

# ANNUAL REPORT

2022-23



Artwork by Nabahed Al Hisa

"The Mandolin Player" is an artwork created by Arabic Welfare's client, Nabahed Al Hisa.

The artwork was submitted to Arabic Welfare's Art Competition during the "Arabic Welfare Against Violence (AWAV)" program.

The illustration as seen on the cover page was superimposed onto a collage of images from previous events held by Arabic Welfare.

A blurb was submitted alongside the artwork that reads:

"نرى في اللوحة الفتاة والسفينة.  
الفتاة هي عازفة الماندولين التي تعزف لحن الحزن والألم لأن حبيبها قد تركها  
وحيدة منكسرة خاطر وهي تتأمل عودته في ذات السفينة التي غادر بيها وهجرها."

Translation:

"In the painting we see the girl and a ship.  
The girl is the mandolin player who plays the melody of sadness  
and pain because her lover has left her alone and broken-hearted,  
and she contemplates his return in the same ship he left and deserted her."

# CONTENTS

Introduction	03
President & Executive Manager's Report	05
Committee of Management & Team	07
SETS Program	09
Youth Programs	23
QOWEH - Gambling Program	32
Family Support Programs	37
Seniors Services	42
COVID-19 Response	45
Website & Cultural Training	47
Financial Report	50
Acknowledgments	54



*We acknowledge that we are on traditional lands of the Kulin nation.*

*We offer our respect to the Elders of these traditional lands, and through them to all Aboriginal and Torres Strait Islander peoples past, present and emerging.*



# INTRODUCTION

Arabic Welfare Incorporated (AW) provides services for refugees, newly arrived and well-established migrants from diverse Arabic speaking countries. AW provides support through advocacy, casework, case-management, counselling, educational and recreational group-based activities.



## VISION

**For all Arabic Speaking Victorians to be actively engaged and represented in Australian society.**



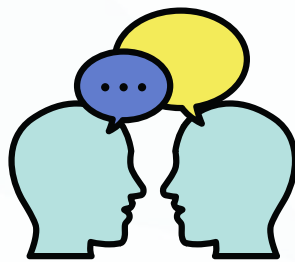
## MISSION

**To empower and foster the wellbeing of our community through education, capacity building, support services, advocacy and partnerships.**

Over 2022-23 Arabic Welfare worked closely with our funding bodies and community partners to ensure that Arabic speaking community members received optimal service provision as we transitioned to a new 'COVID normal' period.

Showcased in this report are the achievements of our programs, case studies depicting the journeys of our clients and perspectives of AW in our approach to service delivery.

# KEY HIGHLIGHTS



**4896**

One on One  
Sessions



**1680**

Clients Supported  
One on One



**190**

Community Group  
Programs



**2044**

Clients Participated  
in Group Work



**645**

Group Work  
Sessions



**40**

Local Network &  
Advisory Groups



**33**

Partnerships with  
Diverse Arabic  
Speaking  
Community Groups

# PRESIDENT & EXECUTIVE MANAGER REPORT

Arabic Welfare is approaching four decades of operation as we report on our 39th year of operation in 2022-23 and we welcome you in joining us to mark our significant achievements in quality service delivery. Our programs continue to provide responsive services to migrants and refugees from diverse Arabic speaking communities as they face challenges in the different stages of their settlement journeys – from their early years of settlement with major adjustments to a life in a new country, through to increasing need for support in their senior years.

In the past 12 months we have diversified our programs to ensure that Arabic speaking seniors receive the support they need to age well and with culturally appropriate supports. We have committed funds toward supporting our seniors and we are proud of the extended support we are now delivering to elderly members of our diverse communities. Arabic Welfare has been able to commence this new chapter of our work, despite the challenges of adapting to the new landscape of COVID 'normal'.

Although we continued to utilise remote service provision online, we have significantly increased our face-to-face settings for our case work, group work and counselling services. The impact of COVID restrictions continued to manifest in the issues faced by our clients, particularly those of mental health and family violence. The Priority Response to Multicultural Communities program has been instrumental in allowing for essential work in engaging and supporting our community members in the key areas impacted by the pandemic. Importantly, ongoing Commonwealth and State funding allowed Arabic Welfare to deliver family violence awareness and early intervention work. We worked closely with religious and community leaders to lead improved community understanding of gender-based family violence, which was supported by our production of Arabic language family violence resources and by our highly engaging 16 days of activism in our 'Arabic Welfare Against Violence' campaign.

With migration arrival numbers gradually returning to pre-pandemic levels, our work in Settlement Services has been instrumental in supporting migrants and refugees as they face various issues in the early period of settling in Australia, particularly as they have been impacted by the COVID pandemic – either by significant delays to their arrival to Australia, or by the isolation of lockdowns at the time of their arrival. The overwhelming majority of our recently arrived clients have come from Syria, Iraq and Lebanon and face complex challenges. We gratefully acknowledge the Commonwealth's funding of our SETS Client Services and Capacity Building Programs through the Department of Home Affairs. This important funding has enabled Arabic Welfare to continue to respond to client needs for education, training, employment, language services, family violence support, and cultural knowledge and skills to navigate local services and systems.

Over 2022-23, Arabic Welfare also provided invaluable counselling support and community education to many families and community members affected by problem gambling, including gaming and screen addiction issues among young people. Our QOWEH problem gambling program has been supported with continued funding from the Victorian Responsible Gambling Foundation. We are grateful to the Foundation for its dedication to our program and our collaborative work in promoting on-line gambling awareness resources tailored for Arabic speaking community members.

In recognition of the unique needs of young people from migrant and refugee backgrounds, Arabic Welfare's youth services have worked to deliver case work and group work programs through which young people have been empowered with skills, knowledge and confidence to pursue education, employment and civic participation. Instrumental to these programs has been our funding in the Youth Transition Support Program and the commencement of a new youth health focused program. We gratefully acknowledge our funding partners, the Brotherhood of St Laurence and VicHealth, whose valuable support has allowed Arabic Welfare to explore and facilitate innovative youth engagement programs.

Undoubtedly, 2022-23 has seen further expansion of our programs which increasingly attract interest from mainstream service providers with referrals, requests for collaboration and requests for Arabic Welfare to deliver cultural competence training. Arabic Welfare's staff have grown in number and in their tremendous capacity to design and deliver more creative and responsive programs. We commend all of our staff for their skills, passion, energy, compassion and commitment to our clients and community members. They have again gone above and beyond to deliver the best possible outcomes for our clients. It is their professionalism and dedication that makes us very proud to lead our organisation.

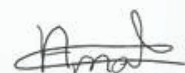
Finally, we commend all the members of our Committee of Management for their guidance, direction, the ideas that they bring to Arabic Welfare and the time that they invest in our organisation. We gratefully acknowledge our funding bodies, who have entrusted Arabic Welfare to deliver our programs: Department of Families, Fairness and Housing, Department of Health, Department of Home Affairs, Department of Premier & Cabinet, Department of Social Services, Department of Transport – Vic Roads, the Victorian Responsible Gambling Foundation and VicHealth.

We are proud to present our 2022-23 Annual Report and we welcome you to share in our year's successes as we share our key highlights, program achievements and the remarkable journeys in our clients' stories that tell of how Arabic Welfare's support has empowered them to reach their goals and transition to a life with new beginnings and hope. We also welcome you to visit our website and Facebook page through which you can explore our current and new programs and bi-lingual resources. The strength of our work rests greatly in the trust shown to Arabic Welfare by our community members and community leaders. The resilience of our community members and the dedicated work of Arabic Welfare's staff shines through every page of our report which we proudly present.

Dr Richard Abicair  
**President**



Amal El-Khoury  
**Executive Manager**





# COMMITTEE OF MANAGEMENT

AW is governed by a Committee of Management with an elected President, Vice President, Secretary, Treasurer and Public Relations Officer. Members have a range of skills, including legal, finance, business, medical, education and management.

The Committee meet bi-monthly and offer their services on a voluntary basis.

AW also has a Finance Sub-Committee and there are occasional working groups established to focus on specific areas as needed.



**DR RICHARD ABICAIRE**  
PRESIDENT



**MONSIGNOR JOSEPH TAKCHI**  
VICE PRESIDENT



**MICHAEL MAWAL**  
TREASURER



**ANTOINE FREIJAH**  
ASSISTANT TREASURER



**EMELINE ISSA**  
PUBLIC RELATIONS



**DR. KAMIRAN ABDOUKA**  
SECRETARY



**ELAINE HADJ**  
ASSISTANT SECRETARY



# OUR TEAM

AW is a unique grassroots ethno-specific community organisation made up of qualified bilingual staff with lived experience as a migrant or refugee. Staff include committed and experienced social workers, counsellors, registered migration agents, youth and community development workers, as well as communications and marketing officers.

Areas of expertise include:

- Settlement advice and support
- Family support and family violence awareness
- Gambling prevention and support
- Youth support and education
- Parenting – intergenerational, intercultural
- Culture and language training and support
- Senior support services

## MANAGEMENT TEAM

**AMAL EL-KHOURY**  
EXECUTIVE MANAGER

**ABIR MELHEM**  
TEAM LEADER/CLIENT SERVICES

## PROGRAM STAFF

**LARA HAGE**  
PROJECTS MANAGER

**SIMAR AMAD**  
SENIOR COMMUNITY  
DEVELOPMENT WORKER

**AHMAD AL-SHAIMARI**  
SENIOR CASE MANAGER

**EMILIE ABOU ABDALLAH**  
COMMUNITY ENGAGEMENT  
COORDINATOR

**DALAL SLEIMAN**  
COMMUNITY CAPACITY  
BUILDING AND ENGAGEMENT

**SHERRY ISKANDER**  
COMMUNITY  
DEVELOPMENT WORKER

**BATOUL AHMAD**  
COMMUNITY SUPPORT WORKER

**ROULA ABUGHAZALEH**  
COUNSELLOR/CASE MANAGER

**DINA AOUAD**  
COUNSELLOR/CASE MANAGER

**KINDA ALSAMARA**  
FAMILY SUPPORT WORKER

**ROWAYDA AL-BADRI**  
FAMILY VIOLENCE  
CASE MANAGER

**INAS ABOSH**  
SETTLEMENT SERVICE  
CASE MANAGER

**ZAIN AL TIMIMI**  
COUNSELLOR/CASE MANAGER

**MAGDA GAMAR**  
YOUTH SERVICE  
CASE MANAGER

**BYANKA MOSHI**  
YOUTH SERVICE  
CASE MANAGER

## ADMIN STAFF

**EVA DOUMANIS**  
ADMINISTRATION OFFICER

**DALIA BOUMITRI**  
COMMUNICATION &  
OPERATIONS WORKER

**MOHAMMAD AL-RUBAIE**  
COMMUNICATION &  
OPERATIONS OFFICER

*During 2021-22 we saw staff departures in the early to mid-part of the year and we acknowledge the great contributions of all our former workers, while we welcome newly appointed AW staff.*





# **SETTLEMENT ENGAGEMENT & TRANSITION SUPPORT (SETS) PROGRAM**



## SETS CLIENT SERVICES

The SETS Program represents AW's largest stream of programs that provide settlement services to address the needs of recently arrived individuals and families from diverse Arabic-speaking countries who have been in Australia for 5 years or less. Services are provided through casework/case-management, group sessions, workshops, information sessions, outreach, recreational activities and peer support groups.

