



Annual Report

2021 – 2022

Our Vision

Our vision is a fair and equitable society where all communities can fulfil their potential.

Our Purpose

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

How We Work

Building on over 45 years of settlement service delivery, we provide client and community centred services, bringing local solutions to short and long term settlement challenges.

Our Values

We care. We show courage. We are a community.
Our lived values are how we deliver our strategic goals.



ARA acknowledges the Kurna people as the custodians of the Adelaide plains and recognises the importance of their heritage and cultural beliefs to the living Kurna people today. We also pay our respect to Elders, past, present and emerging.

Australian Refugee Association

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WELCOME FROM THE CHAIRPERSON

As it has for so many organisations, this past year has been a time of continuing with core services while at the same time reflecting on new ways to best serve our clients in new contexts. The annual report is an opportunity for us to share the breadth and depth of ARA's work across this time—from our solid base of bicultural casework, to our rapid responses to the humanitarian crises in Afghanistan and Ukraine, to our developing digital literacy programs.

Among other external factors, the COVID-19 pandemic has made more visible where there remains increasing needs in communities, as well as the strength within our communities. Against this context, it was a fitting time for the Board to oversee the development of our new strategic plan including a renewal of our vision and our values. Throughout the annual report we demonstrate the ways in which ARA seeks to strengthen its core services while developing new and complementary programs in response to unmet needs. With this in mind, our focus for new programs in coming years is on programs for people most at risk within our refugee and recently arrived communities. Our plan is an ambitious and disciplined one which, importantly, is built on our client led and client centred model of service development and delivery.

We are excited for ARA's future, and extremely grateful to everyone who has worked so hard this past year. We thank the government departments, agencies and other organisations who provide funding and grants as well as our many generous donors. You have all made our past work possible, giving us the experience and momentum for our future work. Leadership is critical and so a special thanks to our CEO Deb Stringer, the management team, our dedicated staff and our generous volunteers. We are proud to have so many staff and volunteers with lived experience as refugees and new arrivals, and we are also mindful that as a result of past experiences, events such as the change of government in Afghanistan and the war in Ukraine can take a toll. Thank you for your continued commitment to your work at ARA.

I would like to say thank you to all Board members for their work throughout the year. Kathy Kingston has stepped down from her role as Chair but remains on the Board and I am grateful to Kathy for her continuing guidance and leadership. I would also like to thank outgoing Board members, Gokhan Ayturk who has spent three years on the Board and Heather Pascoe-Smith who has spent seven years on the Board. Heather also spent many years as a volunteer in the Social Support program. We welcome Shadan Doyle and Andrew Mills who have recently joined the Board. When recruiting new members for the Board, we place a high value on ensuring the Board reflects the diverse profile and lived experience of our clients and our staff as well as maintaining the professional standard of skills and experience in governance and not-for-profit leadership.

I look forward to the coming year as ARA continues to work towards its vision of a fair and equitable society where all communities can fulfil their potential.



Chris Kwong
Chairperson



WELCOME FROM THE CHIEF EXECUTIVE OFFICER

The opening pages of this year's report reflect on the scope of ARA's work – first with a snapshot of our impact and then with an overview of our innovative and holistic approach, from our longest running to our many new programs and services. ARA is a client-centred organisation. When we describe our services as holistic, we mean not only that our services are complementary, but also that they are designed to support our clients at the many different times and stages of their lives. When we describe our work as innovative, we mean that we work proactively with refugee communities to identify and respond to unmet needs, and that we assess and evaluate our programs to find the best way to deliver our services.

ARA's core funding comes from the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program. This funds many of our programs including the extensive bicultural casework which underpins our work. We also actively search for opportunities to diversify our income and fund the programs which will help us meet our clients' needs. Our range of funding bodies, partners and generous donors allows us to both grow our services and to find new ways of working.

Our digital literacy program, for example, was initiated in response to the significant needs revealed by the COVID-19 pandemic. It has been an important adjunct to the services available for our SETS clients as well as many other clients. Our Emergency Support Service, now in its second year and funded entirely by donors, allows us to help people who are extremely vulnerable but don't meet other eligibility criteria. And the model of community-led peer education first introduced in our Communities for Change program is now being adapted for other programs such as the New Arrivals Wellbeing Program to support new arrivals from Afghanistan and Ukraine which will be implemented in the coming year.

While the pandemic no longer requires the urgent responses of previous years, ARA has continued to respond as required, for example, through our COVID-19 vaccination clinics and information videos and through the longer term programs such as digital literacy.

I want to offer sincere thanks to the many people and organisations who have ensured that ARA could continue to not only deliver its core services throughout the pandemic but also to develop so many new programs and projects. This includes our funding bodies, partners, donors and other supporters. I would like to thank the Board for their steady guidance as well as their vision particularly as we developed our new strategic plan. Thank you to all ARA staff for your commitment to our clients and for the consistently high quality of your work. Thank you too, to our many volunteers who support ARA's staff and clients with generous donations of time and skills. And finally, I would like once again to acknowledge and thank the refugees and new arrivals at the heart of ARA's work. Many of ARA's staff members and volunteers are former refugees or migrants, and this lived experience makes an invaluable contribution to ARA's work.

As we look to the future, and as Chris has mentioned, our new strategic plan reflects our continuing focus on meeting the needs of ARA's clients wherever they are in their individual experiences. As this current annual report demonstrates, ARA is building its future services on a strong foundation.



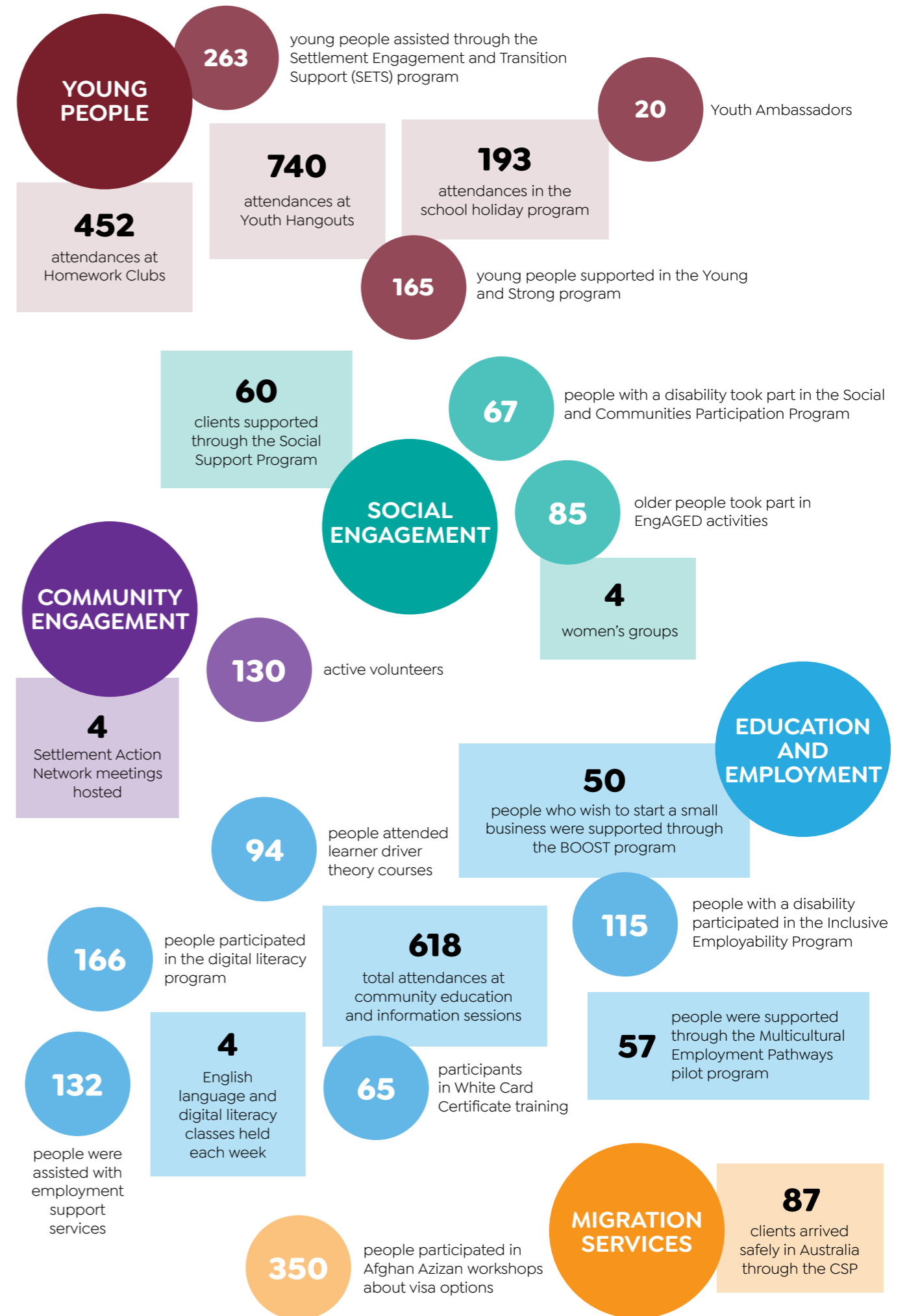
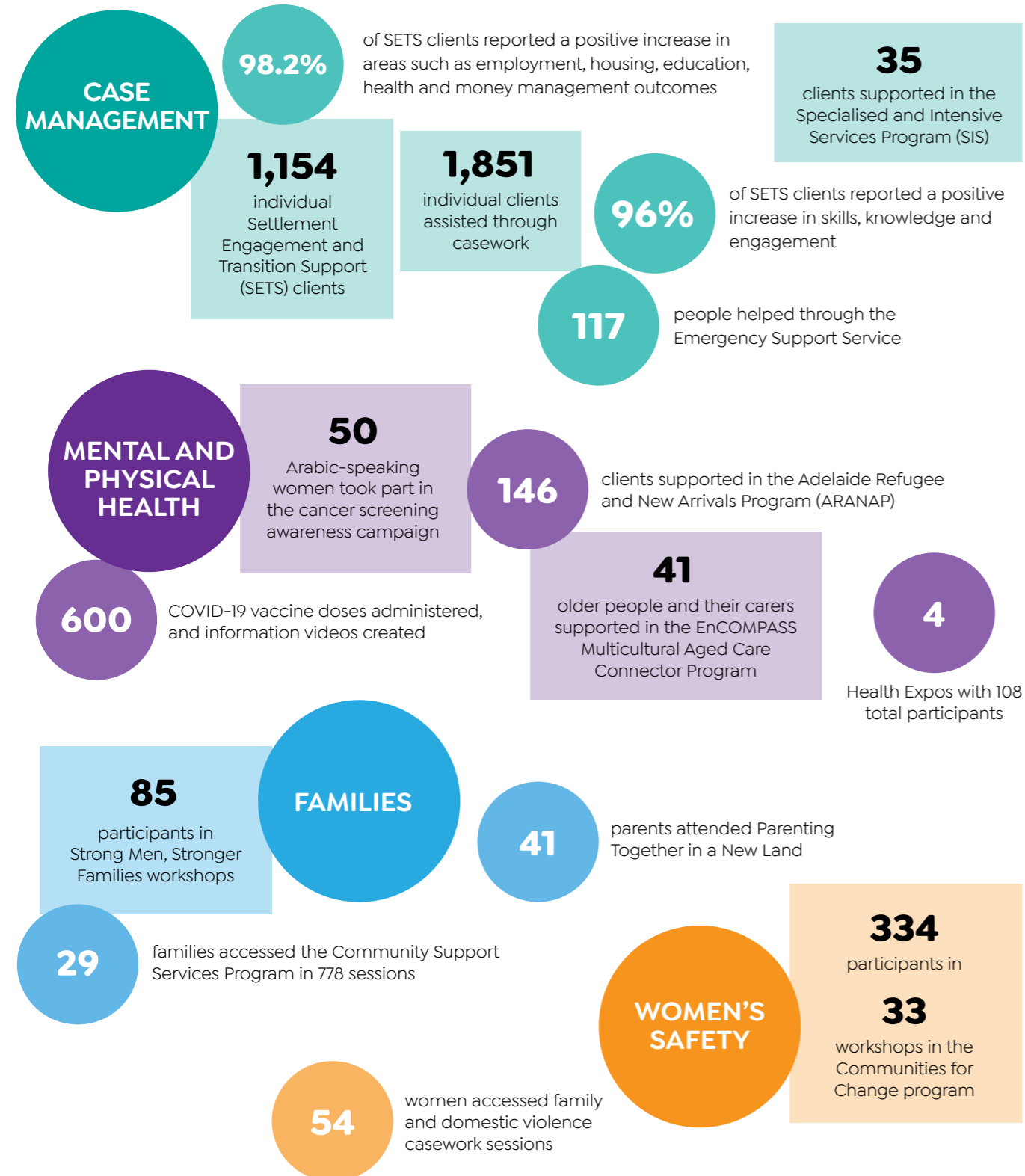
Deb Stringer
Chief Executive Officer



