



ANNUAL REPORT

2020-2021

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.



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.

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WELCOME FROM THE CHAIRPERSON



Reflecting on this past year, it is impossible to begin without noting the ongoing impact of the COVID-19 pandemic. With COVID-19 travel restrictions in place, there has been a significant fall in the number of new arrivals in Australia. But demand for ARA's services has remained strong, demonstrating the inequitable effects of COVID-19 on vulnerable communities like refugees and new arrivals. The pandemic's influence is also reflected in the changing priorities of funding bodies. In the early stages of the pandemic, our responses were naturally reactive, but the Board's focus this year has also been a carefully strategic one as we negotiate both our current and future direction. Throughout the year, the Board has worked with the CEO and management team to develop strategies that address the current factors affecting refugees and new arrivals as well as anticipating future needs as restrictions ease and we enter a new stage of the pandemic.

As a Board we are always conscious of continually developing a broad and strong mix of skills and experience. This year, the Board welcomed three new members: Chris Kwong at the Annual General Meeting and Molly Scanlon and Shelley Collins more recently. Together, they bring a diversity of valuable skills and lived experience to the Board, and I look forward to working with them in the coming year. I would like to acknowledge the extensive services and contributions of outgoing Board members, Ritchie Hollands and Monique Newberry who stood down at the last AGM after 8 years on the Board. We also farewelled Michael Pagsanjan earlier this year and thank him for his valuable contributions.

The Board thanks our dedicated staff and management team for their ongoing passion and commitment under challenging circumstances. We also thank our members, volunteers, collaborators, supporters, and funding agencies—ARA could not succeed without your contributions. I want to thank our CEO, Deb Stringer, for her leadership especially at this time of such uncertainty. Her generous and thoughtful leadership ensures our clients are at the centre of decision-making and that our services are provided in direct response to our clients' needs.

Finally, I would like to give our deepest thanks to our Patron, His Excellency the Honourable Hieu Van Le AC, Governor of South Australia. Having now retired as Governor of South Australia, we thank him for his support of ARA, often generously sharing his own experiences with ARA and highlighting the difference that ARA's work can make.

As Australia and the world begins its recovery from the pandemic, there will continue to be challenges, some predictable, others unforeseen. ARA's work is as important as it has ever been in its 45-year history. The Board is confident in ARA's strengths, grounded in our history and in our ongoing commitment to empowering courageous people.

A handwritten signature in black ink, appearing to read 'K. Kingston'.

Kathy Kingston
Chairperson

WELCOME FROM THE CHIEF EXECUTIVE OFFICER



The annual report is an opportunity to share with you not only what ARA does, but more importantly why our projects and programs have been developed. ARA's purpose is to empower newly arrived individuals and their communities. We therefore focus on providing the services that our clients tell us they need. In our consultations to identify needs we are led by our clients and their communities then seek funding opportunities to address those needs.

This has been especially important in the past year as the pandemic continues to have a significant effect on the needs of refugees and new arrivals. From the health implications, to employment and education, and to travel limitations affecting family reunions, the pandemic's influence has been wide-ranging. In this context, our 45th anniversary was a timely reminder of both our long history and of our strengths in evolving to meet our clients' changing needs. With funding provided to help alleviate the impacts of the pandemic, some of our new services this year include, for example, our domestic and family violence casework and financial support, and our digital literacy programs.

We also know that settlement is a continuous process. So, while our bicultural casework remains at the core of our services, we also look for ways to address emerging needs. Zimala, a support group for men over 50, is just one example. The group was established because expectations around what will happen as we age differ so much between cultures and planning for ageing can therefore be a significant challenge.

Perhaps one of the most obvious developments at ARA this year was in our move from our long-time premises in Underdale to our new premises in Salisbury. This has made our services more accessible to our clients and we have greatly enjoyed the opportunity to welcome so many of you to this new space. We have also established several outreach services to give greater access to clients in the western and southern suburbs.

Many people contribute to the success of ARA's work. Thank you to the Board for the skills and vision that you bring and for the trust you place in me and the management team. Thank you to all ARA staff for your commitment to achieving our purpose by delivering high quality services. Thank you to all of you who support ARA—volunteers, donors, funding bodies, partners, and collaborators. With the challenges of the past year in mind, I would like once again to acknowledge and thank the refugees and new arrivals who are at the heart of ARA. As I noted last year, many continue their association with ARA not only as clients, but by making donations, volunteering, providing mentoring or peer support, and some join our staff providing valuable lived experience and insights to our work.

I would like to echo our President, Kathy Kingston in giving our thanks to our Patron, His Excellency the Honourable Hieu Van Le AC, Governor of South Australia and wishing him well for his future activities. His support of ARA is valued by us all and I have seen first-hand what an inspirational role model he is to people from the communities with which we work.

I look forward to the coming year as we continue to grow this wonderful organisation.

A handwritten signature in black ink, appearing to read 'Deb Stringer'.

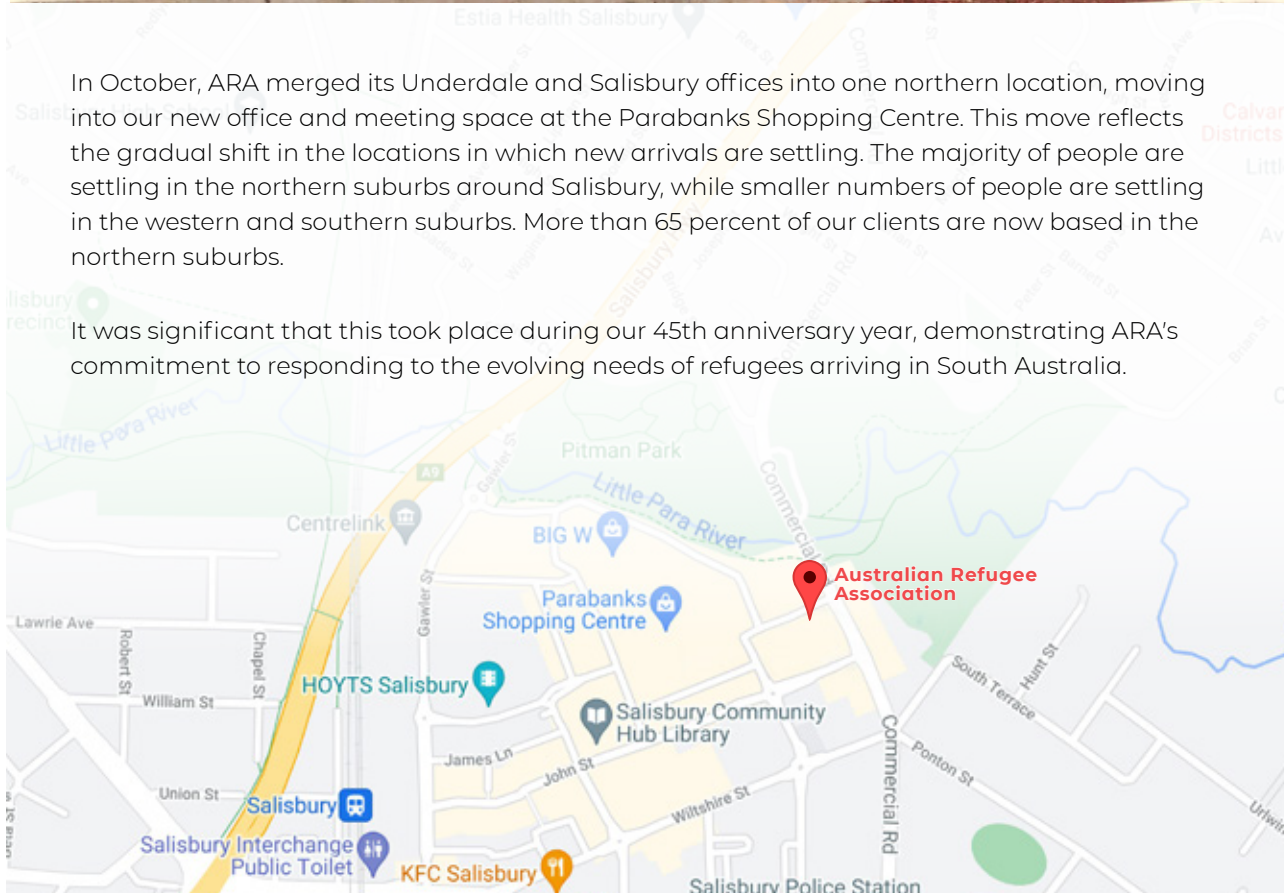
Deb Stringer
Chief Executive Officer

EXPANDING SUPPORT ACROSS ADELAIDE



In October, ARA merged its Underdale and Salisbury offices into one northern location, moving into our new office and meeting space at the Parabanks Shopping Centre. This move reflects the gradual shift in the locations in which new arrivals are settling. The majority of people are settling in the northern suburbs around Salisbury, while smaller numbers of people are settling in the western and southern suburbs. More than 65 percent of our clients are now based in the northern suburbs.

It was significant that this took place during our 45th anniversary year, demonstrating ARA's commitment to responding to the evolving needs of refugees arriving in South Australia.



OUTREACH SERVICES

To provide a holistic and accessible service across Adelaide, we operate a number of outreach services.

Southern Outreach

Our southern outreach service was established in previous years because a number of refugees in particular from Syria and Latin America live in the area, but there are few local services provided. As well as offering bicultural casework support, the outreach service includes the Women Together group facilitated in partnership with MarionLIFE. The group provides an opportunity for women from different cultural backgrounds to socialise, participate in new activities, share skills and practice conversational English.

The southern outreach office is at MarionLIFE Community Centre, 887 Marion Rd, Mitchell Park and open one day each week with additional workshops and events.

Western Outreach

This year, we opened a part-time western outreach office providing casework and migration services. Some workshops such as a learner driver course are also held in our western outreach. The ARA Western Outreach office is at CareWorks, 114 Henley Beach Rd, Torrensville and open two days each week.

Homework Clubs

Also in the southern suburbs, an ARA Homework Club is delivered in partnership with the Al-Salam Community Centre.

Homework Clubs are also held at the Hilton Library, the Adelaide Secondary School of English (ASSOE), in Salisbury and online.

