



Annual Report

2022 – 2023



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

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

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

STRATEGIC FRAMEWORK 2022 - 25

Target/focus cohorts:

- Vulnerable People
- Older People
- At Risk Young People
- People With a Disability

Strategic Priorities

1: Our services and programs are comprehensive, integrated and needs based. ARA's core business is the provision of settlement services to newly arrived individuals and communities.

2: Maintain a healthy and sustainable organisation. Maintaining organisational capacity enables ARA to achieve its purpose.

3: Contribute to and influence the external environment. ARA has a key role in championing the rights and needs of refugees, asylum seekers and new and emerging communities, and advocates with newly arrived communities on settlement issues.



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 respects to Elders, past, present and emerging.

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FROM THE CHAIR, DAVID MCGLENNON

I am pleased to welcome you to the Annual Report 2022-23 of the Australian Refugee Association (ARA). In an external environment which continues to be challenging, ARA's commitment and shared values have delivered another highly successful year supporting refugee and migrant communities in South



Australia. The contents of this Annual Report provide many examples of that success and the depth and breadth of engagement with communities.

The Board continues to support ARA management in its execution of the strategic plan, focused on client-centred service delivery, a healthy and sustainable organisation, and contribution to the sector. But the success of ARA is ultimately due to the commitment and expertise of its people. On behalf of the Board, I would like to thank Deb Stringer for her continued leadership and stewardship of ARA. From senior management through to every staff member and volunteer, the organisational values are evident: We Care, We Show Courage, We are a Community.

I would like to thank all members of the Board for their commitment and contributions over the past year, which has seen a period of renewal. New members have brought experience in the sector, in fundraising and governance, as well as lived experience as a refugee or migrant. We continue to place a high emphasis on balancing the collective expertise and experience of the Board to best support ARA and the diverse requirements of its programs, staff and clients.

I look forward to your continuing support of ARA in the coming year, to continue its critical work within refugee and migrant communities of South Australia.

FROM THE CEO, DEB STRINGER

This year ARA has not only grown as an organisation, we have also steered our services towards the focus cohorts outlined in our 2022-25 Strategic Framework: at-risk women and children, older people, young people and people with a disability. ARA's grant-based income increased over \$560,000 (17%) on the previous year, and it has been particularly pleasing to be able to meet needs that we have not previously.

I would like to acknowledge the dedicated work of our entire staff and management. The Family Safety and Youth Connect teams in particular have navigated change and growth, to prepare and implement new programs that address the needs of vulnerable communities and add depth to our client service programs. The Migration team has stepped up to meet a large increase in demand, after changes to Australian border policies and increasing humanitarian crises.

Income from migration service fees has increased 60% from the previous year, providing much needed diversity to organisational funding.



Key strategic organisational areas of grant writing, business development, marketing and communications have been refocused and new senior appointments made. Externally, ARA looks to increase its presence in the broader community, showcasing the benefits of a multicultural society through opportunities such as ARA's largest ever public event, 'The Souk', which attracted more than 3,000 visitors.

Collaboration has always been one of ARA's key strengths. Much of our work would not be possible without our numerous dedicated partners. I offer sincere thanks for the past year and our continuing work together, towards the shared goal of empowering courageous people.

BOARD

Chairperson

David McGlennon - Chair from November 2022
Christopher Kwong - Chair until November 2022 (retired from board May 2023)

Deputy Chairperson

Iain Murchland (retired November 2022)

Treasurer

Chelsea Thomas

Board Members

Kathryn Kingston
Shelley Collins
Andrew Mills
Shadan Doyle
Luciana Seara Qaddoumi (joined August 2022)
Sarah Sandley (joined March 2023)
Josie Peach (joined March 2023)
Yassir Ajrish (joined March 2023)
Molly Scanlon (retired February 2023)

EXECUTIVE STAFF

Deb Stringer - Chief Executive Officer
Namam Salih - Family Safety Manager
Semira Julardzija - Community Programs Manager
Karen Kretschmer - Settlement Programs Manager
William Littleton - Business Development Manager
Carolyn Cheah - Corporate Services Manager (resigned May 2023)
Lynda Morgan - Fundraising & Marketing Manager (resigned January 2023)
Sandra Dzafic - Family Safety Manager (resigned August 2022)

VOLUNTEERS

"Our volunteers bring about positive change at a grassroots level for the newest members of our community. They are a vital part of our organisation and their generosity 'with time, skills and effort' is immensely valued."

- Deb Stringer, ARA CEO.

Active volunteers: 128*

Main volunteer programs:

Social Support	44
Homework Clubs	35
Hangout and Youth Mentoring	16
Board Members	12
Office: Reception, Intake, Admin, Marketing	10
Youth Ambassador Program	9
English/Digital Literacy Classes	6
Migration Admin	4

*some volunteer in more than one program.

Celebrating 7 years' volunteer service with ARA:

Penny Illman - Social Support
Terry Nelson - Homework Club
Callum Banbury - Homework Club
Lesley-Ann Grimoldy - Social Support



HIGHLIGHTS OF 2022-23

Total number of clients:
3,500

Total number of individual and group sessions:
10,800

Total programs:
25

98% of Visa applications successful to reunite families in Australia.

The Souk, ARA's largest ever public event, attracted **over 3,000** visitors.

17% increase in income from grants on previous year.

AWARDS

APHN's Annual Primary Healthcare Awards, October:

- **Outstanding Achievement in Population Health / COVID-19 Response** - "Screening Saves Lives" video, and Runner Up - ARANAP

- **Health Equity Award** - ARANAP

Tackling Ageism Award, Government of SA Community

Achievement Awards - Zimala Project, tackling loneliness and ageism by providing more than 100 older men and women with cultural and social experiences.

REPRESENTATION

SETSCoP (Community of Practice) meeting in Canberra, September

Attended and shared initiatives including our COVID-19 vaccination project, involving in-language information videos and culturally appropriate in-house clinics.

Stop Domestic Violence Conference, Gold Coast, Qld, November -December

Attended and shared the Communities for Change and Strong Men, Stronger Communities programs in addressing DFV in communities.

Launched Directory of Services for Asylum Seekers and Refugees in Adelaide

reference tool and communication database of the Settlement Action Network.

COMMUNITIES

ARA's community work begins with the Federal Government's Settlement, Engagement and Transition Service (SETS) for new refugee arrivals. With assets of language and lived experience, ARA's Bi-Cultural Case Workers have the understanding and skills to provide practical and sensitive support. They also have genuine connections to humanitarian migrant communities, helping ARA to identify areas of need and refine our services over time.

