EMPOWERING COURAGEOUS PEOPLE

OUR VISION

We will be the best and preferred provider of humanitarian refugee settlement services in South Australia. ARA will be financially able to set its own direction and maintain stability in resources and services. We will have a presence where our clients need us to be. We will be a positive influence on public opinion and policy and actively looked to for guidance on refuge issues and best practice models. We will prove our successful outcomes and have an international reputation for innovation in delivering effective settlement services.

OUR PURPOSE

To welcome, support and connect new Australians so they belong.
Since becoming President of the Australian Refugee Association at the beginning of this year I have been extraordinarily impressed by the commitment of our many volunteers and the incredible resilience of our clients.

My first official engagement as President was attending the highly successful Our Table event which celebrated ARA’s amazing 40th anniversary in style. That night we were joined by His Excellency the Governor, fed delicious platters of diverse cuisines, entertained by Bhutanese Dancers and Burundian Drummers, and inspired by artist Peter Drew and human rights Lawyer Julian Burnside QC. It was a night that reflected the amazing strength and rich contribution of ARA in our community.

2015/16 has seen real successes in strategically growing ARA’s programs and influence, as well as renewing our assets and planning for continued growth in the coming year. Throughout the year we have provided support to around 4000 refugees from 14 countries. This Annual Report outlines these important services and the differences they are making to the people we serve.

We have been successful in winning a number of strategic and program grants this year, including:

- $50,000 to replace our much loved but rather tired ‘Bongo Van’. The replacement is a great 12-seater van that will help us run larger programs and transport our clients. With thanks to the DCSI and Northpoint Toyota.
- A technology grant of $44,860 has also allowed us to upgrade our IT Equipment and Infrastructure, including a number of staff computers which were up to nine years old! This has made a drastic improvement in time spent on a number of tasks.
- $60,000 to fund a Youth Drop In for two years, at our northern office. Thanks to LUCRF, allowing us to bridge the gap in social opportunities available to young people from CALD backgrounds.
- Almost $200,000 for our Stronger Families, Stronger Communities program, addressing issues such as employment, skills development, social isolation and inclusion, and so on. With great thanks to DCSI.

This year has also seen a number of successful community events. In addition to the anniversary dinner mentioned previously there has been a highly attended Jazz Night, a joint dinner with Welcome to Australia, a Refugee Week Soccer Carnival and our Amble for ARA in the City to Bay.

Special mention should also be made of our two very inspiring collaboration events with the Hawke Centre:
- The ARA Portrait Exhibition 2016, To Tell Another’s Story, saw 18 new portraits exhibited in the Kerry Packer Civic Gallery. This exhibition will continue to travel to various galleries around Adelaide for the year.
- The 2016 Australian Refugee Association Oration, where tickets sold out in two days to see comedian and journalist Sami Shah speaking about Islam, the Australian response and World Humanitarian Day.

I want to thank my fellow Board Members who have been so very dedicated and diligent throughout this year.

During the year, David Linn (who was President since 2002) Rishi Dua and Elissa Hoffman resigned from the Board and I want to thank them for their excellent contribution to the governance of ARA over the years.

Lois Boswell
President

I’m pleased to report that we have been joined by new Board Member Ali Jafari who brings a broad range of skills to the board.

My deep appreciation also goes to our tireless Chief Executive Officer Kirsten Bickendorf, our dedicated staff and all of our volunteers for everything you have done in this year of growth for this amazing and diverse organisation.

Lois Boswell
President
This has been an incredible year for the Australian Refugee Association and I am so proud of what our team has achieved. I firstly want to thank ARA’s wonderful staff - big hearted, skilled and committed people making real changes in the lives for those that seek our support. Thank you also to each and every one of our 400 volunteers who selflessly give their time to support and befriend our newest Australians.

Partnerships are the backbone of ARA, and collaboration is one of our key values. When delivering programs to people from such diverse backgrounds we prioritise working with partners to ensure we’re responding to community needs and creating sustainable, positive change. We have great working partnerships with AnglicareSA, the Salvation Army, Lutheran Community Care, Welcome to Australia, the Hawke Centre and Quakers to name a few. We have developed new and robust services in the areas of domestic and family violence, counselling, job readiness, driver training and a youth drop in centre.

ARA places a great deal of importance on its duty to facilitate the difficult but necessary conversations around the global refugee crisis, and Australia’s response. Our voices and actions of welcome are loud. ARA has been restoring hope to Australia’s newest arrivals for over forty years. Building on the strengths and resiliency of those it works with, ARA’s settlement services assist refugees to move forward in their new lives in Australia. ARA is there at every step of the journey, whether it be finding a home, beginning or continuing education, finding employment and connections within the community and developing a sense of belonging in Australian society.

Recently at a school graduation a young man from Afghanistan said to me that if it wasn’t for ARA he would not have finished school, let alone graduate from university. He said ARA gave him the strength and support to achieve his potential. ARA is part of his family.

Children and families who flee often embark on perilous journeys, and while on the move millions of refugee families simply cannot access basic lifesaving assistance such as food, shelter, education, and medical care due to their refugee status. Whilst refugees endure unimaginable difficulties and trauma in their journey to safety, they also hold an unshakable hope for a better future. They dream of peace, freedom and the opportunity to realise their aspirations.

With the support of our donors and our long-standing presence in the community we know that we can and are making a difference in the lives of those who so desperately need assistance.

I would like to acknowledge the tremendous support that ARA has received from the Department of Social Services (DSS). It is a pleasure working with the DSS team. I would also like to thank the Department of Community and Social Inclusion for their unwavering support of multiculturalism and the work we undertake. Thank you to the Department of Immigration and Border Protection for the support you provide for our Migration Services and and Adelaide City Council.

I want to conclude by saying thank you for being part of the Australian Refugee Association family. We are all connected by deeply held beliefs that all people deserve a world in which they are free from violence, persecution and exploitation, a world where every person attains the right to survival, protection, development and participation in society. I am honoured to be part of that community, and honoured to share these beliefs and our endeavours with you.

