



المنظمة العربية للخدمات الإجتماعية

Serving all Arabic Speaking Communities



Arabic Welfare Annual Report

2017-2018

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Our Mission

As a non-sectarian, non-political migrant welfare organisation, our mission is to influence and sensitize mainstream service providers to ensure that newly arrived migrants and refugees from Arabic-speaking backgrounds are included in Australian society. We strive to educate, support, advocate on behalf of, and encourage the autonomy of the Arabic-speaking community through offering a range of services, groups, workshops and programs, and we strive for the continual improvement in the delivery of our services.

Our Vision

Arabic Welfare aspires to lead by example in enacting an inclusive, multicultural Australian society by supporting the holistic health and well-being of migrants and humanitarian entrants from an Arabic-speaking background, and the broader community as a whole.

Chairperson & Manager's Report



The past year represents Arabic Welfare's 35th year of operation and we are very proud of our continued work and expansion of services. The past 12 months have been marked by significantly increased support to newly arrived refugees of diverse Arabic speaking backgrounds. With the ongoing humanitarian crisis in the Middle East, the Australian Government has committed to supporting many Syrian and Iraqi refugees settle in Australia and our organisation has been granted funding to provide much needed settlement services

We have been privileged to support large numbers of Syrian and Iraqi families settle in Melbourne's Northern suburbs. Through Arabic Welfare's office in Broadmeadows and through our staff's co-location at AMEP sites — Kangan TAFE, Melbourne Polytechnic and Meadow Heights Learning Centre – we have provided vital case work support and community capacity building programs to thousands of recently arrived migrants and refugees to participate in education, employment and community life.

Arabic Welfare commends the Department of Social Services for allocating necessary funding and we praise our dedicated staff who have worked tirelessly and with integrity, commitment and passion to deliver much needed support.

Throughout 2017–18, we have forged new partnerships and strengthened existing collaborative relationships to provide expanded programs to young people of diverse Arabic speaking backgrounds. Our program with the Brotherhood of St Laurence has been extended to December 2019 to continue successful education and employment pathway support in the YTSP. We have partnered with the University of Melbourne in the innovative grass roots "Count Me In" project which has engaged youth in sport. Our youth programs have introduced the Department of Justice Community Crime Prevention Program. This important program is working with young people who are first offenders or at risk of offending and is achieving significant outcomes to date.

Ongoing funding from the Victorian Multicultural Commission in 2017–18 has allowed Arabic Welfare to continue our critically important project to address issues of family violence in Arabic speaking communities. We have implemented important strategies to engage men and women in the prevention of family violence. Our work in family violence prevention has extended through our partnership with the Australian Muslim Women's Centre for Human Rights on early and forced marriage.

Once again, in 2017–18 Arabic Welfare provided counselling and community engagement programs in our gambling project, QOWEH, with support and funding from the Victorian Responsible Gambling Foundation. Additional funding from the Foundation has introduced our CALD Prevention Gambling program and we gratefully acknowledge the Foundation's support of our work.

We have entered new and innovative partnerships to support community capacity building projects. Our work with Lendlease has seen the delivery of local community education programs to support recently arrived migrants and refugees to navigate their local support services. Our partnerships with Cancer Council Victoria and the Peter Mac Institute has facilitated community education to 'hard to reach' community members.

We thank our Committee of Management for providing ongoing support toward the growth of our organisation, for implementing our organisational review and endorsing major recommendations, in particular that of our Client Management System. We also extend our gratitude to our funding bodies, who have entrusted Arabic Welfare to deliver our programs: the Department of Social Services, the Department of Justice, the Victorian Responsible Gambling Foundation and the Department of Premier and Cabinet.

Our Annual Report provides an overview of our growing achievements and our continued commitment to community members of diverse Arabic speaking backgrounds. This has all been made possible by the tireless efforts of our dedicated staff, to whom we extend our great appreciation. Their professionalism, their experience and their hard work is captured in our Annual Report for 2017–18 and we welcome you to share in all that we have achieved with our resilient community members.



Dr. Richard Abicair
PRESIDENT



Mrs Amal El Khoury
EXECUTIVE MANAGER



2017-18 Highlights

CASEWORK

- > Settlement casework support to 600+ recently arrived Arabic speaking refugees and migrants
- > Additional case work support to over 200 clients across our services
- > Recently arrived migrants and refugees supported over 1700+ occasions of service
- > Across 10 sites, we assisted clients to identify their own goals, access available local services and become independent and empowered community members
- > QOWEH problem gambling project provided case management & counselling services to 70+ clients
- > extensive client directed care to 60+ clients through one-on-one work and their children to reduce the impact of gender based violence and provide safe homes
- > Community Crime Prevention Program provided intensive case management support to 11 young people who are first time offenders or at risk of offending

GROUP SESSIONS

- > 240+ group sessions in our settlement service program with 5500+ attendances
- > Group sessions provided information and guidance on: education pathways, employment, the Australian school system, engaging with children's schools, driving, financial management & budgeting, health & well-being, housing, law enforcement, legal system, parenting and Australian culture
- > Community consultations engaging with newly arrived Syrian refugees
- > Facilitated education program with CVGT to young mothers preparing to enter the workforce





YOUTH SERVICES

- > School based group workshops for recently arrived Arabic speaking youth, in collaboration with Hume Central Secondary College, Melbourne Polytechnic Broadmeadows, Hume Central Language Centre, Collingwood English Language School Broadmeadows Campus, Craigieburn Secondary College, Roxburgh Park Secondary College and Mt Riddley College
- > over 60 young people received individual support to engage in education and employment pathways
- > 'Count Me In' youth sports project engaged over 1000 people and supported 200+ children to register in sports clubs and activities
- > Establishment of youth crime prevention project with YSAS, headspace Glenroy and Vic Police to work with challenging cases of young offenders or those at risk of offending
- > Hosting a 3 day Youth Leadership Camp with ongoing skill development

COMMUNITY CAPACITY BUILDING

- > Family Support Program delivered 'Love Bites' program on healthy relationships to adolescent boys in secondary schools
- > Facilitating innovative education & skills workshops to new arrivals on location at Craigieburn Central for practical and experiential learning
- > Driver education programs to adults & young people who succeeded in gaining Learner Permits
- > Education workshops strengthened parenting skills of newly arrived migrants and refugees
- > Raising awareness on cancer screening with 14 trained Peer Educators and over 200 newly arrived migrant & refugee women receiving information on breast screening



