



المنظمة العربية للخدمات الإجتماعية

Serving all Arabic Speaking Communities



Arabic Welfare Annual Report

2018-2019

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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 & Executive Manager's Report



The past year represents Arabic Welfare's 36th year of operation and we are very proud of our continued work and growth in services. Whilst undertaking internal changes through the implementation of our Organisational Review's recommendations and the development of our Strategic Plan, the past 12 months has seen our organisation continue to increase support services to newly arrived refugees of diverse Arabic speaking backgrounds.

The ongoing humanitarian crisis in the Middle East has seen significant numbers of refugees settle in Melbourne's northern suburbs. We commend the Australian Government for its commitment to funding ongoing settlement programs that reflect this need in our community, through the SETS Client Services Program. Furthermore, we are privileged to have been granted additional funds through the Department of Home Affairs SETS Capacity Building grant. The aim of this new program is to provide support to newly established community groups and organisations to build their capacity for grass-roots support to their members. We look forward to commencing our collaborative work on this new program.

In 2018–19 Arabic Welfare's office in Broadmeadows has undergone major renovations to offer improved facilities for our fast growing programs in the Hume City area. Through our Broadmeadows office and through our staff's co-location at Business Bloom International, CVGT, Craigieburn Connection Centre and at AMEP sites – Kangan TAFE, Melbourne Polytechnic, Meadow Heights Education 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.

Exciting new programs in our Youth Services has seen many young refugees from Syria and Iraq engage in experiences which have introduced them to wonderful opportunities in their new homeland, with visits to the beach and regional towns, and learnings of Australian culture, lifestyle, schooling and employment.

Once again, in 2018–19 Arabic Welfare provided counselling and community engagement programs in our gambling project, QOWEH, with support and funding from the Victorian Responsible Gambling Foundation. The past 12 months has seen our program expand and reach a growing number of community members, which will continue to grow with our extension of funding for the next three years. Additional funding from the Foundation has introduced our TARFEEH program and we gratefully acknowledge the Foundation's support of our work.

Arabic Welfare's outstanding work in our family violence program, 'Our Family Honour', has been commended by many organisations, especially our community education workshops on prevention. We praise all of our dedicated staff who have worked tirelessly and with integrity, commitment and passion to deliver much needed support to our community.

We thank our Committee of Management for providing ongoing support toward the growth of our organisation and we extend our gratitude to our funding bodies, who have entrusted Arabic Welfare to deliver our programs: the Department of Social Services, the Department of Home Affairs, the Department of Justice and Regulation, 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. Our staff's hard work and the achievements of our resilient community members are captured in our Annual Report for 2018–19 and we welcome you to share in our collective successes.



Dr. Richard Abicair
PRESIDENT



Mrs Amal El Khoury
EXECUTIVE MANAGER



2018-19 Highlights

CASEWORK

- > Settlement casework support to over 1100 recently arrived Arabic speaking refugees and migrants
- > Across 13 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 120 clients
- > extensive client directed care to 40+ clients and their families with counselling and case management support to reduce the impact of gender based violence and provide safe homes
- > Young people at risk of disengaging were provided with casework support in our iStart crime prevention project



CAPACITY BUILDING

- > 310+ group sessions in our settlement service program
- > 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
- > 180 participants in family violence education sessions for improved understandings of drivers, in order to strengthen prevention
- > Problem gambling community information provision and education sessions with reach to 800+ individuals
- > Health and Well-being Forum welcomed over 300 people to share and learn new activities and ways to reduce harm
- > Engaging women and their daughters in International Women's Day celebration with over 30 participants
- > Raising awareness on bowel cancer screening in education workshops with 30 participants and through the establishment of the Arabic language Bowel Cancer Campaign alongside the Australian Lebanese Medical Association





YOUTH SERVICES

- > 130+ youth group sessions to support the self-esteem and confidence of young Arabic-speaking refugees to engage and participate in their new home
- > School based group workshops for recently arrived Arabic speaking youth, in collaboration with Roxburgh College, Hume Central Secondary College, Melbourne Polytechnic Broadmeadows, Hume Central Language Centre, Collingwood English Language School Broadmeadows Campus, Mt Riddley College
- > 50 young people received individual support to engage in education and employment pathways in our YTSP program
- > over 60 newly arrived refugee students participated in day outings to Altona beach, Geelong, Daylesford and the Essendon Football Club
- > more than 430 young people participated in education workshops on mental health, alcohol and drug use, to support the prevention of risk taking behaviours



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
(until Dec 2018)



MEMBER

Dr Kamiran Abdouka



MEMBER

Elaine Hadj



MEMBER

Dr Ramzi Yousif
Razouk



SECRETARY, PUBLIC OFFICER

Emeline Issa
(Since Dec 2018)



Our Staff

MANAGEMENT TEAM

<i>Executive Manager</i>	Amal El-Khoury
<i>Settlement Services Program Co-ordinator</i>	Lyda Dankha
<i>Programs Co-ordinator</i>	Wendy Khalil

PROGRAM STAFF

<i>Settlement Service Worker</i>	Ahmad Al-Shaimari
<i>Community Development Worker</i>	Simar Amad
<i>Family Support Worker</i>	Roba El-Kadi
<i>Counsellor</i>	Feyrouz Khayat
<i>Registered Migration Agent</i>	Nuha McMahon
<i>Social Worker</i>	Abir Melhem
<i>Settlement Worker</i>	Sihem Sayoud
<i>Settlement Worker</i>	Maha Yaqoo
<i>Settlement Youth Worker</i>	Zeina Zogheib

OFFICE STAFF

<i>Operations Support Worker</i>	Suhaila Abdelquader
<i>Receptionist</i>	Samer Albadin

Settlement Engagement & Transition Support Program

The program addresses the needs of diverse Arabic-speaking background people who have been in Australia for less than 5 years. Through our Settlement Engagement & Transition Support Program (SETS) we provide casework, outreach services at AMEP sites, group information sessions, on-going telephone contact, school holiday programs, and after-school 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 the foundation for a new life in Australia, both for themselves and their families.

