and legal systems
- Advocacy, for example, assisting clients to communicate with utility companies to negotiate payment schedules for large or unexpected bills
- Referrals and linkages to other services, for example, helping clients to set up appointments with relevant services. A bicultural caseworker will sometimes go to appointments with a client, helping them to find their way through a new neighbourhood or supporting them at the appointment
- General support as needs arise. For example, in completing large or complex documents from agencies such as Centrelink.



Support for Young People

SETS funding also provides casework specifically for young people. This is described in more detail in the Youth Support section.

Community Education

The community education series of workshops continued this year, presented to community groups according to needs identified by communities or bicultural caseworkers. These workshops are responsive to current needs, so past topics have included, for example, elections, the NDIS, and other new government initiatives. Topics covered this year included health screening, employment, mental health and resilient families.

Social Support Program

The Social Support Program matches clients with volunteers who provide on-going practical support and friendship, sometimes forming a relationship that lasts for several years. This year, 55 clients were supported in the Social Support Program and matched with a volunteer.

The support provided ranges from discrete, one-off tasks such as helping to fill in forms, to more long-term activities such as practicing conversational English or helping with orientation to a new neighbourhood. This year, for example, new arrival clients in the Social Support Program have gained citizenship supported by a volunteer to prepare for the test. The support of a volunteer has helped another client gain confidence to join a local playgroup. For others, support to navigate the job application process has led to employment.

This year, we were successful in obtaining a grant to help us develop a new resource for volunteers. The English Language Activities and Ideas Volunteer Resource Book was developed in partnership with Community Centres SA. This valuable resource was provided to volunteers along with a series of workshops and will enhance the support volunteers can provide.

An evaluation of the Social Support Program this year examined the effectiveness of the program. The study found that many of the matched clients and volunteers stay in touch beyond the life of the program. The evaluation demonstrated that the Social Support Program was effective in fostering independence and self-sufficiency and was particularly effective in supporting clients in the areas of civic participation, language services, education and training.

ADELAIDE REFUGEE AND NEW ARRIVALS PROGRAM (ARANAP): Fostering health literacy and wellbeing

ARANAP is a health-focussed project run in partnership with the Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS). The program has multiple elements: supporting individuals to access relevant healthcare providers; and providing general health literacy opportunities for refugee communities and capacity coordination. A STTARS nurse meets with clients, conducts a health assessment, identifies needs and, where necessary, accompanies clients to appointments.

ARA provides health literacy programs with the broader aim of supporting individuals to independently navigate Australia's health systems. Highlights this year included a series of sessions for a Syrian women's group and a wellbeing day for the Bhutanese community.

The sessions with the Syrian Women's Group included a trip to the Botanic Gardens, an art therapy session, and a meeting with a pharmacist. The trip to the Botanic Gardens and the art therapy day focussed on mental health. The trip to the Botanic Gardens, which included guided tours and a picnic, was designed to provide a time out as well as introduce the women to this opportunity and provide them with a new place to go and to bring their children. The meeting with the pharmacist provided valuable information in a safe, non-threatening environment about sun protection, pain management, and sleep health.

The Bhutanese wellbeing day provided activities such as a trauma-informed yoga session, mixed with a range of specific information such as a stall by the Cancer Council.

Members of the ARANAP team also work informally with healthcare providers, helping to increase their capacity to support refugees and new arrivals. Mainstream healthcare providers often have little experience with the needs of refugees, and this is an important example of the ways ARA supports refugees to access broader services in our community.

ARANAP is funded by the Adelaide Primary Health Network (PHN).

SPECIALISED AND INTENSIVE SERVICES (SIS)

Some people who arrive in Australia as refugees or through other humanitarian programs have multiple and complex needs. This might be, for example, because of disability, severe or unmanaged health needs, family breakdown, financial or legal issues, or social isolation. For eligible clients, ARA provides short-term support to help people to gain access to mainstream services to manage their needs independently. This year, ARA supported 90 clients through the SIS program. The areas of most concern were: family and domestic violence; significant ongoing mental health issues; physical health; housing; and family or relationship breakdown.

ARA is subcontracted to provide these services by AMES Australia.





FAMILY SUPPORT

For refugee families, long periods of separation or new roles for individuals can compound the more general challenges they already face before and after arriving in Australia. One of ARA's priorities is to support families to successfully settle in Australia, providing services that nurture strong and healthy relationships. The bicultural case support described in the previous section plays an important role in ARA's support for families, but in addition, ARA also works with families and communities with a focus on strengthening family relationships and family functioning. Some services—such as counselling—are for individual families. Other programs—such as Communities for Change—are community-based or held in a group setting.

COMMUNITIES FOR CHANGE: A primary prevention project

Communities for Change (C4C) is an extension of the Building Stronger, Safer Communities project described in last year's report. It is a primary prevention project aimed at increasing awareness of domestic, sexual and family violence in new and emerging communities in South Australia using a peer education, community-led model. Primary prevention is a long-term approach aimed at cultural and societal change through challenging the attitudes in society that support, accept and continue violence.

Domestic violence affects all communities and one in three Australian women have experienced violence. But the challenges of settlement increase the risk of domestic violence for refugee women, who are less likely to seek support due to social isolation, language barriers, visa status, financial hardship and stigma. Research shows that support is more often sought from family, friends and community leaders rather than formal institutions such as police or health services.

A key feature of the C4C project is the team of volunteer Community Educators and this year, 21 new male and female Community Educators were recruited from a range of cultural backgrounds including Sierra Leonean, Liberian, Afghan, Burundian, Burmese, Iraqi, Congolese, Syrian, Latin American, Vietnamese, Bhutanese, Pakistani, Egyptian, Zimbabwean, Kenyan, Iranian, Eritrean and South Sudanese. Community Educators undertake multi-faceted training provided by AMES Victoria (based on their Preventing Violence Against Women program) and the accredited DV-Alert training about recognising, responding and referring to domestic violence. Throughout this training, Community Educators increase their knowledge of causes and gendered drivers of domestic violence, impacts, intersectionality, primary prevention framework and evidence, as well as leadership skills. After this training, Community Educators are supported to deliver information about domestic and family violence back into their communities through prevention initiatives, aiming to stop violence before it escalates. Uniting Communities have assisted in mentoring some Educators across the project's duration and supporting them to develop workshops.

Feedback has included:

- "I feel more and more enlightened. Before I started the program this was a topic you wouldn't feel comfortable to talk about. Now I believe these issues need to be discussed at the community level."
- "This training made me aware that everyone understands domestic and family violence in a different way. We need many different approaches in our communities to deliver the same prevention message."