Our Committee of Management

PRESIDENT

Dr Richard Abicair



VICE PRESIDENT

Monsignor
Joseph Takchi



TREASURER

Michael Mawal



ASSISTANT TREASURER

Antoine Freijah



SECRETARY, PUBLIC OFFICER

Walid Hanna



MEMBER

Dr Kamiran Abdouka



MEMBER

Elaine Hadj



MEMBER

Dr Ramzi Yousif
Razouk



MEMBER

Emeline Issa



Our Staff

MANAGEMENT TEAM

Executive Manager
Settlement Services Program Co-ordinator
Programs Co-ordinator

Amal El-Khoury
Lyda Dankha
Wendy Khalil



PROGRAM STAFF

Settlement Service Worker
Community Development Worker
Family Support Worker/Social Worker
Counsellor
Registered Migration Agent
Social Worker
Youth Settlement Worker
Settlement Service Worker
Settlement Service Worker

Ahmad Al-Shaimari
Simar Amad
Roba El-Kadi
Feyrouz Khayat
Nuha McMahon
Abir Melhem
Fadi Qunqar
Sihem Sayoud
Maha Yaqoo

OFFICE STAFF

Administration Support Worker
Administration Support Worker/Youth Worker
Book Keeper

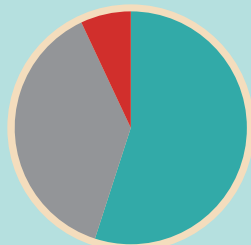
Suhaila Abdelquader
Zeina Zogheib
Samira Hanna

Settlement Support Program

SETTLEMENT SUPPORT PROGRAM CLIENT STATISTICS

Country of Origin

| | |
|----------------------|-----|
| Iraq | 55% |
| Syria | 38% |
| Lebanon/Egypt/others | 7% |



Ancestry

| | |
|------------|-----|
| Assyrian | 21% |
| Chaldean | 14% |
| Iraqi | 14% |
| Arab | 11% |
| Syrian | 10% |
| Not stated | 27% |



The program addresses the needs of diverse Arabic-speaking background people who have been in Australia for less than 5 years. Over 2017–18 the Commonwealth government provided Arabic Welfare with additional funds to provide much needed supports to the large numbers of refugees arriving as a result of the humanitarian crisis in Syria and Iraq.

Our Settlement Support Program is funded by the Department of Social Services (DSS) and through this program we provide casework, outreach services at AMEP sites, group information sessions, capacity building programs, migration advisory services, on-going telephone contact, school holiday programs, and after-school support groups.

CASEWORK

Our multilingual and qualified staff play a critical role in building rapport with our clients and in bridging our clients to mainstream services. Arabic Welfare’s case work assists newly arrived humanitarian entrants to identify their own goals and enact their own strengths and values. During one-on-one and family-based casework, information is provided for humanitarian entrants about settling in Australia and accessing available local services, such as housing, financial assistance and public health care.

During 2017–18 Arabic Welfare provided casework services to 611 recently arrived refugees and migrants over 1729 occasions of service.

Some of the most common issues included financial hardship, unemployment, employment pathways, enrolling in education and training, grief and loss, trauma, family relationships, intergenerational issues, isolation and migration advice.

As part of our settlement support services, Arabic Welfare provides a migration advisory service which is a free and professional service offered by registered and fully trained migration agents.

In 2017–18, demand for migration agent services was high, with many new arrivals requested support to sponsor children and/or other immediate family members, as well as support for passport and citizenship issues.

Our clients received case work services for a range of issues from Arabic Welfare staff across multiple locations, including:

- > our Brunswick office
- > our Broadmeadows Office
- > AMEP sites:
 - Melbourne Polytechnic Broadmeadows
 - Melbourne Polytechnic Epping
 - Kangan Broadmeadows
 - Meadow Heights Education Centre
- > Hume Central Language Centre
- > Hume Central Secondary College—Dimboola Campus
- > Hume Central Secondary College—Blair Street Campus
- > Roxburgh Park Secondary College
- > Mt Riddley College
- > Craigieburn Secondary College
- > Collingwood English Language School, Broadmeadows

GROUP SESSIONS

During 2017–2018, our settlement team successfully facilitated over 240+ group education and community capacity sessions. Over 30 sessions were delivered on specific topics, including:

- > Health—with the “Refugee Health Nurse program”
- > Employment—Jobactive services delivered by Max Employment
- > Education and training pathways
- > QOWEH—a preventative gambling program to raise awareness
- > Maternal Health services
- > Housing—tenants’ rights and responsibilities
- > SHP program application and process, assisted by registered migration

In addition to these information sessions, we designed and facilitated capacity building programs to assist our clients to build skills for participation in their new community. These programs were comprised of multiple sessions and were developed in response to identified community need.





COMMUNITY DEVELOPMENT & CAPACITY BUILDING PROGRAMS

Settle Well Program

Three programs consisting of 27 sessions were delivered and assisted newly arrived clients to better understand Australian systems, cultures, three tiers of government and types of services provided by each. We especially focused on local government services that each client may expect to utilise, as well as exploring themes of citizenship, rights & responsibilities, freedom and democracy.

“Get Your L” Driver Education Program

We delivered 4 Driver Education Programs over 28 sessions, with 70 participants. Of all program participants, 47 people sat the Learner’s test with 100% success rate!

The program provided a theoretical understanding of roads rules and driver safety in Australia, followed by simulated testing at VicRoads in preparation for the actual learner driver test.

This has proven to be a tremendously successful program which increased participants’ knowledge on Australian road rules and laws, the role of Vic Police & VicRoads. It was also a great opportunity to improve conversational English, improve social connections and increase independence.

‘Ahla W Sahla’ Conversational English Settlement Support Groups

“Ahla W Sahla” means “Welcome” in Arabic and is the title of our Support Groups which build capacity and knowledge of services for increased independence and self-reliance.

We facilitated 2 groups over 14 sessions to 18 adults studying level 0 & 1 English. The sessions included information on: private rental, rights/responsibilities in rental disputes, navigating the health system, nutrition and well-being, employment, obligations/compliance with Jobactive, income support, and obligations associated with payments and entitlements.