In 2022-23 ARA's Bi-Cultural Case Workers **assisted over 2,500 individuals**. Case Work is initiated through drop-ins, appointments and referrals from healthcare, education providers, community welfare organisations,

police, government departments and ARA's extensive community and cultural connections. Equally, our Case Workers connect clients with relevant external services and supports. Community relationships are also fostered through ARA's connection with 20 faith-based centres across Adelaide.

Social Support Program

ARA recruits, trains and supports volunteers to visit and assist individuals and families who have low intensity needs. They provide practical support, practice conversational English and assist with developing social connections.

ARA supported 44 volunteers to provide social support.

"I am very happy with visits from the volunteer. I get support and trust from her to speak English. In



summer we plan to go to the shops and cafes. When I have a question, she always finds the answer for me." - Social Support client.

The Souk - ARA's largest ever event

The first ever ARA Souk (Arabic for market or bazaar) was held during Refugee Week, on Sunday 18 June at Tonsley Innovation Precinct. **Over 3,000 people attended**, enjoying 152 stalls representing 16 countries, and including 12 ARA BOOST program members. Cultural performances were provided by 10 entertainers, and the Hon Zoe Bettison MP, Minister for Tourism and Multicultural Affairs, gave an address.

"My nine-year-old daughter is taking it all in. She hasn't seen culture at this scale ever before. This is a life changing experience for her." - Dad, Souk visitor.

Settlement Action Network (SAN)

ARA facilitates quarterly meetings of SAN, a diverse group including not-for-profits, government agencies, community leaders and education providers. **An average of 60 people attended** each meeting to discuss welfare and service delivery for new arrivals. Themes included Effective Employment Support, Supporting Family Wellbeing and the Cost-of-Living Crisis. Currently SAN has over 300 members. This year ARA launched the Directory of Services for Asylum Seekers and Refugees in Adelaide as a reference tool and database for members to communicate information across the group.

WomenTogether Multicultural Group

Delivered in partnership with MarionLIFE, this friendly group provides opportunities to practice conversational English, meet new people and share cultural customs and food, with **attendance of 10-15 per week**.



Multicultural Women's Groups

These supportive and educational groups run weekly during school terms at Ingle Farm and the Salisbury Primary School Family Hub. Sessions including parenting skills, digital literacy and women's healthcare are complemented by social activities and the chance to practice conversational English. Average **attendance per session was 15 at Ingle Farm and 10 at Salisbury**.

Emergency relief

ARA assisted **226 individuals and families** with small, one-off forms of relief for essentials such as food, public transport and utility bills.

Financial counselling

Case Managers with specific training assisted clients with budgeting, referrals and advocacy. In addition, a specialist Financial Counsellor from Uniting Care Wesley Bowden was available for clients with complex financial needs and helped **75 individuals and families**.

Digital literacy drop-in

This weekly service at the ARA office taught basics such as email, web browsing, basic typing skills and accessing Centrelink and banking services, with **attendance of 188**.

Housing in Australia - life skills sessions

A total of **242 people attended eight workshops** to learn about topics including private rentals, tenant rights and responsibilities, and where to go for help.

One-off information sessions

Sessions including Gambling Information and Support, Bowel Cancer Screening for Older Men, Community Support Program Application, and Visa Options for Ukrainian Arrivals were attended by a **total of 64 people**.



EMPLOYMENT

ARA's employment services focus on three key areas of need within the refugee community: the long-term unemployed, people with disabilities, and micro-enterprise development.

Employment Pathways Program

Employment support and life skills sessions were **provided to 156 clients**. Of these, 20 were students from Thebarton Senior College, supported to find part-time or holiday work for income and experience, and 30 were AMES clients in the Humanitarian Support Program. Paid employment has been achieved by 37 clients, in areas including hospitality, meat processing, retail, disability support, accounting and migration assistance.

Inclusive Employment Program

This program provided employment **support to 177 clients** who have a disability, chronic illness or pain. Paid employment was achieved by 20 clients in areas including retail, hairdressing, farming and disability support work, while 19 clients obtained volunteer work placements to build confidence and skills.

BOOST Business Program

BOOST supported humanitarian migrants to set up and manage their own small business, with **31 women and 12 men** participating. The program included 25 workshops, individual business coaching, and opportunities to sell products and services at market events.



Mini Market

On 24 March at Salisbury Civic Plaza, six BOOST clients provided food, art and craft stalls as part of Harmony Week events.

Festival of Many

On Saturday 25 February at the McLaren Vale & Fleurieu Coast Visitor Centre, 15 BOOST participants sold food, goods or services. The event was **attended by over 500 people**.

"Thanks a lot for your constant support and help and giving me an opportunity as a new small business owner to realise her dream." - Amany, BOOST participant.

Employment Construction Pathways

White Card workshops gave new arrivals fundamental knowledge of construction work, work health and safety laws, common site hazards and risk minimisation. Follow up support included job seeker guidance, employment pathways and further training, while the program also boosted confidence and English skills. **There were 79 participants**, all of whom successfully gained their certificate, and 40% obtained relevant work.

"Since I arrived to Australia, I have been making inquiry to get a White Card but it was impossible for me. But with your support program, I learned a lot and went home yesterday with a White Card. I am so happy ... God bless you." - Employment Construction Pathways participant.

Learners to Employment (driving)

Clients received preparation to take the L-plate driving test, with language support as needed. The program was delivered 10 times over the year with a **total of 115 participants**.



TALK English classes

Classes to learn and practice written and spoken English for everyday situations were held at Salisbury Uniting Church, weekly during February-April, with **attendance of 324**.



Basic computer skills classes

On Friday mornings at ARA's Salisbury office, ARA staff taught skills in email, Microsoft Word, Google Docs, internet safety and communicating online, with **attendance of 104** throughout the year.

Citizenship workshops

Bi-Cultural Case Workers delivered four courses in different languages to help clients pass the Australian Citizenship Test, with **74 participants**.



FAMILY SAFETY

Tackling and preventing domestic and family violence (DFV) is an increasing focus for ARA, with vulnerable women and children a primary focus cohort of our 2022-25 Strategic Framework. Male perpetrated violence is often taboo and underreported within refugee communities, and men can feel challenged in their traditional roles. ARA's Family Safety workshops include men-only and mixed groups which are sensitively tailored to encourage men to participate.