ARA information sessions, led by Community Educators, cover topics such as healthy relationships, personal safety and wellbeing, culture, values and identity. Community Educators have planned a wide range of initiatives each approaching the topic of domestic and family violence in a unique and innovative way to engage community, including e-Learning programs, art therapy, community leadership discussion forums, online wellbeing sessions, parenting groups, men's groups and information sessions partnering with SAPOL and legal services. One hundred and seventy seven community members have been reached through the program this year with several more sessions planned for the remainder of 2020.

ARA is also partnering with the University of Adelaide who have conducted research interviews with Community Educators to further understand the psychological needs of refugees and asylum-seekers in relation to family and domestic violence in South Australia.

Communities for Change is funded by the Department of Human Services through Grants SA and through ARA's donors.

COMMUNITY SUPPORT SERVICES PROGRAM (CSSP): Casework services for vulnerable families

The Community Support Services Program (CSSP) provides casework services for vulnerable families with a focus on parenting support and in particular parenting attachment. A caseworker provides support tailored to the specific needs of individual families, including in-home visits. Support may include information, advocacy or making links with other relevant services.

Long-term support is often needed and is provided by ARA. In supporting clients to access mainstream services, ARA's caseworker will sometimes provide support to mainstream services where the needs of culturally and linguistically diverse communities may not be widely understood. The CSSP caseworker is a member of the Western Child and Family Assessment and Referral Network.

The CSSP is a three-year program and this financial year is its second year. The CSSP is funded by the Department of Human Services.

FAMILY COUNSELLING

The family counselling services continue to provide support to people who are at risk of, or currently experiencing family breakdown or family or domestic violence. ARA also plays an important role in working with other relevant groups in South Australia to raise awareness of the needs of members of culturally and linguistically diverse communities. Nineteen clients were supported through ARA's family counselling service.

ARA is subcontracted by AnglicareSA to deliver this service.

PARENTING IN THE NEW LAND

Now in its fourth year, the Parenting in the New Land program continues to provide parenting information in a safe environment for members of the Afghan, Bhutanese, Burmese and Syrian communities. The program connects parents with organisations and services to support their children's development and wellbeing. It also supports parents to navigate new systems and strengthen their English language skills. With topics ranging from child development and the importance of play, to safety in the house and car, to family relationships, all sessions are in the language of the community group.

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



YOUTH SUPPORT

Some of the most common challenges that young people from a refugee background face include interrupted schooling and language barriers. Family roles and responsibilities as well as a lack of shared experiences can also isolate young refugees from peers at school and in the community. Through casework, education support, and fostering connections, ARA's youth programs support young people as they address these and other challenges. Another important feature of ARA's youth programs is to nurture and develop leadership potential in young people, providing the foundations for future opportunities and further supporting communities to build capacity.

YOUTH CASEWORK

ARA's bicultural caseworkers can provide specific support to young people and, where required, can extend this support to a young person's family members. Referrals to this service are made by schools, other service providers, families or by self-referral. This support is provided through the SETS funding described in the General Support section.

EDUCATION SUPPORT

Homework Clubs: Building on Past Success to Create New Opportunities

In the first half of this year, Homework Clubs continued to provide practical support to students including new arrivals and young people who have transitioned from new arrival programs to mainstream education. An ARA staff facilitator and team of volunteers offer one-to-one support in an environment that nurtures both learning and a sense of connection. This year, 137 young people used ARA's homework support services, with 90 volunteers supporting students.

This year, one further session was added to the established program and a new club was established at the Marion Mosque Al Salam Community Centre in partnership with the Islamic Society of SA.

The official launch of the Marion Homework Club also included the launch of a review of the Homework Clubs completed by an intern from the University of Adelaide. The review highlighted the program's long-term popularity as an indicator of its success. Following a series of interviews and analysis of the long-term data, the review concluded that the Homework Clubs are effective in addressing the goals of improved study outcomes; the overall high school experience; and the cultivation of positive social relationships.

In the later part of this financial year, the Homework Clubs were moved online in response to COVID-19 safety restrictions. Training was provided to students and to volunteers to access support through online meeting platforms and messaging apps and how to use online resources such as shared documents.

The impact of COVID-19 highlighted the substantial gap in access to IT equipment for young people of a refugee background. Recognising that

this would continue to be a significant issue for refugee communities, ARA applied for funding through the Ecstra Foundation to establish a new program. Through this program ARA will be able to provide access to IT equipment supported by a program of financial and digital literacy to help ensure equipment can be used to its full potential. This program will be implemented in the coming year.

Homework Clubs are funded by the Department of Home Affairs through SETS funding and the Westpac Foundation.

Holiday Activities

Taking place in each school holiday break, the holiday activities program provides a safe space for young people with a range of activities. The program helps to prevent social isolation and promotes wellbeing. This year's sessions included self-defence, movies, and women's health and healthy relationships. A fitness session, a workshop about job interviews and a fashion parade were held in partnership with the African Women's Federation of SA.



Although the COVID-19 pandemic meant that holiday activities could not be safely held during some holidays, the ARA coordinator stayed in touch with past participants. Through a series of phone calls the ARA coordinator supported young people, for example, by offering advice on ways to stay active.

An evaluation of the Art at ARA program showed that the program was not reaching its target audience and it has now been incorporated into the holiday activity program.

Youth Hangout

Now in its fourth year, the Youth Hangout is a drop-in program at ARA's Salisbury office providing activities for young people aged 12-25 years. Originally established in response to a need identified by parents, activities include games and sport. Informal support for homework and employment is also provided. ARA also recruits volunteer mentors from refugee communities to run sessions and activities, providing further access to community links and connections.

This program is funded and supported by the Department of Home Affairs through SETS funding and Quakers SA.

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. Youth Ambassadors undertake three challenges with the support of their school, including fundraising, volunteering and awareness raising. Students also have an opportunity to achieve ten Stage 1 SACE credit points through completing three additional assignments.

In 2019, 32 students graduated from the Youth Ambassador program, with 18 of those students achieving their SACE Stage 1 ten credit points; five achieving the three challenges, and nine receiving a participation certificate.

A stand-out event of this year's program was the Mark Oliphant Multicultural Showcase event described in the highlights section of this report. Student-led events were run in six of ARA's partnering schools around Refugee Week, Harmony Week and Are U OK Day to help create awareness about the experiences of young refugees. Parafield Gardens High School, Mark Oliphant College, Craigmore High School, Golden Grove High School,

Salisbury High School and Glenunga International High School also engaged their students in a range of other events. These included multicultural showcase days, public speaking events, fundraisers, fashion parades, cultural performances and storytelling.