The aim of our program is to ensure that newly arrived residents are offered as much support as possible so that they can lay foundations for a new life in Australia, both for themselves and their families.



“

*“The work you do and the assistance you provided have real impact on us and it eases the pressure resulted from settling in another country, we gain strengthen from having you support.”*

- Client

”



# CLIENT SUPPORT AND GROUP WORK

AW addresses client needs with a focus on building individual and family capacity, skills, and confidence to enable independence and overall wellbeing.

Through one-on-one and family-based case management services, we undertake comprehensive assessments with our clients and information is provided on settling in Australia and accessing available local services, such as housing, financial assistance, employment and public health care. Our multilingual staff play a critical role in building rapport with our clients, supporting them to build independence and linking them to mainstream services.

AW delivered hybrid services, with much greater levels of in-person contacts during 2022-23. Case work support is provided via phone, online, and face to face services which are facilitated through our Broadmeadows office and at outreach partner sites, including:

- Melbourne Polytechnic Epping, Northern AMEP
- Melbourne Polytechnic Epping for Young Adult Migrant Education Course (YAMEC)
- Kangan Institute Broadmeadows, Northern AMEP
- Meadow Heights Education Centre, Northern AMEP
- Bloom Business International
- Northern Metropolitan Region Primary and Secondary Schools

Through our Client Services, the key issues for which AW case managers provided support during 2022-23 encompassed communication needs and navigating areas for life skills and available services. Our Client Services are comprised of both case management and group work activities. Our group work activities facilitate programs and sessions that reflect key areas of need as identified by our case management work. Key issues addressed by our settlement services for 2022-23 include:

## Language Services

Language remains the greatest concern for clients. Although AMEP classes have supported clients to gain some confidence in understanding basic English, clients have expressed the lack of opportunity to practice their English. AW's case managers have dedicated time to assist clients as they struggle to comprehend and complete applications/documents.

Additionally, AW facilitated 3 dedicated group programs to support the capacity of clients to communicate independently in everyday interactions. Each session focused on a particular topic with content and vocabulary. Participants were then involved in practicing spoken and written uses for: driving and understanding road signs; the housing system in Australia and language in rentals; the education system in Australia and understanding language in school systems; use of public transport; visiting the doctor, making medical appointments and describing symptoms; and filling in different forms.





# CLIENT SUPPORT AND GROUP WORK CONT'D

## Digital Support

Most of the services are now adopting online methods for customer engagement. Many clients have been supported to increase their skills to utilise online and electronic communications/applications. A major concern for clients is the renewal of their ImmiCard, as they tend to confuse their ImmiCard for their visa. AW case managers provide advice to clients regarding the difference and guide clients to access the educational video 'How to register for important government services' - <https://www.arabicwelfare.org.au/media-news/videos/> - on our website to renew their card.



### How To Register For Important Government Services

This video provides simple step by step instructions to show you how to:

1. Create an Individual ImmiAccount
2. Pay an application fee using your ImmiAccount
3. Apply for Replacement ImmiCard
4. Set up a MyGovAccount.

We have many clients with little to no digital capabilities and they are directly assisted by AW case managers to complete the renewal process. In recognition of this as a major issue for many clients, AW facilitated an ImmiCard renewal workshop, which was well attended and participants gained important knowledge and skills.

## Employment

Accessing suitable and secure employment remains a key concern for clients. AW's case managers provided clients with employment support with preparation of resumes and application letters, information on relevant training opportunities. Our group programs have complemented our case management service to strengthen job readiness for our clients and we partnered with targeted programs – the Thrive Employment Enterprise and the Caravan Project – to harness synergies and deliver innovative approaches.

**THRIVE** –in partnership with Thrive Employment Enterprise (TEE) AW delivered **Self-Employment and Financial Loans Workshops**, resulting in tangible outcomes for many participants who have gone on to start their own businesses. The workshops have increased participant skills and knowledge on self-employment and small business. Some of our clients have been successful in either setting up their own businesses in a hair salon, painting, catering, whilst others have taken up the training/franchise opportunities with Australia Post or Keen to Clean.



# MARSELINA'S PATH TO EMPLOYMENT

Marselina arrived in Australia 4 years ago from Syria, she is 40 years old. She lives with her husband and 5 children, two of which have been diagnosed with autism. She has been working as a support worker for the past couple of years and she approached AW for employment pathway support as she is a sole income earner in her family and is committed to growing her income. AW supported Marselina by introducing her to Thrive workshops, which she attended. AW's case worker undertook a comprehensive assessment of the client to identify ways to build her capacity for secure and successful employment. We provided her with information on NILS and worked with Marselina over multiple sessions with advice on the requirements to establish new business.

AW's caseworker attended the Thrive workshop and introduced Marselina to the Thrive presenter, who provided her with detailed advice that supported her to make a decision on the type of business she could start. At the workshop, she spoke of her family: all sons with oldest being her 17 year old son; she wants to create this as a family business in which her 17 year old son will be working with her. Marselina was then supported to the next stage of identifying and preparing for the type of business she aspired to create... She has now joined 'Keen to Clean' and her franchise is soon to commence!

She has completed the contract paper work; her husband also attended the Thrive workshop. He was previously working as a dentist in Syria, but as a carer for their sons now, he needs flexible working hours and is currently considering options to start a business through which he can work from home.





## CLIENT SUPPORT AND GROUP WORK CONT'D

**CARAVAN PILOT PROJECT** – AW piloted the new Caravan Project in partnership with NorthLink. This project offers jobseekers training and employment in the caravan manufacturing industry which is experiencing considerable labour shortages. The project consisted of an introductory session with a Q&A about the training, followed by 7 consecutive days of training. AW engaged 17 recently arrived participants in training that focused on their transferrable skills, interview skills and increasing English employment vocabulary. At project completion, a few participants were able to secure a job, all participants were awarded certificates and they provided the project with positive feedback:

- *"We have gained many new skills including interview skills, communication and listening, digital and English."*
- *"We are very happy to have registered for this training. We are new in Australia, and we don't know Australian work culture. We learnt a lot in these 7 days, and we feel more prepared now for work."*
- *"I have worked for 40 years in my country, and I want to work here to give back to the country that gave me peace and looked after me and my family. I want to work to give back to Australia."*



# CLIENT SUPPORT AND GROUP WORK CONT'D

## Health and Wellbeing

CPR Workshops with Life Saving Victoria – AW collaborated with Life Saving Victoria to deliver 3 interactive CPR sessions for newly arrived migrant and refugee students at Kangan Institute. Participants were equipped with the appropriate training and confidence to be able to use basic CPR and emergency response management (DRSABCD) to potentially save a life. The youth-based session was in response to youth expressing interest in CPR and First Aid during case management sessions and other youth-based activities. The two adult sessions were a result of direct requests from Kangan's AMEP Coordinator following positive comments from the youth teaching staff about how much they enjoyed the session.

## Transportation and Road Safety

AW's highly successful Road Safety Program was delivered to 4 different groups in the July 2022 – June 2023 period with each group engaged in a minimum of 6 sessions: core educational workshops and 3 practical driving lessons with professional driving instructors. There is high demand for this program with some clients on the waiting list for months. Participants were mainly women, in their 40s who have never driven before. Major program benefits were the learnings around the independence that comes with being able to drive and the many increased opportunities associated with driving, especially for women. The knowledge acquired on options to secure low-risk finance was also considered invaluable by all participants.

### Feedback from participants:

- *"I surprised myself with the new confidence and the self-worth I have now and this has impacted on how my children perceive me."*
- *"My husband never thought that I will drive. When I told him about the program that AW is offering and after hearing positive feedback from the participants that attended the program previously, and they are now driving, I decided to apply myself. It is a great feeling."*





# CLIENT SUPPORT AND GROUP WORK CONT'D

## Civic Participation

**SETTLE WELL PROGRAM** – This is a highly successful program has been delivered for several years with content that caters to recent arrivals who have been living in Australia for more than 3 years and who continue to face settlement challenges. AW facilitates the 'Settle Well' program each term and in the July 2022 – June 2023 period, it was delivered 4 times with 6 sessions per program. We engaged participants through interactive education on various topics that build knowledge of, and capacity to, understand Australian society, culture, and systems.

**TOGETHER WE LEARN PROGRAM** – in partnership with Kangan Institute, AW has been delivering this long-standing program with highly successful outcomes. In the July 2022 – June 2023 period, AW delivered the program to 4 different groups with several sessions per group. The program was rotated to different levels of AMEP classes at both the Broadmeadows and Craigieburn campus of Kangan Institute. Session content was supported by guest presenters from Victorian Legal Aid, Tenant Victoria, Victoria Police, which fostered connections between participants and service providers. Program sessions focused on key settlement topics:

- fraud and identity theft
- microfinance
- housing, tenancy rights and responsibilities
- employment and pathways
- road laws, fines and infringements

**IMMICARD & MIGRATION WORKSHOPS** – designed to address many of the queries received in AW's case management service, these workshops aimed to strengthen client understandings of Australian's migration program, specifically the Special Humanitarian Program and the requirements required to complete and lodge an application. Although AW's case managers and registered migration agent worked with individuals at length to support specific needs, these workshops focused on issues with:

- contacting Immigration services DHA
- travelling abroad while applying for citizenship
- travelling to country of origin while on protection visa before becoming citizen
- inability to follow up on proposals made by Australian permanent residents
- how to become an authorised person and the role of Migration Agents

The workshops were accessible via zoom and were broadcasted on AW's Facebook, allowing ongoing access to information: <https://www.facebook.com/arabicwelfareinc/videos/5317087755036067>.



# MAY'S JOURNEY TO INDEPENDENCE

May arrived in Australia in October 2017 with her husband and two children, aged 8 years and 10 years. She faced significant difficulties in the early days and months as a result of major conflict with her sponsors. She was forced to end all ties with her sponsors and consequently, was in a difficult position of having no social support or contact person to be able to ask simple questions on how to take basic steps to establish a new life here. Given her extreme levels of stress, social isolation and inability to navigate her life in Australia, May approached AW seeking help. AW case work service completed an initial comprehensive assessment and identified the following key priorities to work towards with May:

- Securing an income – AW case manager communicated with Centrelink and advocated for May and her family, assisted with all necessary paperwork to ensure that May and her family started receiving an income while they then pursued other key priorities
- Securing housing – May was supported by AW case manager to search for suitable rental properties and to complete/submit rental applications until finally, their application was approved and they entered a lease agreement; our case manager provided guidance and advice on the details of the rental agreement and education on the rights and responsibilities of tenants and landlords
- Engaging in local school – our case manager communicated with the local school and spoke with the school's principal to work together in providing ongoing support to May's children who struggled in their first two years with adjusting to the local school environment and with English language learning
- Attainment of Citizenship – May was directly assisted by AW's case manager to attain her ImmiCard and Australian Citizenship, which has given May a sense of belonging to Australia and security in a place for herself and her children
- Managing emotional stress – with May carrying much of the family responsibilities – her husband was not involved in caring for the children or contributing to housework – AW's case manager supported May to build her confidence and pursue her creative interests.

Now an Australian Citizen, May is much more confident about her life here, her future and the future of her children. Both of her children are now much more connected at school, they have forged friendships and are participating in school activities. May pursued her interests in art...she created a number of art pieces and has held her own art exhibition.