Conversational English at Kangan

Two groups with 15 sessions were delivered to 39 participants attending AMEP classes at Kangan. Through a consultative process, it was identified that participants required knowledge on Australia’s housing, legal, income support and migration systems.

Participants were all new to Australia but had the opportunity to receive much needed information from Arabic Welfare and from our collaborative work with Vic Police, Northern Community Legal Service, St Vincent’s home services, DHS Centrelink and migration services.

‘Believe in Your Skills’ Employment Program

Arabic Welfare’s case work service clearly identified multiple issues faced by our newly arrived clients in accessing employment and training. These issues include: language barriers, no local experience, no recognition of overseas qualifications and prior learning. In response to these issues, we facilitated a program of 4 sessions to 15 participants and invited specialist speakers.

The program provided information to participants on Australian workplace culture, completing and lodging an application with the overseas qualification unit, accessing volunteering opportunities via Gateway in Hume, recognition of trade qualification through VETASSESS, and understanding the Australian Tax System.

Corporate Diversity Partnerships Program

Demand for employment, training and volunteering opportunities continues to grow among our newly arrived clients, with many among them holding professional and trade qualifications.

In partnership with Jesuit Social Services, Arabic Welfare supported eligible clients with high qualifications and experiencing barriers to securing employment in their field of work. Our collaborative work assisted clients toward securing paid employment, with some clients being contacted directly by employers exploring future opportunities.

Going to Court

In partnership with the Broadmeadows Magistrates’ Court and Northern Community Legal Centre the “Going to Court” project provided an opportunity to 50 newly arrived Syrian and Iraqi refugees to actively interact with the Australian legal system. The project familiarised participants with the Australian legal system, the structure and hierarchy of the court system, its protocols and the services available at Court.

The “Going to Court” project has had media exposure, with a pre-recorded interview and coverage on the day with Arabic SBS radio, as well as an article in the ‘Hume Leader’. Through this project, Arabic Welfare attended the Law Week Launch Event at County Court, offering our project exposure to many stakeholders, including the Vic Law Foundation and its Executive Director, Lynne Haultain.





'Dardasha' Men's Chat Group

Our consultation with the Syrian community identified the need for men to have a platform where they could meet socially and discuss issues of concern. We facilitated 13 sessions to a group of 15 men from Syria and Iraq. "DARDASHA" means "To Chat" and the group of men meets every Friday during the school term.

Apart from 'chatting', the sessions offered participants the opportunity to hear from specialist and qualified speakers on a range of topics, including: recognition of overseas qualifications, understanding Australia's education system, council services and regulations, family law and relationships, financial literacy, health, understanding migration and citizenship laws, role of police, tenant's rights and responsibilities and purchasing property.

Road Safety Forum

Hume City Council in partnership with Arabic Welfare, Vic Police, and other mainstream services facilitated a forum on Road Safety to 60 newly arrived community members of diverse Arabic speaking backgrounds.

The forum provided community members with a great opportunity to learn about various aspects of road safety in Victoria, including:

- > license and registration requirements
- > obligations and responsibilities of drivers and passengers
- > consequences of not following road rules
- > access to community legal services when required

Employment Community Consultation

In addition to our employment workshop sessions, Arabic Welfare settlement workers facilitated a Community Consultation with 400 newly arrived students from Arabic speaking backgrounds.

Local Federal Member of Parliament, Maria Vamvakinou and her team were also invited to the consultation. The consultation highlighted to our local MP and to key service providers, the barriers faced by our clients, many of whom have professional qualifications from Iraq and Syria.

Youth Support Programs

Over the past year, Arabic Welfare focused strongly on strengthening the capacity of young people to participate in education, employment and local activities to foster their sense of belonging. Our work delivered outstanding achievements across: our Youth Settlement Services, our iStart... Community Crime Prevention Program, our partnership in the Youth Transitions Support Pilot Program, our Youth Leadership Program and the dynamic 'Count Me In' project.

YOUTH SETTLEMENT SERVICES

In 2017–18 our Youth Settlement Services assisted newly arrived young people, predominantly from Syria and Iraq. Most of the young people in our program have experienced disrupted education as a result of displacement and lengthy waiting periods for resettlement to Australia.

Arabic Welfare provided a range of programs with individual case work support, peer support groups and capacity building activities. Our bilingual youth workers are out-posted at multiple schools in the Northern Metropolitan Region: Hume Central Language Centre, Hume Central Secondary College, Mt Ridley College, Craigieburn Secondary College and Roxburgh Park Secondary College. Our staff developed programs to respond to specific issues as identified by school staff and by young new arrival students. Among our highly successful initiatives for 2017–18 are:

After-School Sport Program

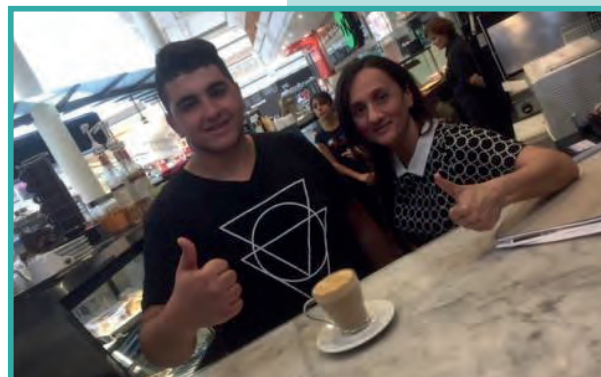
Developed to facilitate social connections and inclusion, the after school sport program ran for eight sessions with 17 young men engaged in playing soccer. The program ran after school every Friday at an indoor sports centre, providing opportunity for sporting and recreational activity, without the commitment required of a sporting club.

The program provided newly arrived young men with a place of belonging, where new friendships were formed that fostered connections beyond the life of the program.

Craigieburn After-School Program

Over six sessions, a group of 20 newly arrived students at Craigieburn Secondary College participated in a targeted program. On a weekly basis, the group met with Arabic Welfare's Settlement Youth Worker on campus after school to improve their understanding of life in Australia.

Information was provided and discussion facilitated on topics, including myki, educational pathways, friendships, respect and social participation activities.