Drop-in Information Session

Building on the work of our Young and Strong project, we have established a regular drop-in information session with Baptcare National Disability Insurance Scheme (NDIS) at the Charles Sturt Library Service. This session is available to anyone from a culturally and linguistically diverse background who has a disability or who needs support or linkage to the NDIS.



OUR IMPACT

LIVE

1,253
individual Settlement
Engagement and
Transition Support
(SETS) clients

1,612
individual clients assisted
through casework

95.5%
of clients reported a
positive increase in skills,
knowledge,
and engagement

95.3%
of clients reported a positive
increase in areas such as
employment, housing, education,
health, and money
management outcomes

257
young people assisted
through casework

58
young people
supported through
the Young and Strong
program for
young carers

91
clients supported with
NDIS applications

40
clients supported
through the Community
Support Services
Program (CSSP)

120
clients supported in
the Adelaide Refugee
and New Arrivals
Program (ARANAP)

56
clients supported in
the Specialised and
Intensive Services
Program (SIS)

WORK

184
participants in
the Constructing
Employment
Pathways Project

LEARN

110
students supported in
Homework Clubs

163
students attending the
School Holiday Program

69
families assisted
with education
support packages

105
young people in the digital
and financial literacy
youth program

GROW

29
Youth Ambassadors

381
participants in
one-off workshops

5
parenting groups

4
women's groups

1
group for men
over 50

CONNECT

60
clients in the Social
Support Program

177
active volunteers

400
clients provided with
migration assistance
and advice

50
Community Support
Program (CSP) applicants
secured visas

Settlement is not a linear journey

Through our responsive, holistic services, ARA helps refugees put the settlement puzzle together

BE SAFE

348
participants in 21 community
workshops in the Communities
for Change program

61
clients provided with
financial support packages
addressing domestic and
family violence

58
clients supported through
casework addressing
domestic and family violence

19 sessions in our first online Health Expo

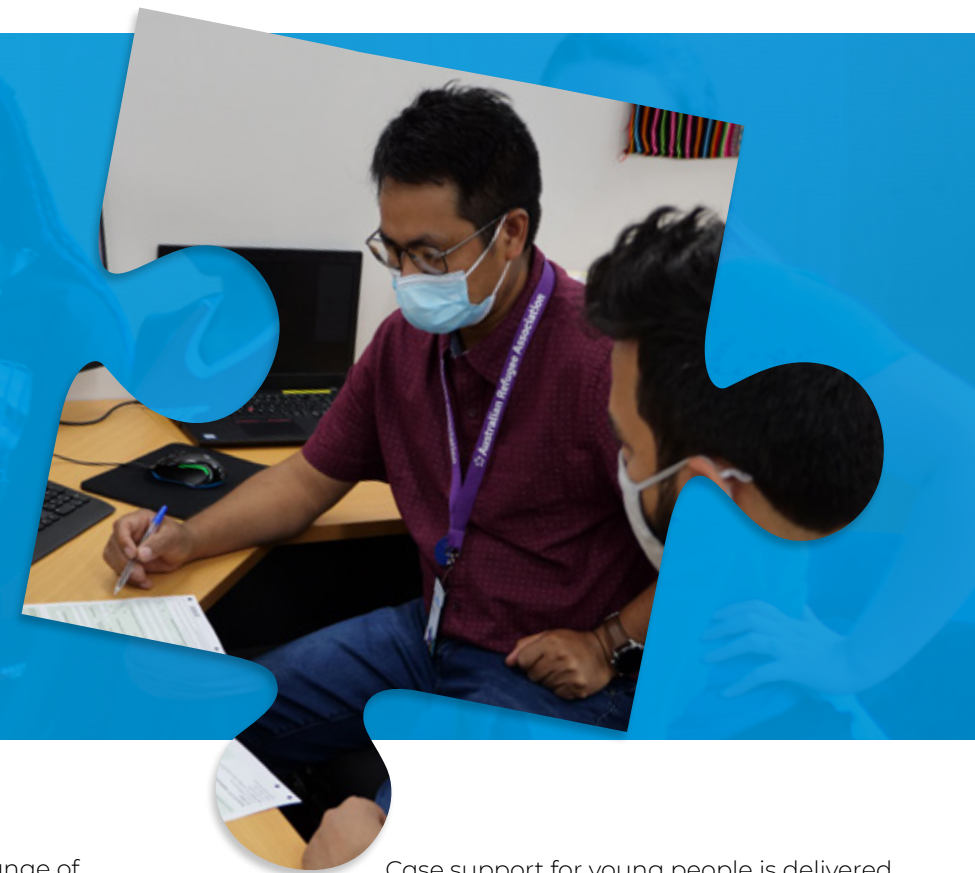
6 in-person Health Expos

121
adults in the digital
literacy program

96
people attended learner
driver theory workshops

51
young people received
practical driving support

LIVE



BICULTURAL CASE SUPPORT

At the core of ARA's work is our model of bicultural casework. ARA's team of bicultural caseworkers and managers have been employed to reflect the communities with the highest number of new arrivals and many are from refugee backgrounds themselves. Languages spoken by our bicultural caseworkers include Arabic, Dari, Hakha Chin, Nepali, Spanish and Swahili. Bicultural caseworkers are also an important link to communities, raising awareness about ARA's services and helping ARA to identify unmet needs within communities.

Casework is tailored to meet the individual needs of individuals and families. Examples of support provided to clients include:

- Information and support to engage with English providers including TAFE and community-based learning opportunities
- Assistance to understand and apply for training and further study options
- Practical support to complete forms such as Centrelink applications, school or TAFE enrolments and School Card applications

- Material and financial assistance and emergency relief such as Metro cards, food vouchers, help with small bills and support to apply for utility concessions and organise payment plans
- Private rental applications and uploading documents
- Advocacy on behalf of clients, for example to job providers and housing services
- Information on a wide range of issues from reducing utility costs to tenants' rights and responsibilities
- Assistance to understand and navigate systems such as Centrelink, employment supports, and health care services
- Referrals to other ARA programs and external services.



ARA has also developed a range of comprehensive procedures for clients in crisis, for example clients experiencing domestic and family violence. Caseworkers connect clients to specialist services and continue to support clients.

Supporting our bicultural casework, ARA also coordinates a Social Support Program. This program matches clients with volunteers who visit clients in their homes. It is described in greater detail later in this report.

ARA also delivers a number of group activities that complement and extend casework services. These are described in later sections but include, for example, information sessions, social activities, and targeted short-term courses.

Caseworkers can also refer clients to other ARA programs and services and external services. For example, mothers with young children can be referred to one of ARA's parenting groups and clients with complex needs are referred to the Specialised and Intensive Services (SIS) program.

Bicultural Case Support for Young People

Recognising the particular issues faced by young people, ARA's bicultural caseworkers provide support to young people and, when appropriate, to family members. Common issues affecting young people include difficulties with school, limited understanding of education systems and training pathways, health and wellbeing, family relationships and caring responsibilities.

Case support for young people is delivered within a suite of group activities described in later sections of this report. ARA also has strong relationships with youth organisations and external service providers and can guide young people to appropriate providers of wellbeing, education, employment and health services.

Casework Support During COVID-19

ARA has continued to provide services to clients throughout the COVID-19 pandemic, always following strict safety protocols. Caseworkers spent significant time supporting clients with digital literacy skills such as using Zoom, Telehealth and MyGov so that clients could engage with services in quarantine or lockdowns. Caseworkers delivered information about COVID-19 in community languages, encouraging clients to contact them for additional information.

The November COVID-19 outbreak in Adelaide's northern and western suburbs had a significant impact on our clients as a large number of refugee families needed to self-isolate or quarantine. This was a confusing and stressful time for families, and ARA staff were able to provide information on testing and restrictions in community languages as well as organise deliveries of food.

Bicultural case support, the Social Support Program and some group activities are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program. ARA is the largest SETS provider in South Australia.

Bicultural Case Support: A Network of Services*

Alia is a single mother who has been in Australia for three years and lives alone with her child. She has studied English at TAFE. When she met with ARA's bicultural caseworker this year, she was struggling to pay for food, rent and bills.

The caseworker provided her with some financial assistance for bills and some food items. The caseworker also helped her to apply for energy bill concessions.

Alia was also introduced to one of ARA's parenting groups where she could find peer support. She was enrolled in ARA's learner driver program and then the digital literacy program. In the digital literacy workshops she learned to update her resume, to write a cover letter and then to lodge online job applications. As a result, she obtained full-time employment.



Bicultural Case Support: Mental Health Concerns*

Samir, who fled from his home and arrived in Australia two years ago, was dealing with many concerns. He had some serious physical health issues as well as suffering from trauma from his experiences of persecution. Compounding this, he was missing his partner who had always been a vital source of support but was not able to travel with him. He had some work, but he was missing his career which he had found satisfying and gave him a lot of meaning.

ARA's bicultural caseworker was able to help in a number of ways. The caseworker made an appointment with a qualified counsellor to help him start addressing some of his mental health issues. Samir was linked to employment services to explore the option of starting a sole-operator business in his chosen career. Finally, Samir was referred to ARA's migration services for a consultation on his options for having his partner join him in Australia.

Bicultural Case Support: Navigating Systems*

Carlos, in his 20s, arrived in Australia sponsored by his mother. His mother had been injured so could not work and had some ongoing health issues. Carlos and his mother had a very low income.

Carlos was enrolling at TAFE, but he applied for his Centrelink payment before his enrolment was complete. His application was therefore rejected. When he came to ARA, our bicultural caseworker was able to help him work through the process of enrolling then applying to Centrelink. During their meeting, Carlos also revealed his further financial difficulties. ARA was able to offer some financial assistance, reducing some underlying stress for Carlos and his mother.

*names have been changed to protect identities

ADELAIDE REFUGEE AND NEW ARRIVALS PROGRAM (ARANAP): An award-winning approach to health

For healthcare to be effective, it needs to be delivered and communicated in culturally appropriate ways. ARANAP, which provides health literacy services and helps people to overcome barriers in accessing primary health care, therefore plays an important role in ARA's holistic approach to service provision. It supports people to communicate their health needs; to understand their condition and its treatments; and links people with culturally appropriate practitioners.