OUR IMPACT

ARA's holistic service is continually developed and refined in response to client and community needs.

It starts with problem solving and case management in the Settlement Engagement and Transition Support (SETS) program and advances into engagement, growth and empowerment through a range of complementary programs.



HOLISTIC AND INNOVATIVE

The core of ARA's work is clients referred through the Settlement Engagement and Transition Support (SETS) program. Our innovative and holistic approach allows us to support people beyond the five-year eligibility criteria along with other refugees and asylum seekers who would otherwise fall through the gaps. These services and programs are developed with the support of our generous funding bodies and donors.

Strong Foundations

Bicultural Casework is at the heart of our work.

Many of our case managers are from refugee backgrounds themselves and are employed to reflect the communities with the highest number of new arrivals. With strong connections to refugee communities, bicultural case managers play an invaluable role in helping ARA to identify unmet needs.

In our 45-year history, we have developed many successful and long-running programs

Our **Migration Service** works to reunite families.

Homework Clubs and **school holiday programs** support young people.

The **Youth Ambassador** program empowers young people.

The **Adelaide Refugee and New Arrivals Program (ARANAP)** helps people to access appropriate and timely health care.

The **Settlement Action Network** links over 300 representatives from refugee and mainstream services with four meetings per year and an email contact list.

Continuing to grow

Communities for Change is a family and domestic violence primary prevention program. Its community-led model of peer education is now being adapted across other ARA programs.

ARA's **Digital Literacy** programs are helping to address the needs of refugee communities highlighted by the pandemic.

The **Emergency Support Service** was established during the pandemic and is a vital service for highly vulnerable people who would not meet other eligibility criteria.

New this year

ARA's long history of engagement with refugee communities allows us to develop programs that complement existing ones and offer new services that respond to unmet needs. Programs initiated this year include:

COVID-19 vaccination clinics and information videos helped to address low vaccination rates in some refugee communities.

Acknowledging the significant differences in ageing support structures across cultures, **EngAGED** provides opportunities for connection and enriching activities while **EnCOMPASS** provides culturally appropriate tailored information about accessing aged care.

Screening Saves Lives addresses the challenges and barriers relating to cancer screening by providing information about screening and support to attend screening appointments.

Strong Men, Stronger Families builds on our work in Communities for Change working directly with men to promote healthy behaviours and relationships while addressing cultural and community concerns regarding family and domestic violence.

The **Social and Communities Participation Program** supports people with a disability to participate in community life through art, culture, sports and recreation.

The **BOOST Small Business Program** provides practical support to people seeking to start a small business or micro-enterprise.

The **Multicultural Employment Pathways Program** builds on ARA's employment program to include a series of workshops and individual job coaching.

Afghan Azizan has been providing urgent migration assistance through a program of individual appointments, community workshops and training volunteers to assist with visa applications.

Into the future

The **New Arrivals Wellbeing Project** will support the needs of people from Afghanistan and Ukraine who have recently arrived in Australia, prioritising mental health and trauma-related issues.

Youth Connect will work with disengaged and at-risk young people empowering them to achieve positive long term social, education and employment outcomes.

CASE MANAGEMENT



BICULTURAL CASE SUPPORT

ARA's model of bicultural casework is at the core of our work, and this is often the first point of contact ARA clients will have with the ARA team. Our bicultural case managers are employed to reflect the communities with the highest number of new arrivals. Many of our bicultural case managers are from refugee backgrounds themselves. A combination of formal training and lived experience allows case managers to tailor support to meet the specific needs of individuals and families. Languages spoken by our caseworkers and managers include Arabic, Dari, Hakha Chin, Nepali, Spanish and Swahili.

ARA's team of case managers is a key feature of our innovative and holistic pathways. While much of their work is with individuals, our case managers also have strong connections with broader refugee communities. As well as raising awareness about ARA's services within communities, our case managers can identify unmet needs within communities. This is invaluable in helping ARA to develop further programs and projects that respond directly to those needs. Examples of this include training programs such as White Card training and our women's safety program, Communities for Change, both featured later in the report.

What is Casework?

Case managers work one-to-one with individuals or families to provide support to refugees who have newly arrived in Australia. Our core bicultural casework is funded through the Department of Home Affairs' Settlement Engagement and Transition Support (SETS) program. This funding is provided for people in their first five years of arrival in Australia. The support ranges from providing information, to practical support and assistance, to advocacy. Some examples include: information and support to find English language tuition and other study options; support to complete and upload forms such as Centrelink and School Card applications or rental applications; assistance to understand and navigate systems such as health care services; information on a wide range of issues from reducing utility costs to tenants' rights and responsibilities; and advocacy on behalf of clients, for example to job providers and housing services.



Bicultural Case Support for Young People

Recognising the particular issues faced by young people, ARA's bicultural case managers 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, intergenerational conflict 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.

Crisis Support and Women's Safety

For clients experiencing domestic or family violence, significant mental issues or homelessness, if and when they can't access mainstream services, ARA has crisis procedures in place to help ensure that timely and relevant support can be provided. Besides providing support to address their immediate needs, case managers will make appropriate referrals to external agencies and continue to provide support as required.

For women experiencing issues such as family and domestic violence, case managers can be a vital point of contact. This work is supported by a range of ARA's programs from crisis management to our primary prevention program Communities for Change. These services and programs are described later in the annual report.

Financial Resilience

Bicultural case managers 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 delivered in a consortium led by UnitingCare Wesley Bowden is available.

Beyond Casework

ARA delivers several group activities that complement or extend casework services such as information sessions, social activities and targeted short-term courses. Case managers often refer clients to other ARA programs and services as well as external services. For example, mothers with young children can be referred to one of ARA's parenting groups; clients with complex needs are referred to the Specialised and Intensive Services (SIS) program; and the employment pathways and White Card training provide further employment support.

ARA also coordinates the Social Support Program. This program matches clients with volunteers who visit clients in their homes. The program is described more fully later in the report.

This year, 1,154 individual clients were supported with case management through the Settlement Engagement and Transition Support (SETS) program.

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.

EMERGENCY RELIEF

For some clients, ARA is able to provide small, one-off forms of emergency relief. This might include food vouchers, bus tickets or co-contributions to power bills.

Emergency Relief is funded by the Department of Social Services and delivered as part of a consortium led by Lutheran Community Care. An informal program providing short-term assistance through donated food and goods is supported by Quakers SA.