DFV Case Management

ARA provides Case Management to women from refugee and migrant backgrounds who are experiencing DFV. Individual support includes referral to other ARA programs, external services such as legal and medical, and building

skills to enhance independence and confidence. DFV case management was **provided to 59 women.**

Communities For Change

Communities For Change is a peer prevention program for DFV, supporting refugee and migrant communities to make change from within. ARA trains community members to recognise and understand DFV, and become educators who deliver information and support to their own community groups.

ARA recruited **32 Community Educators** from 20 countries: Burundi, Chile, Colombia, East Turkistan, Honduras, Lithuania, Mexico, Philippines, South Sudan, Syria, Turkey, Venezuela, Zimbabwe, Afghanistan, Peru, Burma, Nigeria, Egypt, Pakistan and Iran. The educators were trained over six days, then delivered 12 sessions in their communities on topics such as DFV awareness, LGBTIQ+ issues, and healthy relationships, **reaching 221 participants.**

"When I arrived in Australia, I was not sure of what to do to continue with my personal and professional growth. This program has helped me decide that I want to continue learning ... so I can support new arrivals going through DV." - Community Educator.

Strong Men Stronger Families (SMSF)

SMSF delivers practical, positive education to help refugee and migrant men build healthier family relationships and behaviour, in the contemporary Australian context. In this second year of the program, ARA consulted with 21 leaders from Afghan, African and Burmese communities. We responded to community recommendations, including offering mixed groups of men and women, and longer intensive sessions on weekends. A series of workshops was delivered to four groups, men-only and mixed, **totalling 100 participants.** Following these, seven individuals were referred to one-on-one counselling.

Parenting Together in a New Land

After community consultation, ARA tailored specific workshops to African, Lai Christian, Burmese Catholic, and Afghan communities. Topics included Life Changes for Couples, Changes in Parenting Culture, Child Brain Development, and Building Boundaries with Kids. Childcare was provided and **90 parents attended** - 63 females and 27 males, aged 28-60 - showing a positive shift in the number of fathers attending.

Community Support Services Program (CSSP)

This year, **39 families including 192 children were assisted** with parenting support and education, and 161 referrals were made to internal

and external services. This program concluded in July 2023, with related services now available through Strong Men Stronger Families and Parenting Together in a New Land programs.

DFV Driving Program

Funding for driving lessons was **provided to 10 women** in DFV circumstances, and all obtained their P plates. There was a higher demand for this program than ARA was able to accommodate, with the additional challenge of increased driving instructor fees.



Early Access to Support and Engagement (EASE)

This collaborative program began in April, with ARA and partners developing the service model and recruiting staff. EASE is a family-focused approach to early intervention for DFV victims and survivors, to enhance safety, provide community support and prevent homelessness.

Special Intensive Services

This program, which ARA ceased delivering on 30 July 2023, **assisted 17 families** made up of 48 individuals, with 138 referrals made to internal and external services.

Lifeline DV Alert contract

ARA co-delivered training to upskill mainstream DFV service providers in working with refugee and migrant clients. Two-day training sessions were held in Adelaide and Roxby Downs to a total of **33 staff members** from mainstream DFV services.





HEALTH

Humanitarian migrants often come to Australia bearing physical and mental health burdens as the result of trauma and difficult living conditions. This is compounded by language and cultural barriers that hinder access to the Australian healthcare system.

Adelaide Refugee and New Arrival Program (ARANAP)

ARANAP is a joint initiative with the Survivors of Trauma Assistance and Rehabilitation Service (STARS), connecting refugee and new arrival communities to health care services. Clients were supported by a Bi-Cultural Case Manager and a Nurse, who could interpret or find same-language practitioners, and accompany clients to appointments to assist and advocate for their needs. **ARANAP assisted 165 clients** and made 458 referrals to internal and external services.



Health expo 'Nurturing Body and Mind'

In February ARA highlighted health at the Salisbury Community Hub. The family-friendly expo was **attended by 180 people**, who enjoyed 19 stalls of services and products, information sessions in different languages, and fun activities.

Syrian Women's Group

This monthly group was formed to support women with health issues and disabilities. Members practiced conversational English, increased social connections and gained information on physical and mental health with topics including Menopause, Contraception, Cholesterol Management and Healthy Relationships with Teenagers. ARA delivered **nine sessions with a total attendance of 108.**

Northern Adelaide Local Health Network

In November, ARA joined this group of stakeholders who collaborate to understand the health needs of the community, identify gaps and nurture innovative ideas to enhance health service delivery.

Cancer screening information workshops and video

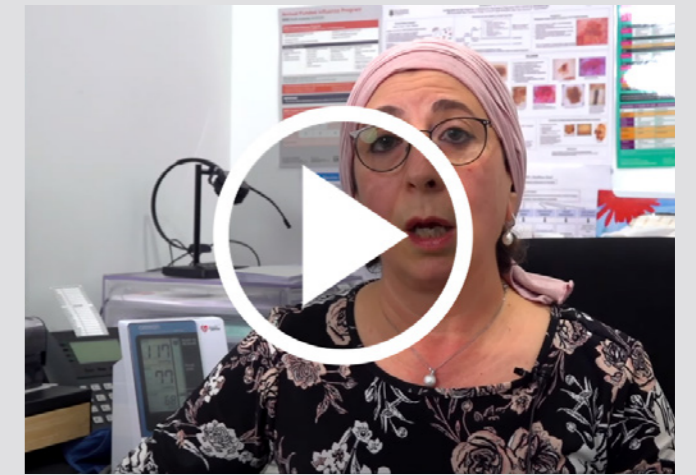
In September ARA held three women's and two men's workshops for people from a Middle Eastern background. These explained breast, cervical and bowel cancer screening services, and were **attended by 22 people.**

New Arrival Wellbeing Program (NAWP)

This program began in July, by connecting with Ukrainian and Afghan communities and identifying areas of need in health and wellbeing: women-specific (Ukrainian), mental health, driving lessons, Australian systems navigation, housing and emergency relief.

NAWP provided support to 35 families made up of 69 individuals. ARA referred 59 of these clients to services to address health concerns as well as social connection, employment, education, housing, visa issues, and driver's license, and 68 clients were connected to community groups and support.