# CLIENT SUPPORT AND GROUP WORK CONT'D



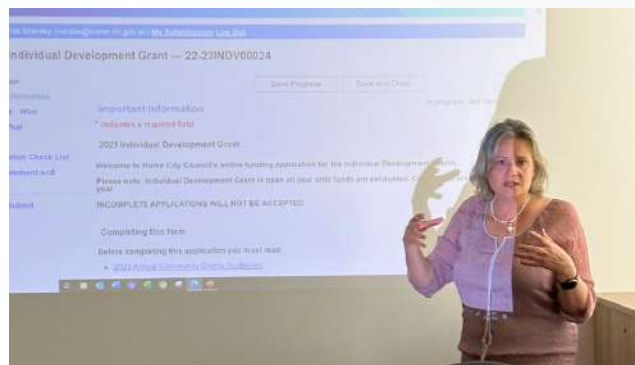
**SETS Social Media Insights:**

14 SETS posts were uploaded to Arabic Welfare's Facebook during the 2022-23 financial year period – these posts had reached a total of 4,543 people, with a combined total engagement from 951 unique users.





# SETS COMMUNITY CAPACITY BUILDING (CCB) PROGRAM



Over 2022-23, AW engaged and actively engaged over 30 community organisations and religious groups that provide support to recently arrived humanitarian entrants and play a critical role in connecting new/recent arrivals at the local grassroots level with mainstream services, local government and AW's other internal services, and to aid settlement and connectivity with wider Australian society.

The aim of our CCB program is to build the knowledge and skills of community-based organisations, so that they operate effectively in ways that connect their members in social, cultural and broader community activities. Although some of these groups have a small number of members who have been living in Australia for over five years, they provide social support to recently arrived refugees with only a few years of settlement in Australia who identify as Iraqi, Chaldean, Assyrian, Syrian and Syriac.

## **349 individuals participated in community capacity building education opportunities across 547 sessions**

Across AW's direct and more involved engagement, our SETS CCB program delivered various activities, through which 1,357 attendees were reached. Most activities and interactions were face to face sessions and only small numbers of sessions took place on-line. The groups engaged comprised of different skill sets, group structures, agendas, financial support and community leaders' roles and responsibilities. AW provided support with:

- 25 grant writing sessions to inform and support skill development amongst community leaders to access and prepare on-line community grants for their groups
- Direct assistance with the process of completing application for incorporation and applying for an ABN
- Information and education on requirements for opening new bank accounts under the incorporated association name
- Accessing community resources and facilities to support community group capacity to become self-reliant
- Locating accessible, suitable and affordable facilities at which groups/organisations could meet on a regular basis
- Assistance with reviewing and completing venue hire agreements for use of suitable community facilities
- Information about appropriate and affordable Public Liability Insurance options
- Information about grant funding opportunities, proposals, and ideas that can be supported by AW
- Review and edit of project activity plans and other documentation, such as, sample Committee of Management meeting minutes for accurate record keeping
- Education on Committee of Management roles and responsibilities



# SETS COMMUNITY CAPACITY BUILDING (CCB) PROGRAM CONT'D

## GROUP TRAINING PROGRAMS

AW facilitated three leadership training programs, tailored to the needs of community/religious leaders:

- One of the training programs worked with a specific group, the Beth Gazo Centre for Culture and Arts Inc, and facilitated 4 sessions
- The other 2 training programs worked with diverse community group leaders and members and facilitated 17 sessions

**The Human Rights Ambassadors Program** facilitated new training program in collaboration with Hume City Council and focused on advocacy and planning skill development for recently arrived humanitarian entrants, with engagement of young people from our target group.

Our program identified young new Iraqi arrivals to join older established leaders to participate in human rights training at Hume City Council. The AW SETS CCB worker delivered the training with different learning modules, which included: an introduction to Australia; outline and evaluation of human rights; introduction to action plans; leadership styles; developing strategic and action plans; and effective internal and external organisation communication.

Following this training, AW delivered additional leadership training to young people. These young people are now volunteering at AW and utilised the learnings of their training to work collaboratively with our SETS CCB staff in event planning and actively contributing to events – for example, as public speakers and in technical support roles (DJ music) in the AW Refugee Week Event, which was highly successful.



**CCB Social Media Insights:**

*During the 2022-23 financial year, Arabic Welfare's Facebook uploaded various posts in regards to Community Capacity Building, reaching a total of 4,150 people, with engagement from 1,106 unique users.*



# ARABIC WELFARE REFUGEE WEEK

## EVENT PLANNING

Community leaders were invited to be involved in the preparation and planning of the AW Refugee Week Event, scheduled for 23 June 2023. The event planning was led by AW's CCB worker and community leaders were tasked with utilising their learnings and newly acquired skills from the governance and leadership training workshops for the purpose of organising a large community event. The aim was to empower community leaders with practical skill application, which they could then also replicate and utilise in managing their community group's events/projects in the future and thus, better support their community members.

Scheduled meetings took place in a safe learning environment whereby each person was able to actively engage in planning, share their opinions, commit to the event according to their capacity and resources, and work in collaboration with others to achieve collective goals effectively. The event itself was highly successful with attendance of 132 community participants. The process of planning and preparation was in itself a vehicle of successful achievements, toward which community leaders were able to:

- work together as a team
- understand the meaning of healthy competition
- actively contribute to event planning through engaging group discussions
- appreciate the importance of prioritising in event planning
- engage relevant stakeholders
- understand the value of health and safety in facilitating a community event
- practice their public speaking skills
- practice internal and external communication skills
- witness conflict resolution models
- understand diverse cultural beliefs and values
- strengthen their knowledge of their community members' weaknesses and strengths
- create an effective project workplan
- monitor the progress of the project workplan and regularly evaluate
- manage challenges as they arise with practical solutions
- develop project management skills and organise sequence of actions to reach desired outcomes
- effectively recruit participants
- be accountable for project plan and actions





# MUNTADA AL MARAAT GROUP

A leader of the Iraqi community women's group, Muntada AL Maraas, in Brimbank (Caroline Springs), attended the AW CCB leadership course and human rights' training sessions. The Muntada Al Maraas group met regularly at a hall in the local area arranged by another service provider. But the group had no knowledge of relevant programs that could address their members' needs, for example, they were not aware of any citizenship training, driving courses or other free settlement services that they could access. AW has provided the group leader and members with information on all these programs. They are now all well aware of all these settlement programs and that they are able to access case management.

With the aim of strengthening group members' settlement needs, AW consulted with the group and arranged to deliver training to the group in areas of knowledge gaps, including on: fire safety (guest speaker), ATO guest speaker on Tax returns, FV, gambling, immigration rights and other free services.

Furthermore, the group's leader is relied on by all Committee members for multiple responsibilities and tasks and was carrying the majority of Committee duties. She attended all AW CCB training (leadership, human rights) and additional training through our CCB program's online sessions to support her skills and capacity for improved governance, conflict resolution and accessing relevant community grants. Direct outcomes of the group leader's participation in AW CCB training programs include:

- AW auspiced the group for their seniors' grant
- Group leader is now more confident, whereas previously more reluctant
- More members have joined the group
- A new location has been secured that is more accessible for group members to meet regularly
- The Committee now has improved governance processes in place
- An increased number of volunteers are engaged to support the facilitation of group activities
- The group is now an incorporated association
- Improved knowledge of community grants which the group can access
- Group leader has commenced studying a community services course to receive Australian qualification to serve her community better
- Group leader was one of the guest speakers for AW's Refugee Week Event and was involved in the planning of the event.





# **YOUTH PROGRAMS**



# YOUTH SETTLEMENT SERVICES

Throughout 2022-23, AW worked closely with Kangan Institute, Melbourne Polytechnic, Victorian Police, Reclink Australia, Life Saving Victoria and Headspace to deliver group-based activities to recently arrived young people – a total of 930 young attendees participated across all programs. The effects of COVID-19 lockdowns have left a lasting impact on AW's young clients with many of them describing lack of motivation to engage in school, social and recreational activities. This has been compounded by reduced access to transport and by the lack of initial engagement for those who arrived in Australia in the midst of the pandemic and did not have early opportunities to connect with peers and their local area. Our youth group-based activities were designed to respond to the lack of social connection, negative wellbeing, poor motivation and sense of belonging. Key highlights from our youth group-based activities include:

## Social Participation and Recreation

- **Combat & Strength Fitness Program** – specifically tailored to young people from migrant and refugee backgrounds to support their growth and development by building their community connections to sports. The program was facilitated over 4 sessions and equipped participants with knowledge and skills, including: self-protection techniques; ways to balance postural habits and strength imbalances to reduce injury; support for pathways to sport; boost in self-confidence; building their friendships and expanding their social network; providing a physical outlet for stress; and importantly, positive motivation to engage in sporting activities in their local area.
- **Volleyball Taster Tester** – the goal of these sessions was to support young people to experience building social skills by playing volleyball with other young people regardless of their skill level.
- **Sports Clinic Event** – young people were able to try several sports, which was a new experience for most participants. Usually with sport programs there is a higher male presence, however with this clinic, of the 17 participants, 15 identified as female - see post on AW's Facebook with live testimonies from some of the youth: <https://www.facebook.com/arabicwelfareinc/videos/sports-spirit-by-arabic-welfare/740233640319015>
- **Explore Melbourne Outings** – were facilitated to address young peoples' experience of social isolation, loss of motivation as a result of prolonged COVID lockdowns. Participants worked in small teams to explore and learn more about Melbourne through outings to Fitzroy Gardens, the Shrine of Remembrance, tenpin bowling and the cinema.



# YOUTH SETTLEMENT SERVICES CONT'D

## Health and Wellbeing

- **R U OK? Day** – Youth Event held at AW office that focused on sharing tips around well-being and opened up discussion on breaking down the stigma around mental health. Key messages of the event focused on the value of open and honest conversations around mental health and supporting help seeking behaviours, with the provision of information and resources for seeking help/support.
- **Let's Get Cooking Program** – was delivered to use the opportunity of meal preparation to encourage healthy eating, to practice and learn English and to work in teams for a common goal. Participants developed new skills as they learned simple recipes and new English vocabulary for food items, ingredients, measurements and instructions. Additionally, they gained knowledge on good nutrition and skills in independence.
- **YAGMA Program** – Young women's small group focusing on self-care through yoga, art, game and meditation and affirmation activities. As a result, 6/10 participants continue to practice painting, meditation, and affirmation, to improve mental health and boost confidence.
- **Mental Wellbeing and Boundaries** – Facilitated in partnership with Headspace for all YAMEC students at Melbourne Polytechnic, these sessions covered self-care, poor mental health, boundary setting in a relationship, and how to access mental health services.