CASEWORK

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. Our multilingual staff play a critical role in building rapport with our clients and in bridging our clients to mainstream services.

During 2018-19 Arabic Welfare provided casework services to over 1100 recently arrived refugees and migrants over 2300 occasions of service.

Our clients received services from AW staff across multiple locations, including:

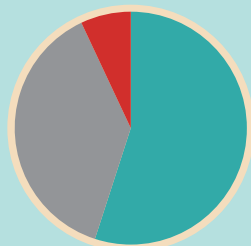
- > our Brunswick office
- > our Broadmeadows Office
- > AMEP sites:
 - Melbourne Polytechnic Broadmeadows
 - Melbourne Polytechnic Epping
 - Kangan Institute Broadmeadows
 - Meadow Heights Education Centre
- > Bloom Business International, CVGT and Craigieburn Connections Centre
- > Hume Central Secondary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

The issues faced by our clients are often complex and multilayered. We provide our clients with direct services, but we also support them to access specialist service organisations. Some of the most common issues addressed in our case work service in the past year have included:

SETTLEMENT SUPPORT PROGRAM CLIENT STATISTICS

Country of Origin

Iraq	51%
Syria	43%
Lebanon/Egypt/Eritrea/others	6%



- > Our clients are from diverse ethnic backgrounds, including: Assyrian, Chaldean, Iraqi, Arab, Syrian, Armenian, Lebanese, Egyptian, Eritrean and Iranian.
- > 93% of our clients have arrived in Australia as refugees with humanitarian visas
- > 45% of our clients have settled in the suburbs of Craigieburn, Roxburgh Park, Kalkallo, Donnybrook and Mickleham. Many others have settled in Broadmeadows, Dallas, Jacana, Coolaroo, and Meadow Heights.

- > **HEALTH** as a result of living in refugee camps for two to four years, clients now have multiple problems: dental, nutritional, mental health and post-traumatic stress disorder
- > **HOUSING** with poor knowledge in locating appropriate rental properties, difficulties in engaging with real estate agents, document preparation for relocating from one property to another and applying for a bond
- > **LEGAL MATTERS** arising with parking infringements, real estate disputes, overdue utility bills, immigration and citizenship issues
- > **MIGRATION** especially with complexities of family reunification, lodging special humanitarian applications to propose family members currently living in dire circumstances in Lebanon, Turkey and Jordan; this issue has added to the settlement stressors and poor mental health of our clients

Project Strengths

- > In response to new policies on employment compliance, Arabic Welfare established an advocacy network with representation from various service providers: settlement, education, Department of Human Services and Job Active providers. Increased pressures on newly arrived communities to comply to new employment requirements has created significant stress and tension, and we anticipate that through this network we can support improved engagement with the service system
- > Our case workers have reported on the ways that our program has assisted clients with building their most basic foundation skills. Our casework has directly supported individuals to establish the independence they need in order to navigate the service system
- > Vulnerable clients with poor knowledge of Australian lifestyle and systems have received guidance in our casework service, on an individual basis, and have transitioned to a point where they feel empowered to manage their day-to-day lives with new life skills
- > Our casework service has fostered a sense of inclusion that allows clients to recognise and work with their strengths, rather than focus on their vulnerabilities. This has translated to a sense of engagement with the broader community and various service providers.



Settlement Engagement & Transition Support Program



GROUP SESSIONS

During 2018-2019, our settlement team successfully facilitated over 310 group education and community capacity sessions, which have provided much needed information to new arrivals and are run as a series of education workshops at different locations. Our main workshop series and those that proved to be most popular, included:

'Settle Well' facilitated at our Broadmeadows Office, with information and interactive learning to strengthen preparation for the Citizenship Test. Participants learnt about Australian culture, history and lifestyle. Some of the sessions also supported Computer literacy skills as they were delivered at the local library. Due to high demand from our clients, our program ran two series of workshops, with many participants continuing on the program for two terms.

'Get Your Ls'—this very popular program is facilitated at our Broadmeadows Office and offers information and education to our clients so that they can acquire their Learners' Permit. We have 100 participants per year and work with groups of 15 clients. With contributions from guest speakers—Vic Roads, Vic Police, local community legal Centre—and a VicRoads simulated practice test, we achieved almost 100% success rate! As well as acquiring their Learner's Permit, clients also acquired computer literacy and many women gained much needed independence for their day-to-day activities.

'Together We Learn' TAALAM facilitated from Kangan Institute's Broadmeadows site, this program offered a series of information sessions on the fundamentals for life in Australia. It targeted newly arrived people with no knowledge of Australian life and we presented information with contributions from guest speakers.

Men's Chat Group 'Dardasha' was facilitated at the Craigieburn Connections Centre with 15 men from Iraq and Syria. The group met on a weekly basis over four months and shared conversations on issues that affected them, they provided each other with social support, and they identified subject areas on which they needed more information. We organised guest speakers to respond to the men's need for greater awareness on: financial literacy, housing and rental applications, purchase of property, access to bank loans, immigration advice, parenting, family relationships, family violence, family law, intervention orders.

We also organised day trips and visited the Immigration Museum, Federation Square, Arts Centre and the Shrine of Remembrance.

YOUR HEALTH AND WELLBEING FORUM

In partnership with the Meadow Heights Education Centre and the Victorian Responsible Gambling Foundation we organised a major event with up to 300 participants.

On 19 October 2018, all of Arabic Welfare's staff came together to facilitate opportunities for our community members to engage in activities which do not involve gaming, but focus on well-being and relaxation. Stalls were hosted by Dianella Community Health, Victoria Police, Metropolitan Fire Brigade, headspace, the Brotherhood of St Laurence, 'Orygen' and the Victorian Responsible Gambling Foundation.

This wonderful community event saw participants receive valuable information, partake in Zumba, and relax with massage and Tai Chi. The aim was to create awareness for language students (AMEP) around the risk of gambling and the importance of maintaining good health and wellbeing, physically and mentally, in order to reduce gambling and other associated harms.