Information and wellbeing **sessions were attended by 528 people.**



Screening Saves Lives is a video developed with women from Arabic-speaking communities. It explains in Arabic the importance of cancer screening, and was awarded Outstanding Achievement in Population Health at the PHN Primary Health Care Awards in October.

EnCOMPASS: multicultural aged care connector program

This free, in-language service was available to refugee and migrant people aged 65 and older. ARA's connectors helped seniors and their carers access support including social activities, shopping, showering, meal delivery and nursing care. Most clients were from Bhutanese and Vietnamese backgrounds, but the program also supported people from Arabic, Burmese and African backgrounds. **Individual case management was provided to 104 clients**, made up of 83 older people and 21 carers. This program has now finished.

Healthy relationships workshops for Hazara speaking women

These workshops, held in November, discussed healthy communication with partners, problem-solving and managing emotions, and were **attended by 114 women.**



MIGRATION

ARA's team includes a registered Migration Agent and multilingual Lawyers, providing affordable migration advice and assistance to reunite refugees in Australia with their loved ones. Clients often have limited English and few official documents, requiring ARA's specialist navigation. Increased demand meant that the team expanded from three staff to eight, plus five students/volunteers.

The majority of visa applications were family-related. **The team undertook 716 consultations**, with 98% of visa applications granted (137 total). **ARA assisted 46 families totalling over 200 individuals** to arrive safely and reunite with their loved ones in Australia.



"We are speechless. Thank you so much for your help and assistance in making all this possible. It feels so surreal but we are overwhelmed with gratitude and joy!" - Clients who learned their Partner Visa application had been granted in record time.

Community Support Program
ARA is an Approved Proposing Organisation for 'sponsored' humanitarian Visa applications, where a refugee individual or family is connected with Australian supporters, who commit to providing financial and hands-on assistance including employment opportunities. ARA works with supporters on the applications and the first 12 months of settlement. The program saw **82 contracts of support signed, 79 applications lodged, and 29 families arrive in Australia.**

Pro bono work

With the support of generous donors, ARA was able to provide pro bono assistance to clients with special needs. Staff completed 22 consultations, one AAT hearing and three applications pro bono. **Total estimated value provided: \$9,500.**

Migration information sessions

Migration seminars were held four times with a **total attendance of 240 people**, with specific information tailored for the Ukrainian Community, Syrian Women's Group, Burmese Community Group, and the topic of Temporary Protection Visas and Safe Haven Enterprise Visas Transitioning to Permanent Visas.

"My heart is full of joy. I don't know how to explain it because I'm so happy. May God bless you abundantly. You have helped me a lot and I thank you from the bottom of my heart." - Sponsor husband with a disability who learned his wife's visa had been granted.

Citizenship classes

In March, the Migration team held classes at the Imam Ali Centre for people from an Afghan background who required language assistance and coaching for the Australian Citizenship Test. The course ran across **six days with attendance of around 20 per day.**





YOUTH

ARA is connected to 15 schools across the greater Adelaide area, and operates four Homework Club locations and a range of youth activities, reaching hundreds of young people who are at risk of disengaging with education, social and employment opportunities.

Youth Hangout Program

This is one of ARA's most popular programs, held each Friday during school terms at the Salisbury Twelve25 Youth Centre, **attracting 958 attendees** throughout the year. Young people aged 12 - 25 years came together for guest speakers, games, sport, art, music, dance and development of social connections and conversational English skills.

"I really enjoy attending our weekly hangout program. Happy to have made new friends and

learn about others' culture."
– Hangout program attendee.

Hangout in the South

At Headspace Marion, ARA presented 26 weekly sessions which engaged young people from Latin American, Syrian and other CALD communities. An average of 10 young people attended per week, **reaching over 50 individuals** across the sessions. Similar sessions are now being continued in Marion by Headspace.

"It helped me to have a great time and taught me how to work with others." – Southern Hangout attendee.

Homework Club

Students attend Homework Club to access one-on-one support to understand and complete schoolwork, find part-time work and research further training and study opportunities. Each

session has an ARA facilitator and volunteers, many with a teaching background. The program operated at four locations - Salisbury East High School, Twelve25 Youth Centre, Enfield Library, and Hamra Centre Library - plus online, once a week during school terms. **Homework Club total attendance was 272 students.**

"I came from a Refugee background where the education system was not great and [I felt] completely lost when I started my academic qualification. ARA homework club supported me ... to navigate the education system. Very helpful." – Survey response.

School Holiday Programs

ARA's school holiday activities encourage young people to develop social connections, try new activities and learn new skills. Sessions included a circus workshop, water safety, rock climbing, Monarto Zoo visit, end of year party, Futsal tournament, indoor games and sports, Woodhouse Activity Centre, drumming and henna, and legal information, with **199 participants.**

Youth Connect Project

Youth Connect started in July 2022, targeting young people of refugee and migrant backgrounds aged 15 - 25, particularly those at risk of entering the justice system or disengaging with education, employment and social opportunities. The program included individual case management and mentoring as well as group activities at six high schools. The school groups provide a safe space for young people to discuss issues, provide peer support, obtain information and access support. Group sessions offered hands-on learning with topics such as podcasting, barista training, job seeking, leadership and soccer training, **attended by over 350 young people.**

In partnership with Adelaide Secondary School of English, ARA delivered four **Youth Leadership**

Workshops attended by 112 young people. Topics included exploring cultural identity and cultural values, health and wellbeing, leadership and creative activities.

Case Management support was delivered to 132 young people, and 40 young people were connected with mentors for individualised support.

Youth Ambassador Program

A Graduation Lunch for 60 guests was held on 4 November 2022, to **present 27 Youth Ambassadors – the program's highest number yet – with Graduation Certificates**, receiving 10 Stage One SACE credit points.

The 2023 cohort began with 51 students attending the Youth Ambassador Camp at Woodhouse Activity Centre. Subsequently **39 students** from refugee/migrant and non-migrant backgrounds, from eight schools in years 10 and 11, **became Youth Ambassadors.** They have been receiving mentorship and support to become young leaders and advocates on behalf of the refugee community. Initiatives have included Harmony Day BBQs, culture showcases, multicultural food



sharing and raising awareness of refugee issues amongst other students.

Me, My School, My Community, ARA's Youth Refugee Week event, was held on 9 June 2023 at the Northern Sound System in Elizabeth, with three members of State and Federal Government present. A group of 45 students workshopped ideas to help schools become more inclusive, culturally safe and harmonious.