Kirsten Bickendorf
Chief Executive Officer

Kirsten Bickendorf
Chief Executive Officer

ARA STAFF

CHIEF EXECUTIVE OFFICER
Kirsten Bickendorf

DEPUTY CEO
Semira Julardzija

ADMINISTRATION SERVICES
Judy Schembri
Saleena Thakor
Asmita Bekric

CLIENT SERVICES
Sandria Dzafic
Karen Kretschmer
Jennifer Kytte
Bridget Doyle
Nicolette Fluris
Sushil Nirula
Roy Peng Nawi
Halia Rahany-Azzi
Modeste Hutungrimana
Jamila Towfiqi

COMMUNITY DEVELOPMENT SERVICES
Craig Heidenreich
Joni Cottrell
Tracey Fitzgerald

YOUTH SERVICES
Dijana Karahmetovic
Keser Pirbudak
Jack Hodges
Callie Herrmann
Amber Poudel
Mohsen Abdel-Mesek
Renee Singh (resigned)
Natalia Parra (resigned)
Alfred Asravadham (resigned)

MIGRATION SERVICES
Davorka Krecinic
Tamara van Mil-Koops

EMPLOYMENT SERVICES
Dusko Cuckelovic
Christian Dewar
Stephen Johnson (resigned)

COMMUNITY ENGAGEMENT
Cassie Magin
Ben Matthevis
Carly Squire (maternity leave)
Tamara Mascarenhas
Deborah Tranter
Rachel Nyiramugishi
Celeste Orr (resigned)
CLIENT SERVICES

Client Services assists individual clients through a range of activities, including a drop-in helpdesk, bicultural workers from the main new arrival communities, specialist case workers and other programs such as information workshops and a volunteer visiting program. The support provided can be once-off requests such as assistance to complete a form, or long-term extensive case management for clients with multiple complex needs. This year has seen an increase in the number of people accessing the Salisbury Office for support.

A major focus for the year has been the development of services to support families experiencing relationship and family difficulties such as domestic violence, family breakdown and conflict as well as working with community leaders to discuss this important issue.

CASEWORK

HELP DESK
This drop-in service enables clients to receive settlement-related information, practical support and referrals to other programs and organisations. The service operates in both offices and is often the first point of contact with ARA.

BICULTURAL WORKERS
A key component of ARA’s casework is the bicultural program, the current workers are from Bhutan, Afghanistan, Myanmar and Burundi. They assist clients from their community with both once-off and longer term casework support. The bicultural workers provide a valuable link between their community and ARA, identifying community needs, settlement trends and promoting ARA programs.

<table>
<thead>
<tr>
<th>General Casework sessions</th>
<th>1700</th>
</tr>
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<tbody>
<tr>
<td>Emergency Relief provided</td>
<td>380</td>
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<tr>
<td>Households supported by Accommodation worker</td>
<td>126</td>
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<tr>
<td>Clients supported through Social Support</td>
<td>150</td>
</tr>
<tr>
<td>Life Skills Information Sessions</td>
<td>12</td>
</tr>
<tr>
<td>Cases supported through Complex Case Support</td>
<td>11</td>
</tr>
</tbody>
</table>
ACCOMMODATION CASEWORK
The accommodation program assists clients to obtain private rental accommodation, understand their tenancy rights and responsibilities and advocate on their behalf with landlords or housing providers. This year 126 households were assisted through this program. ARA works closely with various real estate agents and community housing organisations such as Unity Housing, Housing SA and Homelessness Services. The accommodation officer delivers workshops on housing-related topics in partnership with Thebarton Senior College and TAFE SA.

ARA also facilitates the Refugee Housing Network, a quarterly meeting of agencies to discuss issues, share information and develop responses to identified needs.

INTENSIVE SUPPORT CASEWORK
The intensive support program is a casework service for clients who are experiencing significant financial issues. Clients in the program experience multiple issues such as poor health, Centrelink difficulties, at risk of homelessness and relationship breakdown. The part-time case worker assists clients often for a long period of time.

COMPLEX CASE SUPPORT
The Complex Case Support (CCS) program is funded by DSS on a client by client basis. These clients have a very high level of complex needs and have been referred and assessed by the DSS. The program provides intensive case management service for these clients that is tailored to the individual’s needs. This year ARA assisted eleven families within this program, a significant increase from previous years. ARA has become the largest CCS provider in South Australia. Working with DSS to promote and encourage referrals to this program.

FAMILY WELLBEING
Supporting families and individuals experiencing family relationship issues including family or domestic (FDV) violence has continued to be a major focus for the team. Staff are trained on assessing and supporting clients experiencing FDV. ARA also received funds from DSS for a case worker to provide support to individuals and families in need. These clients are often in crisis and require long-term intensive support.

This year Anglicare SA contracted ARA to provide family and relationship counselling to refugees and migrants. Through these programs ARA worked with various new arrival community groups with the aim of providing information about FDV, relevant laws, intergenerational and parenting issues, and specialised agencies that offer assistance and support.

OTHER
SOCIAL SUPPORT PROGRAM (SSP)
SSP links volunteers with people from a refugee background. Volunteers play a pivotal role in providing English conversation practice, orientation and connection to the local area, assistance navigating and understanding systems such as banking and Centrelink, plus being a friendly face who visits on a weekly basis.

ARA provides optional training to volunteers including Muslim Awareness, Supporting Others and Caring for Yourself, and English Literacy (tips and hints).

35 new volunteers, including 12 from a CALD background, undertook the program induction, to support clients from a variety of cultural backgrounds. Overall, 161 clients were supported during the 2015/16 period with 30 of those being new referrals to SSP. We could not run this vital program without the ongoing support of our amazing volunteers.

EMERGENCY RELIEF AND SCHOLARSHIPS
ARA provides Emergency Relief (ER) assistance for clients, usually in the form of part payment of utility bills, the provision of food vouchers, bus tickets and blankets. Also vouchers for basic household items are available for those in crisis.

ER is funded by DSS and supplemented by generous donations of food and material goods from Quakers, Circle of Friends, OzHarvest and church groups and many schools.