Run in partnership with Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS), ARANAP has three approaches: supporting clients to access relevant healthcare providers; providing support and training to health care providers on developing culturally appropriate health services; and providing refugee communities with health literacy through one-to-one group sessions. Along with specific events such as Health Expos, health literacy is integrated into ARA's broader services. For example, bicultural caseworkers undertake health literacy assessments with individuals, and offer them information about services like health screening.

There were 120 clients supported by ARANAP across 579 sessions.

This year, ARA held six Health Expos for communities. A range of service providers held activities and information sessions targeted at particular health needs. The Health Expos are described in greater detail later in the annual report.

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

SPECIALISED AND INTENSIVE SERVICES (SIS)

All people from refugee backgrounds settling in Australia face a range of barriers. Some, however, have added challenges. These challenges include, for example, significant physical or mental health concerns, disability, family violence or breakdown, longstanding trauma, isolation, legal concerns, or being a single parent of many children. Through ARA's SIS program people facing complex issues receive intensive short-term support to address these barriers and access appropriate sustainable supports. This year, ARA supported 56 clients through the SIS program.

ARA is subcontracted to provide these services by AMES Australia



Adjustments made to ARANAP in response to the COVID-19 pandemic include the introduction of an after-hours emergency helpline for clients requesting crisis support, information and referral, and conducting wellbeing checks with as many clients as possible to disseminate information about COVID-19 in clients' own languages. In recognition of ARANAP's innovative approach to this important work, the program won an Outstanding Achievement award in the category of 'ensuring high levels of access and equity' in Adelaide PHN's 2020 Primary Health Care Awards. The awards recognise providers and practices who went above and beyond to support their communities throughout the COVID-19 pandemic. ARA was cited for "supporting CALD communities during the pandemic, including significant adjustments to Adelaide PHN's funded Adelaide Refugee and New Arrivals Program (ARANAP)."

COMMUNITY SUPPORT SERVICES PROGRAM (CSSP)

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 specialised support tailored to individual families, including in-home visits. Support includes information, advocacy, and referrals to other ARA programs such as parenting groups and external mainstream programs and services. In supporting clients to access mainstream services ARA's caseworker will sometimes provide support to support workers from these services where the needs of culturally and linguistically diverse communities may not be widely understood. Forty clients were supported through the CSSP in a total of 784 sessions.

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



YOUNG AND STRONG: Mentoring for young carers

Young and Strong is a new program this year and a new area of work for ARA. It is designed to support young people who have caring roles or responsibilities within their families. It acknowledges the responsibilities that many young people from a refugee background have. This might be in caring for family members with a disability or other health issues, or more broadly in helping their families to navigate systems or overcome language barriers.

The Young and Strong program provides support and mentoring for these young people and builds networks of young carers to help ensure they do not become isolated in their caring role. In groups and one-to-one sessions with ARA staff, young people are supported to identify personal goals and how to achieve them within the context of their caring role. Working together, mentors and young carers identify goals, barriers, and ways to overcome these barriers. This may be through finding respite care or making connections to work experience, or volunteering opportunities which will help young carers achieve their work goals.

Many of the participants in the Young and Strong program are referred to ARA's broader youth services such as the Homework Clubs and Youth Hangout where they are able to receive further support and connect with other young people.

Mentors also visit schools to raise awareness and introduce this new service. The Young and Strong program had 58 participants supported across a total of 202 one-to-one sessions.

Young and Strong is funded by the Department of Social Services through Information Linkages and Capacity Building (ILC).

FINANCIAL RESILIENCE

Strengthening Financial Capabilities and Financial Counselling

Bicultural caseworkers receive training in financial literacy so that they are equipped to support clients to develop financial capabilities. Budgeting support, referrals, information and advocacy are all available. For people with more complex needs, a financial counselling service run in partnership with UnitingCare Wesley Bowden is available.

Money Mindful Project

Money Mindful workshops are a new initiative this year which offered information and support on a wide range of topics from banking, to loans and saving, insurance, reducing debt and avoiding scams. Available in multiple languages, the Money Mindful program was coordinated by an ARA staff member with a background in teaching and experience in financial literacy. Individuals with specific or more complex needs could be referred to financial counsellors. There have been 57 participants in the workshops so far.

The Money Mindful project is funded by Ecstra Foundation.

COMMUNITY CONNECTORS: Information about the NDIS

This was a one-year program supporting refugee and culturally and linguistically diverse communities to build understanding around the National Disability Insurance Scheme (NDIS). ARA staff and refugee communities had noticed that many individuals and families who were potentially eligible were not applying to the NDIS. ARA community connectors working on the project connected with community groups providing information and offering one-to-one support to individuals and families to lodge NDIS applications. For people who were assessed as not eligible by the NDIS, ARA staff made referrals to other health agencies. There were 91 clients supported through 183 one-to-one sessions.

While the funding for this program has now ended, ARA is continuing to provide a monthly drop-in session with representatives from relevant organisations available to provide information and support to ARA staff as well as clients.

Community Connectors was funded by the Federation of Ethnic Communities' Councils of Australia (FECCA).

DROP-IN SERVICE

Many of ARA's clients are referred to ARA by other agencies and organisations, but ARA also operates a drop-in service during office hours. The drop-in service is staffed by ARA staff, placement students and volunteers. Clients who are eligible for case support are referred to our team of bicultural caseworkers.



WORK



CONSTRUCTING EMPLOYMENT PATHWAYS PROJECT: White Card training

The White Card training program is an example of a program developed in direct response to clients' needs as identified by our caseworkers. White Card accreditation provides important safety training for people working on construction sites and is a requirement for employment on construction sites. The accreditation is therefore important for our clients, not only because it helps them gain employment, but also because it helps to keep them safe. Many of our clients are seeking work in the construction industry, but barriers such as the technical language used can make it difficult to obtain the accreditation.

ARA worked with a registered training organisation to develop a comprehensive program of workshops and assessment with appropriate language support to help clients gain their White Card accreditation. ARA caseworkers identified and referred clients who were interested in working in the construction industry to the program.

An ARA caseworker delivered three workshops before the training and assessment day to teach the safety information and relevant safety phrases. Participants then attended the accredited White Card training and assessment. The training day had language support and was delivered with a training provider that had worked with ARA to modify the course delivery.

This is the second year of the program and this year it was delivered in Arabic, Hakha Chin, Nepali, Spanish and English. A total of 184 people participated in the project and all successfully obtained their White Card accreditation. After the training, participants were offered additional support to obtain employment and some participants enrolled in further study including the Certificate II in Construction. All participants reported they were confident that they understood the safety information and were more confident to seek employment than before their engagement in the program.

The Constructing Employment Pathways Project was funded by the Scanlon Foundation and by the South Australian Department of Human Services through the Vulnerable South Australians Support Packages (VSASP) (COVID-19 Response).

OBTAINING WORK IN AUSTRALIA: Workshops for students

ARA ran a series of six job search and employment-focused workshops with students at Thebarton Senior College. Aimed at preparing students searching for work while studying or after graduating, the workshops covered topics such as employment pathways and how to find work in Australia; developing a resume and cover letter; interview skills, including mock interviews; rights and responsibilities in the workplace; and work expectations.

These workshops were funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.



LEARN



DIGITAL LITERACY PROGRAM

One of this year's largest new initiatives was our Digital Literacy Program. Participants were provided with a laptop to keep, then attended either a ten-week digital literacy course (for people with low digital literacy skills) or a series of one-to-one sessions if they already had some skills.

As part of the program a part-time project officer was employed to assess refugee clients in high need of a laptop and digital literacy training and support. Participants were referred to the program by ARA caseworkers and other agencies such as schools and TAFEs.

The ten-week course covered training in basic computer operations, typing, online services and platforms such as MyGov and banking, cyber safety, and issues for children. It also provided training in popular applications such as Zoom, YouTube, Google search, touch typing programs and map functions. Working in partnership with Community Centres SA the project officer developed resources to be delivered during the course. These resources were also shared with the African Women's Federation to support their work increasing the digital literacy skills of African women.



The courses were held at ARA's Salisbury office and MarionLIFE. Language support provided by volunteers and ARA bilingual staff was critical to the project's success. This enabled participants with no English to learn the information which they would not be able to access through other community-based computer education programs.

The course had many practical and immediate outcomes. For example, participants were able to get accurate and up-to-date information about COVID-19 from the SA Health website. Several participants who learned how to apply for positions online gained seasonal farm work soon after the workshop.

Across the year, ARA delivered five ten-week courses to 77 participants. A total of 121 people were assisted by the digital literacy program.

The digital literacy program is funded by the South Australian Department of Human Services through the Vulnerable South Australians Support Packages (VSASP) (COVID-19 Response).

DIGITAL AND FINANCIAL LITERACY FOR YOUNG PEOPLE

As COVID-19 restrictions moved learning online, there was a substantial risk that without access to technology vulnerable young people would have their learning disrupted. The digital literacy youth project provided young people with laptops and software support as well as digital literacy training in small groups and one-to-one to assist them to use their laptop. Training was provided specifically to support their education as well as more generally. They were given tips and information to improve typing skills, set up a computer, and resolve common issues. They were taught how to use email, download and install programs and apps, file and folder management, word processing and other programs. The students were also given important training in online financial literacy such as strategies to avoid scams, using online banking safely, using online job search tools, and how to access platforms such as MyGov to manage Centrelink and Medicare accounts. They were also taught how to keep themselves and their families informed about COVID-19.

Students in need were identified by ARA caseworkers, schools and other organisations and a total of 105 young people were assisted through the program.

Digital and financial literacy for young people was funded by Ecstra Foundation.

PROGRAMS FOR YOUNG PEOPLE

Homework Clubs

Many young refugees have a background of interrupted or limited schooling. They also face other challenges such as language barriers and may not understand the Australian education system. ARA Homework Clubs support school students from refugee backgrounds, helping to bridge this gap by offering free tutoring at four face-to-face locations around Adelaide and online.

The Homework Clubs are a safe and supportive space, facilitated by volunteer tutors many with a teaching background. Tutors receive education-specific training, for example through refresher courses in the year 12 research project and more general training in areas such as cultural awareness and child safety environments.

Besides support with homework, students looking for part-time work can get help writing resumes and cover letters and general job search assistance. Tutors can also help students to identify further study or training opportunities and information on how to apply for courses. Through the Homework Clubs, students are able to practice their English language skills, improve their literacy skills and are supported to build their confidence in the school environment. Facilitators also have resources available designed to engage students who come to the clubs without specific tasks.