“

*“We loved the gender inequality session, as it was very useful and something everyone has experienced...it was a great session.”*

- Client

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“

*“We want more information about types of family violence, other than physical, such as emotional, financial, and verbal.”*

- Client

”



# YOUTH SETTLEMENT SERVICES CONT'D

## Education and Employment

- **Road Safety Program** – a highly popular program delivered over five sessions, it provided newly arrived young people from Arabic speaking background with the relevant resources to increase their understanding of road safety in Australia. Participants received support to obtain their drivers' license which opened more social and educational opportunities for young people with employment pathways and with increased participation in community activities.
- **Peer to Peer Programs** – two programs were delivered as peer programs with one program at Kangan Institute and the second program at Melbourne Polytechnic. AW co-delivered employment, educational pathways, communication and leaderships sessions to Youth AMEP level 3 students at Kangan Institute's Broadmeadows campus. Over 4 sessions, participants were engaged in interactive learning opportunities to strengthen their understanding in a range of areas in which they had knowledge gaps.
- **Conversational English Program** – was facilitated to two groups with several sessions per group and it supported young people to engage in conversational workshops, increase their English proficiency in the areas of speaking, listening, storytelling, grammar, and conversational skills. These highly successful sessions supported participants to build their self-confidence and community participation by overcoming language barriers.  
*"Conversation Program was great, can you do it again next year?"*
- **Employment Program at Kangan Institute** – delivered to two groups with up to 8 sessions per group, this program was specifically tailored to support newly arrived young people to become active citizens through identifying their goals and eliminating their existing barriers, whilst utilising a strength-based approach to build their confidence and resilience to lead them to a clear employment and education pathway.  
*"We have now learned how to create short term and long-term goals"*

## Legal

- **Rights and Responsibilities Workshop** – facilitated in partnership with Victoria Police for all YAMEC students at Melbourne Polytechnic, workshop sessions covered client's rights and responsibilities when questioned by Police, the consequences and offences a person can be charged with in different situations and who to call in a non-emergency situation. There was also a component on careers with Victoria Police with a clear outline on the requirements and pathways for employment with Victoria Police.  
*"I wouldn't mind becoming a Police Officer!"*





# THE HANNA FAMILY

The Hanna family are of Syrian background and arrived in Australia in Feb 2022. There are three children in the family – 14 year old girl, 16 year old girl and 18 year old boy. They settled in the Hume City municipality where the two girls started attending a local secondary school. At the school all lessons require them to use a laptop, but the family were unable to afford to buy two laptops.

When the parents discussed these concerns, they highlighted to AW's youth case worker that they value their children's education and were very keen to ensure that the girls could pursue their education goals. The AW youth case worker contacted Vinnies to explore opportunities to source two laptops, but Vinnies needed to speak to the clients directly. AW's youth case worker supported the two Hanna girls with English language expression that would allow them to explain their situation in English when they spoke with the Vinnies representative. They were able to outline their reasons and their application was submitted...

A few weeks later, the son in the Hanna family came in to see AW's youth case worker on another matter. He was seeking support to enter the L2P program so that he could undertake some driving lessons. The family's financial difficulties meant that it was impossible for the parents to pay a driving instructor.

At his appointment, he was assisted to prepare his application to the L2P program and he informed AW's youth case worker that his sisters had received their laptops from Vinnies!

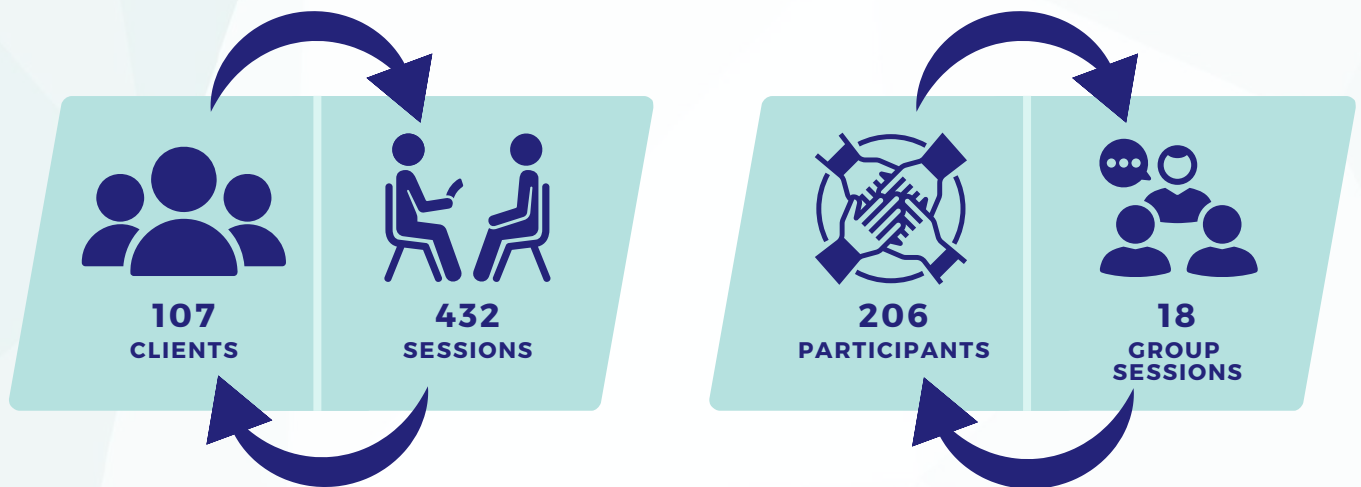
The girls are now using laptops at home, they can access their school's learning tasks and complete their homework. They have significantly improved their English language proficiency, their learning outcomes and they feel that they are now engaged in their school environment.



# YOUTH TRANSITION SUPPORT PILOT (YTSP) PROGRAM

In 2022-23 Arabic Welfare continued to support young people with their educational and employment pathways.

Throughout the project, staff from the Brotherhood of St Laurence supported Arabic Welfare's (AW) Youth Development Coaches (YDC) with training and provided access to important resources and tools. We exchanged information and advice with our YTSP partners – BSL, Spectrum MRC, Banksia Gardens, CMY – to ensure that we continued to deliver optimal services and support to our clients with shared information, tools and resources. AW delivered one-on-one coaching and continued to engage and support YTS program participants through experiential learning activities to help achieve participant individual goals relating to education and employment. Our YTSP supported 107 clients in one-on-one sessions over the 2022-23 period with 86 of these clients being new to the program.





# YOUTH TRANSITION SUPPORT PILOT (YTSP) PROGRAM CONT'D

For the YTSP group work sessions, we facilitated 18 sessions with a total of 206 attendees. AW worked closely with AMEP providers and local education providers to facilitate employment related group-based sessions that focused on resume writing and communication skills. Over 2022-23, AW delivered a weekly outreach program at Kangan Institute to provide support to young people with information and education on diverse pathways in education and employment.

In response to a clear need for improved English language proficiency that would in turn, strengthen education and employment pathways, AW's YTSP facilitated a series of English language workshops in a peer-to-peer model. We engaged young people of diverse Arabic speaking backgrounds who were more advanced in their studies (eg University students) to mentor younger, more recently arrived with lower levels of English language proficiency. The sessions were facilitated at Kangan Institute over five weeks, with high levels of satisfaction reported by participants.

Our YTSP also facilitated multiple group-based programs including:

- An online 5-week program with specific information on well-being, personal safety and social connections, including information on family violence and gambling harm
- Industry visit with Hume City Council and Spectrum MRC, providing participants with the opportunity for a meet/greet with local retailers and the local cinemas; at this visit young people heard from retail managers in Broadmeadows directly and built their understanding of employers' expectations
- In collaboration with Hume City Council, AW participated in a 'job expo' showcasing airport jobs; AW took a group of 22 young participants which resulted in young people entering employment at Tullamarine Airport;
- AW facilitated two RMIT campus visits which provided introductory sessions to 36 project participants
- Visiting the Police station in Broadmeadows with 15 young people as an introduction to Victoria Police and with information on the recruitment process of Victoria Police.



## YTSP Social Media Insights:

**During the 2022-23 financial year, Arabic Welfare's Facebook uploaded 20 posts in regards to the Youth Transition Support Pilot Program, reaching a total of 3,779 people, with engagement from 483 unique users.**



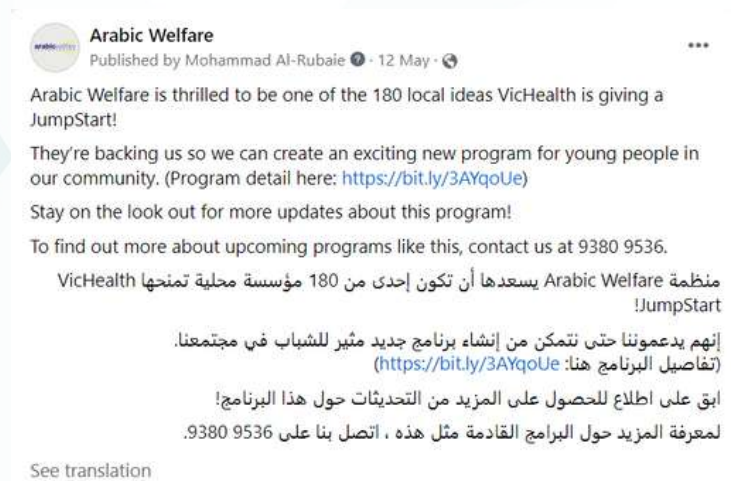


# VICHEALTH MAKANI PROJECT

In 2022-23 AW received funding from Vic Health to work with young people of diverse Arabic speaking background to support them in engaging in activities that promote good health.

Our project is designed to empower young people, with the tools they need to make informed decisions about their health and wellbeing, including mental health awareness and healthy lifestyle choices. Our project has implemented important initiatives for group-based activities focusing on art, nutrition, and sports, and providing young people with opportunities to learn new skills, make connections, build confidence, and develop a sense of belonging in the community.

We are excited to announce that, through the VicHealth project and with the invaluable support of our dedicated youth advisory group, our upcoming project will primarily centre around arts, sports, and wellbeing sessions. We firmly believe in the power of these activities to engage and empower our community's youth, fostering both physical and mental well-being. Our commitment to this endeavour is unwavering, and we are eager to continue collaborating with our youth advisory group to create meaningful and impactful programs. We look forward to sharing the remarkable progress and insights gained from these initiatives in our next annual report, demonstrating the positive change and growth that can be achieved through our collective efforts.



# ISSA'S FOOD TRUCK DREAMS

Issa is 22 years old and arrived from Iraq in 2019 with his family. Before coming to Australia, Issa was studying at secondary and when he arrived here, he focused on improving his English language skills and then pursued employment opportunities. While Issa has plans to attend university in the future, his immediate goal is to work and support his family financially. He has a dream of starting his own business, specifically a kebab truck van.