Scholarship funds are used to assist new arrivals with the cost of education for adults and children. This assists with the cost of uniforms, books and course fees. Funding has been provided by City of West Torrens, City of Port Adelaide Enfield, City of Marion and City of Mitcham, as well as a generous donation by an individual donor. We thank them all for their support.

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Good News:
ARA works in collaboration with the International Organisation for Migration (IOM) office in Canberra and the Northern Beaches Refugee Sanctuary to assist people to apply for interest free travel loans, and to arrange flights for relatives who have been granted a visa to live in Australia.

LIFE SKILLS SESSIONS
Twelve Life Skills sessions were provided for many new arrival communities. This is done in consultation with the communities and bicultural workers. These sessions included:

- Building Stronger Families (3 sessions)
- Centrelink and Employment Pathways (2 sessions)
- Migration Information (3 sessions)
- Utility Literacy
- Citizenship Information (2 sessions)
- Voting in Australia

Social Support Program
Utilising the language skills of CALD volunteers, a number of socially isolated Afghan women with low or zero levels of English were able to be linked to the program. Volunteers and the women being supported went on outings to local markets, connected them to community classes, introduced them to their family and friends, and celebrated Australian and Afghan holidays together.

Refugee Travel Assistance
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- Citizenship Information (2 sessions)
- Voting in Australia
COMMUNITY DEVELOPMENT
- A CATALYST FOR CHANGE

ARA’s Community Leadership Training project has completed its fourth year, with very encouraging outcomes. The small team engaged with 25 different community groups, conducting 161 training and mentoring sessions during the year.

The diversity in cultures and languages require separate training programs for each group to ensure all leaders can participate fully. The volunteer community leaders are balancing their community responsibilities with their own personal challenges, so meetings are often conducted over a meal outside of regular working hours. The ARA team provides strategic assistance and mentoring advice, giving the teams a real boost as we solve problems together.

Community leaders really appreciate the direct contact and assistance they receive from ARA, and they’re quickly able to put into practice their new skills and knowledge. Often the initial focus is on grant applications, which leads to training around financial systems and program implementation. Additionally, we help with the planning of community events and securing venues.

We have come to see that community leaders rarely have time to participate in theoretical governance training, so instead we focus on particular practical goals, and use this context to reinforce good management principles.

We supplement these training sessions by regularly providing information around services and training opportunities. In April 2016 we instituted a monthly leaders’ newsletter, highlighting available grants and other relevant information. We also conducted 13 forums on subjects such as women’s health, SAPOL, Australian law, domestic violence, youth crime and suicide awareness.

The Community groups we supported during the year were:

- Adelaide Congolese Women for Peace
- Afghan Students of SA
- African Women’s Federation
- Bantu Ethnic Community of SA
- Bhutanese Community
- Chin Community of Adelaide [Falam]
- Chin Community of SA [Hakka]
- Congolese Community of SA
- Ermo Ya M’mbondo [Congolese/ Bembe subgroup]
- Equatorial Bari Association
- Friendly Sports Association [Iraqi Sports]
- Imam Ali Mosque and Islamic Centre of SA
- Iraqi Families United
- Pashtun Association of SA
- Pashi Association [Afghan Subgroup]
- Salone Women’s group [Sierra Leone]
- Somaliland Association
- Somali Communities Council and Somali Women’s Association
- South Sudanese sub groups:
  - Bahr El Ghazal Association
  - Bor Community
  - Rup Community
We continued to implement the Diversity and Social Cohesion Program during 2015-16, with assistance from the Imam Ali mosque. Designed to generate activities for Hazara new arrivals to meet outsiders and try some new experiences. One of the outstanding outcomes was the women’s only swimming activity. During the year we hosted 16 sessions with about 200 different Afghan women coming along (about 40 each session) and they were supported by 40 different Aussie volunteers.

“This is a great program because it’s so great to see the non-Muslims and the Muslims gather and aim for the same thing. This is so great to witness because I always had this feeling that we are not welcomed and absolutely despised by the Non-Muslims, but I realised it’s not completely true. This has helped me mentally more than anything else.”

“This is a great program because it brings opportunities for women to exercise, to get out of our homes and have time to make friends and relax our muscles. This is one of the most suitable forms of exercise that I’m able to do because of my lower lumbar pain.”

“This is a great opportunity to learn how to swim because there are instructors and volunteers present, my parents let me participate with confidence [as I have witnessed drowning].”

ARA continues to host the popular quarterly Settlement Action Network meetings. The network has now outgrown our meeting room with up to 100 people regularly attending (minutes and outcomes are distributed to over 120 organisations). Our common commitment is to the welfare of new arrivals and, due to the wide range of delegates, our discussions are passionate and informed. There is a great synergy between agency workers, the variety of public sector employees, advocacy groups and community representatives, each with a unique contribution.

ARA continually receives feedback that it is rare to be able to come and truly engage with other workers and feel heard, and people are thankful for the meetings allowing this to happen.

Our small Community Development team is assisted by approximately 30 volunteers, to whom we offer our sincere thanks.
Youth Services continues to grow, supporting youth through education, employment, safety and wellbeing, and social engagement through a variety of programs.

This year we ran a Young Women’s Leadership Conference with support of Soroptimist International of Adelaide Inc and Adelaide University. The program’s creativeness and unique practice helped young women explore a number of important issues surrounding identity, self-esteem, safety, self-defence strategies, personal wellbeing, leadership, and healthy relationships. With the success of the pilot, Youth Services ran another Leadership Conference with 23 young women from Adelaide Secondary School of English who were invited to explore their identity, meet inspiring and successful female leaders, and explore issues around safety and wellbeing. We would like to acknowledge all of the special young people who took part, as well as their schools for the support and care provided. With thanks to Soroptimist International and Adelaide University for supporting us to run this special event.