Referrals to the Homework Clubs come through ARA's caseworkers as well as schools and other service providers. This year, 110 young people used

ARA's homework support services, supported by 30 volunteer tutors.

Homework Clubs are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program. Homework clubs are supported by the following venues: Twelve25 Youth Centre, Adelaide Secondary School of English (ASSOE), Hilton Library and the Al-Salam Community Centre.

School Holiday Program

The school holiday program provides eligible young people with opportunities for social engagement and new experiences, as well as linking young people to wider services and providing information and resources. Volunteers and staff are also able to provide mentoring support.

Events and activities are often held in partnership with other organisations, and this year's program included a trip to Monarto Zoo (supported by Adelaide PHN), a badge-making workshop at Northern Sound System and Zumba classes. The digital literacy program for young people and the youth leadership camp were also offered during school holidays—these activities are both described in other sections of the report.

A healthy living expo provided information on topics from the COVID-19 vaccine to mental health and wellbeing.

In anticipation of COVID-19 restrictions, ARA held its first webinar for young people. With a focus on wellbeing, the webinar included a range of guest speakers: SA Health delivered information about COVID-19 specific to young people, the vaccine roll-out and the impact of COVID-19 on daily life; STTARS delivered a presentation on understanding domestic and family violence; and ARA staff delivered presentations on mental health and on the benefits of volunteering.

This year's school holiday program was attended by a total of 163 students and supported by ten volunteers.

The School Holiday Program is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program and the City of Playford.

Youth Hangout

The Youth Hangout is held weekly at ARA during school terms. With a different social activity each week, the Hangout provides a safe and supportive space for young people



from a refugee background to socialise, develop positive relationships with other new arrivals, and practice English.

An important feature of the Hangout is the volunteers who support the program, most of whom are also from a refugee background. This means that not only are participants mentored by people who have lived experience of settling in Australia, but it also provides a valuable volunteering opportunity for past participants.

Activities include games, art, dance and music. A range of guest speakers also attend providing practical information on relevant services. Some of the topics covered this year included: the RAA on buying a second-hand car; information about immunisation, health and wellbeing; STTARS on mental health; how to be safe during COVID-19 and COVID-19 vaccine information.

Youth Hangout facilitators refer clients to other appropriate services within ARA and externally. This includes the Young and Strong program, the learner driver workshops, practical driving lessons, digital literacy, and music or sports activities in the community. To reduce barriers to participation and for additional safety, ARA organises transport during winter.

Participants in the Youth Hangout were generously involved in two university research projects, the Healthy Neighbour project from

Flinders University and Refugee Student Resilience from UniSA.

This year, there was a significant growth in Youth Hangout program with 105 young people attending throughout the year.

This program is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program and supported by Quakers SA.

Education Support Packages

ARA's long-standing program of small, one-off contributions for education costs was expanded this year in response to COVID-19 pressures. Additional funding helped to provide financial relief with school and education costs for vulnerable families and individuals whose income had been reduced due to COVID-19. Assistance included part payments for school uniforms, school stationery, WiFi packages, or fees and course costs for school, TAFE or university courses.

In total 69 families were assisted with this project. They were provided with financial support of between \$100 and \$300 depending on their level of need.

Education support packages are funded by Marion and Mitcham councils, and by additional funding provided by the South Australian Department of Human Services through the Vulnerable South Australians Support Packages (VSASP) (COVID-19 Response).



LEARNER DRIVER EDUCATION

From theory ...

ARA's driver's licence program recognises the high value that a licence and driving experience have for finding and maintaining employment. For many years, we have run regular courses in learner driver theory tuition, supporting clients to successfully sit their learner's test. The course is designed to prepare participants to undertake their learner driver theory test. Courses designed specifically for young people who often have no driving knowledge are usually held during school holidays.

In the courses for adults some participants have previously had an overseas licence while others have never driven before. ARA uses tailored learning materials for participants with limited English language. Participants who do not pass their learner's test are offered a one-to-one session with the facilitator to review their results.

... to practice

This year, we were able to extend this program to provide driving lessons after the learner's licence was obtained. This was an important addition to the program because driving hours are expensive and many of ARA's clients do not have the support available for supervised driving hours.

Young people who had participated in ARA's recent workshops to obtain their Ls were prioritised to receive the free driving lessons with referrals also sought from caseworkers and other relevant agencies such as the African Women's Federation and the Amazing Northern Multicultural Services.

Clients each received five driving lessons from accredited instructors many of whom spoke the same language as their student. Most of the driving students had never received any professional lessons due to the cost. The lessons provided them with valuable training, basic driving skills and confidence to continue to learn to drive safely. The lessons also meant that the driving students were eligible for community driving programs which require students to have an initial five lessons.

A workshop delivered by the RAA taught participants about key considerations when buying a car such as registration, insurance, other costs and tips to keep in mind when buying a car.

The six-hour learner driver theory course was delivered nine times to a total of 96 participants. A total of 225 hours of driving support was shared between 51 clients.

The learner driver courses are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program. The driving hours program was funded by the South Australian Department of Human Services through the Vulnerable South Australians Support Packages (VSASP) (COVID-19 Response).



RIDE WITH CONFIDENCE

Transport options provide a significant challenge for refugees and new arrivals. By partnering with the Adelaide Community Bicycle Workshop, ARA is able to support clients with transport that is more flexible than public transport and much cheaper than getting a driver's licence and running a car. A bike helps people who have just arrived in Australia overcome isolation. The ARA Bike Workshops program is delivered in the school holidays and offers not only the opportunity for clients to receive their bikes, but also to attend information sessions on bike safety and road rules.

Supported by the volunteers at the Adelaide Community Bicycle Workshop.

GROW



YOUTH AMBASSADORS

The Youth Ambassador program is an innovative youth program unique to ARA. It develops leadership skills in high school students in years 10 and 11 who are passionate about refugee issues. The program provides young people, both those with a refugee background and others, with training and experience to advocate for refugees and asylum seekers and guides them to engage with the broader community to promote understanding of refugee issues, especially those issues faced by young people.

Youth Ambassadors attend a camp at the beginning of the year and complete three challenges throughout the year. These challenges include creating and carrying out a social awareness campaign to build awareness about the refugee journey; taking part in a fundraising event to raise money for refugees living in South Australia; and volunteering with ARA. Students also have the opportunity to achieve 10 Stage 1 SACE credit points through completing three additional assignments.

Many Youth Ambassadors continue to shape the program by becoming Peer Leaders and mentoring new Youth Ambassadors. Their time and dedication is an invaluable part of the Youth Ambassador program.

2020 Graduation

The graduation of our 2020 Youth Ambassadors was a wonderful night, featuring singing performances, a spoken word poetry piece and an inspiring speech from a young Afghan man who started his journey at Adelaide Secondary School of English (ASSOE) five years ago and is now a law student and peer leader with ARA.

On the night, nine students received certificates for achieving their three challenges, five students completed their SACE Stage 1 10 credit points and eight students received participation certificates. The Peer Leaders and supporting staff from each school were recognised and thanked for their voluntary and invaluable contribution to the program. One of the best parts of the program is seeing students who start as Youth Ambassadors then take the opportunity to become peer leaders, guest speakers, workshop presenters, performers and even ARA staff members.

2021 Youth Ambassadors Youth Ambassador Camp

This annual event sets the scene for a rewarding year for the new Youth Ambassadors and other interested students. Held this year in April, participants included the 29 Youth Ambassadors and an additional 16 students from the ASSOE. The students were supported by eight peer leaders, 11 teachers, ARA staff and other facilitators.

Since the camp, Youth Ambassadors have been engaged in fundraising and cultural awareness activities in their school communities. Activities include hosting BBQs for Harmony Day and speaking in assemblies about the camp or their own personal experiences.



Speak Up! Student Leadership Day

Three months after the camp, ARA hosted the Speak Up! student leadership day during Refugee Week. Speak Up! gave students an opportunity to practice and develop public speaking and advocacy skills in a safe and supportive community outside of their school communities. Youth Ambassadors were encouraged to invite

peers from their school who were yet to engage with ARA. The event included 57 participants from seven schools.

Students who attended the Introduction to Karna Workshop presented the Acknowledgement of Country.

Responding to Racism

As part of Speak Up! the ActNow Theatre Group facilitated a workshop on responding to racism. Students and staff were invited to start conversations about their own experience of racism and challenge negative stereotypes and perceptions.

As part of one school's cultural awareness consultation, ARA facilitated a racism conversation with 100 students, a cultural understanding workshop with 35 staff, and a three-day workshop with 150 upper primary students and six staff.

The Youth Ambassador program is funded by the Milner Road Foundation, Morialta Trust, the South Australian Department of Human Services (Grants SA) and ARANAP.

"I think one of the most valuable experiences was the fact that even though we all have different levels of English we all could connect through activities and workshops."

YOUTH LEADERSHIP PROGRAM

This program is delivered annually in partnership with the Adelaide Secondary School of English (ASSOE) and is designed to support students to develop skills and confidence as well as understand the formal and informal support structures available to them. This year included two workshops and a leadership camp which was held in conjunction with the Youth Ambassador camp.

The workshops, held separately for boys and girls, focused on positive communication skills, intercultural relationships, self-defence and understanding the support services available for them. The three-day camp provided opportunities for students to undertake physical and creative activities as well as workshops to increase communication, social and leadership skills.

This program is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.

COMMUNITY LEADERSHIP AND CAPACITY BUILDING

Community leaders are volunteers in their communities who provide practical support and information to their community members. ARA supports community leaders to strengthen their skills and capacity. Community leaders provide important links to communities, helping ARA to deliver effective services and programs where they are most needed.

ARA worked with the African Women's Federation of South Australia delivering a series of four workshops on committee management, financial management, applying for grants, and policies and procedures. We also facilitated a workshop with the Congolese community on management committee roles, policies and procedures, financial management, applying for grants and effective communication.

There were also eight meetings held with individual cultural community leadership groups to share information, offer support and discuss community needs. We hosted three meetings with cultural community leaders to provide relevant information such as COVID-19 updates and explaining about the census and to consult with leaders on needs within their communities.