<http://www.insidegambling.com.au/editions/12/feature/the-week-that-launched-a-thousand-conversations>



FADIA is an Assyrian woman from Syria, 38 years old and married with two children. She arrived in Australia in May 2018 on a refugee visa from Lebanon, where she fled after her home town in Syria was taken over by ISIS. She worked as a nurse in Syria and remained in Lebanon for two years.

She accessed Arabic Welfare's Broadmeadows office, having come through our drop-in service. When our case worker first met Fadia, she was unable to provide basic personal details in English although she was attending ESL classes.

We worked with Fadia in basic English language learning for provision of simple personal details – her address, mobile number, date of birth. At every appointment our case worker undertook simple exercises with Fadia to ensure she had memorised these details, before proceeding to addressing other issues. She felt motivated to dedicate time at home to learn and read more in English. She expressed her gratitude and felt that at formal English language classes, there was little opportunity for individual client learning.

Through our case work support, Fadia became more confident and with our assistance, she set up her own email account and mygov.com account which she downloaded on her phone. Arabic Welfare's caseworker has used practical strategies to build her independent skills to use of this app.

Fadia has now linked her Centrelink account in the app, she has learnt to include her bank account details, and then learnt how to transfer money to pay bills. After two weeks, Fadia was teaching her husband how to use the app for his purposes, in the same way!

Although these skills are considered 'basic', these are imperative in building foundations that have led to Fadia feeling more empowered to manage her responsibilities and obligations in day to day life.

Settlement Engagement & Transition Support Program

Mr E. is a 22 year old man from Iraq where he had no opportunity for formal education and has struggled with basic literacy. He arrived in Australia in 2017, after living in Lebanon for two years.

He started attending group education sessions at Arabic Welfare's Get Your L's program. At the time he was living with his parents and two siblings. He was victim to his father's violent behaviour...he was quiet in group sessions, he stuttered in conversations and sometimes, he was the butt of others' jokes.

He was also enrolled in Kangan Institute's English language program while attending our Get Your Ls...he failed the Learner's Permit test twice but did not give up. With ongoing support from our program worker, he finally passed the test, only to face another hurdle. Because he had been diagnosed with PTSD, VicRoads advised that only with psychologist approval would he be permitted to drive. Our case worker assisted Mr E. to liaise with a psychologist to secure endorsement to drive.

Mr E. received this approval, he is now learning to drive, he has moved out of home, and has changed his appearance...he has changed his wardrobe and hair, is well-groomed and is feeling very proud of his achievements!

BIRONIA TOMA is a woman in her early 50s who had no opportunities for education in her home country of Iraq. She fled Iraq in November 2014 as a persecuted Assyrian, with her three sisters and mother. She lived in a Jordanian refugee camp and arrived in Australia in October 2016.

On arrival in Australia, she became full-time carer for mother who battled with a newly diagnosed cancer. When her mother passed away, Bironia notified Centrelink of her mother's death and she was advised that her carer payment would cease.

Bironia considered options for her future and made enquires for English language programs, but was mistakenly enrolled in Skills for Education and Employment (SEE) program without having completed any prior English language course.

Two weeks after Arabic Welfare's case work intervention and with support and guidance, she had a positive outcome because she was finally able to navigate the service system (Centrelink and AMEP) in order to have her issues properly addressed.

She is now finally in a classroom, enrolled at an appropriate education level, she is doing homework and learning...an experience that she was deprived of in childhood and one she only dreamt of!!

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 partnership in the Youth Transitions Support Program (YTSP), the Refugee Education Support Program (RESP), the iStart Youth Crime Prevention Program and the 'Fasayfusa' Youthworx Project.

YOUTH SETTLEMENT SERVICES

Our bilingual youth workers are out-posted at multiple locations in the Northern Metropolitan Region, where we aim to identify the needs and opportunities for young humanitarian entrants, aged 12 to 25 years, to thrive and participate in their new homeland. Most of our participants were from Iraq and Syria, and from diverse ethnicities—Armenian, Kurdish, Assyrian, Chaldean, Palestinian, Syrian, Iraqi.

We ran several capacity building programs through group work, with high numbers of participants actively involved in productive and engaging activities. Through all of our group work programs, there has been a consistent effort to engage young people in sports activities, as well as assisting families to directly engage with local sporting clubs.

The '**Settling into Youth**' program attracted 75 participants in total. It was run across several sites: at both Hume Central Secondary College junior campuses and at Craigieburn Secondary College. The program focused on the promotion of health and well-being and explored the subjects of mental health, adolescent health, physical health, fitness, diet and routine. We worked on maintaining health and well-being during diverse and ongoing experiences of transition: transition from their country of birth to Australia, transition from the English Language School to mainstream secondary school, and transition from primary school to secondary school.

The **Tell Me About It** program was run out of Hume Central Secondary College Dimboola campus. This was an exciting experience for our staff and all young participants, as we worked with a local photographer and documentary maker to develop interview skills, filming and camera work skills. After several sessions we tested our skills! We positioned ourselves outside the Hume Global Learning Centre, our young participants interviewed local residents and applied their newly acquired interview skills. This offered an opportunity to engage with broader members of the public and mainstream community.



Youth Support Programs



The **Fit for Life** program was run out of Melbourne Polytechnic in Broadmeadows and engaged 20 participants. The aim of the program was to run interactive sessions with information and education on Australian history, identity themes, Australian pop culture and we explored the knowledge base required to interact with mainstream society. Participants were exposed to Australian comedies, news segments and other media, with follow-up discussions on the cultural nuances of everyday life in Australia.

The **Love Bites** program was delivered to students at Craigieburn Secondary College and Roxburgh College, with a total of 40 participants.

The field trip to the **Essendon Football Club** in September 2018 saw 40 children from Hume Central Secondary College and Craigieburn Secondary College come together with members of Victoria Police and spend a day in Essendon! The young participants had a wonderful day with fitness drills, footy drills to introduce them to AFL, discussion of community engagement, and exploration of topics such as: healthy living, physical activity and joining sports clubs. Of course, before the day was over, all 40 young people were involved in playing a game of footy!