Homework Club celebrated its 10th year and continues to be one of our leading programs. This program provides ongoing support for young people, not just with their homework, but by providing a safe and friendly environment for them to access technology and the internet, healthy snacks, and to chat with volunteers who provide friendship and contribute to their sense of belonging. We have assisted 140 secondary school students this year thanks to our 95 dedicated volunteer tutors who provide weekly support to participants.
We have seen many young people transition to tertiary education and graduate from their prospective courses, including: Hashem Bahmanzadah, Registered Nursing (Flinders University); Jacob Kuai Guet, Honours in Civil Engineering (University of South Australia); and Ibrahim Saidi, Biomedical Science (University of Adelaide). Congratulations to these young people who have made a lasting impression on ARA.

This year we have also begun our Art Program, based at the Salisbury office. This program provides young people with an outlet for creativity, as well as a safe and judgment-free environment to learn techniques to further their art skills. This has been an extraordinarily popular program with young people creating some amazing pieces of art work for ARA, decorating our Salisbury office.

Our program would not exist without our dedicated and caring volunteer group. We sincerely thank all of our volunteers for their ongoing commitment to helping high school students excel in their education and achieve their dreams. We would also like to thank our partners Adelaide University, University of South Australia, City of Salisbury and Twelve25 Salisbury Youth Enterprise Centre, Elizabeth Civic Centre, Adelaide Secondary School of English, Port Adelaide Enfield Council and Libraries, City of Charles Sturt and Woodville Library, City of West Torrens and Library and the Department of Social Services.

**Quotes from young people:**

“The homework club has helped me so much with everything, as English is my second language and when I don’t understand something now feel that I can ask for help.”

“When I am at Homework Club I feel safe and friendly because the tutors help in everything I need.”

“It has helped me improve my writing and helped me improve my grades.”

“The Homework Club is very helpful and I am very happy that the tutors can help.”

“Yes, I have improved a lot by coming to Homework Clubs and my understanding has also improved.”

“Homework Club helped me to work hard, to be an achiever and develop in my English education.”

The **Youth Mentoring** program pairs volunteers with young adults to provide friendship, conversation and social support. Youth from refugee backgrounds are often juggling a number of challenges as they adapt to a new culture with different social expectations, engage in education and employment, and support their family members. The mentoring program provides an outlet where they can have fun, explore Adelaide and develop a sense of connection with the wider community.

This year we have had 15 mentors meeting regularly with 15 mentees. We held a special gathering for our volunteer mentors and young people, treating them to a night at the movies to celebrate their dedication and commitment to the program. We would like to thank all of our mentors especially who have taken part in this extraordinary program.

This year ARA has partnered up with Bagster Community Centre to provide subsidised driving lessons to our most vulnerable clients. This program supports many young women over the age of 25 to build up their driving hours and skills, and successfully obtain their Provisional Licence.

We would like to thank our partners: Road Safety Centre, SA Police and City of Salisbury (Bagster Road Community Centre and Twelve 25 Salisbury Youth Enterprise Centre) for their ongoing support and dedication to our organisation and clients.

**Learner’s Licence workshops** are a vital program allowing us to help clients gain independence and increase their skills, employability and social connections. Many young people have no one that can help them to understand road rules and the licensing system in Australia. This program is one of the most popular and successful that we offer. Our trainer has many years of experience, resulting in a very high pass rate for participants. Together with our partners we have helped young people to become aware of the role of the police and individual legal rights and responsibilities.

This year ARA has partnered up with Bagster Community Centre to provide subsidised driving lessons to our most vulnerable clients. This program supports many young women over the age of 25 to build up their driving hours and skills, and successfully obtain their Provisional Licence.
We at ARA understand that it is extremely difficult for empowering our young people to be able to create their own futures. We provide youth with a range of opportunities to help them remain engaged in education, seek and obtain employment, or network with potential employers. A partnership with KPMG assisted 14 young people to further develop their employability skills and provide an insight of the Australian employment system. Young people received an opportunity to discover employment opportunities, learn interview techniques and pathways to success.

Through Case Management our youth and social workers have supported 174 young people in a one-on-one capacity. We have assisted young people to overcome a wide range of personal challenges, including financial, accommodation, mental health, family violence, family breakdown, legal and education issues. We have provided financial assistance as well as assistance with clothing, stationery and educational supplies. We have provided our case management service in numerous locations, including numerous outreach posts. Our new office in Salisbury has allowed us to increase our support to clients living in the northern suburbs. We at ARA understand that it is extremely difficult to be a teenager in today’s world especially when you have to juggle living in a new country along with your family and community expectations. Our Raising Teenagers: A Guide for Parents and Families workshops have provided parents from newly arrived communities with information around the opportunities and risks of the internet and social media. Parents were also informed about gambling, drugs and alcohol risks, and where to seek support. The majority of parents have limited knowledge of these issues and these workshops give them a sense of empowerment as they developed strategies to understand their teenager’s life and the challenges they may face.

The Youth Services team believes advocacy for young people is just as important as our programs. We belong to many youth networks where we promote our service and engage in advocacy for our clients. Our networking includes the Youth Settlement Action Network convened by Multicultural Youth SA. Playford Youth Network, Salisbury Youth Network, the Eastern Region Youth Network, the Multicultural Education Committee (MEC) and the Youth Advisory Committee of South Australia: The MEC has received ARA’s advocacy letters raising observations and issues that face young CALD students in our education system. We are also part of the CAMHS CALD Network as well as Women’s and Children’s Health Network which enables us to advocate on behalf our clients and raise important issues around accessibility, cultural appropriateness and well-being.

Youth Services has had a significant year in professional development and training. We have offered our staff training in Suicide Risk Assessment and Awareness, FGM (Female Genital Mutilation), LGBTIQ issues and sexual health, and mental health wellbeing for young people. As a result we have been able to incorporate these new skills into our practice and service delivery, as well as engage with a range of workers from various backgrounds, who all have a unique and exceptional way of engaging clients and providing outstanding and supportive service. We would like to thank our partners: Headspace, Centacare, Migrant Health Service, MFSA and funding body Health SA.

National Youth Week was a much anticipated and busy week for Youth Services. Our photography and poetry exhibition was displayed in the Mawson Centre, promoting cultural diversity of young people. We held an event at Hope Christian College, introducing 150 young people to diverse cultures through music, dance, food, and storytelling. The success of this event would not have been possible without our partners and funding body: our sincere appreciation to Office for Youth, DCSI and Hope Christian College.