Issa heard about Arabic Welfare's Youth Transition Support Program (YTSP) and joined our program. AW's Youth Development Coach offered:

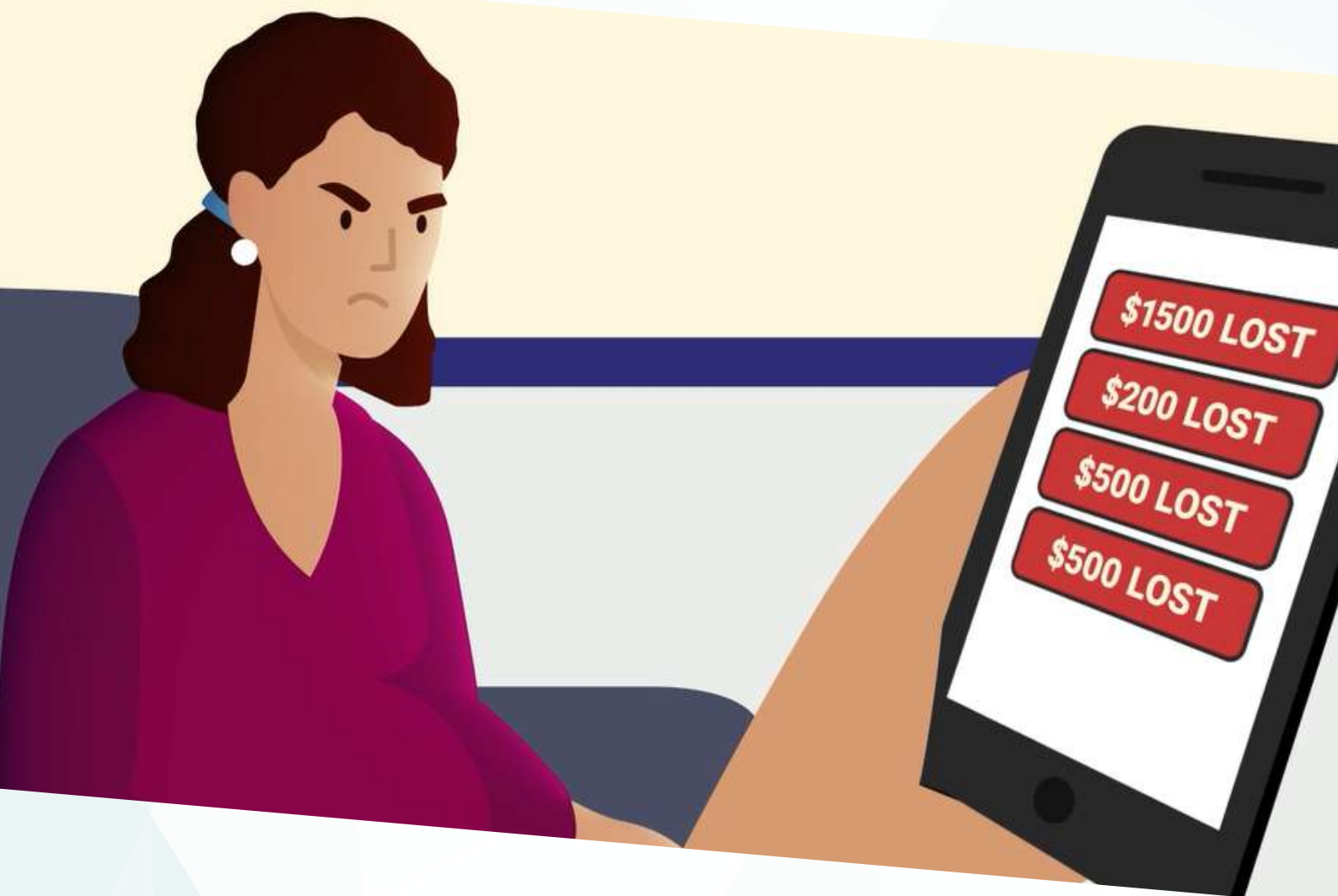
- guidance and coaching to enhance Issa's personal presentation skills, such as communication, customer service, and problem-solving abilities, which are crucial for running a successful business
- education on the responsibilities and requirements for opening a business in Victoria
- information on various networking opportunities, resources, events and workshops that could help him develop his business skills and connect with other entrepreneurs and industry professionals
- additional resources and information related to business planning, marketing strategies, financial management, and legal requirements for operating a food services business

As Issa's business plan involved securing a loan from Thrive Refugee Enterprise, AW's worker arranged an appointment with Thrive Refugee Enterprise to discuss the business loan application process. Our worker accompanied Issa to the appointment, providing emotional support and language assistance, as well as ongoing support while his loan application was being processed.

As a result of his involvement in the YTSP, Issa successfully secured a loan from Thrive Refugee Enterprise to support his kebab truck van business. This outcome provided him with the necessary financial resources to expand his small business, contributing to his goal of supporting his family financially.

Issa expressed gratitude for the support and guidance provided by AW's worker!





# **QOWEH GAMBLING PROGRAM**



# QOWEH GAMBLING PROGRAM

Our QOWEH program provides a range of services to support Arabic speaking community members to minimise the personal, health, social and financial harms associated with gambling. With ongoing funding from the Victorian Responsible Gambling Foundation (VRGF), AW continued to build on our achievements in 2022-23 and provided culturally appropriate therapeutic counselling and support services, which included casework/case management, group counselling and supported referrals to relevant other health and welfare service providers.

Over 2022-23, we provided case management support to 63 clients who have been dealing with problem gambling as gamblers themselves or they have been affected by gambling behaviours of others. In 2022-23, increasingly we worked with parents of children affected by gambling/gaming/screen addictions. Our clients faced a range of issues, including:

- Negative gaming behaviour affecting their child/ren's behaviour and engagement with education
- Mental health issues resulting from social isolation and financial stress
- Family relationship stress
- Parenting stress and intergenerational tensions

These issues have been reported by a number of clients and our case management service has provided one-on-one support by setting and prioritising goals to address these issues. We have worked with a number of other agencies to provide wrap-around supports and services to our clients.

Our program established a Therapeutic Groupwork Program which targeted individuals who were facing problems with screening addiction (gaming, spending most of their time on screens). Participants identified a need to share information in a structured group environment. Our objective was to work with therapeutic approaches to raise awareness among parents regarding screening and gaming and to ultimately build capacity for participants to communicate better and respond to addiction behaviours. These group programs were facilitated over 7 weeks and all participants were very grateful for this opportunity to share openly in a trusted and safe space and learn new strategies for empowerment.

AW also piloted an outreach service at Melbourne Polytechnic (Epping) and Kangan (Broadmeadows) and at two primary schools in the Hume LGA, which have identified a high percentage of AW's target group among their students. The main concern for the School Wellbeing Team members at the primary schools had been the impact of screening and gaming amongst students and the lack of boundary setting by parents. We facilitated group sessions and therapeutic case management to address issues related to gaming and screen time excessive use and dependency, negative gambling behaviour and poor mental health.

AW's QOWEH Program Service data has provided the following information regarding service impact on our clients:

- Improved skills among individuals of our target group (in particular parents) to reduce gambling harm by utilising tangible strategies that reduce excessive gaming and screen time;
- Increased knowledge about gambling and understanding gambling addiction as a mental illness and as a community issue which is not an isolated individual issue;
- Increased awareness of self-care and the importance of looking after health and wellbeing;
- Increased access to and use of counselling and support services;
- Improved health outcomes for individuals and families following support and/or treatment; and
- Increased sense of hope, control and purpose for individuals and families.



# QOWEH GAMBLING PROGRAM CONT'D

## Gambling Harm Videos

AW QOWEH service, utilising the support from AW's marketing and communications team, has produced 3 educational/promotional animated videos. The intention of these videos is to increase community awareness of gambling harm in a non-confrontational manner. The objectives of these videos, are to:

- Help players/gamers/gamblers and their loved ones identify problematic behaviours;
- Provide a support pathway for those engaged in these activities and are at-risk of or currently experiencing harm; and to
- Increase awareness about the harms and problems that gambling and addiction can lead to in personal and social lives and communities.

After extensive work in this program, AW considered it appropriate, timely and important to create bilingual resources, which could optimise accessibility by the community. The videos are in spoken Arabic and have English subtitles, which facilitates intergenerational messaging and family or community conversations on the issues of problem gambling/gaming and ways to reduce its impact and harm in our families and communities.

The VRGF marketing team supported the production of these videos, by linking AW with animation/graphic designer and promoting the completed product. The three videos were further supported by VRGF with additional boosting on Facebook and AW has been approached by VRGF to allow for the use and development of these videos in other languages. These animated videos became the cornerstone of AW's GHAW week campaign, during which we also presented on two radio sessions with the SBS Arabic language program.



### The Beginning of Gambling Harm

YAY Melbourne Cup, we get a public holiday...but is that all there is to it? Melbourne Cup is a gateway to gambling harm as it normalises gambling for the population at a young age. For better understanding about gambling harm and its various forms, contact Arabic Welfare today on 03 9380 9536.



### When Gambling Harm Goes Untreated

It starts off with one bet, a night out having fun with some friends, an opportunity to socialise and/or even make a quick buck. Gambling harm does not stop at the individual, it effects and puts a strain on family relationships. Don't leave your gambling untreated, call Arabic Welfare today for support on 03 9380 9536.



### Gaming and Gambling

These days access to screens is not only easily accessible but also highly encouraged. We habitually engage in on-line games, for a bit of fun and entertainment, often ignoring that it can lead to something bigger, which has a significant impact on our Mental Wellbeing. Contact Arabic Welfare today for support on 03 9380 9536.

arabicwelfare  
INCORPORATED



#### QOWEH Social Media Insights:

*During the 2022-23 financial year, Arabic Welfare's Facebook uploaded 20 posts advertising a QOWEH program or service offered by AW with a huge response, resulting from our partnership with VRGF, reaching a total of 46,805 people, with engagement from 1348 unique users.*



# QOWEH GAMBLING PROGRAM CONT'D

## Community Education Workshops

AW facilitated education sessions for 20 groups with 839 attendees across 53 sessions. The sessions were very interactive and covered the following topics on gambling harm:

- What is gambling
- Why is gambling an addiction? "Idmaan" ادمان
- What are the different forms of gambling
- Gambling harm facts
- AW QOWEH Program and how to access our program

Throughout the sessions, several participants gave their insights. The group participants were very engaged and shocked to learn about the impact of gambling and were especially shocked when they were presented with the statistics and the amount of money that is spent on gambling.



# MARY FIGHTS AGAINST HER HARMFUL GAMING HABITS

Mary migrated to Australia at the age of 14 after marrying an Australian migrant. Her age was changed on her identity documents to make her older. To escape childhood trauma, she agreed to marry a man 15 years her senior. When she arrived in Australia the patterns of severe family violence had begun...this is what she was to endure for a long time. Her husband began controlling her movements, gaslighting her, using her as a maid for his mother and physically and sexual abusing her.

Whilst she was pregnant with her first child at the age of 16, the abuse intensified. She stayed in the relationship for many years and her 3 children were witnesses to the abuse. She gained support from her then sister-in-law, Sara, to leave the relationship and Sara continues to support Mary until this day. However, Sara was also the person who exposed Mary to clubbing and gambling venues. As part of her coping mechanisms for her childhood trauma and family violence, Mary developed a gambling addiction to electronic gaming machines (EGM).

Recognising that she had a major problem, Mary self-referred to AW to gain support in self-exclusion. Mary is a new client in our program and to date, she has accessed 3 therapeutic case management sessions and 2 financial counselling sessions with the support of AW workers. Throughout the sessions, Mary disclosed that she received the insurance money from her car accident and on the same day, she lost \$15,000 of the insurance money on EGMs. This was the catalyst for change and what prompted her to want to self-exclude.

Since gaining the support from AW to self-exclude, she has not attempted to set foot in any gaming venue. Despite being connected to a psychologist and a psychiatrist, she had not disclosed her trauma or gambling...she had never felt safe enough to do so prior to working with AW's therapeutic case managers. Mary continues to be an active participant in the financial counselling sessions.







# **FAMILY SUPPORT PROGRAMS**

# FAMILY SUPPORT PROGRAMS

Through case management and community education programs, AW Family Support Programs address complex issues and vulnerabilities experienced by families at different stages of the settlement journey, including those who are recently arrived in Australia, those who have been residing here for several years and those who would be regarded as well established. Our programs address intergenerational tensions, parenting problems, family dysfunction and family violence.