Transition to School Program

In collaboration with Mt Ridley Secondary College, Arabic Welfare's Settlement Youth Worker delivered a program to newly arrived Arabic speaking boys who had transitioned from the Language Centre to the Secondary College. The boys were in Years 8, 9 and 12 and they participated in a series of eight sessions with information, discussion and guest speaker presentations on:

- > Cyber Bullying, legalities involved in sending and receiving photos online, sharing passwords, posting online
- > Cultural stigma associated with mental health, how to approach family and friends, seeking help
- > Drug and Alcohol with an open discussion with guest speakers from Turning Point

'Keys to Learners'

This program was run in partnership with the Hume City Council and was developed as a result of Arabic Welfare's consultations with the Hume Central Language Centre. Our program's aim was to support newly arrived young people at the Language Centre with a driver education program.

The program provided theoretical and practical learning to 16 year old students with contributions from guest speakers of Legal Aid, Consumer Affairs, VicRoads, Hume Council Youth Services, VicPolice.

With practical online practice tests, subsidised cost for tests from the local council and support in English language use, half of the program's participants successfully gained their Learner's Permit.

Lunch-time Soccer Program, Hume Central Secondary College

Following the outstanding successes of our initial lunchtime soccer program in 2016–17, we continued to facilitate this highly popular program, which once again proved to be very engaging with diverse students at the school.

15 sessions were facilitated by Arabic Welfare's Youth Worker who continued to run soccer activities at lunch to engage young newly arrived students with other students from diverse cultures. This sporting model promoted harmony and reduced unwanted behaviour and bullying within the school community.

CALD Health Project, Hume Central Secondary College

The availability of CALD youth health and well-being programs has been identified as an area requiring greater work in the Hume City Council area. In addressing this, Arabic Welfare worked alongside Hume Youth Services and Centre for Ethnicity & Health (CEH), to facilitate a series of sessions to newly arrived students at Hume Central Secondary College.

The program aimed to increase participants' knowledge of health and well-being and to encourage participants to share their learning with their peers, family and community. A series of facilitated sessions provide information on a range of topics, including:

- > respectful relationships
- > personal hygiene
- > blood borne viruses
- > STIs, prevention, contraception
- > managing peer pressure

Western Bulldogs Sports Day

A highly successful day with 36 young people participating in fun sporting activities!

In collaboration with Western Bulldogs, Melbourne Fire Brigade, Vic Police and Arabic Welfare, a sports day was organised for newly arrived Arabic speaking young people.

The day's main aim was to introduce young people to AFL sports. Young people were provided with information on the role of police in Victoria, the Metropolitan Fire Brigade and the AFL's facilities and games.

'Discovering Your Local Environment' School Holiday Programs

A group of 45 newly arrived young people were treated to two school holiday programs which included day-long outings, with a tour of Melbourne Museum and a visit to IMAX cinema.

These outings provided young participants with an insight into local culture and history. Through the program, participants developed a stronger connection to the Australian environment, increased their understanding of their new community and had a wonderful opportunity to forge new friendships.

'Unity Festival' Mt Ridley Secondary College

The annual 'Unity Festival' is organised by Mount Ridley Secondary College and it provides an opportunity for diverse communities to share their culture through dance, music, sports and other recreational activities. Arabic Welfare participated in this wonderful event which had over 300 people attending.

Our participation in this festival was greatly welcomed by the school and Arabic Welfare's partnership with Mt. Ridley Secondary College continues to be strengthened, with further collaboration for delivery of programs to newly arrived Arabic speaking students.





YOUTH TRANSITIONS SUPPORT PILOT PROGRAM

Over 2017–18 Arabic Welfare and the Brotherhood of St Laurence have continued to work in partnership to facilitate this pilot program. The program has provided early intervention assistance to young humanitarian entrants and migrants, in order to address barriers to participation in education and employment. Through individualised support, young Arabic speaking people were supported in identifying their aspirations and goals.

Throughout the program, we engaged over 70 young participants and we facilitated tailored 'Employment Preparation' sessions across different settings.

A key strength of our approach in this program is the capacity of Arabic Welfare's YTSP staff to support young participants with their settlement issues, which ultimately support them to realise their goals and aspirations to pursue education and entry to employment.

Working with participants holistically and with cultural understandings of their pre-arrival experiences as well as their settlement journeys, offers stronger service responsiveness and effective program outcomes.

YOUTH CRIME PREVENTION PROGRAM: *iStart...*

Funded for a two year period (2017 to 2109) by the Department of Justice and Regulation, Arabic Welfare's *iStart...* project addresses offending behaviour and recidivism by young people of Arabic speaking backgrounds, aged 10-24 years. The project works with youth in the Darebin area who have had contact with, or are at risk of being involved with the criminal justice system. The objectives of the project are to:

- > Decrease known crime-related risk factors and increase protective factors
- > Achieve sustained improvement in engagement in school, training and/or employment
- > Increase connectedness with the community

We have worked collaboratively with Vic Police, YSAS & Headspace Glenroy to provide early intervention and preventative strategies that work with young people and their parents. Our project has implemented an intensive case-management service at YSAS in Preston and at our Brunswick office.

Our project has also facilitated activities with young people, parents, families and community/religious leaders to strengthen their capacity to build relationships with at risk youth and relevant support services. To this end, we have enlisted up to 21 partners to strengthen the successful outcomes of the project.

In our first year, 2017–18, the project saw 185 people actively engaged in the project, including young people, parents, other family members and community members.

We look forward to reporting on our positive work and outcomes in the much needed area of youth crime prevention. To date our project has already marked positive developments for families and young people affected by risky behaviours and/or contact the criminal justice system.

- The project's ability to work so closely with Arabic Welfare's settlement staff also created other benefits for the families engaged in the project. The project worker was able to make referrals and assist families with their settlement and other issues which were identified while engaging and registering families in the project.

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Our greatest achievement in this project has been in increasing awareness of and facilitating sports accessibility for newly arrived refugee and migrant families and young people. By being a conduit between families and clubs, by providing information on timetables, by organising try outs and uniforms and by supporting financially with fees, young people were able to achieve their dream of playing their favourite sport.

'LOVE BITES' PROGRAM, HUME CENTRAL SECONDARY COLLEGE

The 'Love Bites' program was delivered in response to issues of student inappropriate behaviours. After consultation with Hume Central Secondary College the program was facilitated to adolescent boys in Year 9.