"It's a great way to educate yourself about the world and everyone's different experiences. You meet new people who become your new family." - Youth Ambassador.

Young & Strong

This program supports young people who are carers of a family member who is unwell or has a disability. One-on-one mentoring provides the young people with information, practical support and links to services that assist them with their caring role and education and employment options. Group sessions connect participants to other young carers, fun activities, support and advice and encourage exploration of education and employment options. Group graduations are celebrated with social events including dinner and bowling nights. Over the year **159 young people have been mentored.**

Arabic Young Women's Group

Beginning in May, this group engaged young women who are less likely to participate in mixed gender activities. **Around 15 young women attended** each of two sessions, run by a female staff member at the ARA Salisbury office.

Promotional expos

ARA attended **10 youth expos and events** at high schools and community centres, to engage young people and spread awareness of the services available.

Bike and helmet support

ARA distributed **220 donated bikes and 150 helmets** to newly arrived young people from a refugee background. Workshops were held on road rules and

safety, the importance of helmets and bike maintenance.

UNISA and Flinders research

Young ARA clients participated in research projects including Healthy Neighbourhood, Refugee Student Resilience, Family Safety Research, and Refugee and Humanitarian Entrants' Experience of Settlement and Integration.



Case Studies



WE CARE

We put the people we support first, actively listening and seeking to understand. We treat everyone and each other with respect and consider the impact that our words and actions may have.

Client Story

Catalina* and her four children arrived in Australia from Guatemala, two years ago. She had suffered multiple traumas including the kidnapping of her youngest child (reunited after two years), family violence and the death of her husband.

Catalina was very loving and protective of her children. However, she lacked positive parenting skills, and resorted to physical discipline. She found it particularly difficult to manage her youngest, who was having a hard time reintegrating into the family. She only spoke Spanish and struggled to understand and access Australian services. Trauma and mental health issues were affecting the whole family.

How ARA helped

The ARA Case Manager evaluated the family's needs and began by supporting Catalina to navigate Centrelink and community housing, to ease some of the family's financial pressures. With the support of interpreters, in-home support was organised to develop Catalina's parenting skills and manage the household. The Case Manager also worked closely with the school to help them understand the youngest child's behaviour as a response to trauma, and to help support the family's healing process. The family was referred to STTARS, Youth Connect (older siblings) and ARA's Family Safety and mental health services. Case management is ongoing, to continue to support Catalina's family.

**Name changed for client safety and privacy.*



WE SHOW COURAGE

We are responsive and take initiative when facing challenges, seeking new opportunities, and dealing positively with change and uncertainty. We aim to improve, learning from successes and failures, using data and evidence to guide our decisions, and being curious and optimistic.

Client Story

Naing* and Aung* came to Australia from Myanmar ten years ago, on a Humanitarian Visa. They now have three children. Aung attended ARA's Parenting in a New Land workshop, and after the session, confided in the coordinator that her husband had a history of physical violence and coercive control over herself and the children.

How ARA helped

Naing was invited to a Strong Men, Stronger Families workshop. During one session, men were invited to reflect on their own fathers' behaviours and treatment of them as children. Naing became tearful and initially was unable to respond. He then said he had observed so many negative behaviours in his father, and now he sees himself doing the same things. He said his father was very violent and aggressive every time he or his siblings made a mistake. He cried remembering this, saying "I did not want to be like my dad".

A few days later, Aung voluntarily called the coordinator to say that since the workshop, Naing had changed and been very quiet, thinking a lot. The way he spoke had softened and he was less aggressive. Some weeks later Aung called again and reported that her husband had taken the whole family to the beach, and took a photo of them all together, which he had never done before. She said they had "never had this kind of time". Aung and Naing are receiving ongoing support to ensure they continue to build a safe and respectful family unit.

**Names changed for client safety and privacy.*



WE ARE A COMMUNITY

We know the best outcomes come from diversity and inclusivity of thought, and participation. Our ability to be effective comes from our relationships with communities, collaboration with others and teamwork.

Client Story

In April 2022, 60 year-old Bohdana* and her husband Ivan* arrived in Australia from war-torn Ukraine, on a Temporary Humanitarian Visa. Bohdana is legally blind.

Due to their visa status, they had been advised by another service that Bohdana was unable to access NDIS or other disability support payments and that Ivan could not apply for carer payments. Bohdana was suffering from social isolation due to her disability and language barriers.

In March 2023, Bohdana was referred to ARA's New Arrivals Wellbeing Program by the Association of Ukrainians in SA.

How ARA helped

ARA's Bi-Cultural Case Manager provided support and advocacy with Centrelink, to access special benefits and health care cards for the couple. Bohdana was referred to the Community Connections Program (Uniting Communities), which is supporting her to visit the local swimming pool once a week for exercise and social interaction.

An ARA Social Support Volunteer visited weekly to help Bohdana with shopping and community activities, and her Case Manager assisted with language and cultural support when needed. ARA provided transport vouchers to help her attend health information sessions and workshops.

Emergency relief funds enabled the purchase of technology from the Royal Society for the Blind, which assists Bohdana to use a phone and other digital equipment.

During sessions with ARA, Bohdana revealed mental health issues, manifesting as poor sleep and irregular eating, due to trauma from the ongoing war in Ukraine. She is now receiving specialist counselling through STARS.

Bohdana and Ivan have expressed gratitude for the support and commented on enjoying social interactions and physical exercise.