Our work in family violence has dedicated community awareness projects to strengthen the capacity of our community members to prevent family violence and to break the transmission of gendered values that lead to family violence. Important to our successful outcomes across all our Family Support Programs are AW's capacity for:

- Bilingual staff to facilitate community education workshops for effective messaging and communication in sensitive topics which often carry stigma
- Strong connections with religious leaders of diverse faith backgrounds
- Outreach programs to engage hard-to-reach community members, who may face greater vulnerabilities
- Rapport with ethnic media to support family violence prevention campaign

Underpinning our Family Support Programs is our commitment to the ongoing professional development. AW staff members have completed training, including the Identifying and Responding to Family Violence course and training through the Centre of Excellence in Child and Family Welfare. AW has introduced new internal processes, risk assessment implementation plan and AW has reviewed and developed our Family Violence and Child Safety policies, procedures and protocols.

## Family Violence for Recent Arrivals

Our case management service received referrals from community service agencies, education providers and specialist services such as Department of Health and Human Services: Child Protection and The Orange Door. However, the majority of referrals have been from internal screening undertaken during AW's client intake with psychosocial assessments or through screening during generalist settlement case management services. Key issues for our clients included:

- dysfunctional family relationships
- past trauma
- financial stress
- mental health issues,
- language barriers preventing access to services and hindering independence
- poor digital literacy resulting in dependence on perpetrator for communication and financial control
- poor knowledge of what constitutes family violence

AW's case managers are all bilingual and bicultural and worked closely with the specific cultural factors impacting our clients and made important progress.

- During 2022-23, AW delivered 272 sessions in our family violence case work service
- As part of our wraparound holistic service, secondary consultations, care coordination and referrals were made with a broad range of providers across health, legal, education, financial, employment, community organisations and specialist DFV services.
- AW ensures to undertake MARAM assessments and safety plans with every client who discloses domestic/family violence in all of our programs



**Family Violence Social Media Insights:**

*During the 2022-23 financial year, Arabic Welfare's Facebook uploaded various posts advertising AW's Family Violence services, reaching a total of 8,577 people, with engagement from 1,626 unique users.*



## MARIAM FACES ABUSE FROM HER SIBLINGS

Mariam arrived in Australia on a humanitarian visa from Iraq 3 years ago with her parents when she was 30 years old. Her older brother and sister were already in Australia for several years and were quite well established in employment and had acquired their own homes. However, they did not provide any support to Mariam or her parents and consequently, Mariam undertook all care responsibilities for her parents who were in their 70s. When her mother's health deteriorated, Mariam became a full-time carer and faced great difficulties as they were experiencing significant financial hardship.

Sadly, her mother passed away and left a will which only included herself and not her siblings. Mariam's siblings reacted with physical violence, threats and defamation.

AW was already engaged with Mariam through other settlement programs and were working with her on a range of issues: digital literacy, financial support and budgeting, housing (advocating with real estate agents for rental applications), family functioning, material well-being and advocating for other relevant supports. With trust and rapport already established, Mariam opened up to AW DFV case manager and disclosed the verbal, emotional and physical abuse that she and her father were experiencing at the hands of her siblings. Threats have been made about ruining her reputation within the community and there have also been verbal insults and put downs. On one occasion, a sibling attempted to physically hit her and her father.

Although reluctant to report these incidents to the police, Mariam sought AW's support and advice for legal support initially to administer the will and then after engaging with Legal Aid, Marian proceeded with applying an IVO.

This case is still on-going.



# FAMILY SUPPORT PROGRAMS

## CONT'D

### Engaging with community and faith leaders

AW continues to build on our relationship with various community and religious groups across both Christian and Islamic faiths. Community and religious leaders have been open to discussing challenging topics which carry stigma in Arabic speaking communities and have highlighted the need for these issues/topics to be openly addressed in the community.

Throughout AW's collaborative work, religious and community leaders have affirmed their commitment to work with AW in supporting ongoing messaging and awareness raising activities to their members/parishioners. By participating in our leaders' educational workshops which highlighted how family violence is identified and addressed in Australia, leaders were better equipped to support their communities.

### Family violence community education sessions

This has been a major strength of AW's family violence work as we have strong and extensive community networks. AW facilitated **72 community sessions** from July 2022 to June 2023, across 23 groups with a total of 875 attendees

Attendance numbers to all the sessions have been consistently high and the high return and participation rate is a key indicator of the benefit to community members. There is always a very positive response and sense of community that has been created around sessions. Session feedback highlighted that participants gained increased:

- awareness on what constitutes family violence
- knowledge of healthy/respectful relationships
- ability to address family conflict
- knowledge of support services that help with early intervention and prevention of DFV
- knowledge of mental wellbeing strategies
- awareness of the impact that traditional gender norms have on DFV.





# FAMILY SUPPORT PROGRAMS

## CONT'D

### Arabic Welfare Against Violence #AWAV

AW staff across all of our programs actively contributed to develop and implement AW's second #AWAV 16 days of activism campaign. The #AWAV campaign had an activity or post for each day for the duration of 16 days. Our group-based activities received 180 attendees and included workshops, Facebook Launch, motivational interview with a young female footballer, an Art competition and our Hand Pledge project. In addition to education workshops in-language to diverse Arabic speaking groups, our 16 Days of Activism campaign culminated in two important creative community engagement projects:

- The Hand Pledge project – participants vowed to speak up against violence and to raise their children, both girls and boys with equality and dignity. The Hand pledges were cut and glued on a flock of pigeons' wings to signify hope, peace and liberation.
- The Art Competition – Arabic speaking communities were invited to say NO to violence through illustrations of the meaning of Family violence – 8 Art pieces entered the Art Competition

The #AWAV campaign was heavily featured on AW's Facebook page, with 3 educational quizzes in English and the launch of the campaign, resulting in:

- 6798 reach
- 1816 engagements (post clicks/reactions/comments/shares)
- 232 Views

“

*“Discussing this topic opened our minds and eyes to many things that never crossed our minds before. Having these discussions made us realise that we don't want to discriminate between our boys and girls unintentionally and create barriers and animosity between them.”*

- Client

”



### Development of in-language resources

In 2022-23 AW worked toward the development of in-language resources with the most achievable methods of in-language messaging being that in social media and SBS Arabic language programs.

Although AW has now produced 10 family violence Arabic language Fact Sheets for broader awareness raising purposes and for use in a range of settings. The development of these resources has been supported through collaboration with community/religious leaders as we worked on culturally appropriate language and achieving cross-language English/Arabic equivalence.



# **SENIORS SERVICES**



# SENIORS SERVICES

## Shall We Connect Project

Our project reached seniors from diverse Arabic-speaking countries. Our group's cultural diversity and settlement journeys varied: Egyptians and Lebanese seniors who have been in Australia since the early '60s and are well settled; Iraqis and Syrians who have arrived in Australia within the last 10 years as refugees.

**350+ people were engaged throughout the SHALL We Connect Project in group activities and 598 people were reached through Arabic Welfare Social media posts.**

**Group-based activities** were facilitated with recreational and cultural activities responding to mental well-being, in collaboration with health organisations, venues and expert facilitators. These events provided an invaluable platform for presentations and discussions on various health topics, including diabetes education, healthy eating, and falls prevention. We incorporated group exercises - yoga sessions which also included meditation and mindfulness practices. By combining cultural elements with physical well-being, the participants experienced holistic benefits.

Other activities included outings to significant locations, such as parks and landmarks. Our project's group activities encouraged teamwork, boosted energy levels, reduced stress, and physical exercise and most importantly promoted a positive mindset among the participants. Participants expressed how much they enjoyed taking part in the yoga sessions and how they will continue to do the exercises that they were taught in their alone time. Throughout the events, cultural lunches were organised to provide participants with an opportunity to explore different cuisines and engage in social interaction and created a sense of community among the participants.

**Seniors' group sessions with Covid-19 updates** – information sessions for 6 seniors' groups to enhance community awareness and ensure access to accurate and timely information about Covid-19. With support from the Victorian Department of Health and their clinical champions, AW conducted 6 group-based sessions that updated community members on Covid-19 developments and provided in-language resources wherever possible. The interactive nature of the sessions allowed community members to ask several questions and engage in discussions.

**AW produced 3 Facebook posts** on key Covid-19 themes with reach of 598 people and 156 unique user engagements toward the posts. The posts effectively played a crucial role in keeping the community informed, providing support, and promoting mental well-being during these challenging times.

Additionally, education, demonstration and distribution of RATs and masks to members of the community Demonstrations were conducted for groups that requested illustrating the correct techniques for administering RATs and wearing masks. AW distributed over 600 RATS and 790 masks, fostering a safer and more informed environment for all.



# SENIORS SERVICES

## CONT'D

### Seniors Access Support Services

In response to AW's Community Needs Analysis for Arabic speaking seniors conducted in 2021-22, our organisation has invested in designing and implementing a dedicated Seniors Services program to address access and support needs of our community elders. The program commenced in 2022-23 and provides both community group education sessions and one-on-one support to seniors who need to access and navigate the complexities the aged care service system with the support of AW's bilingual workers.

#### In 2022-23, this new program directly assisted

- 65 individual clients with a total of 218 one-on-one sessions
- 263 participants from 14 groups engaged with 47 group-based sessions

The knowledge of aged care services varied greatly among our clients with some already linked with providers, while a large number are unaware of any aged care services. Important issues and challenges identified by AW's program and in which we focus much of our education with seniors, include:

- An important barrier for many clients in accessing and/or commencing services is the possibility of out-of-pocket expenses which is increasingly an issue for many clients who refer to the growing concerns for current high cost of living.
- Understanding the correct procedure for assessments and service access. We educate them about the assessment process and how the assessment team will be able to identify level of need and provide services accordingly.
- An important identified need among many clients is that of transport support and social support to reduce social isolation; one of the challenges in accessing social support is that of language barriers as in many cases, assessors are not considering the client's cultural/linguistic needs to refer accordingly to suitable social support programs
- Capacity limits in both the Commonwealth Home Support Program and Home Care Packages has waiting lists longer than 3-4 months; consequently, we are undertaking numerous follow-up sessions with services to find providers with availability – this has been one of the biggest challenges for AW
- Wait times to contact My Aged Care remains a big challenge; at times we wait for over 40 min to get through to a client support officer.

Despite these challenges, the Seniors Services program has demonstrated the clear need for in-language support required by ageing Arabic speaking seniors who face significant barriers to accessing and navigating the aged care system.







# **COVID-19 PRIORITY RESPONSE FOR MULTICULTURAL COMMUNITIES**

# COVID-19 PRIORITY RESPONSE FOR MULTICULTURAL COMMUNITIES

With the support and funding from the State government, AW facilitated a targeted project with the following aims relating to important Covid-19 issues:

- Relaying Covid-19 updates in culturally and linguistically appropriate ways to Arabic speaking community members
- Simplifying and relaying Government messages about the easing of restrictions as well as stressing each person's responsibility in keeping the community safe
- Discussing the importance of staying up to date with Covid-19 vaccinations and booster shots
- Distributing RATs with demonstrations and reminders on how to use RATs, reporting a positive case, accessing anti-viral medication and the importance of isolation
- With Covid-19 re-occurring waves, AW aimed to remind community on the importance of self-testing

**To meet our project goals, AW delivered 21 COVID-19 information sessions and supported 200 individuals with reach to 280 families.**

Through AW's ongoing work with diverse Arabic speaking community groups, we were aware of Covid-19 message fatigue and their reluctance to receive ongoing Covid-19 updates. AW project workers continues to emphasise the importance of staying up to date with the latest information.