After eight sessions with 12 students, feedback from teachers was that this program had exceeded everyone's expectations. They also noted a shift in students' behaviour as a result of this program, with increased understanding of respectful relationships.



YOUTH LEADERSHIP PROGRAM

Across our services which are delivered to young people of diverse Arabic speaking backgrounds, Arabic Welfare identified a strong need for youth leadership programs. In 2017–18 we designed and facilitated a leadership program which engaged 25 aspiring young leaders, who participated in a three day camp to Phillip Island to explore and develop leadership skills in:

- > public speaking
- > program planning & development
- > time management & other skills for project delivery

Following on from this camp the group met once a month to discuss issues facing young people and their first group project was the planning and facilitation of a soccer tournament.

Family Support Programs

QOWEH GAMBLING PROJECT

Through funding from the Victorian Responsible Gambling Foundation, QOWEH supports the Arabic speaking community by providing knowledge, information, support and early intervention with issues of gambling in our community. QOWEH is the Arabic word for strength and it is the name of our project on problem gambling. Through our project, we challenge our clients to work through 5 key areas in order to build strength, skills and confidence to address problem gambling:

- > Question ourselves and those around us, and being
- > Open to listening, learning and challenging ourselves while having the
- > Willingness to apply change and enable ourselves to reach our full potential; leading to
- > Empowerment by sharing experiences, which will
- > Heal the pain caused by problem gambling in our lives and the lives of our families and community.

In 2017–18, our project continued to build on the successes of previous years, implementing a range of intervention and prevention strategies, both at the individual, family and community levels. Our program engaged over 200 individuals in the past year. Key features and achievements for our QOWEH project over the past 12 months include:

- > The provision of counselling to over 70 clients across Hume and Moreland—our counselling service supported individuals, couples and families; the strength of the counselling service has continued working with the whole family
- > A reduction of gambling in a number of our client cases with a small number signing up for self-exclusion to assist in the process of reducing gambling harm
- > Linking to other support service such as legal support, Centrelink social work, self-exclusion, GP/Health centres, financial counselling and others specialist supports
- > Improvements in clients' mental health, with better management of depression, anxiety and problem gambling as reported by clients in our one-on-one case work
- > Arabic Welfare's representation on the ECCV Gambling Harm Project Advisory Group through which complexity of CALD community issues are discussed and possible solutions explored
- > Consultation with venue workers through Banyule Community Health and Salvation Army to identify creative and effective ways to reach Arabic speaking youth and parents to better inform them of gambling related harm





- > Awareness raising session at Aitken Creek Primary School through school's Multicultural Morning Tea with parents; with significant school population of Arabic speaking backgrounds, our QOWEH project presented on safe use of tech at home and on gaming/gambling related harm.
- > E-Safety and Gaming Workshops were delivered by our QOWEH project in partnership with MCWH to Campbellfield Heights Primary School, raising awareness on online gaming, safety and screen time
- > Resourcing of Shia Community Group with assistance to prepare and submit a Seniors' Grant that would support the development of a seniors' group with focus on prevention, recreation and harm minimisation.
- > Up to 200 people attended the E-Safety Expo, facilitated by our QOWEH project at Kangan with contributions from Northern Community Legal centre, Anglicare, Dianella Health and headspace. Our focus was to build awareness of safety using electronic devices and in particular the risk associated with the use and exposure of online gambling and the relationship between gaming and gambling.

Our dedicated staff and our work with the Victorian Responsible Gambling Foundation will continue to inform our project activities and bring much needed support to Arabic speaking community members affected by this growing public health issue.

GAMBLING PREVENTION — RECREATION AND SOCIAL CLUB

Arabic Welfare's E-Safety Expo highlighted a powerful message from the community on the need for social and recreational programs. Community members attending the Expo spoke about the intense isolation, boredom and loneliness faced after migration. They identified a need for affordable and accessible recreational and social clubs that would stop them from developing problem behaviour and reduce stress overall.

With support from the Victorian Responsible Gambling Foundation, Arabic Welfare established a dedicated recreation and social club, "Pleasure for Leisure", to focus on health, wellness and social connectedness.

The group is newly established, but is exploring multiple methods to reduce isolation, physical and mental health issues and the development of problem behaviours with a focus on gambling. This new group will provide opportunities for the community to play cards, backgammon and other board games, in the manner that is social, fun and stress free.

At the same time, we will emphasise the Foundation's message of gambling responsibly, while incorporating physical activities such as light exercise via swimming, music/dance, yoga and/or walking programs as requested by club members.



'OUR FAMILY HONOUR' FAMILY SUPPORT PROGRAM

Funded by the Department of Premier & Cabinet—through the Victorian Multicultural Commission—our family violence project continued into its second year over 2017–18. The aims of the project are twofold:

- 1) To provide a case management service to individuals and families experiencing family violence
- 2) To implement community education strategies for community leaders and community groups to raise awareness on issues of, and prevention of, family violence

Our project has seen our own organisation's skill set strengthened with all of our staff having completed training in the Common Risk Assessment Framework tools and in the Napcan 'Love Bites' training. Across all of our programs, our staff are now equipped to respond to cases of family violence and are equipped to deliver the 'Love Bites' training to youth, parents and community leaders across Arabic speaking communities. Key achievements of our project's work in 2017–18 include:

- > Completed a comprehensive psycho-social intake assessment to be used across all of Arabic Welfare's programs and which identifies all types of client risk, including that of family violence
- > 63 clients and their families were assisted through our case management service
- > valuable secondary consultation with mainstream services at network meetings, one-on-one consultations over the phone or face to face for clients and their families
- > developed and reviewed shared care plans and consent forms that are now being utilised across the organisation

Our program worked with community groups to build capacity both in understanding gender equity and in promoting healthy relationships to prevent family violence. Our most effective series of workshops were facilitated through:

- > Our partnership with The Hub at Campbellfield Heights Primary School for group parenting workshops with Arabic speaking women. Workshop themes focused on gender based issues in raising children, providing safe and secure homes and empowering parents towards being positive role models in their children's lives
- > Our collaboration with Collingwood English Language Centre facilitated a workshop to approximately 70 students. The workshop promoted understandings of respectful relationships that encourage gender equality, safe and anti-violent behaviours





PARENTS LEARNING TOGETHER

An informative and skill building parenting program, 'Parents Learning Together' was comprised of 20 sessions that supported parents' awareness and understanding of Australian social and cultural norms. This resulted in:

- > increased levels of confidence and knowledge to access mainstream services
- > reduced anxiety and family conflict, with developed skills in reconciling Australian norms and their own cultural identity/practices
- > decreased possibility of behaving in ways that may be considered inappropriate or illegal in Australia and/or detrimental to family relationships

Partnerships for Capacity Building Projects

CVGT PARENTNEXT PROGRAM

Arabic Welfare worked in partnership with CVGT's ParentNext Program to facilitate a series of workshops with women aged 25 to 35 years. The ParentNext Program works with mothers whose children are in pre-school or at school and are now preparing to enter training and/or employment.