With the onset of COVID-19 restrictions, the Youth Ambassador Camp—usually the first major activity for new Youth Ambassadors—was postponed. However, the program was adapted to meet the requirements of the restrictions. Students and teachers met online monthly and a series of weekly emails included links to educational resources around topics such as managing racism in schools and leadership development. As restrictions eased, five schools took part in June's Refugee Week events including creating short films and interviews around refugees' experiences with the whole school.

The Youth Ambassador program is funded by LUCRF Super, Matana Foundation and Morialta Trust.

Leadership Program and Camps

This program is delivered across one day each term at the Adelaide Secondary School of English and an annual camp. The program encourages young people to focus on building positive relationships, skills and independence which will enhance their settlement experience. It also builds young people's understanding of youth-friendly services and encourages referral and connection pathways.

Thirty-five young people took part in the first events of this financial year. The remaining sessions of this program were postponed until the following financial year in response to COVID-19 restrictions.

The girls' leadership camp was held at the Woodhouse Activity Centre at the beginning of 2020. Fifteen young women from Afghan, Syrian, Burmese, Nepali and some African backgrounds took part. Topics covered included safety, addressing domestic and family violence, relationships and women's health, and activities centred on fitness and creating social connections.

This program is funded by the Department of Home Affairs through SETS funding and Morialta Trust.



**Photos are taken pre-COVID-19*

ARA's financial support services respond to short-term emergency needs and support long-term financial stability through financial literacy and counselling programs.

EMERGENCY RELIEF AND MATERIAL ASSISTANCE **Donated Food and Goods**

ARA continues to provide emergency relief and material assistance for clients in a number of ways. An informal program providing short-term assistance through donated food and goods is supported by Quakers SA and OzHarvest.

Scholarships

A scholarship program where small, one-off contributions can be provided towards education costs including uniforms and textbooks is supported by Marion, Mitcham and Port Adelaide Enfield councils and donations.

Emergency Relief

Through funding provided by the Department of Social Services and delivered as part of a consortium led by Lutheran Community Care, small, one-off payments for eligible clients are available to provide assistance with utility bills. As part of this service, clients are offered information and advocacy on budgeting and financial matters.

This year, ARA was also subcontracted by AnglicareSA to provide small one-off payments for emergency relief. Although this funding commenced before the impacts of COVID-19 were felt, it became an important part of ARA's COVID-19 response.

In addition, with funds raised in response to our appeals, we have been able to establish a new Emergency Support Service. This service gives us the flexibility to deliver urgent help for people in immediate need who do not qualify for government-funded services. ARA was able to assist people on bridging visas, international students and migrants on work visas who lost jobs due to COVID-19 but were not eligible for government support.

Through the COVID-19 emergency period, ARA was able to provide support in many different ways including: online shopping, delivery of medications, utility support, helping to pay for emergency accommodation, providing food vouchers and parcels and advocating for rent relief.

INFORMATION, ADVOCACY AND FINANCIAL COUNSELLING **Enhancing Financial Capability**

Through the bicultural support described earlier, bicultural caseworkers support clients to develop financial capabilities by providing budgeting, referrals, information and, where required, advocacy. To ensure they are providing the best service, bicultural caseworkers have undertaken additional training in financial literacy.

Financial Counselling

A financial counselling service provided in partnership with UnitingCare Wesley Bowden provides budgeting information and advocacy for people experiencing financial difficulties. The financial counsellor was available on a regular schedule at ARA's Salisbury office.

EMPLOYMENT PATHWAYS SUPPORT

There is far more to finding employment than simply looking for job vacancies. For people who have newly arrived in Australia even getting to training sessions or job interviews can be difficult.

ARA provides employment pathways support through its general bicultural casework services described in earlier sections. This year we have also strengthened our participation in collaborative networks with employment providers and other key organisations which provide employment support such as help with resumes or finding volunteer placements. These networks will help to ensure our caseworkers can offer clients the most relevant advice and referrals.

We also develop projects and programs in response to specific gaps in our clients' needs. In a new initiative this year and with funding through a grant from the Scanlon Foundation, we facilitated white card training for people seeking work in the construction industry. A white card is compulsory for anyone working in the construction industry and the white card training provides skills and knowledge in work health and safety laws, site hazards and controlling risk. Language skills can pose a significant barrier for refugees and new arrivals in accessing the training, but with the grant, ARA was able to provide funds to a training organisation and interpreters to assist with the training and assessment. A total of 106 people completed the training.

Our popular Learner's to Employment program which offers regular courses in learner driver theory tuition is ongoing. One course was moved online during the COVID-19 restrictions, and another was postponed, but the program will be resumed as the restrictions ease. This program is supported with SETS funding.





MIGRATION SUPPORT

Migration support has been an important part of ARA's services since the very early days of its foundation. ARA has now been delivering migration services for over 40 years. We believe family reunification is a key element of successful settlement and our focus is on providing accurate and realistic advice on application outcomes.

Last year, we reported a shift in our services as we were appointed to be an Approved Proposing Organisation (APO) by the Department of Home Affairs under the Community Support Program (CSP). Our work with humanitarian applicants has continued to expand through the CSP. We assisted 39 applicants to arrive safely in Australia through this program, a significant increase on the 22 applicants we assisted the previous year. Through our advice clinics we supported 281 clients. We supported 63 clients with immigration application lodgement, a slight increase on the previous year when we supported 59 clients. Our visa applications were primarily in the areas of humanitarian, partner, child or orphan visa applications, as well as citizenship applications.

Our clients have a range of experiences and their reasons for seeking residence in Australia vary. Many are seeking protection, others are seeking new opportunities, and many are seeking reunification with families in Australia.

Some of the Ways ARA's Migration Team has Helped Clients:

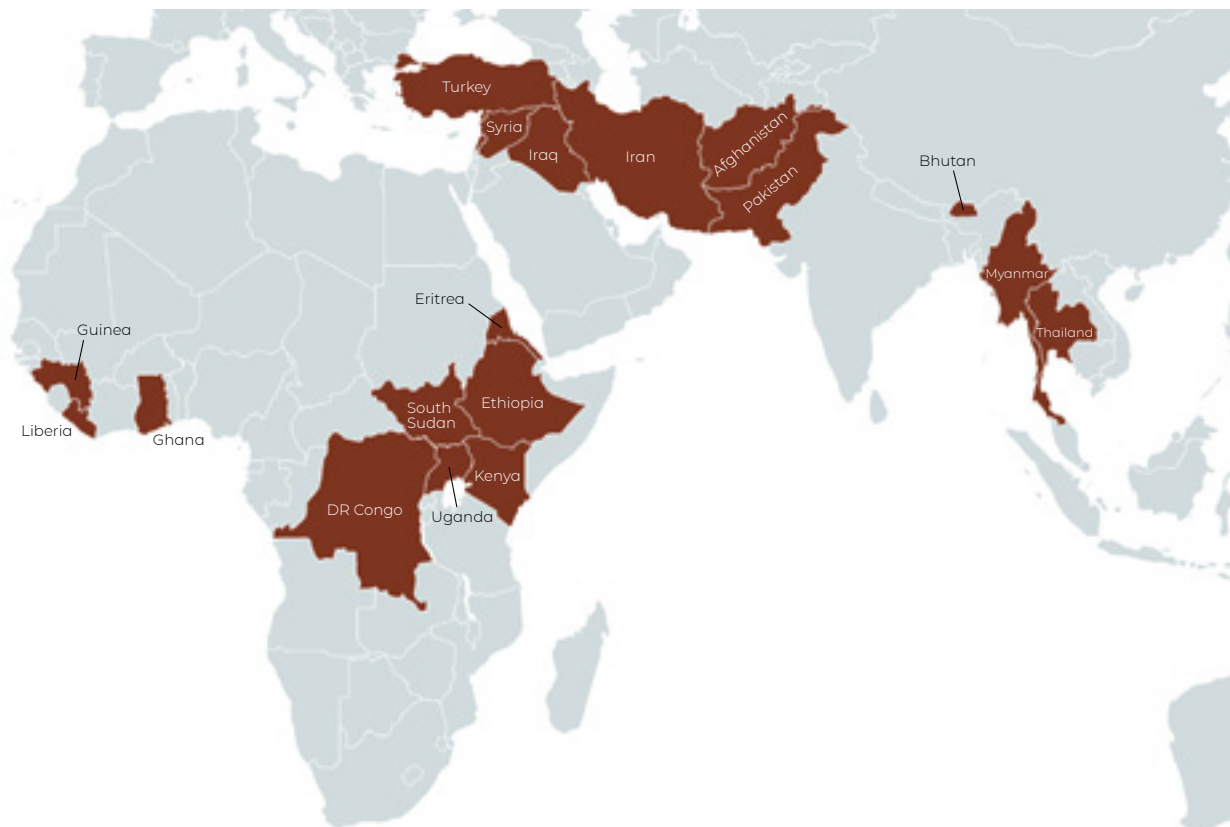
Our migration team advised and assisted a client who had lodged a split family application they were no longer eligible to apply for. We provided advice on lodging a child visa instead, assisting them to submit the application while their dependents were still eligible. The family is now reunited in Australia.

A client who was sponsoring their family to join them in Australia came to ARA extremely worried about a request they had received from the department about providing further information and uncertain how to proceed. Our team assisted them to prepare and return the required statement. The permanent visas were approved shortly after.

For some people, the process of family reunification can be extremely long and difficult. Our team supported a client who had first lodged an application for a partner visa in 2013. The application was put on hold after legal and administrative changes were made to the application process. This was a challenging time for the father in Australia and the family overseas. When further changes meant the application could be processed again, an ARA migration agent supported the client, making ongoing contact with embassy staff and ensuring all of the information was provided quickly and correctly. After being separated from his family for over seven years, the visas were finally granted early this year and the family has been reunited in Adelaide.

Through CSP, ARA supported a young family to successfully arrive in Australia. However, due to COVID-19, the main applicant's employment offer fell through. At ARA, we support clients to develop skills and experience and as such, these applicants were assisted in identifying and attending training opportunities including white card training and forklift training. At the time of writing the client had secured several job interviews.

In addition, both clients have attended volunteering sessions like 'Bridge to Volunteering' offered by ARA and Northern Volunteering. They have learnt about topics such as: types of volunteering, barriers to volunteering and the importance of volunteering in gaining employment. They are currently both actively engaged in volunteering opportunities. While the main applicant is employed on a short-term contract, the secondary applicant is currently enrolled in a course with TAFE SA.



**The Countries of Origin of
ARA's Migration Clients**



SOCIAL AND COMMUNITY ENGAGEMENT

Refugee communities are a vital source of support and connection not only for people who have newly arrived, but also in the long-term. Stronger communities, with well-connected and skilled community leaders are able to provide even greater opportunities for individuals to thrive.

Developing a deeper understanding of refugees' experiences in the South Australian community helps to strengthen connections throughout the community. From providing safe spaces for women to meet, to training opportunities for community leaders and cultural awareness programs, ARA's social and community engagement programs are all designed to foster community connections and enhance community capacity.

NEW ARRIVALS SAFETY PROJECT

A new project this year, the New Arrivals Safety Project is a two-year partnership with the University of Adelaide and funded by Multicultural Affairs (Department of the Premier and Cabinet). With ARA's project officer working alongside eight community members from the Burmese and Syrian communities, the aim of the project is to develop and distribute safety resources to people who have newly arrived in Australia. There is a particular focus on using effective, inclusive and culturally appropriate communication strategies to share safety and risk reduction messages.

University staff provided training to Community Educators in community-based participatory action research methods, supporting them to undertake over 50 consultations with their community and identify safety concerns. In response to identified community needs, connections between relevant service providers (SAPOL, Legal Services Commission, Department of Planning, Transport and Infrastructure) and communities were developed. The Burmese and Syrian Community Educator groups will use the information from consultations to develop safety resources, including a safe driving short film for the Burmese community in Hakha Chin language. When the resources are finalised, Community Educators will share the information throughout their communities using tested formats such as video and workshops. At the conclusion of the project, a research report will be developed by the University of Adelaide.

CULTURAL SUPPORT GROUPS: Supporting women to make connections

The Cultural Support Groups focus on engaging women from Burmese, Afghan and Syrian backgrounds. This year, a new group, Women Together, was also established in partnership with the MarionLIFE Community Centre. The groups aim to support women to increase their social connections, English skills, knowledge and confidence, helping them to make stronger connections and participate in the wider Australian community. The groups are supported by ARA bilingual facilitators and volunteers.

The groups meet weekly or fortnightly during school term and participants decide the focus for the sessions. Information sessions covering women's health, nutrition, childhood development and self-care have been run by key organisations. Activities this year have included outings to local parks or community centres.

Both the Afghan and Burmese groups are delivered in partnership with Salvation Army and Lutheran Community Care as part of Communities for Children funded by the Department of Social Services.

The Syrian group and the Women Together group are supported through SETS funding.

COMMUNITY LEADERSHIP AND CAPACITY BUILDING: Strengthening the skills of community leaders

Community leaders are volunteers in their communities who provide practical support and information to their community members. By providing learning and development opportunities to community leaders, ARA is able to support refugee communities as they further strengthen their capacity.

This year a total of 241 sessions were attended by 79 individual community leaders. These sessions included workshops, forums and training sessions.