Despite community fatigue and the mental health impacts of lockdowns, AW project workers were innovative with communication. We created a fact sheet that contained all of the important information in a visually attractive way that suited our community culturally and linguistically. This resource was disseminated widely across the organisation, to community leaders and to individual clients who came into our office for one-on-one support.

In order to keep community members engaged, AW utilised social support activities, such as outings and cultural events that included real-life testimonials, to provide the community with the latest Covid-19 updates. We placed particular emphasis on ensuring that community members received important information: how to access the anti-viral medication; demonstrate on how to use RATs when experiencing different symptoms, distributing Covid-19 RATs to all attendees, and responding to queries and concerns.







# **WEBSITE & CULTURAL TRAINING**

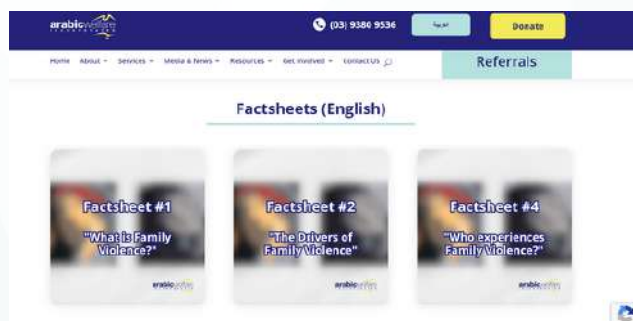
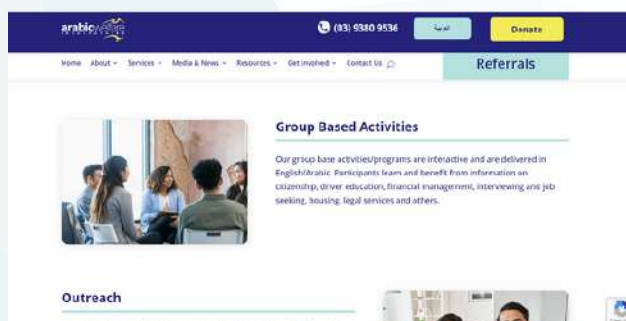
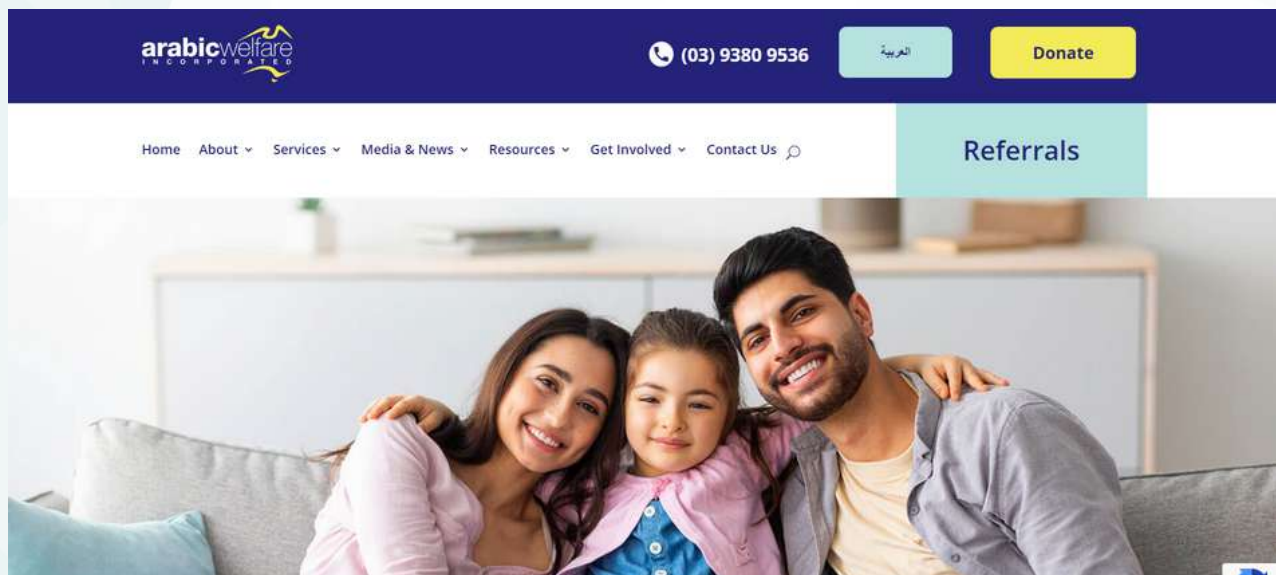
# WEBSITE & CULTURAL TRAINING

This year marked a significant milestone for Arabic Welfare as we unveiled our brand-new, revamped website. This exciting update brought about a transformation in design, content, and visuals that not only reflects our commitment to innovation but also enhances the overall user experience. We've gone the extra mile to ensure that our online presence reflects our commitment to excellence in serving our community.

One of the most notable features of our new website is the introduction of an in-language option, allowing our valued clients to navigate the entire platform in Arabic. This user-friendly enhancement ensures that Arabic-speaking individuals can seamlessly explore our services, gaining comprehensive insights into Arabic Welfare's services and programs and the vital resources we provide.

With our new revamped website, our clients and mainstream providers can explore Arabic Welfare's mission and offerings, making it easier than ever to connect with our organisation and access a wealth of valuable resources.

Explore our new website today at [www.arabicwelfare.org.au](http://www.arabicwelfare.org.au), and experience first-hand how Arabic Welfare is making a positive impact with a more user-friendly, informative, and inclusive online presence.





# WEBSITE & CULTURAL TRAINING

In 2022-23, the Department of Justice and Community Safety North Metropolitan Area Youth Justice Service sought cultural competence training from AW to increase staff knowledge on engaging with diverse Arabic Speaking families. The training focused on building knowledge on the difference and similarities within culture, values and beliefs. It also provided a snapshot on migration & settlement patterns, pre-arrival experiences and settlement issues. This was further supported by increasing participant knowledge on how cultural dimensions and high/low contexts communication can affect engagement with diverse Arabic Speaking families.

In their written evaluation, the overwhelming number of participants provided very positive feedback and strongly agreed that they can now work independently in this area and that the session satisfied their professional needs. Our training welcomed additional feedback from participants and the following is a snapshot of their comments:

*"The start of the session was eye opening and so engaging compared to any training I have attended"*

*"Enjoyed the knowledge we learnt, about working with Arabic backgrounds"*

*"The information can be applied to our role"*

*"Learnt about high context and low context of communication"*

*"Learnt how to better work alongside Arabic Speaking Families"*



“

***"The first exercise was very confronting,  
but that's how all our Arabic Speaking clients feel"***  
- Cross-Cultural Participant

”

# FINANCIAL REPORT

## Income and Expenditure Statement

Arabic Welfare Inc.

For the year ended 30 June 2023

	2023	2022
<b>Income</b>		
<b>Grant Income</b>		
<b>Federal Grants</b>		
Department of Home Affairs	922,375	906,594
<b>Total Federal Grants</b>	<b>922,375</b>	<b>906,594</b>
<b>State Grants</b>		
Department of Health	32,000	-
Department of Justice	197,511	175,202
Department of Premier & Cabinet	-	(15,219)
Department of Transport	-	16,020
Department of Family Fairness and Housing Victoria	88,915	-
Vic Health	40,000	-
<b>Total State Grants</b>	<b>358,426</b>	<b>176,003</b>
<b>Local Government</b>		
Other City Councils	15,473	27,000
<b>Total Local Government</b>	<b>15,473</b>	<b>27,000</b>
<b>Total Grant Income</b>	<b>1,296,274</b>	<b>1,109,597</b>
<b>Project Management</b>		
Brotherhood of St Laurence	128,000	134,200
Cancer Council	-	2,000
Prior Year Project Fund	113,698	352,099
<b>Total Project Management</b>	<b>241,698</b>	<b>488,299</b>
<b>Consultancy</b>		
Other Consultant	24,633	1,073
<b>Total Consultancy</b>	<b>24,633</b>	<b>1,073</b>
<b>Total Income</b>	<b>1,562,605</b>	<b>1,598,969</b>
<b>Gross Income</b>	<b>1,562,605</b>	<b>1,598,969</b>
<b>Expenditure</b>		
Finance Audit & Accounting	9,114	12,871
<b>Premises Expenses</b>		
Office Expenses	18,904	8,242
Office Furniture/Equipment	-	791
Rent	46,550	53,206
Depreciation	1,538	221
<b>Total Premises Expenses</b>	<b>66,992</b>	<b>62,459</b>
Wages / Salaries and On Costs	1,172,626	1,260,588
Office Overheads	47,096	71,846
Programming & Planning	86,525	113,920
Insurance	34,935	49,730
Legal expenses	5,114	-
Portable Long Service Leave	50,161	-
<b>Total Expenditure</b>	<b>1,472,563</b>	<b>1,571,414</b>
<b>Net Income</b>	<b>90,042</b>	<b>27,555</b>
<b>Other Comprehensive Income from Investment</b>		
<b>Other Comprehensive Income</b>		
Interest Income	9,725	2,741
<b>Total Other Comprehensive Income</b>	<b>9,725</b>	<b>2,741</b>
<b>Total Other Comprehensive Income from Investment</b>	<b>9,725</b>	<b>2,741</b>
<b>Current Year Surplus/ (Deficit) Before Income Tax Adjustments</b>	<b>99,767</b>	<b>30,295</b>
<b>Current Year Surplus/(Deficit) Before Income Tax</b>	<b>99,767</b>	<b>30,295</b>
<b>Net Current Year Surplus After Income Tax</b>	<b>99,767</b>	<b>30,295</b>



# FINANCIAL REPORT

## Assets and Liabilities Statement

Arabic Welfare Inc.

As at 30 June 2023

	NOTES	30 JUN 2023	30 JUN 2022
<b>Assets</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents		1,372,700	1,378,709
Deposit - Access Pay		500	500
Bonds		11,140	11,140
<b>Total Current Assets</b>		<b>1,384,340</b>	<b>1,390,349</b>
<b>Non-Current Assets</b>			
Term Deposits		1,043,035	1,040,434
Plant and Equipment and Vehicles	4	2,506	1,989
<b>Total Non-Current Assets</b>		<b>1,045,541</b>	<b>1,042,423</b>
<b>Total Assets</b>		<b>2,429,881</b>	<b>2,432,773</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Bank Overdraft		625	-
<b>Trade and Other Payables</b>			
PAYG Withholdings Payable		13,466	23,668
Access Pay		-	5,575
Access Pay Fees		-	23
<b>Total Trade and Other Payables</b>		<b>13,466</b>	<b>29,266</b>
GST Payable		20,653	10,650
<b>Grant Received in Advance</b>			
Carryover Fund Projects - DHA		-	40,000
Carryover Fund Projects - DPC/DFFH		125,000	217,785
Carryover Fund Projects - Other Consultants		24,633	14,545
Carryover Fund Projects - MCC		-	7,000
Carryover Fund Projects - VRGF		-	19,000
Carryover Fund Projects - VicHealth		35,000	-
<b>Total Grant Received in Advance</b>		<b>184,633</b>	<b>298,330</b>
<b>Employee Entitlements</b>			
Superannuation Payable		-	25,535
<b>Total Employee Entitlements</b>		<b>-</b>	<b>25,535</b>
<b>Total Current Liabilities</b>		<b>219,377</b>	<b>363,781</b>
<b>Non-Current Liabilities</b>			
<b>Other Non-Current Liabilities</b>			
Provisions	7	618,774	577,028
<b>Total Other Non-Current Liabilities</b>		<b>618,774</b>	<b>577,028</b>
<b>Total Non-Current Liabilities</b>		<b>618,774</b>	<b>577,028</b>
<b>Total Liabilities</b>		<b>838,151</b>	<b>940,810</b>
<b>Net Assets</b>		<b>1,591,730</b>	<b>1,491,963</b>
<b>Member's Funds</b>			
Capital Reserve		1,591,730	1,491,963
<b>Total Member's Funds</b>		<b>1,591,730</b>	<b>1,491,963</b>

# FINANCIAL REPORT

## True and Fair Position

Arabic Welfare Inc.