The CVGT ParentNext Program in Cragieburn has many participants who are of diverse Arabic speaking backgrounds. Our collaboration with CVGT was developed in recognition of the value of a culturally responsive education program that explored themes of:

- > women in the workforce
- > family relationships, parenting and employment
- > managing shifts in traditional gender roles in the family
- > the Australian workplace

Our education program worked with 10 women over a three month period with a series of workshops. We have strengthened our partnership with CVGT as a result of this project with positive feedback from both project participants and CVGT's ParentNext workers.

AUSTRALIAN MUSLIM WOMEN'S CENTRE FOR HUMAN RIGHTS, *BETTER FAMILIES — SETTING THE FOUNDATION*

Arabic Welfare partnered with Australian Muslim Women's Centre for Human Rights under the funded Project Better Families—Setting the Foundation. The aim of the project was to build community capacity to understand relationships as being based on mutual respect and equality which is informed by gender justice and cultural perspectives.

The project facilitated a community education program that challenged existing concepts of marriage and marital relationships in the Australian Muslim and CALD communities. The goal of the education program was to promote healthy marital and family relationships with the overall aim of preventing family violence.

Project content was produced by the Australian Muslim Women's Centre for Human Rights and provided to Arabic Welfare to facilitate the workshops with two groups:

- > Female youth aged between 15–16 years; 9 interactive sessions held at Pascoe Vale Girls College
- > Women's group aged between 30–60 years; 9 interactive sessions held at the Community Hub in Broadmeadows area





The program offered participants with opportunities to develop skills to address these issues in their lives with specific strategies: self-care, open communication, identifying issues and where to seek help, developing goals to support change and improvement. Importantly, the project promoted the value of supporting other women in their lives and across our communities.

‘OPHELIA’ PROJECT, BREAST CANCER SCREENING PEER EDUCATION

As a part of BreastScreen Victoria’s Ophelia project, BreastScreen Victoria commissioned the Cancer Council Victoria (CCV) to implement a Peer Education activity to increase breast cancer screening rates for newly-arrived Arabic speaking women in Melbourne’s North West Region.

The 2013–2015 Victorian breast screening participation rate for women aged 50–74 years and who speak Arabic at home is 56 per cent. The main goal of this activity was to increase breast cancer screening participation in newly-arrived Arabic speaking women. For the purpose of this project, CCV defined ‘newly arrived’ as women who had arrived in Australia within the last six years.

Implementing the Peer Education activity involved recruiting newly-arrived Arabic speaking women to be trained as breast screening ‘Peer Educators’. Arabic Welfare was funded by CCV to recruit community members to be trained and assist with translations. The Arabic Welfare project worker recruited 16 women to participate in peer education training which was delivered over three sessions.

At project completion, all Peer Educator women reported having spoken to 10 other women or more, in their community; the peer educators collectively spoke to a total of 203 women in their community about the importance of breast screening.

Our work in promoting health, well-being and access to health services in Australia was strengthened further by our collaboration with the Peter MacCallum Cancer Centre. A two-day event was organised for 40 of our newly arrived clients to visit the Centre and receive information and education about the Institute’s work and services.

LENLEASE CRAIGIEBURN CENTRAL SHOPPING CENTRE

In partnership with Lendlease, Arabic Welfare developed an innovative program to provide information and to build capacity among newly arrived people in the Craigieburn area. We developed and facilitated two programs, one targeting young people and one working with adults.

Delivered on location at the Craigieburn Central Shopping Centre, our 8 week 'Youth Hub' program facilitated both a drop-in hub and a structured series of sessions that allowed for young people to socialise and prevent risk-taking behaviours. Our youth worker organised sessions with guest speakers on a range of topics, including the Australian education system, employment, health and legal systems.

Our community development worker facilitated a second program, called 'TAALAM', Arabic meaning 'To Learn'. An immersive English language program, it was run over 10 sessions to 15 adult participants.

The program provided culturally and linguistically sensitive orientation/life skills information, taking into account different literacy levels and cultural backgrounds of participants. This project included capacity building activities to address significant social, cultural and economic challenges faced by newly arrived women/mothers from Arabic speaking background.



Cultural Competence Training

Arabic Welfare has developed valuable resources for culturally competent service delivery. Our [ArabiCare](#) website and our Cultural Competence Training resources have been designed to support all service providers and schools to respond to the needs of growing numbers of diverse Arabic speaking community members.

ARABICARE WEBSITE

The [ArabiCare](#) website is now available to all service providers and the broader community. The website contains information and resources on a wide range of topics relevant to Arabic speaking community members, including:

- > History of the Arab world
- > Migration of Arabic speaking people to Australia
- > Community profiles
- > Language and communication
- > Culture and traditions
- > Diverse Religions
- > Diverse Ethnicities
- > Engaging with Arabic speaking clients

The website also offers directories of Arabic speaking health practitioners and Arabic speaking community organisations (places of worship, seniors groups, welfare organisations, etc.). To date, website usage statistics inform that the website has been accessed by many thousands of users both in Victoria and in other states. We welcome you to visit the site and explore its information, links and resources that can support culturally responsive service provision.

CULTURAL COMPETENCE TRAINING

In 2017–18 Arabic Welfare received a growing number of requests for training from a wide range of organisations. Our staff facilitated training through in-service sessions, consultation and workshops and delivered customised training sessions to service providers.