In partnership with **Life Saving Victoria**, we organised a day trip to Altona Beach with 17 young people and their parents. The trip involved journey planning for use of public transport and commenced at the Broadmeadows train station. We arrived in Altona via North Melbourne and spent the day learning about water safety in Australian beaches. One young girl from Iraq had never seen a beach before in her life... She slowly walked into the beach water alongside a lifesaver, and ended up on the boogie board by the end of the day!

Arabic Welfare worked with a family from Syria, who arrived in Australia in 2017. The parents and three boys (aged 15, 14 and 12 years) lived in Gladstone Park. They had fled to Lebanon as a result of war in Syria and stayed in Lebanon for over one year, before being granted humanitarian visas.

The mother was attending Arabic Welfare's "Get Your Ls" driver education program and became aware of our Youth Settlement services. She requested assistance for her sons to join the local soccer club as she found the costs prohibitive. Our youth worker contacted the soccer club and assisted in the process of registering the three children...two of the boys are now playing soccer in club teams. The other son played for a season and has now decided to take up piano classes...he also has actively sought school leadership roles through our youth programs.

As a result of the family's engagement in Arabic Welfare's programs, the eldest son accessed our Youth Transition Support Program and was assisted in entering employment. The family have all participated in our family and youth outings, the mother successfully received her Learner's Permit and the father is receiving case work support to enter employment.

Our day outing to [Harmonious Productions](#) in South Melbourne involved 12 participants and offered the opportunity to learn about design and coding. Participants planned their journey by using public transport from Broadmeadows station to South Melbourne. On arrival, they were able to shadow workers and ask questions, gaining a lot of information on education and employment pathways in this new industry. Our day ended with a visit to ACMI, with participation in interactive virtual reality activities, and a visit to QV where preparations were underway for the Australian Open.

A [Family Outing to Daylesford](#) saw 20 young people with their parents, brothers and sisters enjoy a wonderful day out to an area of Victoria that allowed them to discover natural beauty and the history of white settlement in a regional town. A total of 50 people participated in this day outing, they visited the boathouse and had a lovely picnic lunch at the Botanical Gardens of the town.



Youth Support Programs



YOUTH TRANSITIONS SUPPORT PROGRAM

Arabic Welfare and the Brotherhood of St Laurence have worked in partnership to facilitate this program. The main focus of the program is to assist young people of refugee backgrounds, aged 16 to 25 years, with educational and employment pathways in the Hume City Council area.

The program offers one-on-one casework as well as group sessions to coach young people with education/employment pathways and necessary skills. In one-on-one sessions young people are assisted with resume writing, job applications and interview skills.

In the group sessions we supported young people to identify their skills and qualities, in order to reach their short and long term goals. Participants gained job search skills, while building their knowledge and confidence, and many completed the 3 day Job. Set.Go program, which we implemented with Kangan Institute.

Over 2018–19 we worked with more than 45 existing participants in the program as well some new clients. All young people engaged in the program have been living in Australia for less than five years and are mostly from Syria and Iraq.

The greatest benefits of this program have included:

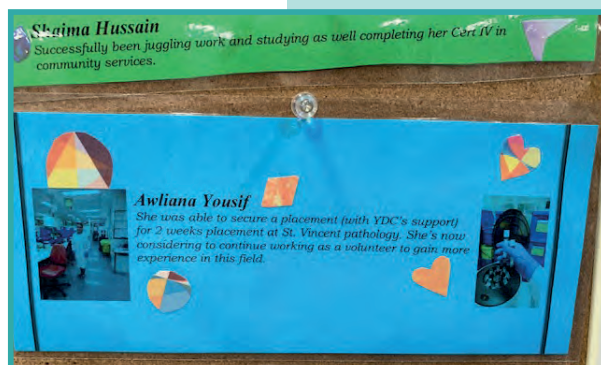
- > building young people's self-confidence
- > overcoming barriers resulting from pre-arrival experiences
- > overcoming language barriers
- > transitioning to a place of more formed identity, belonging and connection to new society
- > entering employment for some participants
- > enrolling in English language courses (re-engaging)
- > enrolling in other vocational and tertiary courses

Awliana Yousif is a 23-year-old young woman from Iraq. She's been in Australia for two years and arrived with her parents and two sisters. She always wanted to complete her education and obtain a bachelor degree in science. Her university education was disrupted when the war broke out in Mosul, Iraq. She and her family fled to northern Iraq for safety and eventually moved to Jordan as refugees in 2015. From there they were granted visas to come to Australia in 2016.

Awliana began her AMEP classes at Melbourne Polytechnic, where she came in contact with Arabic Welfare and was referred to the YTSP program. Alongside our programme worker she was supported to complete the career development and education planning tools, through which she identified her goals.

Awliana completed her Certificate III in Science at Melbourne Polytechnic Epping and then registered with Kangan Institute to complete a Certificate IV Laboratory Technician. Our program assisted her in developing her resume and with ongoing support to ensure that she remained engaged in education. A requirement for her course completion was work placement of a few weeks, something which she found difficult to secure. Our program liaised with several hospitals before eventually securing a placement for her at St Vincent Pathology. We assisted with all administrative requirements for her placement and she was finally awarded her certificate.

We are now assisting Awliana with her next goal of locating suitable volunteering opportunities in her field of employment. She has shared her positive experience with her peers, emphasising the benefit she gained from our program toward realising her dreams: "I couldn't have done it without your help."



Youth Support Programs



YOUTH CRIME PREVENTION PROGRAM

iStart...youth crime prevention project was funded by the Department of Justice and Regulation and in 2018-19 we completed our second year in this program.

Our project worked collaboratively with various organisations and community/religious leaders to address factors that increase the vulnerability and risk taking behaviours of young people of diverse Middle Eastern backgrounds in the Darebin area. The project provided early intervention and prevention strategies for young people and their parents through case-management, counselling and capacity building activities that have a culturally responsive approach.