EMERGENCY SUPPORT SERVICE

The Emergency Support Service gives ARA's case managers the ability to act urgently when needed for people who might otherwise not meet other eligibility criteria. This service is funded entirely by donors and the growth in donations has allowed ARA to fund significantly more complex case support to start dismantling the long-term hurdles that are the root causes of people seeking emergency relief. In the two-and-a-half years since its inception, the Emergency Support Service has helped 117 refugees, migrants and asylum seekers who would

otherwise have been ineligible for emergency support. Assistance has included: medicines, medical equipment such as walkers, emergency accommodation, and school or training related expenses. This service has been crucial in providing support throughout the pandemic and escalating crises in housing availability and family and domestic violence. For example, a single mother with two children whose partner went missing in their country of origin experienced family violence from her brother- and mother-in-law. ARA funded her driving lessons to help move her out of isolation and dependence on her in-laws and helped her transfer onto a woman-at-risk visa.

The Emergency Support Service is funded by ARA's generous donors including the Chippin' Away Foundation.

SPECIALISED AND INTENSIVE SERVICES (SIS)

Many people from refugee backgrounds settling in Australia face a range of barriers and challenges. Some, however, have added challenges such as significant physical or mental health concerns, disability, family violence or relationship breakdown, longstanding trauma, isolation, legal concerns or being a single parent of many children. The Specialised and Intensive Services (SIS) program provides intensive, short-term support (generally up to six months) to people with multiple or complex needs. It helps people to address these barriers, to access appropriate longer-term support and to develop the necessary skills to manage their needs independently. This year, ARA supported 35 clients through the SIS program.

ARA is subcontracted to provide these services by AMES Australia.

COMMUNITY SUPPORT SERVICES PROGRAM (CSSP)

The Community Support Services Program (CSSP) is a program for vulnerable families, focused on parenting and in particular on parenting attachment. A case manager provides specialised support tailored to individual families, including in-home visits, information, advocacy, referrals to other ARA programs (such as parenting groups), and referrals to external mainstream programs and services. When clients access mainstream services ARA's case manager will sometimes provide support to workers from these services where the needs of culturally and linguistically diverse communities may not be widely understood.

This year, 29 families were supported through the CSSP in a total of 778 sessions.

The CSSP is funded by the South Australian Department of Human Services.



MENTAL AND PHYSICAL HEALTH



ADELAIDE REFUGEE AND NEW ARRIVALS PROGRAM (ARANAP)

Run in partnership with Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS), the ARANAP team work together to provide support to new arrival communities and people from refugee backgrounds with unmet health needs. This begins with a joint triage and initial health assessment through to a joint discharge at the conclusion of the care. The initial health assessment informs the patient's unmet health needs and the ARANAP team will then assist them to access appropriate and timely health care through their primary healthcare provider. ARANAP supports the patient's ongoing engagement with the Australian health system and works with patients to build their confidence and empower them to advocate for their own health needs independently.

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 approach to service provision. It supports people to communicate their health needs; to understand their condition and its treatment; and it links people with culturally appropriate practitioners. The ARANAP program has been running for several years, and in this financial year, there were 146 clients supported by ARANAP.

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

COVID-19 VACCINATION CLINICS AND INFORMATION VIDEOS

ARA's COVID-19 vaccination clinics played an important role in the health response to COVID-19 by providing a safe and culturally appropriate space for clients and other members of the community to find information and to have their vaccinations. ARA's team of bicultural workers contacted people from their communities to provide information about the vaccine and to make bookings in the series of clinics



held on Saturday mornings in the ARA office. Bicultural workers were then available at the clinics to help with cultural or language barriers as the vaccines were administered. The vaccines were delivered by medical staff from the Athelstone Respiratory Clinic which is managed by Medical HQ. From October to December 2021, ARA facilitated clinics to provide the first two doses of the COVID-19 vaccine, then from January to March 2022 facilitated clinics to provide the booster doses. A total of 351 first and second doses were delivered, and a total of 249 booster doses were administered (600 in all).

ARA also collaborated with the Burmese Chin, Burundian, Congolese, Pashtun and Syrian communities to increase COVID-19 vaccination rates. Low vaccination rates in these communities meant they would be significantly at-risk when the South Australian border reopened last December. Many people were getting false information from social media because it was the easiest way to find vaccination information in their language.



To counteract this, ARA produced a series of videos in different languages to provide accurate information about COVID-19 vaccination in communities we support. To produce the videos, ARA used the model of community-led design developed in collaboration with University of Adelaide researcher, Dr Scott Hanson-Easey when creating the videos for last year's New Arrivals Safety Program. In each video, a community member and a doctor or nurse explained: the importance of COVID-19 vaccination; how the vaccines were developed; the safety of the vaccines; and how to manage the side effects of the vaccines.

The videos also showed a step-by-step demonstration of a vaccination appointment.

People were encouraged to get vaccinated through an SA Health clinic, their GP or ARA's pop-up Vaccination Clinics. ARA's clinics had a culturally appropriate setting, with female clinic staff, translators, and private vaccination rooms.

Through this project, the videos reached more than 3,000 people and the ARA clinics administered 600 vaccine doses.

The clinics from October to December were funded by Adelaide Primary Health Network (PHN); the clinics from January to March and the vaccination videos were funded by Wellbeing SA; the clinics were held in partnership with the Athelstone Respiratory Clinic managed by Medical HQ.

EnCOMPASS: Multicultural Aged Care Connector Program

This is the first year of the EnCOMPASS program for ARA and was established in the second half of this financial year. This is a pilot program focusing on providing culturally appropriate tailored information about accessing aged care.

The program is facilitated by a team of EnCOMPASS Connectors—individuals who provide and share information about My Aged Care, ageing and the aged care system with the aim of improving awareness and knowledge for older people from culturally and linguistically diverse backgrounds along with their carers and families. EnCOMPASS Connectors are bilingual with strong connections to the communities they are supporting.

ARA has worked closely with communities in developing this program. A series of community meetings and workshops co-designed with communities have provided general information about aged care services in Australia, the services that are available and how to access those services. EnCOMPASS Connectors then work with individuals, their carers and families to offer one-to-one navigational support.

The current focus of the program is the

Bhutanese and Vietnamese communities. So far, the program has held community meetings for both the Bhutanese and Vietnamese communities with a total of 144 people attending those meetings. A total of 41 people (including older people and their carers) have been supported by Connectors with casework.

The EnCOMPASS: Multicultural Aged Care Connector Program is funded by the Federation of Ethnic Communities' Councils of Australia (FECCA). ARA is funded to deliver the program in the northern Adelaide metropolitan area.

SCREENING SAVES LIVES

This is a cancer screening awareness campaign targeting Arabic speaking women across the Adelaide metropolitan region. It builds on the work done in previous years and aims to improve cancer screening rates by providing appropriate and inclusive information about the benefits and availability of cancer screening. As with the COVID-19 vaccination videos, these videos used the community-led consultation model developed in collaboration with University of Adelaide researcher, Dr Scott Hanson-Easey. The consultation stage of this project involved a focus group of community leaders many of whom have participated in, and contributed to, other ARA projects. Facilitated by ARA, the consultation group had two training sessions with health organisations including the Cancer Council SA, BreastScreen SA and Wellbeing SA as well as four sessions with FardaTV on digital storytelling. As part of the community consultation, the cancer screening team also participated in the Islamic Society of SA's annual Ladies Bazaar as part of ARA's stall at the bazaar.

The group identified the challenges and barriers relating to cancer screening in their communities. These included: lack of information, community beliefs, stigmas and fears, and uncertainties around what to do if cancer were diagnosed. With those challenges and barriers in mind, the group was able to determine ways to increase cancer screening participation rates. One solution was to film a video in Arabic that could be easily shared, and another was to hold a series of workshops with health professionals providing information in a safe and welcoming environment.

The video script was written in consultation with community members as well as cancer

organisations. It had three key elements: breaking down community stigma; encouraging screening as a preventative measure; and providing information on how and where to make cancer screening appointments. The information was presented by non-professional actors from the community and the video was developed for ARA by FardaTV.

The video is an important resource that ARA can continue to use in ongoing health programs. The video and the workshops are expected to have long-term benefits in supporting Arabic speaking women to access cancer screening programs.

The video has had over 800 views so far and over 50 women participated in the workshops with 20 attending their breast screen appointments organised by ARA. The program won the Adelaide Primary Health Network (PHN) Outstanding Award in Population Health.

Screening Saves Lives is funded by Adelaide Primary Health Network (PHN) and delivered in collaboration with BreastScreen SA, Cancer Council SA, Wellbeing SA and FardaTV.

HEALTH EXPOS

Since our first Health Expo three years ago, ARA has continued to host these informative and engaging events which bring relevant and accessible health information directly to



communities. Responding to COVID-19 restrictions the original Health Expo has been reimagined and the expos are now delivered to smaller, more targeted audiences. This year, ARA delivered one Health Expo for young people, providing a range of information sessions including self-care, flu and COVID-19 vaccinations and physical health activities (20 participants); one for men over 50 with a focus on preventative health and wellbeing with yoga and podiatry sessions onsite (35 participants); one for women (with 35 women and 25 children attending); and one for Arabic-speaking women (with 18 participants).

Health Expos were delivered in partnership with the Adelaide Primary Health Network (PHN) as part of the ARANAP program.



FAMILIES



RELATIONSHIP AND FAMILY COUNSELLING

Families can be placed under great stress by many factors including trauma faced by some or all members of a family, physical and mental health issues, long periods of separation, and adjusting to life in a new culture. For families seeking support beyond casework, bicultural caseworkers can make a referral to a counsellor.

Counselling is provided in partnership with Uniting Communities.