**Names changed for client safety and privacy.*

TREASURER'S REPORT

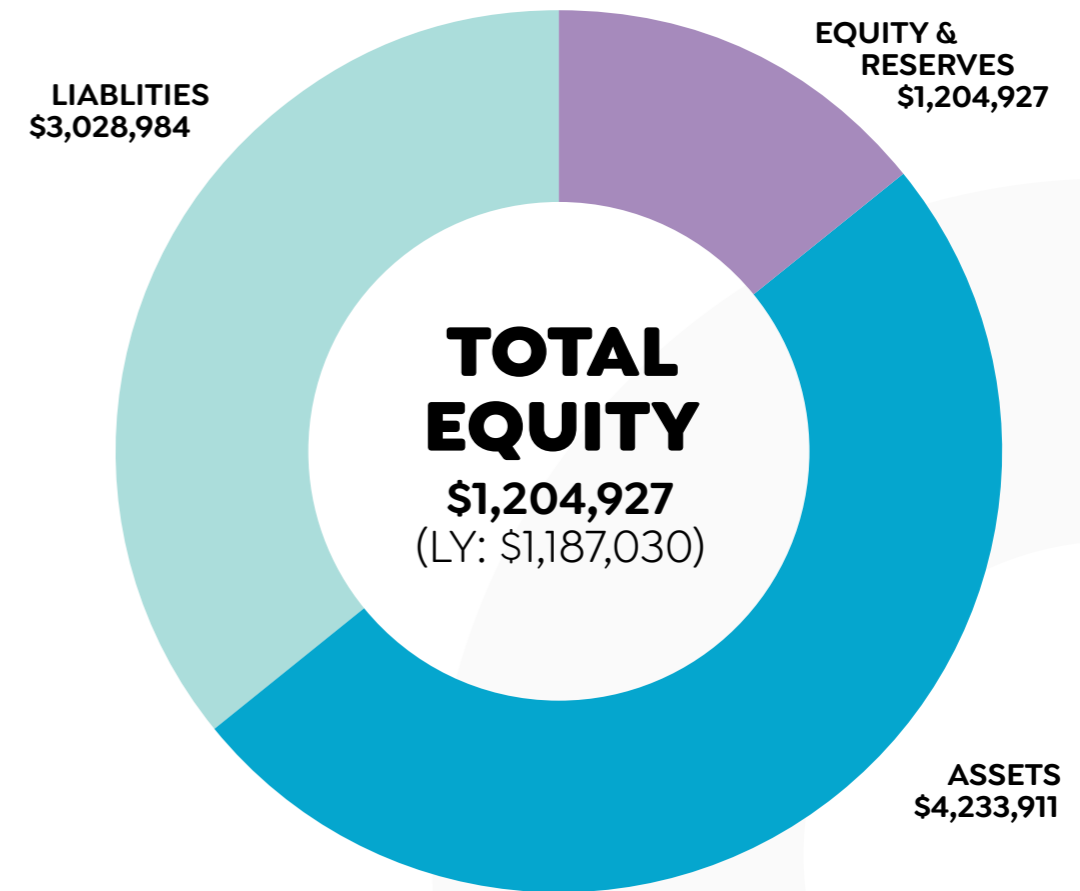
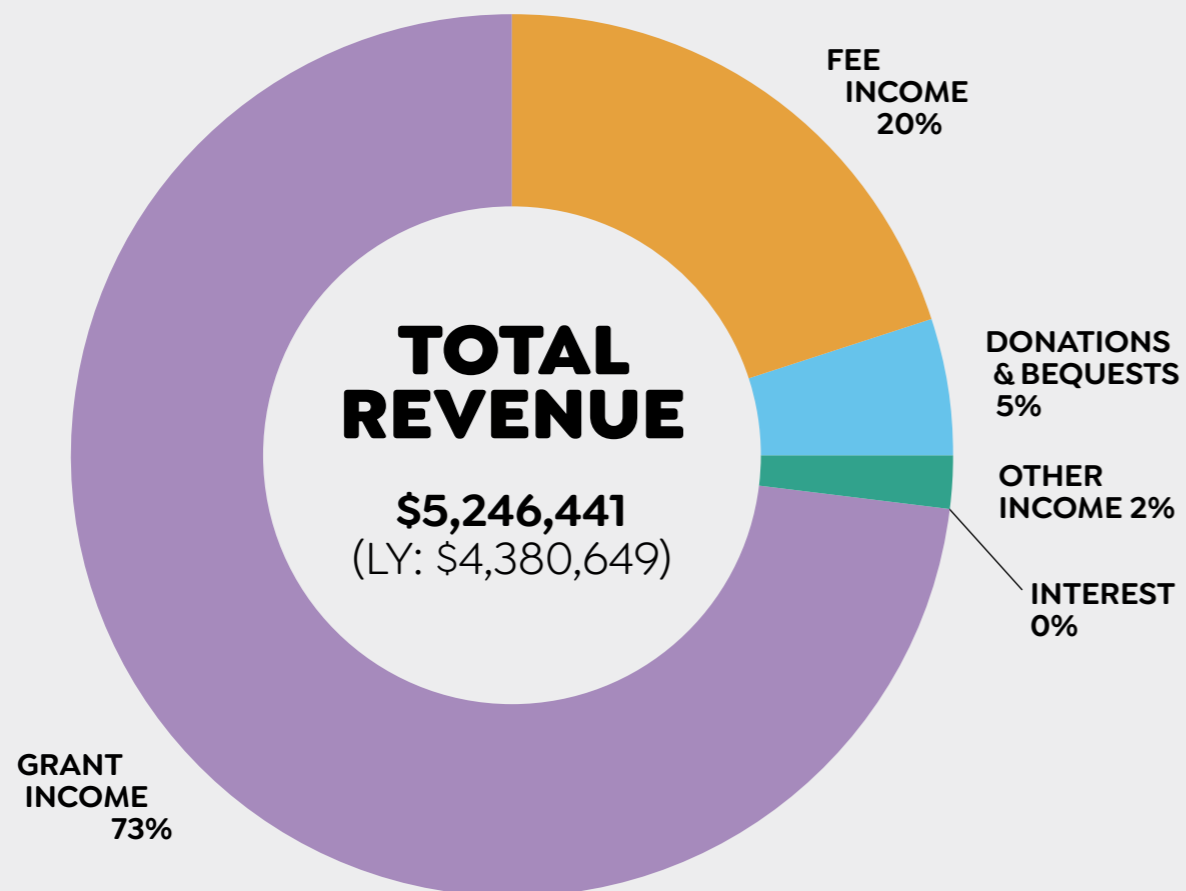
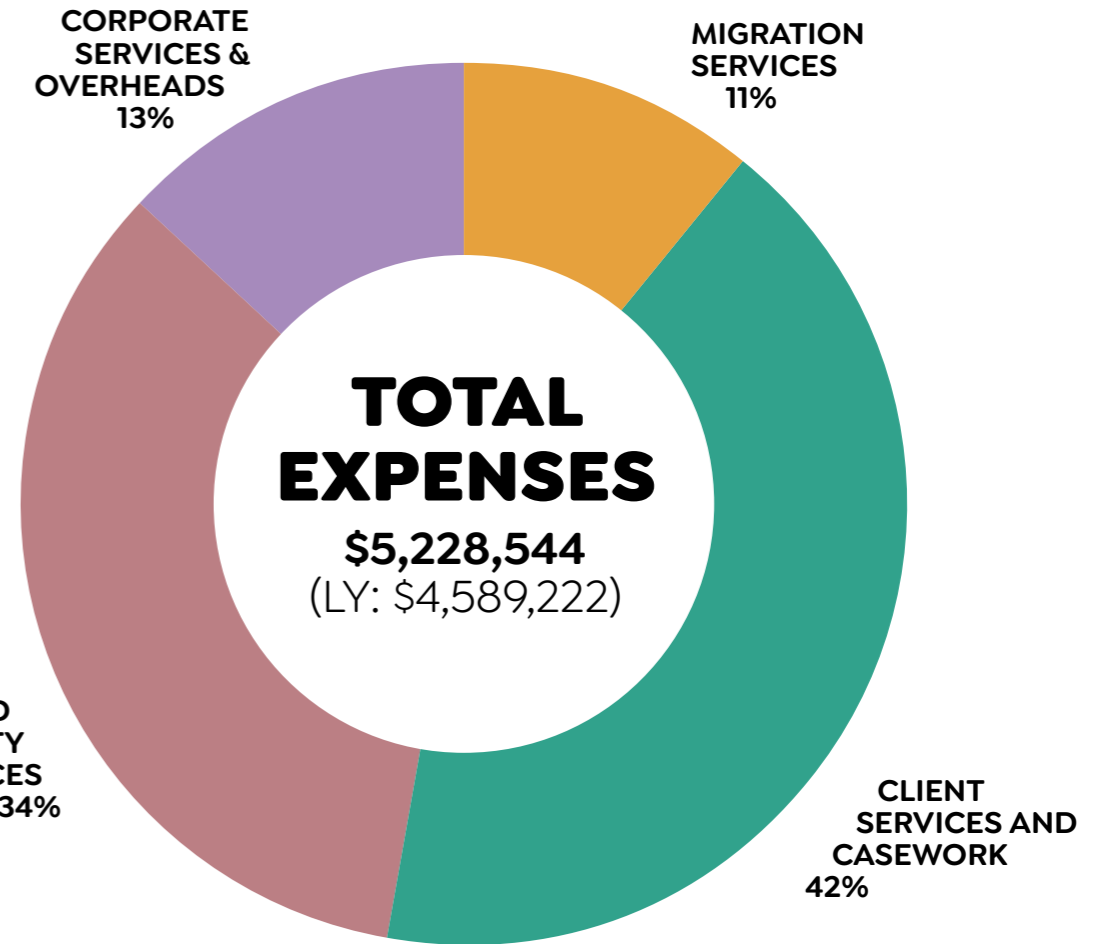
I would like to thank CEO Deb Stringer and her team for their diligence and professionalism in managing the operations of the Australian Refugee Association Inc. (ARA) throughout the year.