ARA’s Cultural Awareness Workshops are continuing to grow in popularity as we increase our presence and share our knowledge with organisations, councils and the wider community. This year we have held more than 20 workshops with schools, community organisations, government departments and local councils. We have been able to reach hundreds of people and raise awareness around ARA’s work and the Australian Humanitarian Program, while challenging false perceptions and stigmas, encouraging a sense of welcome for our new arrivals and emerging communities. Many of the participants work in settings where they are exposed to and meet clients from refugee backgrounds and as such have gained a further understanding of clients’ past experiences, their journey and needs, and best practice development. Our Youth Ambassadors Rachel Nyiramugisha and AJ- Yassir Ajrish have taken part in our workshops as guest speakers offering cross-cultural guidance, answering questions, demystifying myths and creating connections between the Australian culture and those which ARA works with. These two young people have brought remarkable knowledge and expertise to our workshops.

Our youth services team has also attended several schools throughout the year and refugee week to raise awareness about ARA’s work and Australia’s humanitarian system and to encourage people of all ages to become involved in supporting our most vulnerable communities.
MIGRATION SERVICES

The Australian Refugee Association prides itself on being able to assist refugees and migrants with a range of migration queries. Our dedicated migration agents, volunteers and placement students all work tirelessly to assist as many people as possible.

Our small Migration Team assists with various Visa applications in an attempt to reunite families. This is done through Family Visa applications, including Spouse, Child, Orphan, and Split Family Visas. Additionally, we assist with Visitor, Student, Skilled and Citizenship Applications. We also provide advice for Offshore Humanitarian Visa applications for vulnerable and at risk people residing outside of Australia. Numerous hours of research, work and effort are dedicated to each application to ensure each client has the highest possible chance for success.

This year our 2 part time migration agents provided advice to over 700 people. Additionally, we signed a further 20 contracts. We now continue to wait for responses to applications lodged in the previous financial years and remain positive about the potential outcomes.

Under the Immigration Advice and Application Assistance Scheme (IAAAS) ARA continues to receive support and funding from the Department of Immigration and Border Protection. This is used to deliver free consultations and advice to clients with migration related queries. ARA has been delivering these services since the implementation of the scheme to people with financial, linguistic or health difficulties. This year, our migration agents provided free advice to 518 clients as a result of this scheme. The scheme is very popular with ARA clients who wish to gain some understanding about what they can do and how they can further assist their own families.
This year the Australian Refugee Association received the wonderful news that a Visa application we prepared in June 2014 had been granted. After losing their parents to illness, the uncle of two young Eritrean girls living in Khartoum, Sudan, began the process of sponsoring them in order to bring them to Australia.

The process was long as a lot of criteria needed to be met. For example, one request from the Embassy was a court order from the Sudanese Courts regarding the migration of the children. After countless days of negotiations with the Sudanese Courts, they required Power of Attorney from the sponsor (uncle). We were given a two day deadline to obtain a Power of Attorney and through collaboration with Senator Penny Wong’s office, we were pleased to be able to produce this to the Sudanese Courts. However this document was still not enough for the Sudanese Courts to provide us the court order. In the end, after more than a year, the Australian Embassy assisted us and the visas were granted in April 2016.

The granting of the visas was not the end of this story. As the children did not have passports, they needed to be issued with IMMI cards and Exit Permits before being able to leave Sudan. Whilst waiting for these documents, we got the very distressing news that the eldest girl was detained by Sudanese police. Thankfully she was released 2 days later and was saved from being deported to Eritrea. When the documents were finally issued, there was another setback. The travel date was delayed because of the Eid Holiday. At the end of September 2016, the girls were finally reunited safely with their uncle in Adelaide. They now look forward to a brighter future surrounded by people who love and support them.
EMPLOYMENT SERVICES

After undergoing some changes this year, ARA has proudly expanded the Employment Services programs.

Job Ready is a program used to present information about Australian workplace standards and conditions. Workshops and information sessions provide a range of techniques and skills which enable clients to better access opportunities through print media and online job sites.

ARA is also helping participants build employment specific skills through personal and professional development, better preparing them to join the work force. ARA’s employment team works collectively with clients by providing advice, practical support and resources for training to achieve sustainable employment outcomes.

The program also provides individual casework for adults and youth from diverse situations, including secondary and tertiary students and adult English students. The aim of this case work is to introduce clients to the employment system in Australia. This is addressed through discussions about employee rights, resumes and cover letters, and why they are necessary. Case workers and clients identify areas of focus in preparing for employment, such as developing employability and job searching skills, and identifying training opportunities. Sixty clients received intensive job search assistance over 150 sessions.

The Job Ready program was offered at two additional outreach locations, in addition to the ARA offices, including: Adelaide Secondary School of English [17 sessions - 225 participants] and One-on-One Sessions @ Thebarton Senior College [23 clients].
The Job Ready program was offered at two additional outreach locations, in addition to the ARA offices, including Adelaide Secondary School of English [17 sessions - 225 participants] and One-on-One Sessions @ Thebarton Senior College [23 clients]. These sessions focus on professional development and building clients’ confidence to independently search for jobs and attend interviews.

Job Ready clients, who have progressed successfully through our programs, are provided with ongoing assistance through ARA’s Job Club. The Job Club is provided as both a safety net for clients, and as a space to facilitate the ongoing independent job application process. The necessity of such a space has been identified through conversations with clients about the lack of reliable resources for job seekers from refugee backgrounds who require specialised assistance with language and cultural issues in the job application process. To provide ongoing tangible assistance to our post-Job Ready clients ARA has installed employment specific infrastructure including computers and work spaces to ensure clients can continue to be independent in their journey toward employment while still being able to request assistance from ARA staff when necessary.

Safe and Confident Jobseekers is another program and is funded by the Department for Communities and Social Inclusion. This 18 month program has a focus on workplace safety and boosting workplace conversational English. The program incorporates: Individual Case Work (50 individuals assisted during the first half 2016), Skills Shed and Sewing circles (weekly practical sessions in a friendly environment; where participants boost their language skills and experience a workplace environment to learn about safety issues). We provide Safety Courses (including White Card, Manual Handling, Work Health and Safety, etc.).