STRONG MEN, STRONGER FAMILIES

One of the new programs in this financial year, the Strong Men, Stronger Families program promotes healthy behaviours and relationships while addressing cultural and community concerns regarding family and domestic violence. Facilitated and delivered by ARA staff in collaboration with community members, the program is delivered through a series of 10-week workshops tailored to the needs of each community. After the workshops one-to-one counselling and support is offered to individual participants. Counselling is provided in partnership with Uniting Communities. As part of the program, 30 ARA staff members also undertook professional development training to improve knowledge and skills related to responding to perpetrator violence.

The program was developed in close consultation with community members (with a focus this year on members of the Afghan, Bhutanese and Burmese communities) as well as representatives from relevant organisations. As a result, each series of workshops had a different focus such as gender equality, relationships with children and managing family conflict. As well as the workshop series for men, ARA facilitated related workshops for the broader community.

This year, a total of 30 Community Educators undertook training directly related to the Strong Men, Stronger

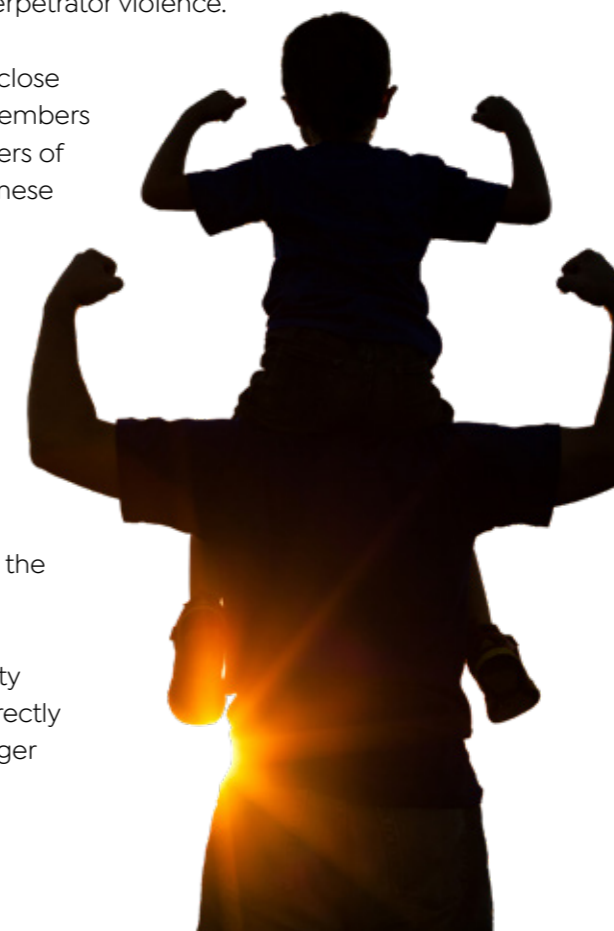
Families program. A total of 38 men participated in the program. In addition, ARA facilitated five workshops for the broader community with a total of 85 participants.

The Strong Men, Stronger Families program is funded by the Department of the Premier and Cabinet (Multicultural Affairs).

PARENTING TOGETHER IN A NEW LAND

Parenting Together provides support and training for parents around positive parenting skills in a new cultural context. Delivered through an informal but structured parenting course by a trained facilitator, Parenting Together gives parents time to reflect on their parenting relationship in a safe and welcoming environment. Now in its sixth year, this year the program was held outside school hours at evening and on weekends to make it accessible to women with work commitments. A creche is provided. The program is delivered each school term for a different community group. Across the year, 41 parents participated in the program.

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



WOMEN'S SAFETY



Family and domestic violence is prevalent in all communities and for victims from refugee and migrant background 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's holistic approach to family and domestic violence includes support services for women experiencing family and domestic violence as well as preventative programs such as the innovative Communities for Change. Vulnerable women are also supported through programs such as driver education and digital literacy.

CASEWORK AND FAMILY AND DOMESTIC VIOLENCE CRISIS MANAGEMENT

With dedicated funding received last financial year, ARA was able to appoint a specialised domestic violence caseworker. With new funding secured in this financial year, ARA has been able to maintain and further develop this important service. The domestic violence caseworker continues to provide a client-focused, strengths-based service which is trauma-informed, culturally safe and inclusive. In addition, training has been provided to ARA's intake team and bicultural case managers in areas such as domestic violence risk assessment, red flags, and the importance of assessing levels of coercive control as a high-risk factor in family and domestic violence relationships. Ongoing training for bicultural case managers is planned.

Case management support for people in this program includes a thorough needs assessment, triage and ongoing supports. When needed, a bicultural caseworker works with the family and domestic caseworker. Besides offering case management, the caseworker can refer women to broader ARA services such as the English language classes, driving training support or the digital literacy program where they can learn important skills such as how to protect their privacy online. Caseworkers can also make referrals to appropriate external agencies including legal, accommodation, financial and medical services, and assists women to access those services.

Some of the women referred to the family and domestic violence services have been referred by ARA's bicultural case managers while others are referred from mainstream services and organisations. Many of the women accessing these services have come to Australia on spousal visas. Where appropriate, ARA has worked with these women to establish pathways to residency through referrals to migration lawyers.

ARA is continuing to develop and strengthen its family and domestic support services, building networks with relevant agencies across South Australia and with plans to implement a trauma-informed recovery group for women who have left relationships.

This year 54 women, often with accompanying children, accessed these services.

These services are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program for SETS-eligible clients (sixty percent of clients in this program). For other clients, these services are funded by ARA through its generous donors (forty percent of clients in this program), including the Chippin' Away Foundation.



COMMUNITIES FOR CHANGE

Communities for Change is a family and domestic violence primary prevention program grounded in a peer education, community-led approach to prevention. Volunteers from culturally and linguistically diverse backgrounds attend a series of training workshops and are then supported to work with their communities to increase awareness and change stigma and beliefs about domestic, sexual and family violence. The program is now in its fifth year.

The training workshops cover topics such as bystander action and self-care, coercion and the law, understanding trauma, community responses and the long-term effects of family and domestic violence. ARA also identified that a program of one-to-one mentoring would further enhance the confidence of Community Educators and mentoring is now being provided. ARA has also learned that the LGBTQIA+ community requires advocacy around issues of family and domestic violence.

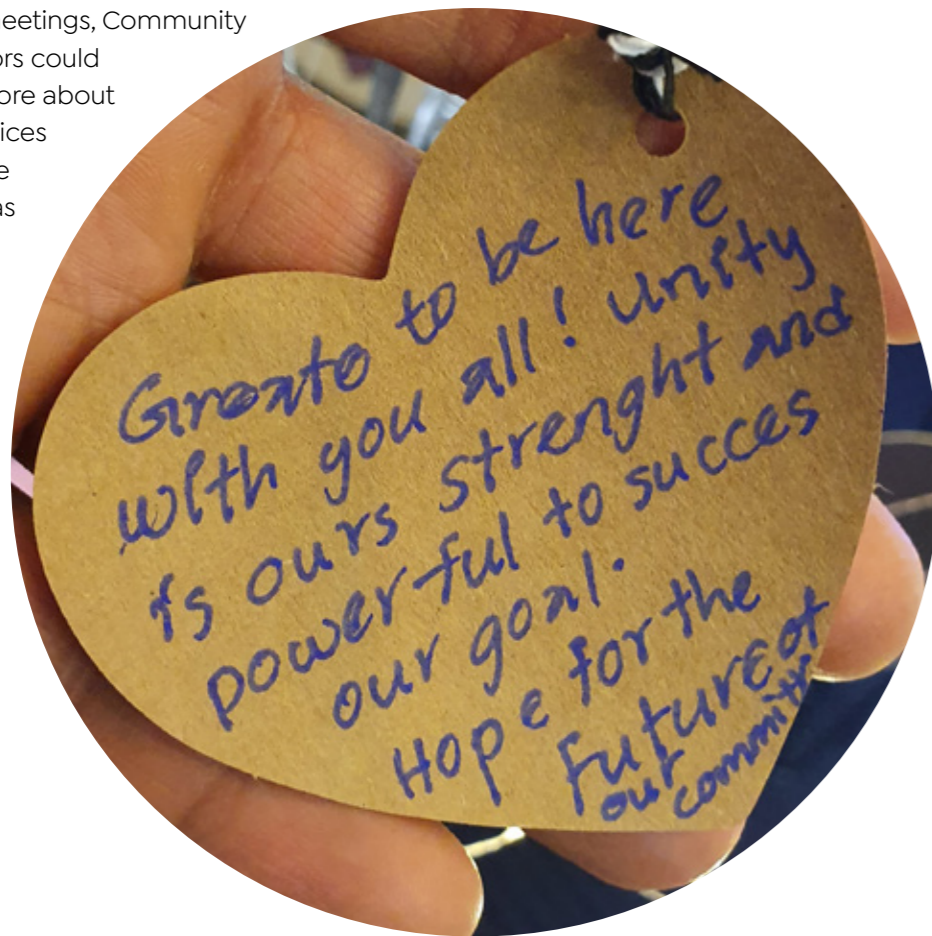
Through the year, there were two working parties for representatives from mainstream services and Community Educators to meet. At these meetings, Community Educators could learn more about the services available as well as provide

feedback to organisations about the needs of their communities. The Communities for Change project officer also conducted a series of radio interviews to raise awareness within communities.

The Community Educator model has had excellent success since the implementation of the Communities for Change program and has now been adapted for the New Arrivals Wellbeing Program a trauma-informed program for refugees from Afghanistan and Ukraine to be implemented in the coming year.

This year, ARA recruited and trained Community Educators from the following communities: Afghanistan, Bhutan, Burundi, Chile, Colombia, Egypt, El-Salvador, India, Iran, Myanmar, Peru, Samoa, Sierra Leone, Tonga and Venezuela. A total of 29 new Community Educators began training and 13 Community Educators delivered a total of 33 community workshops with 334 participants across all of the workshops.

Communities for Change is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program as part of the Women's Safety Program.