Community leaders identified a wide range of issues including: employment and volunteering; language barriers and accessing information, difficulties in accessing housing; issues affecting young people; domestic and family violence, drugs, alcohol and gambling; mental health; citizenship; and difficulties in obtaining a driver's licence.

Community leadership and capacity building initiatives are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.

COMMUNITY EDUCATION AND INFORMATION SESSIONS

In response to identified community needs, ARA organises several one-off information sessions across the year. Some sessions are delivered by a guest speaker with specialised knowledge while others are delivered by ARA staff. This year's workshops included:

- Wills from an Islamic and Australian perspective (delivered twice to a total of 32 participants)
- Volunteering as a pathway to employment delivered by Northern Volunteering at TAFE SA campuses and community centres to encourage and support people to engage in volunteering as a pathway to employment (delivered four times to a total of 61 participants).
- Obtaining housing, rights and responsibilities, providing information on how to obtain a private rental, supports, tenant rights and responsibilities (delivered three times to a total of 66 participants).
- Introducing ARA services to new arrivals (delivered twice to a total of 14 participants)
- Cyber safety for adults, cyber safety for young people (delivered twice to a total of 51 participants)
- Lodging a tax return, held in partnership with the Latin American Society SA (LASSA) (delivered once to a total of 29 participants)
- Looking for work in Australia (delivered six times to a total of 128 participants)

Community education and information sessions are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program. The volunteering workshop was funded by the City of Port Adelaide Enfield.

2020 ORATION AND 2021 CONVERSATION

Sport, community and culture go to the heart of Australian identity. It was therefore appropriate that the last ARA Oration in 2020 and our first ARA Conversation in 2021 shone new light on the nation's cultural diversity and whether sport is the 'great leveller'.

The final Oration, *The Future is Intercultural* was presented online on 24 September 2020 because of the Covid-19 pandemic. University of South Australia's Professor Mohamad Abdalla AM and Associate Professor Tahereh Ziaian, together with Associate Professor Shanton Chang from The University of Melbourne and journalist Sowaibah Hanifie, explored why Australia must strengthen capacity to think and act effectively across cultures in a rapidly changing world.

The new 2021 Conversation event, *Levelling the Playing Field—the Refugee Reality in Sport* at the UniSA Hawke Centre on 24 June was the last official event as Patron of ARA for His Excellency the Honourable Hieu van Le AC.



Insights were offered by panellists: the Director of Football at Adelaide United, Bruce Djite, CEO of Miss Sahara and Anyier Model Management, Anyier Yuol, co-founder of One Culture Football, Nader Ibrahim, and West Beach Surf Life Saving Club surf life saver, Halima Alizadah.

ARA is grateful to speakers, His Excellency the Honourable Hieu van Le AC, Governor of South Australia and the Hawke Centre for their support of this event.

'By sharing personal stories and insights we can generate ideas, we can empathise with a different perspective and strive to ensure that Australia continues to be an inclusive society – a society in giving a fair go for all.'

His Excellency the Honourable Hieu van Le AC, Governor of South Australia and ARA Patron, opening the 2021 Conversation at the Hawke Centre, University of South Australia.

NEW LAND, NEW HOPE: Commemorating thirty years of settlement by refugees from the Horn of Africa

Migration Museum Exhibition

In the 1990s, the first wave of refugees from the Horn of Africa region arrived in South Australia. They had fled for their lives from Eritrea, Ethiopia, Somalia and South Sudan. They chose life over death, opportunity over poverty and freedom over oppression. They took the ultimate risk and survived.



To commemorate these experiences, ARA curated an exhibition at the Migration Museum, sharing the remarkable personal stories of some of those early Horn of Africa refugees. The exhibition celebrated their contributions to the rich fabric of life in South Australia and showed how a helping hand can completely transform people's lives.

The exhibition was funded by the City of Adelaide.

Video Exhibition and Banner Exhibition

As well as the exhibition at the Migration Museum, shown from December to February, ARA also coordinated an online video exhibition in June for Refugee Week.

At the same time, a banner exhibition was held at the Salisbury Community Hub.

Over its 45-year history, ARA has helped over 20,000 refugees, migrants and their families build a new life with opportunities to learn, work and grow. ARA is delighted to have worked with the Horn of Africa communities and Migration Museum on this project and appreciates their commitment.



CONNECT



CIRCLE OF SECURITY PARENTING GROUP

These weekly parenting groups are open to parents from a refugee or asylum seeker background who want to learn more about their child's emotional, physical and social development. The groups provide a safe shared space for parents in community centres. At times of COVID-19 restrictions, the group has met online. The Circle of Security is an example of ARA's ability to tailor services according to client needs. For example, Arabic-speaking parents receiving one-to-one support through the Community Support Services Program (CSSP) can be referred to the Circle of Security where they can share their experiences and learn new parenting skills. The group has 21 participants.

The Circle of Security Parenting Group is funded by the Westpac Foundation.

PARENTING TOGETHER IN A NEW LAND

Now in its fifth year, the Parenting Together in a New Land program continues to provide support and training for parents around positive parenting skills in a new cultural context and tools for strengthening the parent-child relationship. There are groups for Afghan, Bhutanese and Burmese women and one combined group. Bicultural staff members work with each of the groups to support mothers and fathers in the challenging journey of parenting in a new land. There was a total of 33 participants across the four groups.

Funded by the Department of Social Services through Communities for Children, ARA is subcontracted by The Salvation Army to deliver this program.



WOMEN TOGETHER

A joint initiative by ARA and MarionLIFE and delivered in our southern outreach office, women from different cultural backgrounds come together to participate in activities, share skills and practice conversational English. One of the highlights of the past year was the Women of Our Neighbourhood exhibition during the SALA Festival. The exhibition was held at the Side Gate Cafe and was a showcase of the women's work. There were 18 regular participants in the Women Together group.

The Women Together Group is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program and supported by the City of Marion.

MULTICULTURAL WOMEN'S GROUPS

The Multicultural Women's Groups meet weekly during term time. Open to women from a culturally and linguistically diverse background who have children aged 0-12 years, they are an opportunity to socialise and engage in a planned program of speakers and activities.

Supporting women to make connections, ARA runs two women's groups, one general one and one for Afghan women. The groups focus on engaging women to strengthen their capacity as parents by increasing their social connections, English skills and knowledge of information relevant to parenting such as education and health systems

and services. This in turn builds confidence, helping them to make stronger connections and deepen their participation in their new 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 each term. There were 40 sessions held for the general group and 35 sessions for the Afghan group.

Funded by the Department of Social Services through Communities for Children, ARA is subcontracted by The Salvation Army to deliver this program, it is also supported by Community Hubs Australia.

SYRIAN WOMEN'S GROUP

Established to respond to the particular health and social needs of women from Syria, the fortnightly activities are planned to provide opportunities for engagement with health services, to build social connections and to practice conversational English. Each activity includes a guest speaker on topics that have included: immunisation and health education (such as asthma and diabetes prevention); police and emergency services; parenting; digital literacy (such as using MyGov and Telehealth); cyber safety; self-care and wellbeing; COVID-19 and vaccinations. There were 70 participants who attended face-to-face fortnightly sessions as well as participating in a WhatsApp group.

The Syrian Women's Group is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.



ZIMALA: A new initiative to support ageing well

Meaning 'fellowship' in Arabic, the Zimala group is a place for men over 50 from a refugee background to come together for friendship and social activities, to learn new skills, to discover places around Adelaide and to hear from guest speakers.

The Zimala group was established because ARA recognised that for many older adults from a refugee background, planning for ageing well was a significant challenge. This is because

expectations on what will happen as we grow older differ so much between cultures.

This is the first year of the Zimala group. There were 70 participants across 16 different activities including excursions like hiking at Morialta and a visit to the museum as well as practical information sessions including a COVID-19 vaccination information session.

The Zimala Project was developed with the support of The Australian Centre for Social Innovation (TACSI) and is funded by the South Australian Department for Health and Wellbeing, through the Office for Ageing Well.

ARA was delighted to be one of the charities receiving beautiful handmade wooden toys from the Rotary Club of Charles Sturt Grange.

This group of toymakers call themselves "The Toy Boys" and this year they designed, hand-built and painted hundreds of toys for children in need across Adelaide, despite a six-week COVID-19 shutdown.

Most of the toys were given out to families who visited the ARA office for case management and emergency relief, while the rest were given to families who were receiving intense support through our family and domestic violence support service.



VOLUNTEERS

Volunteers donate their time and skills across many of ARA's activities. The greatest number of volunteers work in ARA's Homework Clubs and the Social Support Program, but volunteers also contribute by providing office support, assisting with women's groups and assisting the over 50's men's group (Zimala). A number of younger volunteers support the Youth Hangout and Youth Ambassador programs. Many, such as the Community Educators in the Communities for Change program, have lived experience as refugees or migrants settling in South Australia and play an important role in connecting communities or mentoring groups or individuals. The number of active volunteers fluctuates, but there was an average of 177 active volunteers across the year.

Volunteering is an opportunity to donate time and skills, but it is also a chance to learn and to develop new skills. Training sessions for volunteers this year included a Muslim cultural understanding workshop presented by the Muslim Women's Association of SA; a disability awareness workshop presented by Orana/Volunteerability; and a wellbeing for volunteers webinar presented by Volunteering SA&NT.

National Volunteer Week Thank You Event

A volunteer and supporter event was held during National Volunteer Week for ARA volunteers and donors. ARA's CEO Deb Stringer presented ARA's past, present and vision for the future, and ARA caseworkers gave a presentation on the different aspects of support that ARA provides to individual clients through a case study. The caseworkers also provided an update on Mara who shared her story in ARA's March 2020 appeal. Mara has gone from strength to strength since fleeing an abusive home.

The ARA volunteering promotional video was launched at the event, and CEO Deb Stringer gave a presentation on the different ways volunteers and donors support the work that ARA does. Two dance groups from the ARA Youth Hangout provided entertainment and delicious Syrian food was served.