The objectives of the project were 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

In order to strengthen community access to our project, Arabic Welfare's project worker was co-located with two of our project partners: Youth Support & Advocacy Service (YSAS) and Darebin City Council. Our project's case management service worked with young people and their families to support reduced family dysfunction and re-engagement with school for our most vulnerable clients.

Our activities in this second year of the project focused on community engagement and community development strategies. Engagement in our project saw over 660 participants—with at least 430 young people—in 50 capacity building activities, which included education workshops, sessions, events and community consultations.

These activities were facilitated in partnership with headspace Glenroy, YSAS and Victoria Police and provided education on youth mental health, alcohol and other drugs, and rapport with police. Diverse groups were targeted through community organisations, including: St George's Antiochian Orthodox Cathedral, the Shia Community and the 'Tafahom' Parents' Group.

REFUGEE EDUCATION SUPPORT PROGRAM (RESP)

The aim of this program is to provide support to schools in order to achieve positive outcomes for the educational and well-being needs of refugee young people and their families. The RESP program was delivered in partnership between the Centre for Multicultural Youth, Foundation House, Arabic Welfare, Collingwood English Language School, Craigieburn Primary School and Mount Riddley School. The program sought to strengthen and improve:

- > community engagement
- > school participation
- > social connections that support learning
- > the development of partnerships with community, business and government organisations
- > professional learning and consultation to build the capacity of school staff and out-of-school-hours learning support providers

Arabic Welfare facilitated various programs and group workshops to reach these aims, including 'Talk and Tea', 'Study Hall', parents' pathways and transitional workshops. Our role in this program also included support as cultural advisor to schools and to families, ensuring that their children remain active through sports engagement.

FASAYFUSA

Delivered in collaboration with Youthworx media social enterprise, this exciting project was delivered for students at Coburg High School of diverse Middle Eastern backgrounds, with second and third generation Lebanese, Syrian and Somali young people.

The students developed a short film to share with their school community and brought tremendous insights and benefits for social cohesion.

Our participants developed a positive sense of identity and a sense of belonging and connection. Bringing greater self-confidence and self-esteem, the project also supported the skills and capacity of young participants to engage with their school, as well as building their understanding of the value of actively contributing to community life.



Family Support Programs



QOWEH GAMBLING PROJECT

Through continued 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. In 2018 – 19, our project continued to build on the successes of previous years and implemented a range of intervention and prevention strategies, including:

- > counselling services to 119 clients
- > facilitating two counselling groups, run over 16 sessions, covering themes of: gaming and screening, ways to minimise gambling harm, supporting family members with gambling issues; and protecting health and wellbeing; some sessions included art therapy activities
- > increased knowledge and access to mainstream services through Arabic Welfare's capacity for secondary consultations
- > increased understanding of self-care and nurturing mental health
- > increased understanding of the value of social support through physical and recreational activities
- > increased knowledge, skills and understanding of gambling related harms
- > building connectedness, community understanding and help seeking behaviour
- > provision of vital links to financial literacy

These outcomes were further supported by our program's community engagement activities, which involved partnership development, stakeholder collaboration and community development with Arabic speaking community groups. Our work with other organisations in QOWEH has served to strengthen knowledge of Arabic Welfare's program, our mutual referral pathways and opportunities for community education workshops. We have worked with the following key organisations:

- > 'Joining the Dots' School Network
- > Ethnic Communities' Council of Victoria: Gambling Harm Project Advisory Group
- > Broadmeadows Community Hub
- > Banyule Community Health
- > Salvation Army
- > Adult Migration and Education Program
- > Bloom International
- > Merri Community Health
- > Chaldean Church
- > Assyrian Australian Social Development Club
- > North West Migrant Resource Centre

Through close collaboration with these organisations, our community development activities have provided information and education to over 800 individuals. The severity of gambling problems and the extent of gambling harm has been highlighted by community leaders in our community development activities, with great concern for the vulnerable circumstances of new arrivals from Syria and Iraq.



This story relates to a 43-year-old refugee male who arrived from Iraq by boat that was rescued when it had sunk during the journey to Australia via Indonesia. He reported having witnessed the drowning of his two close companions, the horrific cold he felt and the trauma of knowing that he was going to die. The people smugglers had treated them harshly and fear dominated.

When the boat was rescued by Australian forces, he was later detained for 2 years and released into the community on his own as all family members were still in Iraq. During the detainment he was restricted in many ways and the possibility of forced return was always on his mind.

Intake assessment undertaken by Arabic Welfare therapeutic worker resulted in quickly building a rapport and trust with the client. Our worker's understanding of issues of Iraqi wars, culture, and experience working with Arabic Speaking clients who suffer war trauma and forced displacement, was critical in the approach and enabled the client to feel comfortable and safe in disclosing physical and mental health issues.

He went on to tell his story and describe his isolation...he explained that to forget this pain he started frequenting the pokies, first the ones close to his house and then the Casino, which he was introduced to by a neighbour. This is how his experience into addiction escalated.

Unfortunately, his addiction became so chronic that at one stage he was waiting all night in the CBD near an ATM to get his Centrelink pay so he could withdraw the lot and gamble. This left him only with rent money and a small amount for cigarettes, mobile and some groceries.

With the support of the Arabic Welfare worker, the client was able to be open and honest about his traumatic experiences, identify his issues and reasons for seeking help. He stated that 'opening up' with someone who understood his language helped him to feel safe during these intense discussions. He expressed that the discussions helped give him a sense of achievement and reduced his negative self-talk.

The Arabic Welfare worker further supported him to connect with mental health clinicians, which resulted in assistance with medication for his chronic mental health issues. He hoped the medication and counselling were going to assist him in reducing his gambling. Other strategies adopted by our worker were to support him to be placed on the Self-Exclusion list from all pokies in Melbourne and the Casino, and referral to a trauma specialist to help him work through his depression and anxiety.