We have developed tip sheets and resource guides to assist services in their communication and engagement with clients of diverse Arabic speaking countries. We continue to work closely with agencies to provide training that is customised to the specific needs of workers across a range of services. In 2017–18, our tailored sessions were delivered to:

- > CVGT in Hume City and in Shepparton
- > Gambler's Help Venue Staff
- > Polaron
- > Community Corrections Service
- > Youth Justice and Corrections

Financials

ARABIC WELFARE INCORPORATED

53 734 255 769

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

| Note | 2018 \$ | 2017 \$ |
|---|------------------|----------------|
| INCOME | | |
| Grants | 877,308 | 872,832 |
| Project Management | 152,045 | 55,400 |
| Consultancy | 19,433 | 2,450 |
| | <u>1,048,786</u> | <u>930,682</u> |
| OTHER INCOME | | |
| Prior Year Project Funds Brought Forward | 62,000 | 52,091 |
| Investment Income | 2,926 | 16,654 |
| | <u>64,926</u> | <u>68,745</u> |
| | <u>1,113,711</u> | <u>999,427</u> |
| EXPENDITURE | | |
| Accountancy Fees | 9,383 | 14,906 |
| Office Expenses | 79,617 | 68,201 |
| Other Expenses | 1,693 | 573 |
| Salaries & Wages | 898,360 | 804,023 |
| Programs | 10,352 | 39,810 |
| Project Management | 37,560 | 34,530 |
| | <u>1,036,965</u> | <u>962,043</u> |
| Profit before income tax | <u>76,747</u> | <u>37,384</u> |
| Profit for the year | <u>76,747</u> | <u>37,384</u> |
| Retained earnings at the beginning of the financial year | 961,103 | 923,719 |
| Retained earnings at the end of the financial year | <u>1,037,850</u> | <u>961,103</u> |

ARABIC WELFARE INCORPORATED
53 734 255 769
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2018

| | Note | 2018 \$ | 2017 \$ |
|----------------------------------|------|------------------|------------------|
| ASSETS | | | |
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 2 | 1,405,771 | 1,237,904 |
| Trade and other receivables | 3 | 700 | 3,168 |
| TOTAL CURRENT ASSETS | | 1,406,471 | 1,241,072 |
| NON-CURRENT ASSETS | | | |
| Property, plant and equipment | 4 | 2,456 | 3,029 |
| TOTAL NON-CURRENT ASSETS | | 2,456 | 3,029 |
| TOTAL ASSETS | | 1,408,927 | 1,244,101 |
| LIABILITIES | | | |
| CURRENT LIABILITIES | | | |
| Trade and Other payables | 5 | 122,952 | 112,083 |
| Borrowings | 6 | (495) | 1,044 |
| Employee Benefits | 7 | 248,620 | 189,871 |
| TOTAL CURRENT LIABILITIES | | 371,077 | 282,998 |
| TOTAL LIABILITIES | | 371,077 | 282,998 |
| NET ASSETS | | 1,037,850 | 961,103 |
| MEMBERS' FUNDS | | | |
| Retained earnings | 8 | 1,037,850 | 961,103 |
| TOTAL EQUITY | | 1,037,850 | 961,103 |

ARABIC WELFARE INCORPORATED

53 734 255 769

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2018

| | Note | 2018 \$ | 2017 \$ |
|--|------|----------------|----------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Cash Generated from Government Subsidies | | 1,048,786 | 990,682 |
| Cash Generated from Operations | | 0 | 0 |
| Cash Paid for Employment Expenses | | (803,732) | (725,369) |
| Cash Paid for General & Administrative Activities | | (105,728) | (129,530) |
| Cash Paid for Rent | | (32,878) | (28,490) |
| GST Movement | | (14,003) | (4,827) |
| Project Funds Carried Over | | 72,000 | 82,000 |
| Net cash provided by (used in) operating activities | | 164,446 | 104,467 |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Investment Income | | 2,788 | 13,182 |
| Interest Received | | 160 | 3,472 |
| Net cash provided by investing activities | | 2,928 | 16,654 |
| CASH FLOWS FROM FINANCING ACTIVITIES | | | |
| Proceeds from borrowings | | 485 | (1,044) |
| Net cash used in financing activities | | 485 | (1,044) |
| Net increase (decrease) in cash held | | 167,867 | 120,077 |
| Cash at beginning of financial year | | 1,237,904 | 1,117,827 |
| Cash at end of financial year | 3 | 1,405,771 | 1,237,904 |

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The committee declares that:

1. the financial statements and notes present fairly the company's financial position as at 30 June 2018 and its performance for the reporting period ended on that date in accordance with the accounting policies described in Note 1 to the financial statements; and
2. in the committee opinion, there are reasonable grounds to believe that the association will be able to pay its debts as and when they become due and payable.

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

President:

Dr Richard Abicair

Treasurer:

Mr Michael Mawal

Dated: 30 day of June 2018

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ARABIC WELFARE INCORPORATED
53 734 255 769

We have audited the accompanying financial report, being a special purpose financial report, of Arabic Welfare Incorporated (the association), which comprises the balance sheet as at 30 June 2018, and the income and expenditure statement and cash flow statement for the period then ended, a summary of significant accounting policies and other explanatory notes, and management's assertion statement.

In our opinion, the accompanying financial report of association for the year ended 30 June 2018 is prepared in all material respects, in accordance with the Associations Incorporation Reform Act 2012.

Basis of Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Report section of our report. We are independent of the association in accordance with the auditor Independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion. Our report is intended solely for the association and should not be distributed to or used by parties other than the association. Our opinion is not modified in respect to this matter.

The Responsibility of the Members of ARABIC WELFARE INCORPORATED

The management of ARABIC WELFARE INCORPORATED are responsible for the preparation and fair presentation of the financial report in accordance with the Association Incorporation Reform Act 2012 and for such internal control as management determines is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

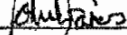
In preparation the financial report, management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

The members are responsible for overseeing the association's financial reporting process.

Our Responsibility

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud and error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is no guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

Name of Firm: Accounts & Advice
Institute of Public Accountants

Name of Director: 
John Fares

Address: 128 / 303 COLLINS STREET, MELBOURNE, VIC 3000

Dated this 30 day of June 2018

Funding Bodies

We are grateful for the funding and support we receive from federal, state and local governments. In 2017–18 our programs received funding from:

- > Department of Social Services
- > Department of Justice & Regulation
- > Department of Premier & Cabinet—Victorian Multicultural Commission
- > Victorian Responsible Gambling Foundation

Affiliations and Acknowledgements

We thank the following agencies and networks, which provide us with support and with whom we work collaboratively to deliver the best possible outcomes for our clients.