"Every meeting we had was great and I am learning a lot from you and from other communities."

Leader workshops included guest speakers from key organisations such as STTARS, the Australian Taxation Office, SAPOL and the Department of Home Affairs. Topics covered included wellbeing and resilience; end of financial year and tax information; strategic planning; identifying community skills and building capacity, community issues, and COVID-19 support and information.

Besides the workshops, community leaders are supported by a network of mentors who share key skills and experience. Mentors have

worked alongside leaders to develop policies, grant applications, bookkeeping skills, social media platforms, website development and logos.

A diverse range of community leadership teams were supported from backgrounds including Syrian, Afghan, Sudanese, South Sudanese, Congolese, Eritrean, Ethiopian, Sierra Leonean, Burmese, Bhutanese, Zimbabwean, Hispanic, Burundian, Somali and Liberian.

The programming was adapted so that it could continue through the COVID-19 restrictions. Workshops, forums and trainings continued, but were held online. This supported leaders to develop new skills in using and accessing IT platforms. They were then able to use these skills within their own communities helping those members who needed guidance to stay connected.

SETTLEMENT ACTION NETWORK (SAN): Bringing organisations together

With around 330 members the Settlement Action Network (SAN) plays a significant role in South Australia's settlement sector and community. Facilitated by ARA, this long-running group provides an important networking opportunity for the sector. SAN brings together a diverse network of government and non-government organisations to address issues related to the settlement of new arrivals and work collaboratively to address these issues.

"There is a refreshing quality of authenticity to the SAN meetings. People with lived experience are involved rather than simply present in a token sense."

"Brings together a wide range of stakeholders from government to grassroots and does this exceedingly well."

The SAN is community-led and the meeting themes reflect the needs of communities as

guided by community representatives. This year's topics included: gaps in mental health service provision, employment challenges and successes; communities and COVID-19; youth education and challenges during COVID-19; the impact of COVID-19 on family and domestic violence.

As part of the COVID-19 response, meetings shifted online and were held more regularly in response to the particular issues of the pandemic.

The SAN is supported by SETS funding.

CULTURAL AWARENESS PROGRAMS: Enhancing understanding of refugees' experiences

This year, ARA continued its program of cultural awareness sessions which are offered to government and non-government organisations as well as businesses. Drawing on our longstanding experience, we provide programs in a workshop setting designed to foster a deeper understanding of refugees' experiences in Australia. The workshops are usually facilitated by an ARA staff member while Youth Ambassadors and other community leaders attend as guest speakers followed by Q and A sessions. Some workshops were postponed because of COVID-19 restrictions, but we facilitated nine cultural awareness workshops, including one for ARA volunteers.

FOSTERING INTEGRATION

With women from Pashtun and African backgrounds at its core, this project was designed with activities to take place in community centres, providing a strong point of connection for the women which would remain past the time of the project. There were several elements to this project, including:

- linking community leaders with the community centres;
- a series of experiential workshops in partnership with the African Women's Federation;
- a Pashtun playgroup in partnership with Save the Children.

Fostering Integration grants are one-off grants funded by the Department of Home Affairs. 365 people directly participated in ARA's Fostering Integration project.

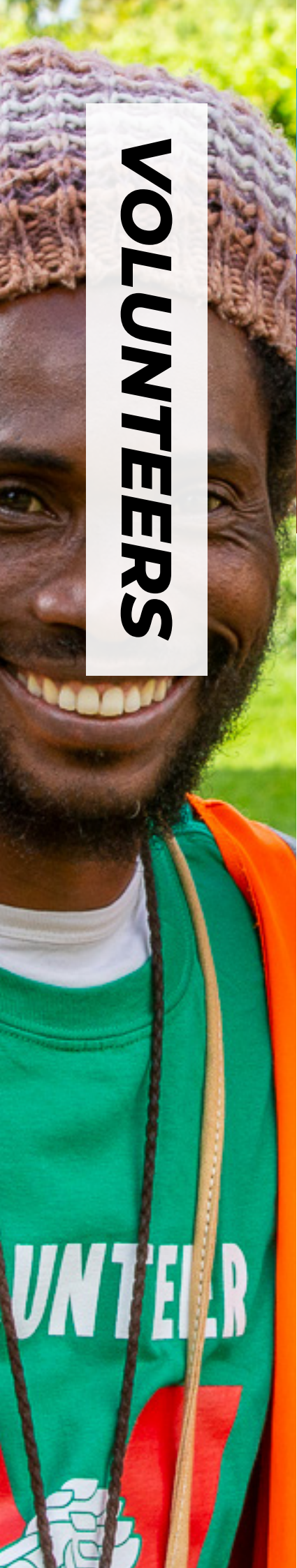
ZIMALA: Older men's project

Meaning 'fellowship' in Arabic, the Zimala project is intended to provide older men with opportunities for social engagement and connection to their peers. Although the implementation of the project was postponed because of COVID-19 restrictions, consultation and planning has been completed and we look forward to the implementation of Zimala.

The Zimala project is funded by the Office for Ageing Well, Department for Health and Wellbeing.



**Photos are taken pre-COVID-19*



VOLUNTEERS

Across ARA's 45-year history, volunteers have always played a significant and important role. This year we received a total of 80 new volunteer applications and at the end of the financial year we had 197 active volunteers donating their time and skills to support new arrivals in our community.

Volunteers have donated their time in administration roles and at events. They also play a pivotal role in programs such as the Social Support Program, Homework Clubs and Cultural Support Groups described throughout our annual report.

TRAINING

For some people, volunteering at ARA is an opportunity to donate time and skills developed through previous work and life experiences. For some volunteers, volunteering is also an opportunity to develop skills and experience for future paid employment. When starting out as an ARA volunteer, all volunteers receive training for their volunteer role, helping to ensure they have the skills and knowledge to fulfill their current role. Ongoing training opportunities are also provided, for example through cultural awareness workshops.

This year, a successful grant application through Grants SA facilitated additional training sessions for ARA volunteers, including first aid and child-safe environments accredited training. Community Centres SA developed and delivered training for an English Language Activities and Ideas Volunteer Resource Book for Social Support volunteers. The City of West Torrens provided some additional sessions in child safe environments and first aid, and Volunteering SA & NT provided a

session on self-care. There was a total of 124 participants across all training sessions.

THE IMPACT OF COVID-19

COVID-19 restrictions did affect our volunteer program, with a number of adaptations made. Volunteer recruitment continued, for example, with orientation sessions held online. In the Social Support Program personal visits were suspended, but volunteers were encouraged to stay in touch by phone or messaging apps or taking socially-distanced walks. Volunteers in the program took part in an online afternoon tea to share ideas and connect with other volunteers.