Volunteering Milestones

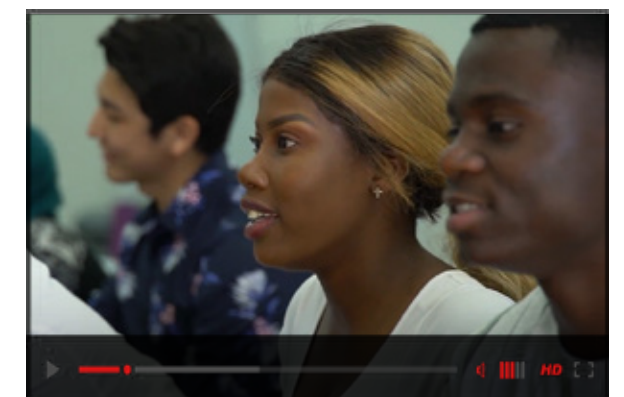
This year, we acknowledge and thank Lesley Ann Grimoldby, Callum Banbury, Terry Nelson and Penny Illman who have all been donating their time to ARA for five years.



It Feels Like Home

This video, made for ARA, shows the real difference that volunteers make in the lives of refugees and migrants. *It Feels Like Home* was made pro bono by screen production students from Flinders University through the Community Voices project.

Watch it on our YouTube channel australianrefugee.org/youtube



SOCIAL SUPPORT PROGRAM

A large number of ARA's volunteers are in the Social Support Program, providing important complementary support to the ongoing casework, programs and services that ARA provides. Through the Social Support Program, ARA recruits, screens and trains volunteers who then provide support to a new arrival individual or family. Volunteers provide support by practicing conversational English, providing advice about local services, and visiting places and services within the client's local community. This might include, for example, visits to local libraries, helping clients to join waiting lists for playgroups, or help with preparation for the citizenship test.

Volunteers generally visit weekly or fortnightly for at least six months, but some clients and volunteers stay in touch for many years.

During periods of increased restrictions or lockdowns, volunteer home visits with clients were sometimes suspended, but volunteers were encouraged to stay in contact with clients via phone, text or video call if they were not permitted to visit. Some volunteers went for socially distanced walks with clients outside the home when restrictions permitted.

Sixty clients were supported by volunteers during the year.

The Social Support Program is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.

CONNECTING WITH ORGANISATIONS

Across South Australia and the rest of the country, there are many organisations supporting refugees and new arrivals. From smaller community-based groups to large government agencies, they work in health, education, migration, the arts and many more sectors. There are also mainstream organisations which provide services, often supported by organisations such as ARA to ensure their service delivery and development is culturally-appropriate and effective. ARA staff participate in

a number of network meetings and workshops, and ARA is a member of a range of umbrella organisations and networks such as the Settlement Council of Australia, Community Centres SA, Volunteering SA&NT, the Refugee Council of Australia, SACOSS, Multicultural Communities Council of SA and Northern Volunteering.

Settlement Action Network (SAN)

Facilitated by ARA, the SAN is an important networking opportunity for South Australia's settlement sector and community including government and non-government organisations across health, education, employment and other areas. As well as facilitating meetings, ARA maintains an email contact list of over 300 representatives from refugee and mainstream services, government organisations and cultural community leaders. This contact list is an important resource for SAN members who need to share information widely.

There were four SAN meetings during the year, three online and one face-to-face. Beginning with a meeting on community consultation around COVID-19, participants heard from SA Health with updated information on COVID-19 who also sought feedback from community leaders and services on disseminating up-to-date information.

The next meeting focused on celebrating achievements with 12 speakers from settlement services providing highlights on their programs. A forum on the reality and responses to racism included a key speaker with a panel of four speakers from cultural communities.

The final meeting of the year focused on the experience of people with a refugee background who are from Syria or Latin America and living in southern Adelaide. It featured guest speakers from refugee communities, service providers and researchers.

The Settlement Action Network (SAN) is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.



WORLD REFUGEE DAY LIVESTREAM

On World Refugee Day and in partnership with the Migration Museum, ARA held a cooking livestream. The session featured Ratiba Al Hamza and Iman Mohammed demonstrating some of their favourite dishes while also reflecting on their journeys as refugees. Ratiba and Iman, both former ARA clients, undertook ARA's food safety training course and now have catering businesses of their own. A recorded version of the livestream was featured by San Francisco's Angel Island Immigration Station as part of their online Tastes of Home exhibition.



MIGRATION SERVICES

ARA's migration services are a vital part of our integrated approach to settlement, and we see family reunification as a key element of successful settlement. For over forty years, ARA has been delivering migration support services to people seeking protection or family reunification. The pandemic has created one of the most challenging environments our clients have experienced in that time. Embassies have been closed or limited in the services they could provide, there have been lengthy delays with respect to visa processing times, extended periods of family separation have been commonplace and there have been severe travel restrictions preventing even visa holders from entering Australia. Our migration staff have continued to support our clients, working to complete and lodge applications so that they can be processed as services resume and travel restrictions ease. Despite the complications imposed from international border closures, the demand for the services of ARA's registered migration agents and qualified legal team has remained consistent throughout the year.

Through private consultations, ARA staff provided migration assistance and advice to over 400 clients and helped secure visas for around 90 overseas and onshore applicants during the 2020-21 financial year.

Community Support Program (CSP)

ARA remains an Approved Proposing Organisation (APO) which is one of only two organisations in South Australia, authorised to lodge humanitarian applications under the CSP, which focusses on bringing refugee families to Australia who have good settlement prospects. ARA helped secure visas for 50 applicants under this program in the 2021-21 financial year.

Citizenship Course

Responding to a recognised need in the community, ARA's migration team began offering assistance with citizenship applications at minimal cost. This four-week course was designed by a caseworker with support from an ARA migration agent. The course assisted the community to understand the process of applying for citizenship and to prepare for the test.

BE SAFE



COMMUNITIES FOR CHANGE

Communities for Change is in its fourth year and this innovative program has now trained almost 300 people. Using a peer education, community-led approach Communities for Change is a primary prevention program that trains people from culturally and linguistically diverse backgrounds in effective ways to stop domestic and family violence before it happens. Volunteers from culturally and linguistically diverse communities are recruited, trained and supported to work within their communities to increase awareness and change stigma and beliefs about domestic, sexual and family violence in South Australia's refugee and migrant communities.

The program covers topics such as healthy relationships, personal safety and wellbeing, culture, values and identity. All these topics open a door to the hidden

problems of domestic and family violence. Community Educators then act as advocates and trainers within their own communities. Importantly, these events have a ripple effect, with information flowing on through word of mouth and communication by respected members of the community.

"This training made me aware that everyone understands domestic violence in a different way. We need many different approaches in our communities to deliver the same message."

This year we have 21 Community Educators representing many communities. Each has a strong passion to effect change for the benefit of women, men and children

in their own communities. Hundreds of people from different communities participated in the events and information sessions organised by our Community Educators making an important impact and creating trust for people to disclose family and domestic violence and access support from service providers. There were 348 participants in 21 community workshops across the year.

Communities for Change was funded by the South Australian Department of Human Services through Grants SA.

DOMESTIC AND FAMILY VIOLENCE CASEWORK AND FINANCIAL SUPPORT

Family and domestic violence is prevalent in all communities and for victims from refugee and migrant backgrounds there can be added complexities. Visa status, lack of family supports, social, religious or cultural stigma all affect a person's ability to address family and domestic violence. ARA supports men and women to address the impact of family and domestic

violence on them and their families through intensive, culturally-informed support. We work with clients at all stages of their family and domestic violence experience supporting them to understand risk, to develop a safety plan, and to connect with supports as they are ready to do so.

With additional funding, ARA has been able to provide support through a mix of case management and financial support according to individual and family needs.

ARA's specialised domestic violence worker provided trauma-informed, culturally-appropriate case management support including a thorough needs assessment, triage and ongoing supports as required. Where required, this support was provided liaising with ARA bicultural and bilingual case workers. Supports provided to clients included advocacy and navigation of Centrelink, legal, migration, SAPOL, child protection and mainstream domestic and family violence services. The caseworker also supported clients to understand their rights, establish and implement a safety plan, understand the impact of domestic

Throughout the pandemic, there has been a shortage of translated resources for refugees and migrants. To help fill this gap ARA produced COVID-19 safety videos for communities to share. The videos featured ARA staff speaking in their own first language and were available in Arabic, Burmese, Dari, English,

Farsi, Hakha Chin, Mandarin Chinese, Matu Chin, Nepali, Punjabi, Shona, Spanish, Swahili and Zotung Chin. The videos were shared directly with communities and are available on ARA's YouTube channel. They have been viewed more than 1800 times.

and family violence on children, access relevant medical and mental health supports, obtain safe accommodation, re-enrol children in schools and childcare, access parenting programs, and access one-to-one counselling.

Financial packages of support were provided for 61 women with children and 58 clients were supported through casework. These packages supported clients with a broad range of matters to aid their recovery, increase their independence and improve their own and their children's safety and wellbeing.

Domestic violence casework and financial support was funded by the South Australian Department of Human Services through the Vulnerable South Australians Support Packages (VSASP) (COVID-19 Response).

NEW ARRIVALS SAFETY PROJECT: Supporting communities to share important information



The New Arrivals Safety Project is an initiative to address specific safety concerns unique to new arrivals. Over two years, ARA and the University of Adelaide have collaborated with the Burmese Chin and Syrian communities to produce three videos in community languages, about common safety issues.

Eight community members were recruited and employed as community educators for the project. They were then trained by University of Adelaide researcher, Dr Scott Hanson-Easey in community-based participatory research methods to undertake this consultation within their own communities. After their training they conducted a total of 51 community consultations to identify safety concerns and the best resources.

The Burmese and Syrian communities developed resources on driver safety, and the Syrian community also produced a video on house fire prevention based on the personal experiences of a community member. Through the community consultation process it was clear that videos which could be distributed through social media channels would be the most effective resources.

The community educators recruited and employed for this project were key to its success. They provided a critical link to their communities' involvement in consultation, identifying safety issues, planning appropriate responses, informing the content and scripts, encouraging community involvement in acting in the videos and distributing the resources throughout their community. As a result, the videos have been viewed by over 2,000 people.

The New Arrivals Safety Project was funded by the Department of the Premier and Cabinet (Multicultural Affairs) and supported by The University of Adelaide, SAPOL, the Legal Services Commission of South Australia, Kidsafe SA, the Department for Planning, Infrastructure and Transport, Services SA and the Metropolitan Fire Service.