He has requested that we keep his file open as he intends to return for more counselling sessions. He also expressed wanting to commence hypnotherapy. He reported feeling more in control of his gambling addiction and having a sense of hope.

Family Support Programs



'OUR FAMILY HONOUR' FAMILY VIOLENCE PREVENTION PROGRAM

In 2018–19 we were funded by the Department of Premier & Cabinet—through the Victorian Multicultural Commission—to continue work in our family violence prevention project. Through case management and capacity building activities, the aims of the project are to:

- > eliminate family violence through prevention strategies
- > increase safety for Arabic speaking families amongst all family members
- > strengthen understandings, through education of factors that contribute to family violence

In case management, we worked with 40 clients and families (mothers, children and men). We supported our clients with setting goals for re-connections via referral of women to financial counselling, legal services, emergency relief, mothers' groups, education /employment providers, housing support, flexible family violence package providers. Our work with men focused on referrals of male perpetrators to the men's referral line and to legal services which specialise in issues regarding access to children.

Our capacity building activities facilitated 20 community education sessions with 180 participants at various community organisation locations: CVGT, VICSEG, Kangan Institute and Business Bloom International. Themes of our sessions included:

- > family violence definitions & contributing factors
- > empowering women as individuals and as mothers
- > financial literacy and financial abuse
- > parenting strengths and breaking down gender barriers
- > safety in the family
- > strengthening capacity of mothers to build children's development in non-gender based ways

Sessions had a strong representation of women, although many men attended and gained valuable insights. The majority of participants were newly arrived from Iraq, Syria and Lebanon and were of diverse ethnicities: Chaldean, Assyrian, Kurdish, Syrian, Iraqi, Yazidi, Lebanese and in our multicultural playgroup sessions at VICSEG, there were also Pakistani and Indian participants.

Project Strengths

Education session participants provided feedback on their new capacity to apply program learnings to their home and family environments

Capacity to deliver education sessions to mixed gender groups, in which male participants saw the value of family violence education and considered the implications for their family life and their community

The empowerment of women in our case management service to support development of self-esteem, confidence and capacity to build independence; where at entry to service, their self-belief was non-existent, our strengths based program allowed women opportunity and strategies to build their lives



Ms. S, arrived in Australia in 2007 from Lebanon on a spouse visa when she was 18 years old. She came to Arabic Welfare's office in late 2017 with a negative concept of self and poor self-esteem. She felt 'broken' and unable to build herself again, after enduring years of physical abuse, verbal abuse, financial abuse and isolation. Our worker used the metaphor of a 'cracked vase' that can be put together again; our caseworker linked her to an English language program, employment pathways, assisted in negotiating with her former husband and in writing her resume...after many sessions with our caseworker, Ms. S. now has strengthened self-belief, she has found her voice, she has commenced a casual job and is on the road to pursuing greater goals for herself.

Currently, she has a shared relationship with her former partner in raising their children and has empowered herself to define boundaries with him. In 2018 she went on short trip to visit her parents in Lebanon, after negotiating arrangements with her former husband.

Ms M, arrived in Australia on a visitor's visa from Lebanon and she married her partner under Sharia law. After years of physical abuse, verbal abuse and financial abuse, she sought support... but was facing issues around immigration and the real possibility of being deported as she was living on a bridging visa. She was dealing with multiple issues of family violence, insecure migration status, vulnerabilities of new/first-time mother and poor family and social support networks.

She was referred to Arabic Welfare via DHS, and our caseworker navigated through complex issues of support with intensive case management and access to Red Cross for emergency payments, legal assistance to support her housing rights, a migration agent to establish her residency status, Centrelink for special benefits for her new born son, connections to playgroups and networks to build her social supports.

She is now attending an English language program, has her Driver's Licence, and she is active in supporting other women in the community who may need access to service providers. She has developed her life skills, she has a busy diary, she cooks and looks after her child...and she has a renewed sense of worth and confidence.



Community Projects



TARFEEH

The 'Tarfeeh Pleasure for Leisure' project has been funded by the Victorian Responsible Gambling Foundation and was designed to facilitate a recreational and social club for Arabic speaking people in Hume wanting to have fun and learn. The main objective of Tarfeeh was to increase understandings of self-care with a focus on health, well-being and social connectedness as key drivers to minimise recreational activities of gambling that carry risk and harm.

It is well known that communities that develop strong sports and recreational programs provide places of safety, healthy practices and social connection. In the process of migration this is lost for many migrants and increases risks to engage in gambling. Arabic Welfare proposed to combat this problem by rebuilding social structures in an accessible and affordable manner.

We facilitated 9 sessions at the Broadmeadows Leisure Centre for 20 participants, the majority of which developed healthy recreational habits from regular attendance at Tarfeeh. The project outcomes for those involved were:

- > women in the workforce
- > Increased understanding of gambling harm and its links to poor social, emotional, physical and recreational engagement
- > Increased use of healthy alternative social recreational activities to reduce isolation and strengthening of self-care
- > For all participants there was an increased understanding of general health issues and methods of help seeking
- > ripple effect within the wider community, with participants becoming 'self-help champions' for their families and friends, and inviting others to join the project
- > By being involved in the program, over 50% of the participants increased their engagement in physical activities, such as light exercise via swimming, music/dance, yoga and/or walking

Some participants joined the Broadmeadows Leisure Centre with memberships, while others informed the facilitator that they will use local parks and free venues to continue to maintain their fitness and improve social connectedness.

CANCER COUNCIL VICTORIA

Our established collaboration with the Cancer Council Victoria continued in 2018–19 with a focus on bowel cancer education to diverse Arabic speaking community members. We facilitated six community education sessions to raise awareness on the prevalence of bowel cancer and the steps for screening, detection and prevention.

With an emphasis on guidelines for bowel cancer screening, we hosted three sessions with women and three sessions with men; we offered the Cancer Council's information and demonstration on the use of the bowel screening kit.