VOLUNTEER WEEK CELEBRATIONS

This year's Volunteer Week celebrations were moved online and the ARA CEO recorded a thank-you video for volunteers which was shared on social media. While a volunteer thank-you event could not be held because of COVID-19 restrictions, the following volunteers are recognised for their years of volunteer time donated to ARA.

Name	Years volunteering
Heather Pascoe-Smith	7
Mick Brock	5
Sarah Franklin	5
Ibrahim Farran	5
Ian Smerd	5
Karn Schumacher	5

OUR SUPPORTERS AND EVENTS

This year, we strengthened the capacity of our Fundraising and Marketing team seeking to expand and diversify our funding base, and to share our stories more widely. ARA's donors and supporters have responded with generosity and compassion. As a direct result of supporters' gifts and donations we have been able to launch one new service and extend another.

Emergency Support Service: Launching a New Service with Donor Support

The Emergency Support Service provides urgent assistance to those in dire need, whose circumstances do not meet the funding criteria of existing emergency services.



In our appeals, we featured the stories of Mara and Jonas, their personal insights illustrating how a person can fall through the cracks: Mara because of her visa status and Jonas because of his critical medical needs amid sudden homelessness. Mara, a young mother with two small children, and Jonas who was sleeping in his car, both needed help including emergency accommodation.

In response to the March appeal about Mara, ARA received enough donations to launch the Emergency Support Service as the COVID-19 pandemic took hold. The demand for emergency relief rose 200 percent and while some of this demand could be met through existing relief programs, there were cases related to visa status that could only be helped through the Emergency Support Service: asylum seekers, international students and migrants who had lost their employment.

Because the service is funded entirely by donations from ARA's kind supporters, we have the freedom to assist refugees and migrants who turn up on our doorstep, people who may not be a registered client, people who have not been able to get help from other organisations. So far in 2020, our supporters have raised more than \$80,000 for this service – a truly amazing demonstration of the compassion and generosity of our donors amid the pandemic. We sincerely thank our donors for their kindness.

Communities for Change

In the last financial year, we reported on our successful Building Stronger, Safer Communities which was coming to an end. We are pleased to report that this primary prevention project aimed at stopping domestic and family violence before it happens, has been further developed and extended. The new program, Communities for Change, is supported by agencies, local communities and funded by the Department of Human Services through Grants SA and ARA's generous donors.

In our November 2019 appeal, we highlighted the pivotal role of Community Educators who work with refugee communities on the frontline to build stronger, safer communities. We are grateful to Grants SA and our donors for ensuring this innovative program could continue to evolve.

Reshaping Events for the COVID-19 Era

Although the COVID-19 pandemic forced the cancellation of special events, it gave the opportunity for a creative rethink of how we could deliver our events to a wider audience.

Our food event celebrating 30 years of African settlement, *Tastes from the Horn of Africa*, was cancelled but will be reborn into a banner and video exhibition at the Migration Museum in late 2020, followed by a tour of community libraries in 2021. We thank the Horn of Africa communities, the Migration Museum and the City of Adelaide for their support of this alternative venture.

The annual ARA Oration, a highlight on the Refugee Week calendar, became an online event in September 2020. With guest speakers addressing the theme The Future is Intercultural, this was an important discussion exploring Australia's intercultural competence.

Food for Thought Livestream on World Refugee Day

ARA and the Migration Museum joined forces to mark Refugee Week and World Refugee Day with a Facebook livestreamed cooking event on Saturday June 20.

This was the first time that ARA has delivered a livestream.

Hosted by the Director of the Migration Museum Mandy Paul, and ARA Case Manager Hind Suleiman, the livestream featured local Adelaide women Ratiba Alhamza and Iman Mohammed cooking up a storm while they reflected on their journeys as refugees and their passion for cooking.



As well as being viewed across Australia on Facebook, the event will be featured in "Tastes of Home", an online exhibition by San Francisco's Angel Island Immigration Station Museum in the latter half of 2020.

The livestream, which had over 1,700 views, is an example of ARA's increased commitment to producing more online and video content for clients, communities and the public.

Anisa's Alphabet: The Story of a Child Refugee's Journey

In early 2020, we were honoured when award-winning writer Mike Dumbleton advised he was donating part proceeds from his new book to ARA's work. *Anisa's Alphabet* is a picture book about a child refugee's journey, beautifully written by Mike and tenderly illustrated by Hannah Sommerville.

For many refugees, the alphabet represents the start of a new language and a new future. This poignant and highly imaginative telling of one girl's story holds an appeal for children and adults.



Anisa's Alphabet was launched in early March by South Australian Governor and ARA patron, His Excellency, the Honourable Hieu Van Le AC, himself a former refugee. The book has received great reviews, including one from author Dimity Powell: "... a touching introduction to change, language and world matters of humanity by accomplished picture book story tellers."

Heartfelt thanks to Mike and South Australian publisher MidnightSun.



STAFF

Throughout the year, we have continued our work to foster a positive organisational culture and to strengthen our internal capacity. This reflects our commitment both to our staff and to our delivery of high-quality services for our clients.

As we seek ways to diversify our income streams, we were extremely pleased to be offered mentoring support by the Community Business Bureau to help us as we prepared our application for an Information, Linkages and Capacity Building (ILC) disability support grant. With workshops and individual mentoring available, we were successful in this grant and look forward to its implementation in the coming year.

ARA staff have continued to take professional development opportunities throughout the year, moving those activities online where COVID-19 restrictions required it. Our management team has begun the PACE training in Excellence in Supervisory Practice. Training in domestic violence alert was provided for those who had not previously taken this important training and as a refresher course for other staff members. Other training included workplace safety training such as infection control, first aid, and blood safety training; skills development such as project management and public speaking; and client support training such as working with suicidality and telehealth.

Our supporters and events section described the positive impact our renewed focus on our fundraising and marketing strategies has already had on our service provision. Our new Fundraising and Marketing Manager also brought particular skills in visual storytelling and we have begun work on using those skills to support programs by highlighting good stories, building connections and welcoming other people. The team also continued to strengthen their skills in other areas such as bequest services, data analytics, web development and video editing.

As part of our commitment to community engagement, staff attended the NAPCAN Respectful Relationship Training facilitated by the City of Charles Sturt which is intended to be rolled out to schools.

The COVID-19 restrictions had an impact on conference attendance, but staff attended some conferences, and we were successful in supporting representatives from the African Women's Federation to attend the Community Centres SA conference.

Last year, we reported on the introduction of our Traineeships in Business Administration. We weren't able to offer the program this year because of the COVID-19 restrictions, but we were delighted that one of our trainees accepted an offer of full-time employment at ARA at the end of her traineeship.