CULTURAL SAFETY

ARA's cultural safety programs were further developed this year and a new staff member was employed specifically to give this area of our work greater focus. We have continued to provide a small number of one-off cultural understanding workshops, but we are also implementing more extensive programs which deepen the learning and the potential impact of this work. We are creating 6- and 12-month agreements with interested organisations supporting them to take a strategic approach to cultural understanding, looking beyond a once-off workshop and into a more extensive program that rolls out over a longer term. We are also developing our partnerships with schools, providing cultural understanding opportunities as well as support in having racial conversations within schools. Looking forward, we will be supporting schools to implement strategic frameworks for cultural understanding programs for teachers and students.

HEALTH EXPO

Our first Expo in 2019 was a highlight of the ARA calendar, providing hundreds of people with advice and information on health and wellbeing. Since then, it has continued, with modifications made around COVID-19.

In November 2020 after twice being postponed, we took the Expo online, streaming live on our Facebook and YouTube pages. The day featured art therapy, trauma-informed yoga practice, drumming, and cooking, with information on wellbeing, diabetes, cancer prevention,

pharmaceutical advice, pain management, child care, and the range of health-related services that ARA provides. Participants included Diabetes SA, Shine SA, Child and Family Health Services, STTARS, Cancer Council SA, Star Discount Chemist and Salisbury Library.

In 2021, we have held a series of mini-Expos creating a COVID-19 safe environment for smaller groups of people. The Expos were curated for young people, the Spanish-speaking community, Bhutanese community, Syrian women, women from the Middle-East region, and men over 50. Carers SA presented their Five Ways to Wellbeing information. Each of the expos included information about immunisations. Free flu vaccinations were available along with information about the COVID-19 vaccination and its roll-out.

The online Expo had 185 views, and 82 people took part in the 2021 mini-Expos.

Health Expos are presented as part of the ARANAP program funded by Adelaide PHN.

EMERGENCY RELIEF

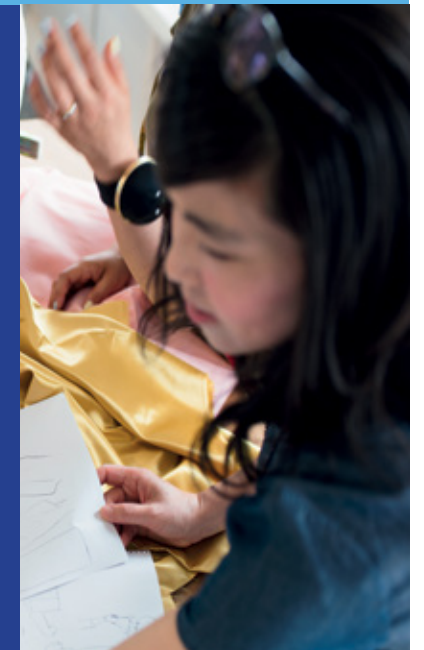
Through funding provided by the Department of Social Services delivered as part of a consortium led by Lutheran Community Care as well as support from AnglicareSA, ARA is able to provide small, one-off payments to provide emergency relief (such as help with Metro cards or food vouchers) and assistance with utility bills. An informal program providing short-term assistance through donated food and goods is supported by Quakers SA.

Emergency Support Service

Funded entirely by donors, the Emergency Support Service was established to provide urgent assistance to those in dire need whose circumstances do not meet the funding criteria of existing emergency services. Now in its second year, the funding model gives our caseworkers the agency to act urgently when needed for people who might otherwise 'fall through the cracks' of other eligibility criteria.

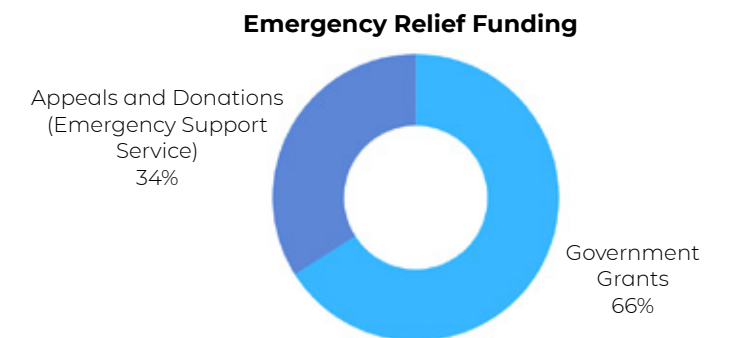
Sabah* is one of the women we were able to help through the donor-funded Emergency Support Service. Sabah has no family in Australia and arrived here on a spousal visa. Her partner is controlling, abusing her verbally, financially and emotionally. He is a problem gambler who refuses help. Sabah and her children often have no money for food and Sabah is not eligible for other government assistance. The donor-funded Emergency Support Service was able to provide immediate support. Beginning with intensive caseworker support to help Sabah plan her next steps the caseworker could then provide assistance with groceries, temporary accommodation and essential medication. As Sabah took the next steps ARA was able to provide support and advice in renting, opening a bank account, and applying for a visa. As she continues to gain independence, studying English and finding work, ARA is able to provide ongoing support. This would not be possible without our donors' generous donations.

**names have been changed to protect identity.*



The Difference the Emergency Support Service Makes

Appeals and donations to the Emergency Support Service give ARA staff the flexibility to provide urgent assistance to those in dire need whose circumstances do not meet the funding criteria of existing emergency services.



BOARD

Patron

His Excellency the Honourable Hieu Van Le AC, Governor of South Australia
Retiring this year, we deeply value his commitment and passion for advocacy throughout his time as Patron.

Chairperson

Kathy Kingston

Deputy Chairperson

Iain Murchland

Treasurer

Monique Newberry (retired 28 September 2020)
Chelsea Thomas

Board Members

Gokhan Ayturk
Shelley Collins (joined 16 June 2021)
Ritchie Hollands (retired 28 September 2020)
Chris Kwong (joined 5 November 2020)
David McGlennon
Michael Pagsanjan (retired 17 March 2021)
Heather Pascoe-Smith
Molly Scanlon (joined 16 June 2021)

Meetings Attended	Attended	Held
Gokhan Ayturk	6	6
Shelley Collins	0	0
Ritchie Hollands	2	2
Kathy Kingston	6	6
Chris Kwong	2	4
David McGlennon	5	6
Iain Murchland	6	6
Monique Newberry	1	2
Michael Pagsanjan	4	4
Heather Pascoe-Smith	5	6
Molly Scanlon	0	0
Chelsea Thomas	6	6

STAFF

Many of ARA's staff have lived experience of our clients' journeys.

Between us we speak nearly 30 languages including:

Arabic, Arabic Juba (colloquial Arabic widely spoken in South Sudan); Bari (Kuku, Kakwak, Pojulu, Mundari, Nyangwara, KÖlikÖ dialects); Bosnian, Burmese (Zotung Chin, Hakha Chin, Falam Chin and Matu Chin, Mizo Chin), Croatian, Dari, Dutch, English, Farsi, French, German, Gujarati, Hazaragi, Hindi, Italian, Kurdish, Krio, Lingala, Ma'di, Mende, Nepali, Punjabi, Serbian, Shona, Spanish, Swahili, Urdu.

Management Team

Chief Executive Officer
Deb Stringer
Deputy Chief Executive Officer
Semira Julardzija
Sandra Dzafic
Karen Kretschmer
Lynda Morgan

Health and Family Safety

Hannah Browne
Wei Wei (Sarah) Chew
Alice Davis
Ety Garabelli
Khaing (Blessing) Innmae
Amitoj Kanwar
Par Laithang
Fatima Mahmoud
Lal Rai
Anita Smith
Hind Suleiman

Settlement Services

Mohsen Abdel-Meseh
Jessica Denman
Emelda Dzeka
Vickie Hyde
Om Kafley
Sang Par (Faith) Khuplian
Rafael Lopez

Alima Lumena
Roy Peng Nawl
Amber Poudel
Bhupal Singh Poudel
Halia Rohany-Azizi
Sofiann Saidi
Marwah Salman
Fida Hussain Syed Abbas

Cultural Safety

Claudetta Niyera
Ma-Musu Nyande

Community Programs

Kylie Brice
Ummulbaneen Haidari
Bryan Hughes
Carly Squire

Marketing and Fundraising

Scott Henderson
Ben Matthews (and IT)

Migration

Zahra Darwishi
Tamara van Mil-Koops
Robert Yeomans

Finance and Administration

Safaa Aleid
Asmira Bekric
Lal Thuam
Bayan Moshfegi
Saleena Thakor

Community Educators

Najma Alabas
Dalia Al Brazi
Samira Almousa
Radwa Alobaid
Thang Cung Kingbawl

With Thanks: People Who Left During 2020-2021

Joni Cottrell
Ahmed Hajay
Dijana Karaahmetovic
Jennifer Kyte
Lal Dinthari Lal
Sekar (Lala) Langit
Carolina Lerma
Imogen Moseley
Zakiyyah Muhammad
Neda Pour Ahmari Kermani
Deb Tranter
Shane Watson
Megumi Webb
Elite Zahinda



In December, ARA staff wore orange and signed a pledge for the 16 Days of Activism Against Gender-Based Violence campaign. ARA pledges to work toward a society where everyone is equal and free from violence.

ARA commits to playing our role, working within our organisation and in partnership with others to raise awareness, improve prevention and provide practical assistance to end domestic and family violence. ARA recognises we have a vital role to play and we agree to use our information networks to activate others to join in this shared objective of keeping everyone safe from violence.

We will stand up, speak out and act to prevent violence against women.

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 2020/2021.

The Year

The 2020/2021 year has been another year of consistent and measured financial performance for ARA, with a surplus of \$96,316 arising from operations. In challenging times, ARA has continued to provide assistance to a client base in need of support via numerous grant and philanthropic funded programs. This surplus result contributes to a strong financial foundation, enabling ARA to continue its critical work into the future.

Income and Expenditure Statement for the Year Ended 30 June 2021

ARA achieved an operating surplus of \$96,316 (2019/2020: \$129,303). This was largely consistent with performance in the previous financial year. Once again, increased income as a result of grant and donation receipts has been offset by increased spending in program delivery, and ongoing funding of identified programs of need and strategic priority. A surplus on the subdivision and sale of the property at Brown Terrace has also contributed positively to the bottom line for the year.