CHARINI'S JOURNEY

A mother of two in Australia on a Family Visa, Charini was desperate to escape her husband's horrific physical and sexual abuse. She had no family in Australia and her husband isolated her from the rest of the community. And she had the added pressure of caring for a child with a disability. Charini secretly contacted a community member whom she knew was an ARA Case Manager. Together they developed an exit strategy. They were successful on their second attempt.

Charini's path out of crisis:

- Crisis Support
- Complex Case Management
- Emergency relief
- Service navigation (legal, family, health, disability, Centrelink, transport)

Charini's future steps:

- Citizenship
- Digital literacy classes
- Learner drivers course
- IDrive driving lessons
- Parenting programs
- English and employment programs

Charini's journey shows how a client moves through ARA's holistic approach: from problem solving and support, to engagement and capacity building, and empowerment.



She had no family in Australia and her husband isolated her.

YOUNG PEOPLE



BICULTURAL CASE SUPPORT FOR YOUNG PEOPLE

Recognising the particular issues faced by young people, ARA's bicultural case managers 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, intergenerational conflict and caring responsibilities. Case support is delivered within the suite of activities described in this section with referrals to ARA's other programs such as Homework Clubs. 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.

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

HOMEWORK CLUBS

ARA's Homework Clubs have been running successfully since 2006 and continue to grow. Students from a refugee background might have experienced interrupted schooling, they often face challenges such as language barriers, and they are unfamiliar with the Australian education system. The network of face-to-face and online groups not only provides tutoring for school tasks, but tutors can also provide guidance on study and training pathways. Homework Clubs are an opportunity for students to practice English conversational skills and improve literacy. This also helps students to build their confidence in the school environment.

Homework Clubs are facilitated by a group of volunteer tutors, many with teaching experience. Tutors receive training specific to the Homework Clubs such as refresher courses in the year 12 research project and more general training such as cultural awareness and child safety environments. They also have resources available to support students who come to the clubs but don't have specific tasks.

This year, there were 452 attendances at ARA's Homework Clubs supported by 40 active volunteers.

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) (2021), Hilton Library, the Al-Salam Community Centre and Salisbury East High School (2022).

YOUTH HANGOUT

The Youth Hangout in our Salisbury space again experienced significant growth, a reflection of the benefits of ARA's office move, with increased meeting space in a central location for students. In addition, a new Hangout was established in Marion in partnership with headspace Marion. At this stage, the southern Hangout is funded for one year. Although in its early stages, the new program is showing strong growth. The Hangout provides a structured program of events held each Friday after school during term time. It is facilitated by ARA staff and a group of volunteers. Long term participants over 18 are encouraged to become volunteers and are provided with mentoring and support for this role.

There were 740 total attendances at Hangout programs (696 at Salisbury and 44 in the new Marion program)

The Youth Hangout is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program. The Marion Hangout is funded by the South Australian Department of Human Services through Grants SA and is run in partnership with Sonder through headspace Marion.

SCHOOL HOLIDAY PROGRAM

The School Holiday Program is delivered across each of the school holidays including the summer break. The activities provide an opportunity for young people to develop social connections, learn new information through life skills workshops and try new activities. Activities this year included art and craft sessions, ten pin bowling, computer coding, beach safety, soccer and hiking at Waterfall Gully and Mount Lofty. There were 193 total attendances at school holiday activities.

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

YOUTH AMBASSADORS

Unique to ARA, this dynamic initiative 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.



Besides taking part in training, fundraising, volunteering and a range of different events, Youth Ambassadors are given the opportunity to undertake further activities that allow them to complete 10 Stage 1 SACE credit points. One important feature of the Youth Ambassador program is the Peer Leaders, previous participants in the program who take on the role of mentoring new Youth Ambassadors. In 2021, 20 Youth Ambassadors graduated from six different schools and in 2022, 32 students are enrolled in the program supported by six Peer Leaders and ten school support staff. The Youth Ambassador camp which is usually the opening event for the program could not be held because of COVID-19 restrictions. Instead, the program was launched online and two leadership days were held later in the year.

'My Story My Way': Refugee Week Youth Event

As part of ARA's Refugee Week Conversation, a dedicated youth event was held at the Northern Sound System in Elizabeth. The event provided a safe space for students to voice their concerns and personal experiences of racism. With a spoken word poetry workshop facilitated by an experienced performance poet, students were given an opportunity to perform their own poetry. The

Commissioner for Children and Young People was also at the event, hearing firsthand the experiences of young refugees.

There were 52 young people from five different high schools at the event supported by ARA staff, volunteers and teachers from participating schools.

Creative Leadership Workshop

Held over one full day, the creative leadership day was opened with an interactive Welcome to Country dance workshop and included a range of panels and workshops including the popular spoken word and drumming workshops. Designed to develop students' leadership skills through a creative medium, the workshops helped students to: build confidence; express themselves and share their experiences in a safe and welcoming environment; develop listening skills; participate in group activities; and to enhance their creative skills and experiences.

There were 34 Youth Ambassadors and 14 additional participants from four schools at the workshop.

Cultural Showcase and Multicultural Gala

Youth Ambassadors across an increasing number of schools have been planning and staging Cultural Showcase and Multicultural Gala days. These are a day of celebration which also help to create awareness about young people's experiences as refugees. Performances on the day include dance, music and poetry as well as fashion displays and food. In this financial year, there have been two gala days, with Youth Ambassadors from four other schools preparing for similar events later in 2022.

Consultations with Commissioner for Children and Young People

Supporting the Commissioner for Children and Young People, ARA staff facilitated consultations with students in five schools. In addition to the Commissioner's time at the My Story My Way event these consultations were a unique and important opportunity for young people to engage with the Commissioner. They allowed young people to experience a consultation process, sharing their own perspectives and raising awareness about the issues that they face at school and in the wider community.

The Youth Ambassador program is funded by the Milner Road Foundation and David and Jennifer McGlennon.

YOUTH LEADERSHIP PROGRAM AT THE ADELAIDE SECONDARY SCHOOL OF ENGLISH (ASSOE)

Another of ARA's long-running annual youth programs, the leadership program is delivered in partnership with the Adelaide Secondary School of English (ASSOE). This year there have been three programs with a total of 73 attendances. As with the Youth Ambassador program, an important element of this program is peer mentoring, and two peer leaders have joined the workshops as presenters and mentors. The workshops this year included cultural safety sessions facilitated by presenters from ARA and external organisations; friendship and communication building activities; drumming sessions; and a group workshop exploring issues raised by students included housing affordability, support services available, and support for the LGBTQIA+ community.

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

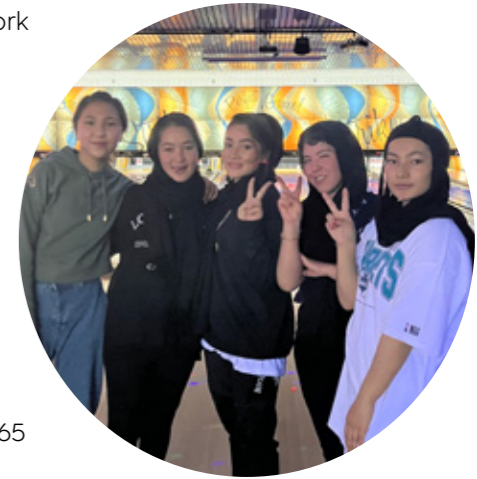
YOUNG AND STRONG

The Young and Strong program 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 carry. 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 mentoring sessions with ARA staff, young people are supported to identify personal goals and ways to achieve those goals within the context of their caring role. The mentors and young carers then work together to identify barriers and ways to overcome those barriers, for example, through respite care or making connections to work experience or volunteering opportunities.

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 can receive further support and connect with other young people. Mentors also visit schools to raise awareness and introduce this new service. There were 165 participants in the program.



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

BUSTING BARRIERS

The aim of the Busting Barriers project is to fund activities, workshops and resources or equipment packages to children and young people with a disability which are not funded through NDIS. The program provides social connections to reduce isolation and support positive mental health and provide families with time out from their caring responsibilities. Young people are supported to make social connections and acquire life and employment skills through participation in social and skills development activities and workshops. Activities so far have included a group workshop as well as helping young people with subscriptions to social and community sports clubs. Activities will continue for the remainder of this calendar year.

Busting Barriers is funded by the Mordialta Charitable Trust Fund.

EDUCATION SUPPORT PACKAGES

ARA can provide education support for individuals needing small and one-off assistance. This might include, for example, support with textbooks, school uniforms or other school equipment.

Education support packages are funded by the City of Marion (for people who live or work in that council area), and by ARA's generous donors.

SOCIAL ENGAGEMENT



SOCIAL SUPPORT PROGRAM

The Social Support Program is a long-established program supporting clients who are socially isolated. Through this program, ARA's social support coordinator links volunteers with individuals or families. The volunteer then visits the client regularly to provide practical assistance with their settlement, practice conversational English, and support to develop social connections. Volunteers are provided with training and support specific to their role. As well as the training offered to all volunteers, social support volunteers are invited to informal gatherings for peer-to-peer support and to share experiences, tips and ideas for visits.

Volunteers generally visit weekly or fortnightly for a minimum six-month period and the coordinator remains in contact with both volunteers and clients to provide ongoing support where required. The success of this program is reflected by clients who report an increase in confidence to practice English, and a decreased sense of isolation. Both clients and volunteers report increased cultural understanding.

"When I first met her, I was in a dark place, I hardly left the house. But now I feel like I have been born again! She helped me with my English, took me out for walks when I was feeling sad, took me to the library and helped me learn how to use a computer. Thanks to her help I passed the citizenship test. Now my confidence has improved so much and I have returned to English classes. I don't know what I would have done without her."

The Social Support Program complements other ARA services such as bicultural casework. This year, 60 clients were supported through the program.