Along with a small team of dedicated staff, the employment services and skills sessions are supported by a faithful group of volunteers, to whom we offer our most sincere thanks for making it possible for ARA to run these programs.

Our major funding for Employment Services came from two sources this year:

» Department of Social Services for Job Ready, available to Settlement Grants Program (SGP) eligible clients
» Department of Communities and Social Inclusion for Safe and Confident Job Seekers, open to any disadvantaged new arrivals.
It has been a busy year for ARA and the Community Engagement Team!

We began the financial year with the second To Tell Another’s Story Portrait Exhibition, launching at Uni SA’s Brodie Forum, in partnership with The Hawke Centre and the Centre for Muslim and Non-Muslim Understanding. Attended by over 150 people, the launch was a huge success. The portrait exhibition then travelled to numerous galleries throughout Adelaide. We again produced a calendar from the artworks, which we proudly spot in homes and offices Australia wide.

Sunday 20th September saw almost 500 people donning their orange t-shirts to Amble for ARA in the City to Bay Fun Run. With students from eight high schools participating and raising funds for ARA, the sea of orange was remarkable as people made their way from Adelaide City to Glenelg for the 12km journey. Other participants included board members, ARA staff, our wonderful youth ambassadors and, of course, volunteers. With massive thanks to our major Amble for ARA sponsor, HomeStart, and others who made donations of funds and goods to ensure that our team were well looked after on the day.

A number of our young volunteers took part in the Adelaide Film Festival in October. ARA was chosen as a charity recipient for the festival’s Pay It Forward program. It’s through opportunities like this that we’re able to engage with the wider community and provide our young volunteers and youth ambassadors with opportunities to develop employment and social skills in new and interesting environments. We look forward to taking part once again for the next biannual festival, in 2017.

Once again we joined Welcome to Australia to Walk Together. An annual, national event, Walk Together brings people together to complete a short walk and then enjoy a massive public celebration. Walk Together is a huge celebration of diversity and a loud declaration that thousands of Australians believe we can become a nation known for our compassion, generosity and welcome.
ARA’s board, staff and volunteers, past and present, were invited to celebrate the organisation’s 40th Anniversary with a Government House Reception hosted by the Governor of South Australia, His Excellency the Honourable Hieu Van Le AC. Approximately eighty people enjoyed a wonderful afternoon of reminiscing and merriment, in honour of ARA.

After a well-deserved Christmas break, the team jumped into the new year by hosting a fundraising Jazz Night in conjunction with the City of West Torrens. With entertainment provided by the Mike Stewart Big Band, over 300 ARA supporters and members of the general public were treated to two full sets by the 18-piece band. We raised over $3000 on the night to go towards presenting our Harmony Day and Refugee Week activities.

Late February, ARA was extremely proud to host our very first gala dinner, Our Table. Taking guests on an expedition of the first 40 years of the organisation, we embarked upon a culinary journey through the departure countries of Australia’s arrivals. Exquisite cuisine was provided by Quince Catering and Parwana, whilst guests were entertained by the Burundian Drummers and the beautiful Bhutanese dancers. The night included two impressive keynote speeches, by Artist Peter Drew, and our highlight of the evening, Barrister Julian Burnside AO QC. A big thank you to Channel 7’s Jayne Stinson for being our wonderful MC for the evening.

March saw us celebrating Harmony Day with a twilight garden party at ARA’s Salisbury office. Attended by Minister Zoe Bettison MP, Mayor Gillian Aldridge, and approximately 100 clients, local council members and businesses, guests were entertained by Clowns Without Borders, as well as one of ARA’s youth ambassadors, AJ and his family, with traditional Middle Eastern music.

In May 2016 staff and volunteers took the drive to Victor Harbor to stage our annual Youth Ambassador Camp. Meeting the new era of youth ambassadors is always a fun and exciting experience! With workshops on the spoken word, visual art, cultural awareness, networking skills, and more, the group of thirty students took away with them a wealth of new knowledge and a hunger for more. Staff and volunteers returned weary but invigorated after spending the two days with Australia’s next leaders of social change.

Refugee Week came around quickly in June, to finish the year off with even more events and excitement. To kick it off ARA presented the second annual Soccer Carnival, in partnership with Football Federation of SA, the Red Cross, and the South Australian Police. We held an extremely successful School’s Symposium, in partnership with The Hawke Centre, and attended many other incredible Refugee Week events throughout Adelaide. The banners of our Portrait Exhibition hung proudly down King William Street in the city, which we look forward to seeing now every year. With thanks to the City of Adelaide for their ongoing support our Refugee Week activities.

A big thank you to the incredible Community Engagement team for their impressive hard work and efforts throughout the year. Also, a huge thanks to the many volunteers who support this and the other teams within ARA. Without all 400 of you we would not be able to continue the work that we do.
I present the Treasurer’s Report for 2015-2016 for the Australian Refugee Association Inc. (ARA).

The audit of the financial report was again conducted by Bentleys and their opinion of the financial position of ARA was:

“In our opinion, the financial report presents fairly, in all material respects, the financial position of the Australian Refugee Association Inc. and Controlled Entity as at 30 June 2016 and of its financial performance for the year then ended in accordance with the Australian Charities and Not for Profit Commission Act 2012 and the Associations Incorporation Act (SA) 1985.”

OPERATIONAL OUTCOMES

At the 30th June 2016 ARA ended with an operational surplus of $83,586 [2014/15 surplus $142,896]. Whilst income increased $427,695 from the previous year, there was an overall increase in operating expenses of $487,005 largely attributed to an increase service delivery in new programs, wages, related wages costs, superannuation, program, motor vehicle and rent expenses.

The consolidated financial report takes into account the financial positions of ARA and the Australian Refugee Association Ancillary Fund (ARAAF) which manages investments on behalf of ARA. Based on this arrangement, the assets and liability statement (balance sheet) shows ARA has a net asset base of $684,000 [2014/15 $639,000].