Statement of Financial Position as at 30 June 2021

Overall, the net asset position of ARA has increased by 11.7 percent. The sale of property held by ARA (previously recorded as a current asset held for sale) was finalised during the year, with proceeds now held in cash and cash reserves. Current liabilities have increased with the reclassification of grant funds attributable to the 2021/22 financial year, and non-current liabilities have increased

with the requisite accounting recognition of lease liabilities associated with the establishment of ARA's new Parabanks office space. 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, Nexia Edwards Marshall provided an opinion regarding the 2020/2021 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 Group'), which comprises the Statement of Financial Position as at 30 June 2021, the Statement of Profit and Loss and Other Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Statement by the Board. In our opinion, the accompanying financial report of the Group, is in accordance with the Australian Charities and Not-for-profits Commission Act 2012; including

- (i) giving a true and fair view of the Group's financial position as at 30 June 2021 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 2 of the financial report and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013."

A comprehensive set of audited statements are available on request.



Chelsea Thomas
Treasurer
13 October 2021

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	2021	2020
Grant income	2,804,430	2,188,863
Fee income	327,008	420,318
Donations and bequests	377,108	320,951
Profit on sale of assets	116,362	-
Interest revenue	5,681	17,369
Other income	95,898	132,226
Employee benefits expense	-2,693,543	-2,216,316
Depreciation and amortisation	-130,791	-66,606
Program costs	-400,901	-225,356
Interest expense	-25,773	-15,410
Other expenses	-379,163	-426,736
SURPLUS FOR THE YEAR	96,316	129,303
OTHER COMPREHENSIVE INCOME	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	96,316	129,303

STATEMENT OF FINANCIAL POSITION

	2021	2020
Current Assets		
Cash and cash equivalents	1,888,881	1,576,759
Trade and other receivables	28,403	22,009
Assets classified as held for sale	-	504,000
Other current assets	62,139	85,748
Total Current Assets	1,979,423	2,188,516
Non-Current Assets		
Property, plant and equipment	614,037	345,851
Right-of-use asset	1,016,548	65,767
Total Non-Current Assets	1,630,585	411,618
TOTAL ASSETS	3,610,008	2,600,134
Current Liabilities		
Trade and other payables	152,991	174,455
Borrowings	-	26,837
Provisions	260,796	238,517
Other financial liabilities	566,707	487,132
Lease liabilities	120,916	14,791
Total Current Liabilities	1,101,410	941,732
Non-Current Liabilities		
Borrowings	-	360,008
Lease liabilities	1,112,995	48,573
Total Non-Current Liabilities	1,112,995	408,581
TOTAL LIABILITIES	2,214,405	1,350,313
NET ASSETS	1,395,603	1,249,821
EQUITY		
Initial Sum	10	10
Retained earnings	1,292,130	1,129,811
Reserves	103,463	120,000
TOTAL EQUITY	1,395,603	1,249,821



FUNDING AND SUPPORTERS

IN 2020-2021 ARA RECEIVED FUNDING FROM:

Department of Home Affairs

Settlement Engagement and Transition Support (SETS)
(Includes: bicultural case support; community education and information sessions; community leadership and capacity building; Homework Clubs; learner driver education; school holiday program; Settlement Action Network; Social Support Program; Syrian Women's group; Youth Leadership Program; Youth Hangout; Women Together group)

Department for Health and Wellbeing, Office for Ageing Well

Zimala Project

Department of Human Services

Community Support Services Program (CSSP)
Vulnerable South Australians Support Packages (VSASP)
(COVID-19 Response)

(Includes: Constructing Employment Pathways Project (including White Card training); digital literacy; domestic and family violence prevention casework and financial support; education support packages; learner driver education)

Grants SA

Communities for Change
Youth Ambassador Camp

Department of the Premier and Cabinet (Multicultural Affairs)

New Arrivals Safety Project
(Stronger Together)

Department of Social Services

Information Linkages and Capacity Building (ILC)
(Includes: Young and Strong)

The Salvation Army

(subcontracted)
Multicultural Women's Groups
Parenting Together in a New Land

Lutheran Community Care

(Consortium Lead)
Emergency Relief

UnitingCare Wesley Bowden

(Consortium Lead)
Financial Counselling and Capabilities

Adelaide Primary Health Network (PHN)

Adelaide Refugee and New Arrivals Program (ARANAP)
(Includes Health Expos and Youth Ambassador Program)

AMES Australia

Specialised and Intensive Services (SIS)

AnglicareSA

Emergency Relief

Asthma Australia

Information Workshops

Community Hubs Australia

Multicultural Women's Groups

Ecstra Foundation

COVID-19 Response Grant (digital and financial literacy for young people)
Money Mindful Project

Federation of Ethnic Communities' Councils of Australia (FECCA)

National Community Connector Program (Disability)

Milner Road Foundation

Youth Ambassador Program

Morialta Trust

Youth Ambassador Program

Quakers SA

Youth Hangout
Food donations

Scanlon Foundation

Constructing Employment Pathways Project (including White Card training)

Westpac Foundation

Circle of Security Parenting Group

City of Adelaide

New Land, New Hope

City of Marion

Education support packages
Women Together group

City of Mitcham

Education support packages

City of Port Adelaide Enfield

Bridges to Volunteering Project

City of Playford

School Holiday program

PARTNERS

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

Education Partners

- Adelaide Secondary School of English (ASSOE)
- Bob Hawke Prime Ministerial Centre
- Catholic Education South Australia
- Craigmore High School
- Department for Education
- FACT Registered Training Organisation
- 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 Youth Centre
- Tyndale Christian School
- University of Adelaide
- University of South Australia

Government Partners

- Acute Mental Health Services
- Australian Taxation Office
- Centrelink
- Child and Family Health Services
- Children and Adolescent Mental Health Services—Women's and Children's Hospital
- Campbelltown City Council
- City of Charles Sturt
- City of Salisbury
- City of West Torrens

- Department for Child Protection
- Department of Education, Skills and Employment
- Department for Planning, Infrastructure and Transport
- Housing SA
- Legal Services Commission of South Australia
- Metropolitan Fire Service
- Office for Women
- SAPOL
- Services SA
- Women's Health Service
- Women's Safety Services SA

Community Partners

- Academy of Self Defence and Martial Arts
- Adelaide Community Bicycle Workshop
- Adelaide Food Fringe
- Adelaide Sisters Association
- Afghan Association of SA
- Afghan National Association of Australia
- Afghan Women's Federation
- African Communities Organisation SA
- African Women's Federation of SA
- Al-Salam Community Centre
- Al Sham in SA
- Amazing Northern Multicultural Services
- Amnesty International
- Association of the Burundians Community
- Association of Himalayan Buddhists
- Australian Migrant English Program
- Australian Migrant Resource Centre
- Australian Red Cross—SA
- Australians for Syria
- Australian Youth Engagement National (AYEN)
- Aweil Community Association
- Bahr el Ghazal Community of SA
- Bantu Ethnic Community
- Baptist Care SA
- Baptist Community Services
- Bari Community
- Basango Refugee Association of SA
- Bhutanese Australian Association of South Australia
- Bhutanese Baptist Church
- Bhutanese Ethnic School
- Bikes for Refugees SA Inc
- Bor Community Association
- Cancer Council SA
- Carers SA
- CareWorks
- Catholic Multicultural Office
- Centacare
- Chin Combined Communities of SA
- Chin Community of Adelaide
- Chin Community of SA
- Church of Christ Brooklyn Park
- Community Access Service of SA
- Community Centres SA
- Congolese Community of SA
- Cross Keys Medical Centre
- Diabetes SA
- Disability Rights Advocacy Service
- Duk Community Association
- Eastern Region Youth Network
- Emo' Ya' Basango SA
- Emo-ya Mmbondo
- Eritrean Community Adelaide
- Ethiopia Community Association
- Eritrean & Ethiopian Youth of Adelaide
- Fatima Zahra Mosque
- Feros Care
- GP Plus Elizabeth
- GP Plus Modbury
- Hazara Seniors of SA
- Headspace
- Hilton Library
- Hispanic Women's Association
- HomeStart
- Host International
- Human Appeal
- Hutt St Centre
- Hyde Park College
- Imam Ali Mosque and Islamic Centre of SA
- Ingle Farm Family Zone
- International Organisation of Migration (IOM)
- Iraqi Families United of SA
- Islamic Society of South Australia
- Junction Community Centre
- JusticeNet
- Kidsafe SA
- Kirat Society of SA
- Kuku Community of SA
- Kilburn Community Centre
- Latin American Society of SA
- Leavesware
- Liberian Association of SA
- Liberian Women of SA
- MarionLIFE
- Mary Magdalene Centre
- Maxima (Employment Service)
- 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 Sound System
- Northern Volunteering
- Northwest Medical Centre
- Nuba Mountains Association of SA
- One Culture Football
- Orana
- Oromo Community
- Pan African Cultural Association of SA
- Pashtun Association of SA
- Pharmaceutical Society of Australia
- Refugee Council of SA
- Relationships Australia SA
- Rocco's Pizza
- Rotary Club of Charles Sturt Grange
- Rup Community Association in Australia
- Rup Community of SA
- SACOSS
- Sathya Sai Organisation
- Settlement Council of Australia
- Shelter SA
- Shine 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 Association
- 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)
- Terry White Pharmacy
- The Australian Centre for Social Innovation (TACSI)
- The Refugee Advocacy Service of South Australia
- Thebarton Community Centre
- Tigray Community Association
- Travelling Table
- United Eritrean Association
- United Eritrean Women's Association
- United Nations High Commissioner for Refugees
- United Sudanese Community of SA
- Uniting Church in SA
- UnitingSA
- Uniting Communities
- Unity Housing
- Victim Support Service
- Vietnamese Community of Australia (South Australia)
- Volunteerability
- Volunteering SA&NT
- Wandana Community Centre
- Welcome Centre
- 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
- Zimbabwe Community of SA

DONATIONS

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

Donations

\$20,000 or above: 4 donors
\$10,000-\$19,999: 2 donors
\$5,000-\$9,999: 3 donors
\$1,000-\$4,999: 27 donors
\$500-\$999: 38 donors


Fundraising Appeals


Mid-year: \$43,137
Christmas: \$29,104
April Newsletter: \$26,145





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

 australianrefugee.org/youtube

ABN 78 904 324 535