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

CULTURAL SUPPORT GROUPS FOR WOMEN

ARA currently has four long-running cultural support groups for women. WomenTogether is delivered weekly during school terms and includes women from a range of cultural backgrounds living in Adelaide's southern suburbs. The group supports participants to practice conversational English, build local support networks as well as share cultural customs and food. Activities through the year included visiting an Aboriginal cultural centre, art and craft sessions and cooking sessions. The group is also creating a cookbook. There are approximately 15 women at each session.



The other three groups focus on engaging women from Afghan, Burmese and Syrian backgrounds. The activities in the Syrian Women's Group were focused on providing opportunities for women to come together to practice conversational English, increase social connections, and offer life skills sessions. Many of the life skill sessions were focused on women's health, including, for example, a session on cervical screening and another on screening for breast cancer. ARA then organised an opportunity for group members to attend a breast screening clinic as a group to provide mutual support and with an Arabic-speaking interpreter at the screening appointment.

The cultural support groups for Afghan and Burmese women focus on engaging women to strengthen their capacity as parents by increasing their social connections, English language skills and knowledge of information relevant to parenting such as education and health systems and services. Held during school terms, each term includes a planned program of events. This year, activities included

first aid classes, digital literacy support, field trips and excursions, a cancer screening workshop and sessions relevant to early childhood education.

WomenTogether is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program and supported by the City of Marion. ARA delivers the program in partnership with MarionLIFE.

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

The groups for Afghan and Burmese women are funded by the Department of Social Services through Communities for Children. ARA is subcontracted by The Salvation Army to deliver this program, and it is also supported by Community Hubs Australia.

EngAGED

There has been a significant increase in the number of vulnerable older refugees who have been in Australia for many years with limited engagement with the wider community. In addition, the place of older people in the community and the support structures available are often very different in

Australia than they have been in countries-of-origin. This new program is a response to the issues faced

by older people in refugee

communities. The aim of

the program is to support older people by helping

them to strengthen

their connections, offering enriching

activities,

improving their knowledge of

services available,

preparing

them for future

challenges such

as common

health issues, and

improving their

physical and mental wellbeing.

The outcomes achieved through last year's Zimla project reaffirmed the need and highlighted opportunities for community-based learning for older



adults. The EngAGED project aims to build on the success of that program and has been designed in consultation with community members.

The program is an example of ARA's innovative and holistic approach to developing services which respond to unmet needs in refugee communities. For example, through the EngAGED program, the Syrian women's group has participated in a range of activities such as gardening workshops which included visits to garden centres and community gardens; fitness classes; walks; jewellery making; and health promotion activities.

At the same time, the program provides an opportunity to reach people who had previously had little or no contact with ARA. For example, a group of older men from various African countries as well as groups with men and women from Bhutan were established, through connections made with community members. Some of these men had experienced severe isolation and disengagement and as a result some were experiencing mental health issues and alcohol misuse. The program of activities focused on opportunities for social engagement including fishing, visits to men's sheds and community gardens, group walks at Morialta Falls and Mount Lofty, and visits to places such as the museum.

Feedback from the initial stages of this program have been overwhelmingly positive with participants noting, 'I got something to look forward to doing every week,' and 'I started enjoying doing things again.' The program has also laid the foundations for some valuable partnerships. One of our partner organisations who had previously found it difficult to engage with older adults from refugee communities noted, 'I see this partnership with ARA as a pioneer

project that I hope will open the door to new possibilities and new horizons for older members of new and emerging communities.'

There have been 55 individual activities delivered as part of the EngAGED program. There have been 85 individual participants with a total attendance across all activities of 325.

This project is funded by the Department for Health and Wellbeing through the Office for Ageing Well.

SOCIAL AND COMMUNITIES PARTICIPATION PROGRAM

The Social and Communities Participation Program aims to support people with a disability from culturally and linguistically diverse backgrounds along with their families and carers to participate in community life through art, culture, sports and recreation. It is designed to support help clients improve their wellbeing, learn new skills and develop social connections. Facilitated by an ARA project officer and in consultation with community members, the program provides a structured series of events including yoga, dancing, cooking and craft with each session led by a skilled instructor. Information and referrals to existing community programs were provided. National Insurance Disability Scheme (NDIS) chat sessions provided information and referrals related to the NDIS. During times of COVID-19 restrictions some activities were postponed while others were moved online. A total of 67 people participated in the program.

The Social and Communities Participation Program is a one-year program and is funded by the Department of Social Services through Information Linkages and Capacity Building (ILC).

BIKES

ARA is grateful to two Adelaide organisations which have made substantial donations of bikes for ARA's clients. Bikes make a real difference in people's lives. More than just a mode of transport, a bike is a vital key to independence, wellbeing and self-sufficiency.

The Adelaide Community Bicycle Workshop has supported ARA's clients with donations over many years with another donation early in 2022. This year, The Bike Shed in Blackwood has also donated nearly 100 bikes and helmets along with food hampers and TVs (pictured below). Many of those bikes were donated to newly arrived young people at the Adelaide Secondary School of English (ASSOE).



COMMUNITY ENGAGEMENT



VOLUNTEERS

ARA's team of volunteers continues to play a vital role in delivering ARA's services. With an average of 130 volunteers active throughout the year, they are particularly active in the Social Support Program and Homework Clubs, as well as Youth Hangouts, the women's and men's groups, English language classes, digital literacy programs and at ARA's reception desk. Volunteer training sessions and workshops are offered throughout the year including cultural awareness workshops, first aid training (supported by the City of West Torrens), Muslim cultural awareness (presented by the Muslim

Women's Association of SA), and a workshop run by ARA's adult community education trainer with ideas and resources for providing English language support.

The National Volunteer Week Thank You event was postponed because of the COVID-19 situation at the time. To mark the week, ARA celebrated volunteers on social media and shared a message of thanks from the CEO as well as some of the feedback from clients such as this quote from a Homework Club client: 'English as a second language is extremely difficult, and I was completely lost and in need of assistance until my school introduced me to the ARA Homework Club. I started going to the Homework Club, and my life has drastically improved. I finished year 12 and started my bachelor's degree in nursing. I'd like to express my gratitude to the ARA tutors for making our dreams come true.'

Each year, ARA marks the milestones of volunteers, celebrating the time, skills and energy donated over many years. This year ARA acknowledges the following milestones:

Five years: Sajad Abbassi, Simon Degeling, David Lewis, Atiu Madut, Claudetta Niyera, Heidi Shutz

Ten years: Mick Brock, Pam Lee, Gay Maynard, Julie Watkinson

Fifteen years: Gay Stock

Twenty years: Maureen Arnott



REFUGEE WEEK

To commemorate and celebrate this year's Refugee Week, ARA organised and hosted a lineup of community events.

The ARA and Hawke Centre Conversation

As in previous years, ARA partnered with the Hawke Centre for the annual ARA and Hawke Centre Conversation, this year titled, 'My Story, My Way.' For this conversation, a panel of four creatives, Jelena Dinic, Pola Fanous, Cecile Saidi, and Stephen Tongun, all from refugee and migrant backgrounds discussed the benefits, dangers and responsibilities in the 'golden age' of storytelling.

A youth art competition, exhibition and artist market further built on the conversation with young people from refugee and migrant backgrounds sharing their hopes, fears and dreams through the artform of their choice. The exhibition ran for three weeks in the Kerry Packer Gallery of the Hawke Building and was accompanied by an artist market with selected works for sale.

As described in the youth section, The My Story, My Way theme was further extended with a storytelling workshop for high school students with Pola Fanous, a Conversation panellist and spoken word poet, rap artist, educator and activist. With Pola Fanous's guidance students crafted their own stories with an opportunity for those who wanted to share their stories with an audience. This event was held at Northern Sound System in Elizabeth.

The My Story, My Way conversation and youth art competition were run in partnership with The Bob Hawke Prime Ministerial Centre.



New Land, New Hope Exhibition

Showing in the City Library in Rundle Mall, this exhibition commemorates 30 years of settlement by refugees from the Horn of Africa and shares some remarkable stories of those early arrivals and their rich contribution to South Australian life.

The New Land, New Hope Exhibition was a collaboration with the Migration Museum and History Trust of South Australia, and was supported by the City of Adelaide.

Sharing our Healing Cultures

Through story-sharing, groups and workshops participants were invited to discover powerful ways of healing. The day included lunch and the launch of 'The Healing Communities Network'.

Sharing our Healing Cultures was held in partnership with Relationships Australia South Australia, STARS and the City of Salisbury.

COMMUNITY EVENTS Afghan Welcome Dinner

In partnership with the Afghan Association of SA (AASA) and the Afghan Australian Women's Association (AAWA), ARA hosted a dinner to welcome members of the Afghan community who arrived in Australia following events in Afghanistan in mid-2021. There were over 200 people at the dinner including Afghan refugees and asylum seekers, members of the Afghan community already resident in Australia, people from the wider Australian community, politicians and representatives from other settlement and government agencies.

Harmony Day

ARA took part in this year's Harmony Day with a stall and mini-market held as part of the City of Salisbury's Harmony Day celebrations. ARA supported members of the BOOST program (described later in the annual report) to promote their new businesses and sell their products. For many of the participants it was their first public activity, providing them with an excellent opportunity to test their business concepts and develop their business systems



such as setting up payment methods, planning stock requirements, and ensuring they met health and safety requirements.

Thanks also to students at Le Fevre High School who raised funds for ARA and promoted action against racism during their own Harmony Day celebrations.

Ladies Bazaar

ARA took part in The Ladies Bazaar which was presented by the Islamic Society of South Australia and held in the Al-Salam Wandana Community Centre. The Ladies Bazaar showcases small and home-based businesses and hosts stalls and talks related to women's health. ARA had its own stall providing information about services such as the cancer screening program and members of the BOOST program had an opportunity to showcase and sell their businesses and products.