ARA is continuing to strengthen its net asset position as a result.

OVERALL

The financial position of ARA is sound and very positive for the future. ARA remains in a strong financial position and has been successful with many funding applications. Through good management ARA has delivered financial results that continue to put the organisation in a worthy position to win future tenders and program/activity funding. ARA is well positioned financially to support these opportunities through a current asset balance of $735,000 compared with the total current liabilities position of $401,000 at the 30 June 2016.

CONCLUDING COMMENT

I would like to thank fellow Board members for their keen involvement in financial management across the organisation, and in particular those involved in the ARA Audit Committee. I look forward to ARA’s continual financial success during 2016/17.

I would also like to thank Kirsten Bickendorf CEO, staff and importantly the ARA finance and administration team, for their careful and diligent management of the financial processes within the organisation. The team’s careful financial management enables the work of the ARA Board to be so much easier.

Wayne Turner
Treasurer
Australian Refugee Association Inc.

Income and Expenditure Statement
For the year ended 30 June 2016

INCOME

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dividends and franking credits</td>
<td>12,212</td>
<td>13,275</td>
</tr>
<tr>
<td>Donations</td>
<td>231,723</td>
<td>164,022</td>
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<tr>
<td>Interest received</td>
<td>11,362</td>
<td>9,770</td>
</tr>
<tr>
<td>Membership</td>
<td>3,195</td>
<td>3,607</td>
</tr>
<tr>
<td>Grants</td>
<td>1,775,525</td>
<td>1,347,400</td>
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<tr>
<td>Fee income</td>
<td>136,212</td>
<td>124,100</td>
</tr>
<tr>
<td>Bequest income</td>
<td>-</td>
<td>162,720</td>
</tr>
<tr>
<td>Other income</td>
<td>38,196</td>
<td>301,571</td>
</tr>
<tr>
<td><strong>TOTAL INCOME</strong></td>
<td>2,554,925</td>
<td>2,126,330</td>
</tr>
</tbody>
</table>

LESS EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting and audit fees</td>
<td>8,600</td>
<td>11,365</td>
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<tr>
<td>Bank charges</td>
<td>3,836</td>
<td>3,423</td>
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<tr>
<td>Cleaning</td>
<td>22,665</td>
<td>15,644</td>
</tr>
<tr>
<td>Computer expenses</td>
<td>11,104</td>
<td>8,685</td>
</tr>
<tr>
<td>Conference / Seminar costs</td>
<td>6,061</td>
<td>1,745</td>
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<tr>
<td>Consultancy fees</td>
<td>14,641</td>
<td>12,470</td>
</tr>
<tr>
<td>Depreciation</td>
<td>21,786</td>
<td>17,647</td>
</tr>
<tr>
<td>Electricity</td>
<td>13,760</td>
<td>13,256</td>
</tr>
<tr>
<td>Employees' amenities</td>
<td>6,522</td>
<td>2,504</td>
</tr>
<tr>
<td>General expenses</td>
<td>2,713</td>
<td>4,567</td>
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<tr>
<td>Program Expenses</td>
<td>475,950</td>
<td>307,552</td>
</tr>
<tr>
<td>Interest expense</td>
<td>2,112</td>
<td>2,842</td>
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<tr>
<td>Insurance</td>
<td>20,240</td>
<td>21,171</td>
</tr>
<tr>
<td>Long service leave &amp; Annual leave</td>
<td>64,767</td>
<td>11,764</td>
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<tr>
<td>Motor vehicle expenses</td>
<td>32,969</td>
<td>15,751</td>
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<tr>
<td>Postage</td>
<td>5,620</td>
<td>5,605</td>
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<td>Printing and stationary</td>
<td>13,282</td>
<td>10,683</td>
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<tr>
<td>Rates and taxes</td>
<td>7,038</td>
<td>6,670</td>
</tr>
<tr>
<td>Rent</td>
<td>81,749</td>
<td>72,889</td>
</tr>
<tr>
<td>Repairs and maintenance</td>
<td>4,589</td>
<td>8,311</td>
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<tr>
<td>Salaries and wages</td>
<td>1,428,588</td>
<td>1,230,645</td>
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<tr>
<td>Subscriptions</td>
<td>5,634</td>
<td>3,296</td>
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<tr>
<td>Sundry expenses</td>
<td>2,621</td>
<td>4,965</td>
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<tr>
<td>Superannuation &amp; Work cover</td>
<td>165,662</td>
<td>166,507</td>
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<tr>
<td>Telephone</td>
<td>27,467</td>
<td>28,757</td>
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<tr>
<td>Traveling expenses</td>
<td>3,006</td>
<td>1,068</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>2,475,430</td>
<td>1,985,404</td>
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</table>

OPERATING SURPLUS/(DEFICIT)

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>83,586</td>
<td>142,896</td>
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ADD EXTRAORDINARY INCOME

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrealised (loss)/gain on investments</td>
<td>(38,654)</td>
<td>(4,694)</td>
</tr>
<tr>
<td>Realised (loss) or Investments</td>
<td>-</td>
<td>(6,653)</td>
</tr>
<tr>
<td><strong>TOTAL EXTRAORDINARY INCOME</strong></td>
<td>(38,654)</td>
<td>(11,547)</td>
</tr>
</tbody>
</table>

**TOTAL SURPLUS/(DEFICIT)**

<table>
<thead>
<tr>
<th></th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>44,732</td>
<td>131,349</td>
</tr>
</tbody>
</table>

Australian Refugee Association Inc. and Controlled Entity

Income and Expenditure Statement
For the year ended 30 June 2016

<table>
<thead>
<tr>
<th></th>
<th>Note</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surplus/(deficit) from ordinary activities</td>
<td></td>
<td>44,732</td>
<td>131,349</td>
</tr>
<tr>
<td>(Impairment loss)/(Reverse of impairment loss)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Surplus/(deficit)</td>
<td></td>
<td>44,732</td>
<td>131,349</td>
</tr>
<tr>
<td>Retained surplus at the beginning of the year</td>
<td></td>
<td>639,154</td>
<td>567,805</td>
</tr>
<tr>
<td>Retained surplus/(deficit) at the end of the year</td>
<td></td>
<td>683,886</td>
<td>630,164</td>
</tr>
</tbody>
</table>