STAFF 2019-2020

Management Team

Chief Executive Officer

Deb Stringer

Deputy Chief Executive Officer

Semira Julardzija

Sandra Dzafic

Dijana Karaahmetovic

Karen Kretschmer

Lynda Morgan

Client Support

Mohsen Abdel-Meseh

Khaing (Blessing) Innmae

Jennifer Kyte

Par Laithang

Carolina Lerma Escudero (and Migration)

Alima Lumena

Imogen Moseley

Roy Peng Nawl

Bhupal Singh Poudel

Halia Rohany-Azizi

Hind Suleiman

Shane Watson

Elite Zahinda

Health and Family Wellbeing

Alice Davis

Zakiyah Muhammad

Youth and Social Engagement

Joni Cottrell

Jessica Denman

Ummulbaneen Haidari

Om Kafley

Lal Dinthari Lal

Amber Poudel

Sofiann Saidi

Carly Squire

Migration

Tamara van Mil-Koops

Robert Yeomans

Fundraising and Marketing

Ben Matthews (and IT)

Scott Henderson

Deb Tranter

Finance and Administration

Saleena Thakor

Asmira Bekric

Lal Thuam

Youth Ambassadors

Ajrish Yassir

Community Educators

Najma Alabas

Dalia Albrazi

Samira Almousa

Radwa Alobaied

Sang Par (Faith) Khuplian

Thang Cung Kingbawl

With thanks –

people who left during 2019-2020

Dusko Cuckovic

Nicolette Fluris

Louiza Hehardt

Haris Koutlakis

Franziska Marzi

Rachel Nyiramugisha

Kevser Pirbudak

Rachel Saliba

Wahid Hussaini * traineeship completed



TREASURER'S REPORT

I would like to thank the CEO, Deb Stringer and her team for their diligence and professionalism in managing the operations of the Australian Refugee Association Inc. (ARA) throughout the year. This report summarises the financial performance of ARA for the year 2019/2020.

The Year

The 2019/2020 year has been another year of consistent and measured financial performance for ARA, with a surplus of \$129,303 arising from operations. In challenging times, ARA has been well placed to provide assistance to a client base in need of support. This surplus result contributes to a strong financial foundation, enabling ARA to continue its critical work into the future, beyond COVID-19.

Income and Expenditure Statement for the Year Ended 30 June 2020

ARA achieved an operating surplus of \$129,303 (2018/2019: \$141,887). This was consistent with performance in the previous financial year. Increased income as the result of grant and donation receipts has been offset by increased spending in program delivery, and areas of strategic priority.

Statement of Financial Position as at 30 June 2020

Overall, the net asset position of ARA has increased by 11.5 percent. The most significant change to the Statement of Financial Position is the result of the reclassification of property held by ARA as a current asset held for sale. It is anticipated that this process will be finalised within the next financial year. ARA holds cash balances sufficient to meet current liabilities and borrowings, and continues to build on a financial foundation that will ensure the future sustainability of

the organisation.

Audited Financial Statements

Our Auditors, Bentleys SA Audit Partnership provided an opinion regarding the 2019/2020 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 2020, 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 2020 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.



Monique Newberry
Treasurer



Chelsea Thomas
Deputy Treasurer

21 September 2020

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

Income	2019-2020	2018-2019
Dividends and Franking Credits	0	3,787
Donations	320,951	202,212
Interest Received	17,369	8,429
Membership	1,968	2,523
Grants	2,188,863	2,188,563
Fee Income	420,318	416,905
Other income	130,258	81,315
TOTAL INCOME	3,079,727	2,903,734
Expenditure	2019-2020	2018-2019
Salaries and Wages	2,216,316	2,084,605
Operations Stream	734,108	677,242
TOTAL EXPENDITURE	2,950,424	2,761,847
SURPLUS FOR THE YEAR	129,303	141,887

STATEMENT OF FINANCIAL PERFORMANCE

Current Assets	2019 - 2020	2018 - 2019
Cash and Cash Equivalents	1,576,759	1,209,219
Trade and Other Receivables	22,009	14,582
Assets Classified as Held for Sale	504,000	-
Other Current Assets	85,748	16,525
Total Current Assets	2,188,516	1,240,326
Non-Current Assets		
Property, plant and equipment	345,851	880,930
Right-of-Use Asset	65,767	-
Total Non-Current Assets	411,618	880,930
TOTAL ASSETS	2,600,134	2,121,256
Current Liabilities	2019 - 2020	2018 - 2019
Trade and Other Payables	174,455	132,704
Borrowings	41,628	25,633
Income in Advance	487,132	259,256
Short-term Provisions	238,517	209,233
Total Current Liabilities	941,732	626,826
Non-Current Liabilities		
Borrowings	408,581	373,912
Total Non-Current Liabilities	408,581	373,912
TOTAL LIABILITIES	1,350,313	1,000,738
NET ASSETS	1,249,821	1,120,518
EQUITY		
Initial Sum	10	10
Retained Profits	1,249,811	1,120,508
EQUITY	1,249,821	1,120,518

BOARD

Patron

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

President

Kathy Kingston (November 2019 – Current)
Ritchie Hollands (August 2018 – October 2019) – remains on the Board

Vice President

Iain Murchland (November 2019)

Treasurer

Wayne Turner
(retired 24 October 2019 after 20 years of service to the Board)
Monique Newberry

Deputy Treasurer

Chelsea Thomas

Board Members

Margaret Oates (retired 18 July 2019 after 11 years of service)
Bernard Andary (retired 21 August 2019)
Heather Pascoe-Smith
Gokhan Ayturk (joined 24 October 2019)
David McGlennon (joined 24 October 2019)
Michael Pagsanjan (joined 24 October 2019)

	Attended	Held
Wayne Turner (retired 24 October 2019)	4	4
Margaret Oates (retired 18 July 2019)	0	1
Bernard Andary (retired 21 August 2019)	1	2
Ritchie Hollands (former President)	8	9
Monique Newberry	6	9
Iain Murchland	8	9
Chelsea Thomas	7	9
Heather Pascoe-Smith	8	9
Kathy Kingston	9	9
Gokhan Ayturk (joined 24 October 2019)	4	5
David McGlennon (joined 24 October 2019)	5	5
Michael Pagsanjan (joined 24 October 2019)	4	5

45 YEARS OF ARA LOGOS



FUNDING AND SUPPORTERS

IN 2019-2020 ARA RECEIVED FUNDING FROM:

Department of Home Affairs
Settlement Engagement and Transition Support (SETS)
Fostering Integration Grant