All participants gained increased awareness of this common health problem and the important steps for screening. Our participants committed to sharing their learnings with their family and community networks. One participant, Sam, arrived in Australia 6 years ago and highlighted further the seriousness of this health issue, by sharing his personal account of bowel bleeding and removal of a tumour which was a life-saving procedure.

INTERNATIONAL WOMEN'S DAY

Arabic Welfare hosted yet another successful event this year to celebrate International Women's Day (IWD). CVGT supported our event by funding catering for the day and opening their Broadmeadows premises to 30 women who enjoyed a range of activities in honour of women's contributions in society.

This year's event had a personal and more intimate feel for our participants, whose daughters had filmed a personalised message to them. Each message had a description of what their mothers offered them in their lives and lessons they had learned as women from their mothers...some sang to their mothers in their message. All filmed messages were shown on a big screen in the venue.

The women also heard information on the historical significance of IWD, they played a fun quiz on the meaning of IWD with prizes, gifts were distributed to all women and the event ended with a shared lunch.



Mr Ali attended our bowel cancer education sessions, he is aged 50+ years and was not aware of the bowel screening kit, even though he had family experience of cancer. After the second session, he visited his GP and requested the screening kit...his results were positive, which were followed up with a colonoscopy that confirmed a bowel tumour. Although the tumour was subsequently removed, his surgeons advised that if left unchecked, it would have developed into a more serious bowel cancer with major health complications.

Financials

ARABIC WELFARE INCORPORATED

53 734 255 769

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2019

	2019	2018
Income		
Grant Operating	958,746	848,439
Project Management	123,550	242,914
Consultancy	23,810	19,433
Total Income	1,107,106	1,110,786
Gross Surplus	1,107,106	1,110,786
Expenditure		
Finance Audit & Accounting	8,339	9,383
Premises Expenses	55,931	64,661
Labour Costs	865,192	898,360
Office Overheads	16,537	10,352
Project Management Costs	72,695	49,493
Insurance	13,524	4,142
Other Expenses	573	573
Total Expenditure	1,032,792	1,036,965
Net Surplus	74,314	73,821
Other Comprehensive Income from Investment		
Other Comprehensive Income		
Interest Income	2,490	2,926
Total Other Comprehensive Income	2,490	2,926
Other Comprehensive Expenses		
Interest Expense	1,260	-
Total Other Comprehensive Expenses	1,260	-
Total Other Comprehensive Income from Investment	1,230	2,926
Current Year Surplus/ (Deficit) Before Income Tax Adjustments	75,544	76,747
Current Year Surplus/(Deficit) Before Income Tax	75,544	76,747
Net Current Year Surplus After Income Tax	75,544	76,747

ARABIC WELFARE INCORPORATED

53 734 255 769

ASSETS AND LIABILITIES STATEMENT AS AT 30 JUNE 2019

	NOTES	30 JUN 2019	30 JUN 2018
Assets			
Current Assets			
Cash and Cash Equivalents		581,491	605,643
Deposit - Access Pay		500	500
Bonds		200	200
Total Current Assets		582,191	606,343
Non-Current Assets			
Term Deposits		964,388	800,623
Plant and Equipment and Vehicles	4	3,083	2,456
Total Non-Current Assets		967,471	803,080
Total Assets		1,549,662	1,409,423
Liabilities			
Current Liabilities			
Bank Overdraft		574	
Trade and Other Payables			
PAYG Withholdings Payable		6,462	2,985
Trade Creditors		2,879	515
Access Pay Fees		31	515
Total Trade and Other Payables		9,372	4,015
GST Payable		9,432	14,003
Grant Received in Advance	6	96,582	72,000
Employee Entitlements			
Superannuation Payable		20,993	19,047
Total Employee Entitlements		20,993	19,047
Total Current Liabilities		136,954	109,065
Non-Current Liabilities			
Other Non-Current Liabilities			
Provisions	7	299,884	262,507
Total Other Non-Current Liabilities		299,884	262,507
Total Non-Current Liabilities		299,884	262,507
Total Liabilities		436,838	371,572
Net Assets		1,112,824	1,037,850
Member's Funds			
Capital Reserve		1,112,824	1,037,850
Total Member's Funds		1,112,824	1,037,850

Financials

ARABIC WELFARE INCORPORATED

53 734 255 769

STATEMENT OF CASH FLOWS - DIRECT METHOD FOR THE YEAR ENDED 30 JUNE 2019

	2018	2016
Operating Activities		
Receipts From Grants	1,131,687	1,048,786
Payments to Employees	(832,746)	(803,732)
Cash Payments For Operating Activities	(150,978)	(105,726)
Payment for Rent	(38,167)	(32,878)
GST Moement	4,309	(14,003)
Project Funds Carried Over	24,582	72,000
Net Cash Flows from Operating Activities	138,687	164,446
Investing Activities		
Interest Received	2,490	2,926
Net Cash Flows from Investing Activities	2,490	2,926
Financing Activities		
Proceeds from Borrowing	(1,069)	495
Net Cash Flows from Financing Activities	(1,069)	495
Net Cash Flows	140,108	167,867
Cash and Cash Equivalents		
Cash and cash equivalents at beginning of period	1,405,771	1,237,904
Cash and cash equivalents at end of period	1,545,880	1,405,771
Net change in cash for period	140,108	167,867

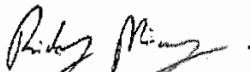
TRUE AND FAIR POSITION FOR THE YEAR ENDED 30 JUNE 2019

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

We, Richard Abclair, 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 2019.
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: 
Dated: 8/10/2019

Signed: 
Dated: 9/10/2019

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

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 2019, 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 2019 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.

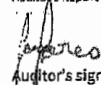
Basis of Accounting and Restriction on Distribution

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 2018-19 is fixed at \$2,500.00.