Australian Refugee Association Inc. and Controlled Entity

Assets and Liabilities Statement
As At 30 June 2016

<table>
<thead>
<tr>
<th></th>
<th>Note</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current assets</td>
<td></td>
<td>672,974</td>
<td>553,587</td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>3</td>
<td>44,065</td>
<td>71,902</td>
</tr>
<tr>
<td>Other current assets</td>
<td></td>
<td>16,000</td>
<td>18,100</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td></td>
<td>732,668</td>
<td>643,689</td>
</tr>
<tr>
<td>Non-current assets</td>
<td></td>
<td>150,283</td>
<td>123,705</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial assets</td>
<td></td>
<td>192,148</td>
<td>208,628</td>
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<tr>
<td><strong>Total Non-Current Assets</strong></td>
<td></td>
<td>393,431</td>
<td>332,333</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td></td>
<td>1,085,096</td>
<td>976,022</td>
</tr>
<tr>
<td>Current liabilities</td>
<td></td>
<td>98,920</td>
<td>79,430</td>
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<tr>
<td>Trade and other payables</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income in advance</td>
<td></td>
<td>126,348</td>
<td>100,648</td>
</tr>
<tr>
<td>Short-term provisions</td>
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<td>175,926</td>
<td>147,560</td>
</tr>
<tr>
<td><strong>Total Current Liabilities</strong></td>
<td></td>
<td>401,203</td>
<td>330,630</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td></td>
<td>401,203</td>
<td>330,630</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td>683,896</td>
<td>639,164</td>
</tr>
<tr>
<td>EQUITY</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial Sum</td>
<td></td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Retained profits</td>
<td></td>
<td>633,886</td>
<td>629,164</td>
</tr>
</tbody>
</table>
Refugee settlement is possible only through the collaboration of many people, organisations, government departments and agencies. ARA is proud to be associated with so many groups and individuals in this field. Their contribution to our work is recognised and valued.

**BUSINESS PARTNERS**
- Bunnings Warehouse
- CBG
- Chehade Real Estate Group
- Daken & Daken Real Estate
- Detmold Group
- Gestalt Database Systems Pty Ltd
- The Hawke Centre
- LJ Hooker
- Metropolitan Estates
- Portside Office National
- Teylors First National Para Hills
- JFK Real Estate
- Pace Real Estate Tramere
- Raine & Horne Salisbury
- Rent All Property

**COMMUNITY PARTNERS**
- African Communities Council of SA
- African Women's Federation
- Amnesty International
- Anglicare
- Association of the Bunurumbir Community of SA
- Australian Red Cross - SA
- Aveil Community of SA
- Baptist Community Services
- Bahá'í Chalal Community of SA
- Bhutanese Australian Association of South Australia
- Bike for Refugees SA Inc
- Bor Community of SA
- Catherine House
- Catholic Multicultural Office
- Centacare
- Chin Community of SA
- Church of Christ Brooklyn Park
- Church of Jesus Christ of Latter-Day Saints
- Committee of the Law Society of SA
- Disability Rights Advocacy Service
- English Language Services
- Emo'ya Mmbondo
- Heals Centre
- Heart Foundation
- Hepatitis SA
- Hutt St Centre
- International Organisation of Migration (IOM)
- Imam Ali Mosque & Islamic Centre of SA
- Iraqi Families United of SA
- Libby Hogarth and Associates
- Lutheran Community Care
- Mary Magdalene Centre
- Middle Eastern Communities Council of SA
- Migrant Women's Support Services
- Mental Illness Fellowship South Australia
- Migrant Health Service
- Migrant Resource Centre
- Multicultural Youth SA
- Muslim Women's Association of SA
- Narram Waterhouse Lawyers
- Northern Beaches Refugee Sanctuary
- Northern Volunteering
- Overseas Chinese Association of SA
- People Choice Community Lottery
- Quaker SA
- Red Shield Housing
- Relationships Australia SA
- Rup Community of SA
- Salvation Army
- Sathya Sai Organisation Adelaide
- Shelter SA
- Somali Communities Council
- Somali Women's Assoc of SA
- SPELD SA
- St Mark's Lutheran Church Underdale
- St Vincent de Paul Society
- Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS)
- Sudanese Community Association in SA Branch
- The Quaker Shop
- United Eritrean Women's Association

**EDUCATION PARTNERS**
- Adelaide Secondary School of English
- Catholic Education Office
- Cowandilla Primary School
- Craigmore High School
- Department of Education & Child Development
- Flinders University
- Grange Primary School
- Hope Christian College
- Nazareth Catholic Community
- Marc Oliphant College
- Parafeld Gardens High School
- Pembroke School
- Roma Mitchell College
- Sacred Heart Middle School
- Salisbury College
- St Francis Primary School
- Tabor College
- TAFE SA
- Thebarton Senior College
- Twelve25 Youth Enterprise
- Underdale High School
- University of Adelaide
- University of South Australia
- Woodville High School
- Woodville West Kindergarten

**FUNDING PARTNERS**
- Bendigo Bank
- City of Marion
- City of Mitcham
- City of Port Adelaide Enfield
- City of West Torrens

**GOVERNMENT AND OTHER PARTNERS**
- Department for Communities and Social Inclusion
- Department of Immigration and Border Protection
- Department of Social Services (DSS)
- HomeStart Finance
- Monalta Trust
- Office for Youth
- SA Health
- Soroptimists
- The Quaker Shop
- LUCRF Community Partnership Trust

**IN GOOD COMPANY**

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- Nazareth Catholic Community
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- Parafeld Gardens High School
- Pembroke School
- Roma Mitchell College
- Sacred Heart Middle School
- Salisbury College
- St Francis Primary School
- Tabor College
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- City of West Torrens

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EMPOWERING COURAGEOUS PEOPLE