AMES Australia
Specialised and Intensive Services

Department of Human Services
Trauma-Responsiveness Training
Multicultural Financial Assistance (COVID-19 Response)
Community Support Services Program

Grants SA
Communities for Change
Youth Ambassador Camp
Youth Leadership Safety Project
Volunteer Training (English Language training and resource development)

Adelaide Primary Health Network (PHN)
Adelaide Refugee and New Arrivals Program (ARANAP)

Department of Infrastructure, Transport, Regional Development and Communications
Stronger Communities, IT software and infrastructure

Multicultural Affairs, Department of the Premier and Cabinet
New Arrivals Safety Project (Stronger Together)
Equipment for ARA boardroom to increase capacity to support smaller community organisations (Expand Together)
Celebrating 30 Years of African Settlement (Celebrate Together)

Department of Social Services
Lutheran Community Care
(Consortium Lead)
Emergency Relief
UnitingCare Wesley Bowden
(Consortium Lead)
Financial Counselling and Capabilities

Office for Ageing Well, Department for Health and Wellbeing
Zimala Project
Wellbeing SA
Cervix Screening Program

AnglicareSA
Family and Relationship Counselling

City of Adelaide
Tastes from the Horn of Africa

City of Marion Scholarships

City of Mitcham Scholarships

City of Port Adelaide Enfield
Bridges to Volunteering, workshops for clients
Scholarships

City of Salisbury ARA Health Expo

Ecstra Foundation
COVID-19 Response Grant (digital and financial literacy)

LUCRF Super Youth Ambassador Program

Matana Foundation
Youth Ambassador Program

Morialta Trust
Women's Leadership Grant
Youth Ambassador Program

Quakers SA Youth Program

The Salvation Army
Cultural Support Groups
Parenting in the New Land

Scanlon Foundation
White Card Training Program

Westpac Foundation Homework Club

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

EDUCATION PARTNERS

- Adelaide Secondary School of English
- Catholic Education South Australia
- Craigmore High School
- Department for Education
- Flinders University
- Glenunga International High School
- Golden Grove High School
- Kildare College
- Mark Oliphant College Children's Centre
- Mark Oliphant College
- Northern Adelaide Senior College
- Para Hills High School
- Parafield Gardens High School
- Playford International College
- Roma Mitchell Secondary College
- Salisbury East High School
- Salisbury High School
- Salisbury Primary School
- Scotch College
- St Michael's College
- Tabor
- TAFE SA
- Thebarton Senior College
- Thomas More College
- Twelve25 Salisbury Youth Enterprise
- Tyndale Christian School
- University of Adelaide
- University of South Australia

GOVERNMENT PARTNERS

- Acute Mental Health Services
- Australian Taxation Office
- Child and Adolescent Mental Health Services – Women's and Children's Hospital
- Campbelltown City Council
- City of Charles Sturt
- City of Playford
- City of West Torrens
- Department for Child Protection
- Department of Education, Skills and Employment
- Housing SA
- Legal Services Commission of South Australia
- SAPOL
- Women's Health Service
- Women's Safety Services SA

COMMUNITY PARTNERS

- Academy of Self Defence and Martial Arts
- Afghan Association of SA
- Afghan National Association of Australia
- Afghan Sports Federation of Australia
- African Communities Organisation SA
- African Women's Federation of SA
- Al Sham in SA
- Amnesty International
- 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
- Catholic Multicultural Office
- Centacare
- Chin Combine Communities of SA
- Chin Community of Adelaide
- Chin Community of SA
- Church of Christ Brooklyn Park
- Community Access Service of SA (CASSA)
- Community Centres SA
- Congolese Community of SA
- Cross Keys Medical Centre
- Disability Rights Advocacy Service

- Duk Community Association
- Eastern Region Youth Network (ERYN)
- Emo Ya Basango SA
- Emo'ya Mmbondo
- Eritrean & Ethiopian Youth of Adelaide
- Fero's Café
- GP Plus, Elizabeth
- GP Plus, Modbury
- Hazara Seniors of SA
- Headspace
- Heydarion Association
- Host International
- 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
- Kuku Community of SA
- Legal Services Commission of SA
- Liberian Association of SA
- Liberian Women of SA
- Lutheran Community Care
- MarionLIFE
- Mary Magdalene Centre
- Migrant Health Service
- Migrant Women's Support Service
- Migration Museum
- Morella Community Centre
- Multicultural Communities Council of SA
- Multicultural Youth SA
- Muslim Women's Association of SA
- Naemi National
- Northern Community Legal Services
- Northern Volunteering
- Northwest Medical Centre
- Nuba Mountains Association of SA
- Office for Women
- One Culture Football
- Oromo Community
- Pan African Cultural Association SA
- Pashtun Association of SA
- Pharmaceutical Society of Australia
- Refugee Council of SA
- Relationships Australia SA
- Rup Community Association in Australia
- Rup Community of SA
- Sathya Sai Organisation Adelaide
- Settlement Council of Australia
- Shelter SA
- Sierra Leone Association of SA
- Sierra Leone Women's Association of SA
- Somali Communities Council SA
- Somali Women's Association of SA
- Somaliland Association of SA
- Sonder

- South Sudanese Equatorial Community of SA
- Star Discount Chemist, Welland
- St Mark's Lutheran Church Underdale
- St Vincent de Paul Society
- Sudanese Community Association In SA Branch
- Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS)
- The Refugee Advocacy Service of South Australia
- Thebarton Community Centre
- United Eritrean Women's Association
- United Nations High Commissioner for Refugees
- United Sudanese Community of SA
- Uniting Church in Australia
- Uniting SA
- Uniting Communities
- Unity Housing
- Victim Support Service
- Vietnamese Community of Australia (South Australia)
- Welcome to Australia
- Western Adelaide Domestic Violence Service
- Western Area Multicultural Youth Service
- Western Workers with Youth Network (WWWYN)
- White Ribbon Australia
- Women's Legal Service
- Yarrow Place
- Zahra Foundation Australia

DONATIONS

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

Donations

Amount (\$)	Donations
\$20,000 and above	1
\$10,000 - \$19,999	4
\$5,000 - \$9,999	4
\$1,000 - \$4,999	21
\$500 - \$999	34

Fundraising Appeals


End of Year	\$24,907
March	\$31,510
Mid-Year	\$50,375


To all our supporters great and small thank you for your ongoing support.





EMPOWERING COURAGEOUS PEOPLE


Australian Refugee Association

 Ann St (off Commercial Rd), Salisbury SA 5108

 PO Box 72, Salisbury SA 5108

 08 8354 2951

 reception@ausref.net

 australianrefugee.org

 facebook.com/australianrefugee

ABN 78 904 324 535