SETTLEMENT ACTION NETWORK (SAN)

ARA continues to facilitate the Settlement Action Network (SAN), 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. The SAN meetings promote effective information sharing and collaboration.

There were four meetings this financial year: experiences and opportunities for people with a disability who are from a refugee or culturally and linguistically diverse background; cultural safety in the workplace; SACOSS and Cover the Basics campaign; and settlement experiences of migrant and refugee youth. The meetings have been a mix of face-to-face and online with around 60 people attending each meeting.

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.

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

CULTURAL SAFETY

ARA'S cultural safety programs have further developed this year with our priority focus being schools in the northern suburbs. We have a staff member working in schools on a weekly basis to support staff and students build better cultural understanding and creating a safe environment for all to learn and work. We have continued to provide a small number of one-off cultural awareness workshops, and are implementing and encouraging more extensive programs which deepen the learning and the potential impact of this work. We are 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 and referring complex cases to our Youth Connect program.

CULTURAL AND COMMUNITY CONSULTATIONS

ARA regularly consults with communities to identify their settlement issues and seeks opportunities to work in partnership with cultural community groups to respond to their community's needs. Many of these consultations are described throughout the annual report, for example in the development of the Strong Men, Stronger Families program. Due to the crisis in Afghanistan, ARA made it a priority to work with Afghan leadership teams.

A consultation meeting with Chin community leaders highlighted issues around mental health, family and youth, and employment. ARA is working with the community to address these issues through White Card training, case management and programs such as parenting workshops.

ARA staff also met with leaders of the Ukraine community to discuss their community's emerging needs. Community leaders highlighted the key areas as: housing support, migration information, financial and material assistance, access to healthcare, and information on available services. ARA has been able to provide assistance in some of these areas and continues to assess ways to support the community.

Cultural and community consultations are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.

EDUCATION AND EMPLOYMENT



DIGITAL LITERACY

Digital exclusion has a significant impact on refugees and other people who have newly arrived in Australia. It leaves people susceptible to online scams and other cyber threats and means that people miss employment or education opportunities. Digital exclusion has been exacerbated by the pandemic. In the past, ARA has provided some digital literacy programs such as one-off workshops, but to provide greater support particularly in response to the pandemic, ARA has had a greater focus on digital literacy and developed a program which has now been running in different formats over the past two years. The digital literacy program is an excellent example of ARA's ability to find funding to deliver new programs.

This year, the digital literacy program has included a program of group training sessions complemented by some one-to-one support as well as outreach sessions in libraries and community centres. The program also provides training tailored to individual needs such as services for people with a disability or using the internet to find employment opportunities.

Many of the sessions have been held in collaboration with existing ARA programs. For example, older Bhutanese participants in the EngAGED program participated in four digital literacy workshops. Case managers could also refer clients with specific needs to the digital literacy program, for example women experiencing family and domestic violence were given assistance to ensure that online privacy and safety settings were in place.

The program is also an example of ARA's ability to respond to identified need. For example, ARA was able to provide some equipment as well as digital literacy lessons to 16 vulnerable students at the Adelaide Secondary School of English (ASSOE) who had newly arrived from Afghanistan.

A total of 166 people participated in the digital literacy program.

Digital literacy training is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program for eligible clients. Funding for older adults is provided by the Good Things Foundation through the BeConnected program, and funding for other clients is provided by the Wyatt Trust.

WHITE CARD CERTIFICATE TRAINING

Due to the success of previous programs providing White Card construction safety training, ARA sought funding to continue the project. A White Card certificate provides safety training for people working on construction sites and is a legal requirement for employment on construction sites. ARA staff first deliver workshops to pre-teach components then work with a registered training organisation who provide the accreditation. Participants attend the full day accredited training and bicultural caseworkers also attend to provide language and cultural support. The program was delivered four times during the year with a total of 65 participants. All participants obtained their White Card Certificate and many subsequently found employment in the construction industry.

White Card Certificate Training is funded by the Scanlon Foundation.

LEARNER DRIVER COURSES AND iDRIVE PROJECT

Learner driver education is another of ARA's long-term programs. It recognises the importance that a licence and driving experience have across many domains of life from helping to combat social isolation to finding and maintaining employment.

L's to Employment

This course, run regularly by ARA, provides information and activities to help participants learn South Australia's road rules equipping them with the skills required to successfully sit the Learner Drivers test. Participants practice the course online and are provided information on how to book and undertake the test.

Some courses were delivered specifically for young people, other courses were for adults from mixed cultural backgrounds, and two courses were run for specific language groups. There were nine courses with a total of 94 participants.

iDrive Practical Driving Experience

Recognising the difficulties many clients face in completing the practical driving hours required to gain a full driver's licence in South Australia, ARA has also worked with Community Centres SA which

have established a program of support to help eligible clients complete their hours with support from volunteer mentors. The program provides free driving time for people who don't have access to a vehicle or supervising driver to get their licence.

The learner driver courses are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program for eligible participants. The iDrive program is delivered in partnership with Community Centres SA.

COMMUNITY EDUCATION AND INFORMATION

Each year, ARA delivers a series of workshops and training sessions in response to identified needs. This year the workshops included: housing in Australia delivered eight times in partnership with Thebarton Senior College; obtaining work in Australia delivered four times in partnership with Thebarton Senior College; voting in Australia delivered by the

Australian Electoral Commission for the Syrian community; and the census delivered by the Australian Bureau

of Statistics. Other workshops included: podiatry care for older people, COVID-19 and flu immunisations, starting a small business, how to access and navigate the Centrelink and MyGov online systems, information from Carers SA, asthma awareness, cyber safety delivered by the Australian Federal Police, and scholarships and education support services by the Smith Family. There was a total of 618 attendances across all sessions.



Community education and information sessions are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program.

ENGLISH LANGUAGE AND ADULT EDUCATION

ARA has recently established a structured but informal program of classes for adults with a focus on developing English language skills. For one program, ARA participated in a consortium

with Community Centres SA to deliver a range of English language, digital literacy, and preparation for employment or study courses over four to eight weeks. These classes were delivered by a qualified adult education teacher and were for participants with some English language reading and writing skills. There were 64 participants in the classes. TALK English and digital literacy classes are held at ARA. They are for all people who want to improve their English language and/or computing skills. The friendly classes are held in small groups led by a teacher and volunteers many of whom have a teaching background. The classes focus on improving everyday English and include trips to destinations like the library or shops where participants are supported to put their English lessons into practice. There are four classes each week with an average of 25 students each week.

Adult education classes were presented as part of a consortium with Community Centres SA, funded by the Department of Innovation and Skills. The English language classes held at ARA are funded by the Scanlon Foundation and the Bennelong Foundation.

CITIZENSHIP COURSES

The citizenship course is a five-session course delivered by bicultural caseworkers in English and their first language. The course includes information that forms part of the citizenship test and was developed in consultation with ARA's migration agents. Participants in the course are given practice to complete the test online including both the content of the test and the practical skills required to take an online test. The five week course was delivered four times this year (20 sessions) with a total of 51 participants across all the courses.

Citizenship courses are funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program for eligible participants.

BOOST SMALL BUSINESS PROGRAM

The BOOST Small Business Program is a new program for people from a refugee or migrant background who wish to start a small business or micro-enterprise. The program offers training and mentoring to participants, including assessing the viability of the business concept. Both group and individual sessions provide practical guidance, ideas, training and mentoring with a focus on developing business skills, as well as understanding the steps

to setting up a business in Australia. There were 50 people in the BOOST program and this year five new businesses have started as a result of the program.

The BOOST Small Business Program is funded by the Department of Home Affairs through the Settlement Engagement and Transition Support (SETS) program for eligible participants and by ARA's generous donors for other participants. ARA partners with MarionLIFE to deliver the program.

EMPLOYMENT PROGRAM

People with a refugee background are often highly motivated to work in Australia and bring skills and qualities that would benefit any workplace. However, many also face a range of challenges in obtaining suitable employment. ARA's Employment Team listen to the job seeker's goals, strengths and barriers and work with them to address these in a manner that respects their culture and life experiences. They then offer practical support to assist people to find suitable employment including creating a resume or cover letter, assistance applying for jobs, providing information about relevant training opportunities, and providing guidance about job interviews and Australian workplace culture. There were 132 people assisted with employment support services.

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

MULTICULTURAL EMPLOYMENT PATHWAYS PROGRAM

This is a new and innovative addition to ARA's general employment program. It was introduced as a six-month pilot program with a focus on refugees from the Afghan, Bhutanese and Burmese communities.

Each workshop is delivered in both English and the first language of the participants. Workshops include presentations from guest speakers with

general information such as Australian work culture, rights and responsibilities, employment contracts; information on specific sectors such as aged care, disability, construction and horticulture; and volunteering opportunities and benefits. Talks from employers and visits to horticultural businesses were an important component of the program. Individual job coaching is then tailored to each client's needs and might include guidance on possible employment opportunities relating to skills, experience and interests or practical support such as developing a resume. There were 57 participants in the Multicultural Employment Pathways Program.

The Multicultural Employment Pathways Program is funded by the Department of Education, Skills and Employment through the Local Jobs Program.



INCLUSIVE EMPLOYABILITY

ARA's Inclusive Employability Program is a new program this year that was developed to address some of the considerable barriers faced by people from refugee or culturally and linguistically diverse backgrounds with a disability when they are looking for employment. Participants in the program have experienced physical and mental health issues in relation to pre-migration experiences of war and persecution including ongoing pain associated with injuries from war and trauma responses such as severe anxiety and depression. Settlement challenges such as lack of family support systems and difficulties navigating Australian systems have sometimes compounded and exacerbated physical and mental health issues.