The 2022/2023 year has seen another year of measured financial performance for ARA, with a modest surplus of \$17,897 arising from operations. Investment in systems and people has continued to be prioritised, alongside the development and delivery of a broad range of critical client services made possible by ARA's strong financial foundation.

Overall, the net asset position of ARA has increased by 1.5 percent year on year. Cash holdings have increased due to the timing of grant receipts and growth in Migration Services, with a corresponding increase in liabilities as these funds are conditional upon program delivery and successful client outcomes. ARA holds assets sufficient to meet current liabilities and borrowings, and continues to build on a financial foundation that will ensure the future sustainability of the organisation.

Our Auditors, Nexia Edwards Marshall provided an unqualified opinion regarding the 2022/2023 financial audit of ARA in their report, and we thank them for their expertise and thoroughness throughout the audit process.

A comprehensive set of audited statements is available by scanning the following QR Code:



THANK YOU

ARA's work is made possible by funding from Government and our generous donors and funders.

In 2022/23 ARA received funding from:

DEPARTMENT OF HOME AFFAIRS

Settlement Engagement and Transition Support (SETS) Program

DEPARTMENT OF EDUCATION, SKILLS AND EMPLOYMENT (Local Jobs Program)

Multicultural Employment Pathways Program

DEPARTMENT FOR HEALTH AND WELLBEING Office for Ageing Well

EngAGED Wellbeing SA COVID-19 vaccination clinics and information videos Health Screening Project, Cancer Screening Project, Youth Mental Health Project

DEPARTMENT OF HUMAN SERVICES

Community Support Services Program (extended) Grants SA Youth Hangout (southern suburbs) and New Arrival wellbeing Project.

DEPARTMENT OF THE PREMIER AND CABINET (MULTICULTURAL AFFAIRS)

Afghan Azizan Project and Strong Men, Stronger Families

DEPARTMENT OF SOCIAL SERVICES

Information, Linkages and Capacity Building (ILC) (Includes: Inclusive Employability Program, Young and Strong) The Salvation Army (ARA is subcontracted) Cultural Support Groups for Women and Parenting Together in a New Land Lutheran Community Care (Consortium Lead) Emergency Relief UnitingCare Wesley Bowden (Consortium Lead) Financial Counselling and Financial Capabilities

ADELAIDE PRIMARY HEALTH NETWORK (PHN)

Adelaide Refugee and New Arrivals Program (ARANAP) (Includes Health Expos) Screening Saves Lives COVID-19 vaccination clinics

AMES AUSTRALIA

Specialised and Intensive Services (SIS)

BENNELONG FOUNDATION

TALK English and digital literacy

CITY OF MARION

Education support packages

CHIPPIN' AWAY FOUNDATION

Emergency Support Service Family and domestic violence case support and crisis management

FEDERATION OF ETHNIC COMMUNITIES' COUNCILS OF AUSTRALIA (FECCA)

EnCOMPASS

GOOD THINGS FOUNDATION (Be Connected)

Digital literacy (older adults)

LAW FOUNDATION OF SOUTH AUSTRALIA

Afghan Azizan

MILNER ROAD FOUNDATION

Youth Ambassador Program

MORIALTA CHARITABLE TRUST FUND

Busting Barriers Project

QUAKERS SA

School Holiday activities, Youth Hangout

SCANLON FOUNDATION

TALK English and digital literacy White Card training

THE WYATT TRUST

Digital literacy

THE OFFICE FOR WOMEN

Domestic Family Violence, Strong Men, Stronger Families and Early Access to Support and Engagement