For the year ended 30 June 2023

### Annual Statements Give True and Fair View of Financial Position and Performance of the Association

We, Richard Abicair, and Michael Mawal, being members of the committee of Arabic Welfare Inc., certify that –

1. The statements attached to this certificate give a true and fair view of the financial position and performance of Arabic Welfare Inc. during and at the end of the financial year of the association ending on 30 June 2023.
2. At the date of this statement, there are reasonable grounds to believe that Arabic Welfare Inc. will be able to pay its debts as and when they fall due.
3. The statements comply with Association Incorporation Act Victoria and the ACNC Act

This certification is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Signed: Richard Abicair  
Richard Abicair (Oct 13, 2023 15:38 GMT+11)

Dated: Oct 13, 2023

Signed: Michael Mawal  
Michael Mawal (Oct 13, 2023 09:44 GMT+11)

Dated: Oct 13, 2023



# FINANCIAL REPORT

## Auditor's Report

Arabic Welfare Inc.

For the year ended 30 June 2023

### Independent Auditors Report to the members of the Association

We have audited the accompanying financial report, being a general purpose financial report, of Arabic Welfare Inc., which comprises the committee's report, the assets and liabilities statement as at 30 June 2023, the income and expenditure statement for the year then ended, cash flow statement, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

### Committee's Responsibility for the Financial Report

The committee of Arabic Welfare Inc. is responsible for the preparation and fair presentation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Association Incorporation Act Victoria and the ACNC Act and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Opinion

In our opinion, the financial report presents fairly, in all material respects (or gives a true and fair view –refer to the applicable state/territory Act), the financial position of Arabic Welfare Inc. as at 30 June 2023 and (of) its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Division 60 of the ACNC Act.

### Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist Arabic Welfare Inc. to meet the requirements of the Division 60 of the ACNC Act. As a result, the financial report may not be suitable for another purpose.

### Fees and Remuneration

Our fees for the auditing and reviewing for the audit of the financial statements; and all other services performed during the reporting period of financial year 2022-23 is fixed at \$2,500.00.

Auditor's signature: John Fares

John Fares (Oct 12, 2023 09:23 GMT+11)

Name of Firm: Accounts and Advice

Auditor's address: L28 303 Collins St, Melbourne, VIC 3000

Dated: Oct 12, 2023

# ACKNOWLEDGEMENTS

## FUNDING BODIES

Department of Families, Fairness and Housing  
Department of Health  
Department of Home Affairs  
Department of Premier & Cabinet  
Department of Transport – Vic Roads  
VicHealth  
Victorian Multicultural Commission  
Victorian Responsible Gambling Foundation

## FUNDED PROJECT PARTNERS

Brotherhood of St Laurence  
Merri-bek City Council

## COMMUNITY PARTNERSHIPS

Antiochian Archdiocese Melbourne Group  
Assyrian Iraqi Community Leader  
Assyrian Iraqi Community Leader (Banat Australia)  
Australian Chaldean Family Welfare  
Australian Iraqi Forum  
Australian Peace Within  
Australian Socio – Assyrian Association Victoria  
Australian Sukalabyah Association Inc (Al-Sukalabyah or AUSQA)  
Beitna Association  
Chaldean Mission of Ephrum  
Chaldean Senior Citizens' Group of Whittlesea  
Chaldean Social and Cultural Welfare Association of Australia Christian Faith Women's Group  
Egyptian Cultural Association Victoria Inc  
Integration into Diversity  
Iraq Council  
Kind Hearted Soul  
Moreland's Arabic Speaking Club  
Muntada Al Maraa  
Optimistic Australian Support Group  
Peace Within  
Plans of Hope  
Preston Mosque  
Shia Gathering Group  
St Anthony Social Senior's Club  
St George Antiochian Orthodox Cathedral  
St George's Tellskuf Association  
St Mary Multicultural Social Club  
St Mary's Antiochian Orthodox Church  
Syrian and Australian Social and Cultural Forum International Inc  
Syrian Charitable Organisation  
Syrian Community  
The Kurdish Yasna Organization for the Development of Zoroastrian Philosophy of Victoria  
The Palestinian Community Association of Victoria Inc  
Victorian Harmony Club  
Victorian Lebanese Senior Club  
Wisdom Senior's Club  
Zenobia Association



# ACKNOWLEDGEMENTS

## COLLABORATIONS

3081 Angels - Material Aid  
AMES Employment  
AMES Settlement Services  
Anglicare  
Australian Muslim Women's Centre for Human Rights  
Australian Taxation Office  
Banksia Gardens  
Banyule Community Health – Gamblers' Help  
Baptcare  
Berry St  
Broadmeadows Community Women's House and Parent Zone  
Broadmeadows Health Centre  
Broadmeadows Leisure Centre  
Broadmeadows Magistrate's Court  
Cancer Council Victoria  
Catholic Care  
Centre for Multicultural Youth  
Child First  
Cohealth  
Community Housing Ltd.  
Consumer Affairs Victoria  
CVGT  
Darebin City Council  
Department of Education  
Department of Education- Respectful Relationship  
Department of Foreign Affairs and Trade  
Department of Health and Human Services: Child Protection  
Department of Health and Human Services: Housing  
Domestic Violence Resource Centre  
DPV Health  
Ethnic Communities' Council of Victoria  
Family Mediation Centre  
Family Relationships Centre  
Fire Rescue Victoria MiCare  
Foundation House  
Gambler's Help  
Gateway  
Grameen Australia  
Haven Home Safe  
Headspace  
Heidelberg Magistrate's Court  
Helping Hands Mission  
Hume City Council  
In Touch  
Janet's Balance  
JobActive  
Juno Housing  
Kids First  
L2P Program  
Life Saving Victoria  
Many Rivers  
Max Employment  
Merri Health

Migration Council Australia  
Migration Institute of Australia  
Merri-bek City Council  
MyAged Care  
NAATI  
National Zakat Foundation Australia  
Navigator  
NDIS  
NEAMI  
Northern Community Legal Service  
Northwest Migrant Resource Centre  
Office of Birth, Deaths and Marriage  
OMARA  
Orygen Health Refugee Access  
Overseas Qualifications Unit  
Peter MacCallum Cancer Centre  
Pronia  
Refugee Health Nurse Service  
Salvation Army  
Sarina Russo  
Sevices Australia  
Spectrum Migrant Services  
SSI - Settlement Services International  
St Vincent Care Housing Services  
St Vincent de Paul  
Telephone Interpreter Service (TIS)  
Tenants Australia  
The Orange Door  
Thrive Refugee Enterprise  
Turning Point  
Uniting Care Kildonan/Lentara  
University of Melbourne  
VET Assess  
VEVO  
Vic Health  
Vic Roads  
VICSEG New Futures  
Victoria Police  
Victorian Civil & Administrative Tribunal  
Victorian Legal Aid  
Victorian Transcultural Mental Health  
Whittlesea City Council  
Whittlesea Community Connections  
Wise Employment  
Women's Health in the West  
Women's Health in the North

# ACKNOWLEDGEMENTS

## SCHOOLS/AMEP

Aitkens Creek Primary School  
Business Bloom International  
Campbellfield Heights Primary School  
Coburg High School  
Coolaroo South Primary School  
Craigieburn Secondary College  
Dallas Brooks Primary School  
Hume Central Secondary College  
Kangan TAFE  
Meadow Heights Education Centre  
Meadow Heights Primary School  
Melbourne Polytechnic  
Mt Ridley Secondary College  
Roxburgh College  
William Ruthven Secondary College

## REPRESENTATION ON LOCAL NETWORKS & ADVISORY GROUPS

All Together CoP  
Alliance for Gambling Reform  
Australian Association of Social Workers  
Broadmeadows SFVC Multi-Disciplinary Engagement  
BSL YTSP Program Governance meetings  
CALD Gambler's Help Network Meeting  
COVID Lebanese Community Roundtable Discussion with VMC  
Family Futures Program Steering Committee  
Family Safety Victoria Roundtable Discussion  
Gamblers' Help Provider Forum  
Getting Equal Priority Inclusive Communities Through Gender Family Advisory Committee  
Health West 'Reducing Gambling Frequency' Project Advisory Group  
Hume Early Years Partnership  
Hume Family Violence Network  
Hume Multicultural and Settlement Services Network  
Hume Multicultural Workers' Network  
Hume Youth Commitment Network  
Kangan/Melbourne Polytechnic Wrap Meetings  
Merri-bek Family Violence Network  
Merri-bek Multicultural and Settlement Service Network  
Merri-bek Youth Commitment Network  
Multicultural Advisory Group  
Multicultural CEO Network  
Multicultural Family Violence Working Group  
Multicultural Sector Covid-19 Taskforce  
Northern Group Work Network  
Outcomes Framework Discussion & Prevention Partners Peer Networking Forum  
Preventing Family Violence in Faith Communities Network  
SETS Community Capacity Building CoP  
SETS COVID-19 Response and Best Practice CoP  
SETS Domestic and Family Violence CoP  
SETS Employment CoP  
Settlement and Mental Health Network  
Settlement CEO Collective Network  
Stake Holder Reference Group Tangible Connections Network  
Tangible Youth Network  
VRGF Clinical CoP  
VRGF Multicultural CoP  
Whittlesea Family Violence Network  
Whittlesea Multicultural Issues Network  
Whittlesea Settlement Network



# AWAV ART COMPETITION ENTRIES

Showcased here are artworks submitted to Arabic Welfare's Art Competition during the "Arabic Welfare Against Violence (AWAV)" program.

The task given to participants was to convey "what family violence means to you" through an artistic and creative medium of their choosing.

The winner of the competition was Mariam Nazar Alderani, whose story beautifully encapsulated the woes that a person can experience when faced with Gender-Based Violence, and how one can find the strength within themselves to overcome it.



Entry by Ghassan Fatoohi



Entry by Mariam Nazar Alderani



Artwork by Nabahed Al Hisa



Entry by Nabahed Al Hisa



Entry by Saman Koraeel



Entry by Maryam Zuhair



Entry by Bassam Shabo



Entry by Nabahed Al Hisa



"Pledge Against Gendered-Violence" was an activity held by Arabic Welfare during the AWAV campaign.

The activity had participants trace their hands on coloured paper and then write a pledge of what they will do in their daily lives to combat gendered-violence.

All pledges were then gathered and assembled to make an art piece in the shape of a pigeon, representing that all people have the right to live freely without the threat of gendered-violence.





**arabicwelfare**  
I N C O R P O R A T E D



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[@arabicwelfareinc](https://www.facebook.com/arabicwelfareinc)



[@arabicwelfareinc](https://www.instagram.com/arabicwelfareinc)

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