The program provided individual casework and group training sessions. Funding for this program was for 12 months, and in the evaluation of the program participants reported increased confidence in their employability. A total of 115 people took part in this program across workshops, an information session and casework.

The Inclusive Employability Program is a 12-month program funded by the Department of Social Services through Information Linkages and Capacity Building (ILC).

MIGRATION SERVICES



Migration services are one of ARA's original services, and ARA has been delivering migration support services to people seeking family reunification for over 40 years. ARA's migration services are a vital part of our integrated approach to settlement, and ARA considers family reunification to be a key element of successful settlement.

The pandemic continues to create a challenging environment for migration clients, but with added staff, the migration team has been able to increase the number of clients receiving migration assistance. ARA is careful to provide realistic advice to all clients. This year, ARA staff provided migration assistance and advice to 572 clients, lodged 101 applications and helped secure visas and citizenship approvals for 81 clients.

COMMUNITY SUPPORT PROGRAM (CSP)

The Community Support Program is a government migration program focussed on bringing refugee families to Australia who have good settlement prospects because they are being sponsored by family already in Australia. For individuals and families who arrive in Australia through this scheme, ARA's settlement team provide support for twelve months. ARA is an Approved Proposing Organisation (APO) for the CSP and is one of only two APOs in South Australia. As an APO, ARA is authorised to lodge humanitarian applications under the CSP. Despite the lockdown for most of this program year, ARA has been able to assist 87 clients to arrive safely in Australia.

CITIZENSHIP COURSE AND COMMUNITY INFORMATION

The citizenship course developed by ARA's migration staff and bicultural workers was delivered again this year. The purpose of this course is to help individuals prepare for the citizenship test and was delivered across 12 workshops.

The migration team also delivered several community information sessions to provide information about humanitarian visas and the Community Support Program. The team had a particular focus on the Afghan community this year in response to the situation in Afghanistan.

AFGHAN AZIZAN

Afghan Azizan was a special appeal to subsidise urgent migration assistance for local Afghan families who were seeking to assist friends and family who had fled Afghanistan into neighbouring countries. 'Azizan' means 'loved ones' in Persian, and in the wake of the shocking events in Afghanistan in August, distraught Afghan families sought assistance from ARA in record numbers. Through donations from ARA supporters, the Law Foundation of SA, and with funding from Multicultural Affairs SA, the Afghan Azizan program delivered practical, rapid response support. ARA's migration team offered free and discounted legal advice and collaborated with the Imam Ali Mosque, the Kilburn Community Centre and the Uniting Church in Alberton to train volunteers in visa application support. Afghan Azizan had a wide-ranging and long-lasting impact. The whole-of-community approach was fundamental to achieving its outcomes and forms a blueprint for future crisis response for local refugee and migrant communities.



In collaboration with a number of community groups, ARA delivered community workshops for over 350 participants to learn about visa options. This included training 62 volunteers to assist in 29 drop-in sessions to support the community by providing accurate information along with assistance to complete humanitarian applications. ARA also worked alongside community leadership groups to organise the Welcome Dinner described earlier in the report.

To date, 182 applications have been lodged, with a third of those self-lodged by families after they had received assistance from ARA. ARA continues to support families as they move through each stage of the application process.

Afghan Azizan was supported by ARA's generous donors and the Law Foundation of SA, with additional funding provided by the Department of Premier and Cabinet (Multicultural Affairs SA).

BOARD

Chairperson

Chris Kwong (elected 17 November 2021)
Kathy Kingston (until AGM 13 November 2021)

Deputy Chairperson

Iain Murchland

Treasurer

Chelsea Thomas

Board Members

Gokhan Ayturk (retired 26 October 2021)
Shelley Collins
Shadan Doyle (joined 22 June 2022)
Kathy Kingston
Chris Kwong
David McGlennon
Andrew Mills (joined 22 June 2022)
Iain Murchland
Heather Pascoe-Smith (retired AGM 13 November 2021)
Molly Scanlon
Chelsea Thomas

Meetings Attended	Attended	Held
Gokhan Ayturk	2	3
Shelley Collins	8	8
Shadan Doyle	0	0
Kathy Kingston	8	8
Chris Kwong	8	8
David McGlennon	6	8
Andrew Mills	0	0
Iain Murchland	8	8
Heather Pascoe-Smith	1	3
Molly Scanlon	8	8
Chelsea Thomas	8	8

STAFF

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

Between us we speak nearly 30 languages including:

Amharic, Arabic (multiple dialects), 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, Krio, Kinyarwanda/Kinyabwisha, Kirundi, Kurdish, Lingala, Ma'di, Mende, Nepali, Punjabi, Serbian, Shona, Spanish, Swahili, Tigre, Tigrinya, Urdu, Vietnamese.

Management Team

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

Case Management

Jawad Khalili
Rafael Lopez
Alima Lumena
Bibi Fatimah Musawy
Roy Peng Nawl
Bhupal Singh Poudel
Halia Rohany-Azizi
Marwah Salman

Community Education

Mohsen Abdel-Meseh
Tarin Obst

Corporate Services

Safaa Aleid
Asmira Bekric
Emelda Dzeka
Sinead Kemp
Saleena Thakor
Lal Thuam

Community Development

Ummulbaneen Haidari
Khai Tha Zin

Employment

Ahmed Hajay
Bryan Hughes
James Lino Lejukole
David Ndikumana
Geoffrey Revill

Family Safety

Alice Davis
Khaing (Blessing) Innmae
Amitoj Kanwar
Penelope Ogden
Renee Marnar
Etty Garabelli

Fundraising and Marketing

Scott Henderson
Ben Matthews (and IT)

Health and Disability

Maryam Abdurassool
Sang Par (Faith) Khuplian
Fatma Mahmoud
Marie Dominique Kayumba Mwema
Kayla Nguyen
Lal Rai
Hind Suleiman

Migration

Zahra Darwishi
Bayan Moshfeghi
Tamara van Mil-Koops
Robert Yeomans

Volunteer Coordination

Jessica Denman

Youth Services

Fida Hussain Syed Abbas
Netra Dulal
Om Kafley
Kristiana Lamey
Ma-Musu Nyande
Amber Poudel
Carly Squire

With Thanks: People Who Left During 2021-2022

Kylie Brice
Louise Bosworth
Hannah Browne
Wei Wei (Sarah) Chew
Maseeyah Faquiri
Rosalind Gumbys
Vicki Hyde
Par Laithang
Claudetta Niyera
Brydie Puckett
Sofiann Saidi
Tavga Siyani
Anita Smith

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 2021/2022.

The Year

The 2021/2022 year has seen another year of measured financial performance for ARA, with a deficit of \$208,573 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 whilst consciously investing in the infrastructure and workforce required to deliver high quality outcomes.

This deficit result reflects intentional investment in systems and people made possible by ARA's strong financial foundation, enabling ARA to continue its critical work into the future.

Income and Expenditure Statement for the Year Ended 30 June 2022

The year to 30 June 2022 concluded with an operating deficit of \$208,573 (2020/2021: \$96,316 surplus). 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. Programs continue to be reviewed and assessed to ensure ARA's funds are directed to the areas of greatest impact and importance for our client base.

Additional expenditure on the implementation of corporate infrastructure including finance and customer relationship management systems has contributed to the deficit result but provides a solid foundation for ARA's ongoing operations.

Statement of Financial Position as at 30 June 2022

Overall, the net asset position of ARA has decreased by 14.9 percent year on year. Total assets have increased due to the timing of grant receipts, with a corresponding increase in liabilities as these funds are conditional upon program delivery. Some plant and equipment has been acquired during the year, and employee entitlement liabilities have grown as a result of increased staffing numbers. 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 2021/2022 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 2022, 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 2022 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
7 November 2022



Scan to view audited statements

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

	2022	2021
Grant Income	3,278,231	2,804,430
Fee income	693,119	327,008
Donations and bequests	404,540	377,108
Profit on sale of assets	-	116,362
Interest revenue	2,827	5,681
Other Income	1,932	95,898
Employee benefits expense	(3,341,854)	(2,693,543)
Depreciation and amortisation	(221,890)	(130,791)
Program costs	(555,595)	(400,901)
Interest expense	(50,152)	(25,773)
Other expenses	(419,731)	(379,163)
SURPLUS/(DEFICIT) FOR THE YEAR	(208,573)	96,316
OTHER COMPREHENSIVE INCOME	-	-
TOTAL COMPREHENSIVE INCOME/(LOSS) FOR THE YEAR	(208,573)	96,316

STATEMENT OF FINANCIAL POSITION


Current Assets	2022	2021
Cash and cash equivalents	1,990,836	1,888,881
Trade and other receivables	77,088	28,403
Other current assets	45,491	62,139
Total Current Assets	2,113,415	1,979,423
Non-Current Assets		
Property, plant and equipment	700,723	614,037
Right-of-Use Assets	1,025,282	1,016,548
Total Non-Current Assets	1,726,005	1,630,585
TOTAL ASSETS	3,839,420	3,610,008
Current Liabilities	2022	2021
Trade and other payables	167,191	152,991
Provisions	351,998	260,796
Other financial liabilities	883,824	566,707
Lease liabilities	179,617	120,916
Total Current Liabilities	1,582,630	1,101,410
Non-Current Liabilities		
Lease liabilities	1,069,760	1,112,995
Total Non-Current Liabilities	1,069,760	1,112,995
TOTAL LIABILITIES	2,652,390	2,214,405
NET ASSETS	1,187,030	1,395,603
EQUITY		
Initial Sum	10	10
Retained earnings	1,017,020	1,292,130
Reserves	170,000	103,463
TOTAL EQUITY	1,187,030	1,395,603


EMPOWERING COURAGEOUS PEOPLE





Australian Refugee Association


 Ann St (off Commercial Rd), Salisbury SA 5108


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