COMMISSIONER FOR CHILDREN AND YOUNG PEOPLE

Youth Empowerment Committee

ATTORNEY-GENERAL'S DEPARTMENT

Youth Connect

VOLUNTEER SA & NT

Welcome volunteering

DONORS

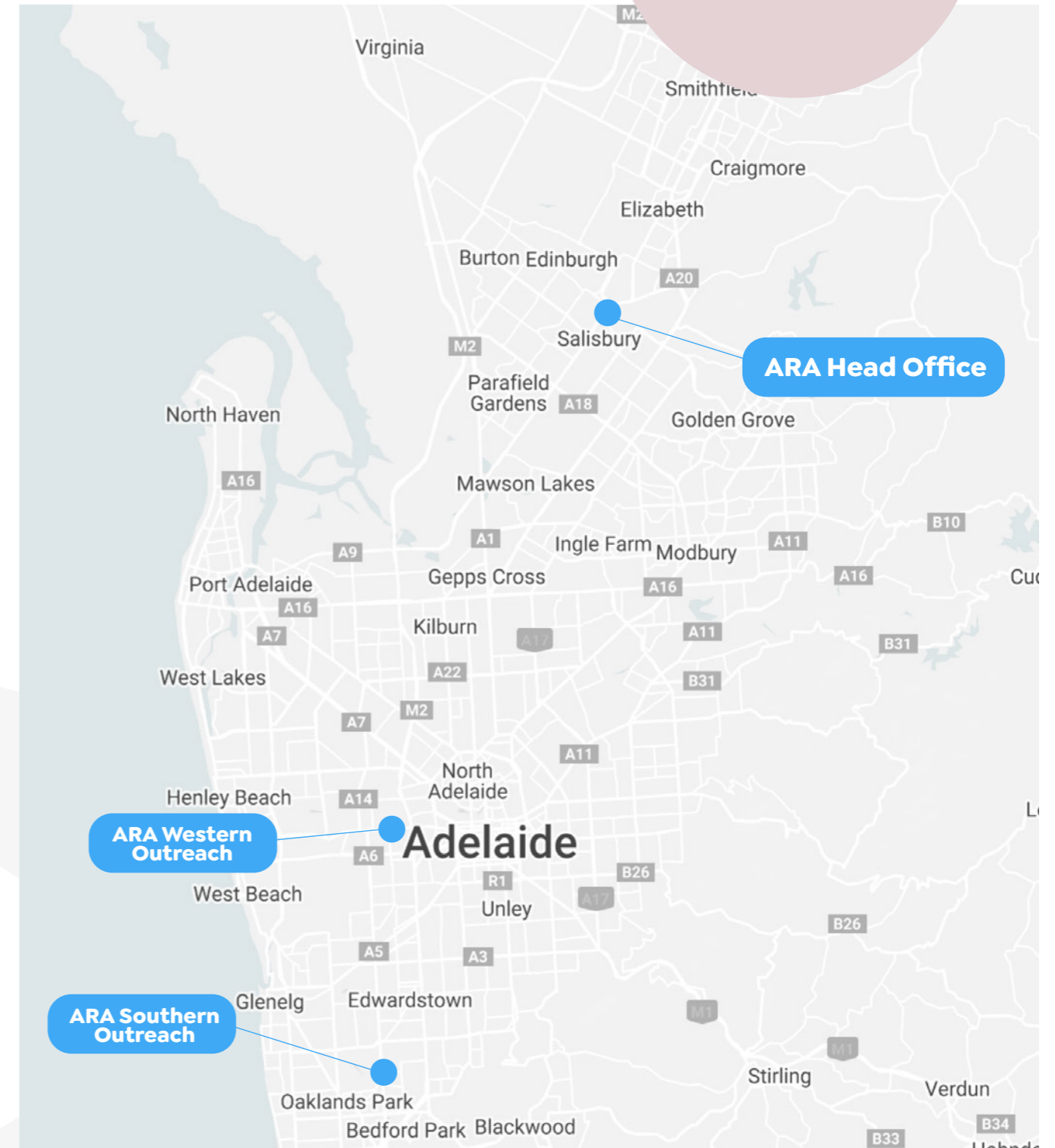
Every donation of any amount helps ARA support vulnerable people in our community. We express our sincere thanks to all our generous donors.

Amount

\$20,000 or above	2
\$10,000 – \$19,999	4
\$5,000 – \$9,999	4
\$1000 to \$4,999	53

PROGRAM PARTNERS

Adelaide Bike Workshop
 Adelaide Dragon Sporting Club
 Adelaide Secondary School of English
 Adelaide Sisters Association
 Afghan Australian Women Association
 African Women Federation of Australia
 AMES South Australia
 Anglicare SA
 Carers SA
 CareWorks
 Centacare Catholic Family Services – Limestone Coast
 City of Salisbury
 Civic Centre Library
 Community Centres SA
 Craigmore High School
 Enfield Library
 Feros Care
 Flinders University
 Golden Grove High School
 Good Shepherd
 Hamra Centre Library
 headspace Marion
 Housing SA
 Imam Ali Mosque
 Islamic Society of SA
 Kildare College
 Le Fevre High School
 Lifeline DV Alert
 Lutheran Care
 MarionLIFE
 Mark Oliphant College
 Mentoring Coaching and Counselling
 Muslim Women's Association
 Northern Senior College Adelaide
 Northern Sound System
 Nunga Mi-Minar
 One Culture
 Pashtun Culture Association of SA
 Pashtun Association of South Australia
 SA Disability Care
 Salisbury East High School
 Salisbury High School
 Salisbury Uniting Church
 Services Australia
 Survivors of Trauma Assistance and Rehabilitation Service (STARS)
 TAFE SA Salisbury
 The Bike Shed at Blackwood
 Twelve25 Youth Centre
 Ukrainian Association of SA
 UniSA
 Uniting Communities
 Uniting Communities Wesley Bowden
 Wandana Mosque
 Women's Legal Services
 Women's Safety Services SA



ARA's locations:

Adelaide North - Main Office

5 days per week at Ann St (Corner of Commercial Rd), Salisbury

Southern Outreach

One day per week at MarionLIFE, Mitchell Park

Western Outreach

Two days per week at CareWorks, Torrensville

EMPOWERING COURAGEOUS PEOPLE



✉ PO Box 72, Salisbury SA 5108
☎ 08 8354 2951

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📷 instagram.com/australianrefugeeassociation
🌐 au.linkedin.com/company/australian-refugee-association-inc

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