PROJECT PARTNERS

- > Australian Muslim Women's Centre for Human Rights
- > Brotherhood of St Laurence
- > Cancer Council Victoria
- > Collingwood English Language Centre
- > CVGT
- > headspace Glenroy
- > Kangan TAFE
- > Lendlease Craigieburn Central
- > Melbourne Polytechnic
- > Turning Point
- > University of Melbourne: Jack Brockhoff Child Health and Wellbeing Program, Centre for Health Equity, School of Population and Global Health
- > Victoria Police
- > Youth Support & Advocacy Service

COMMUNITY COLLABORATION

- > Ambulance Victoria
- > AMES
- > Anglicare
- > Australian Muslim Women's Centre for Human Rights
- > Banksia Gardens
- > Baptcare
- > Bouverie Centre
- > Broadmeadows Health Centre
- > Broadmeadows Leisure Centre
- > Broadmeadows Magistrate's Court
- > Business Bloom International
- > Campbellfield Hub
- > Centre for Multicultural Youth
- > Centrelink
- > Child First
- > Cohealth
- > Consumer Affairs Victoria
- > Department of Housing
- > Department of Education
- > Department of Home Affairs
- > DHS—Housing

- > DHS—Centrelink
- > Dianella Community Health
- > Domestic Violence Resource Centre
- > Ethnic Communities' Council of Victoria
- > Family Mediation Centre
- > Family Relationships Centre
- > Foundation House
- > Gambler's Help
- > Gateway
- > Haven Home Safe
- > Health West
- > Hume City Council
- > In Touch
- > Jesuit Social Services
- > Legal Aid
- > Lendlease Craigieburn Central
- > Lentara Uniting Care
- > Magistrates Court Broadmeadows
- > Melbourne Polytechnic
- > Merri Health
- > Metropolitan Fire Brigade
- > Migration Institute of Australia
- > MiCare
- > Moreland City Council
- > NEAMI
- > Northern Community Legal Service
- > North West Migrant Resource Centre
- > Orygen Youth Health
- > Overseas Qualifications Unit
- > Peter MacCallum Cancer Centre
- > Refugee Health Nurse Program
- > Roxburgh Park Soccer Club
- > Salvation Army
- > Sarina Russo
- > Spectrum Migrant Services
- > St. Vincent Care Housing Services
- > Syrian Charitable Organisation
- > Turning Point Drug & Alcohol Centre
- > Uniting Care Kildonan/Lentara
- > Upfield Soccer Club

- > VET Assess
- > Vic Health
- > Vic Roads
- > Vincent Care Housing Services
- > Western Bulldogs
- > Whittlesea Community Connections
- > Wise Employment
- > Women's Health in the North
- > Women's Health in the West

SCHOOLS

- > Aitken Creek Primary School
- > Campbellfield Heights Primary School
- > Collingwood English Language School—Broadmeadows
- > Craigieburn Secondary College
- > East Preston Islamic College
- > Glenroy Secondary College
- > Hume Central Language Centre Broadmeadows
- > Hume Central Secondary College—Dimboola Campus
- > Hume Central Secondary College—Blair Street Campus
- > Mt Ridley Secondary College
- > Parade College
- > Pascoe Vale Girls College
- > Reservoir East Primary School
- > Roxburgh Park Secondary College
- > William Ruthven College

REPRESENTATION ON LOCAL NETWORKS & ADVISORY GROUPS

- > ADI Partnerships Summit: Innovative Partnerships for Social Transformations
- > Adolescent Family Violence Community of Practice Forum
- > Alliance for Gambling Reform
- > AMES Australia Disability Action Group
- > Australian Association of Social Workers
- > Broadmeadows Community Youth Justice Alliance
- > BSL Results Based Accountability Workshop
- > BSL YTSP Program Governance meetings
- > Cultural Consultative Group Meeting, Family Relationship Centre
- > 'Count Me In' Advisory Committee, Sport Participation Program
- > ECCV Gambling Harm Project Advisory Group
- > ECCV NDIS Good Governance Pilot Program

- > Experts Advisory Group: PhD research project on Mental Health literacy in the Arabic community in Victoria, RMIT University
- > Family and Children's Services Network
- > Gambler's Help Provider Forum
- > Health West—Reducing Gambling Frequency Project Advisory Group
- > Hume Early Years Partnership
- > Hume Family and Domestic Violence Network
- > Hume Multicultural Workers' Network
- > Hume Whittlesea Partnership Refugee Health Meeting
- > Hume Youth Commitment
- > Inspirational Leaders of Social Change Network
- > "Join the Dots", Pascoe Vale Girls College
- > Minister's consultations—2018–19 Humanitarian program
- > Moreland Multicultural and Settlement Services Network
- > Multicultural and Settlement Services: supporting women experiencing violence
- > Muslim Women and Respectful Relationships Project Reference Group
- > National Cancer Council Advisory Board
- > Settlement and Mental Health Network
- > Social Work Management and Leadership Panel Discussion
- > 'Strengthening Seniors Inclusion and Participation in Local Communities' State-wide Forum
- > Tangible Connections Network
- > The Premier's Iftar Dinner
- > Trauma-informed care for CALD and Muslim women affected by violence Advisory Committee
- > Victoria Law Foundation—Law Week Launch
- > Victorian Local Governance Association (VLGA)—Transforming Spin to Community Win Advisory Committee
- > Vic Police Multicultural Portfolio Reference Group
- > Whittlesea Settlement Network Meeting



المنظمة العربية للخدمات الإجتماعية



HEAD OFFICE

Level 1, 233 Sydney Road
PO Box 228
Brunswick VIC 3056

Phone: (03) 9380 9536

Fax: (03) 9387 8811

Office Hours: Monday–Friday, 9am – 5pm

BROADMEADOWS OFFICES

Tower Building
Level 2, 61 Riggall Street
Broadmeadows VIC 3047

Phone: (03) 9380 9536

OUTREACH SITES

Northern Adult Migrant English Program
(NAMEP) Cooperative Sites
Melbourne Polytechnic Broadmeadows
Melbourne Polytechnic Epping
Kangan TAFE Broadmeadows
Meadow Heights Learning Centre