Auditor's Report



Auditor's signature: John Fares

Name of Firm: Accounts and Advice

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

Dated: 4 / 10 / 19

Funding Bodies

We are grateful for the funding and support we receive from federal, state and local governments. In 2018–19 our programs received funding from:

- > Department of Home Affairs
- > Department of Health & Human Services
- > Department of Justice and Regulations
- > Department of Premier & Cabinet—Victorian Multicultural Commission
- > Department of Social Services
- > Victorian Responsible Gambling Foundation
- > Moreland City Council

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

- > Brotherhood of St Laurence
- > Cancer Council
- > Centre for Multicultural Youth
- > CVGT
- > Darebin City Council
- > headspace Glenroy
- > Hume City Council
- > Youth Support & Advocacy Service

COMMUNITY & STAKEHOLDER COLLABORATION

- > Alawite Association
- > Alfred Deakin Institute for Citizenship and Globalisation
- > Ambulance Victoria
- > AMES Settlement Services
- > AMES Employment
- > Anglicare
- > Australian Muslim Women's Centre for Human Rights
- > Australian Taxation Office

- > Banksia Gardens
- > Baptcare
- > Bouverie Centre
- > Broadmeadows community women's house and parent zone Northern
- > Broadmeadows Health Centre
- > Broadmeadows Leisure Centre
- > Broadmeadows Magistrate's Court
- > Campbellfield Hub
- > Cancer Council Victoria
- > Centre for Multicultural Youth
- > Craigieburn Shopping Centre, Lendlease
- > Centrelink
- > Child First
- > Cohealth
- > Consumer Affairs Victoria
- > Coolaroo Community Corrections
- > Darebin City Council
- > Department of Education
- > Department of Health and Human Services: Housing

Affiliations and Acknowledgements

- > Department of Health and Human Services: Centrelink
 - > Dianella Community Health
 - > Domestic Violence Resource Centre
 - > DPV Health
 - > Ethnic Communities' Council of Victoria
 - > Essendon Football Club
 - > Family Mediation Centre
 - > Family Relationships Centre
 - > Foundation House
 - > Gambler's Help
 - > Gateway
 - > Haven Home Safe
 - > Heidelberg Magistrate's Court
 - > In Touch
 - > Jack Brockhoff Child Health and Well-being program
 - > Kangan TAFE
 - > Legal Aid
 - > Lend Lease
 - > Life Saving Victoria
 - > Max employment
 - > Melbourne Polytechnic
 - > Merri Health
 - > Metropolitan Fire Brigade
 - > Migration Institute of Australia
 - > NEAMI
 - > Northern Community Legal Service
 - > Northwest Migrant Resource Centre
 - > Orygen Youth Services
 - > Overseas Qualifications Unit
 - > Peter MacCallum Cancer Centre
 - > Preston Mosque
 - > Refugee Health Nurse Service
 - > Reservoir Community Corrections
 - > Salvation Army
 - > Sarina Russo
 - > Shia Gathering Group
 - > Spectrum Migrant Services
 - > St George Antiochian Orthodox Cathedral
 - > St Vincent Care Housing Services
 - > Syrian Charitable Organisation
 - > Medicare
 - > The Bouverie Centre
 - > Turning Point
 - > Uniting Care Kildonan/Lentara
 - > University of Melbourne
 - > University of Melbourne McCaughey Centre for Community Wellbeing
 - > Upfield Soccer Club
 - > VET Assess
 - > Vic Health
 - > Vic Roads
 - > VICSEG New Futures
 - > Victoria Police
 - > Western Bulldogs
 - > Whittlesea Community Connections
 - > Wise Employment
 - > Women's Health in the North
 - > Women's Health in the West
 - > Youth Justice
- ## SCHOOLS
- > Aitkens Primary School
 - > Brunswick Secondary School
 - > Campbellfield Heights Primary School
 - > Coburg secondary College
 - > Craigieburn Secondary College
 - > Craigieburn primary School
 - > East Reservoir Primary School
 - > Glenroy secondary College
 - > Hume Central Secondary College
 - > John Fawkner College
 - > St Dominic Catholic Primary School
 - > Roxburgh Park College
 - > William Ruthven Secondary College
- ## REPRESENTATION ON LOCAL NETWORKS & ADVISORY GROUPS
- > Alliance for Gambling Reform
 - > Broadmeadows Community Youth Justice Alliance

- > BSL YTSP Program Governance meetings
- > Community of Practice: Young Women
- > 'Count Me In' Sport Participation Program 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 Whittlesea Partnership Refugee Health Meeting
- > Hume Youth Commitment
- > Moreland Family Violence Network
- > Moreland Multicultural and Settlement Services Network
- > National Cancer Council Advisory Board
- > Northern Metropolitan Region PVAW Committee
- > Settlement and Mental Health Network Meeting
- > Tangible Connections Network
- > 'Trauma-informed care for CALD and Muslim women affected by violence' Advisory Committee
- > Victorian Police Multicultural Portfolio Reference Group
- > Vic Local Government Association (VLGA): 'Transforming Spin to Community Win' Advisory Committee
- > Whittlesea Settlement Network Meeting
- > Family Safety Victoria Roundtable Discussion
- > Gamblers' Help Provider Forum
- > International Metropolis Conference 2018
- > National Bowel Cancer Campaign Arabic Launch
- > 'Power of Literacy' Forum
- > 'Together and Not Alone' Youth Event
- > Victorian Government 2019 Youth Summit
- > Victorian Multicultural Advisory Forum
- > Victorian Responsible Gambling Foundation 'Many Ways to Help' Conference 2018
- > Victorian Transcultural Mental Health 'Post Settlement Lives: Surviving and Belonging' Seminar

FORUMS, EVENTS, CONSULTATIONS

- > Adolescent Family Violence Community of Practice Forum
- > Australian Association of Social Workers
- > Australian Lebanese Medical Association Bowel Cancer Campaign
- > Communities for Children Forum
- > Domestic Violence Resource Centre Prevention Forum
- > Family Relationships Centre Annual Community Dinner



المنظمة العربية للخدمات الإجتماعية



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OUTREACH SITES

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

Schools in Northern Metropolitan Melbourne
Business Bloom International
Hume Central Language Centre Broadmeadows
Hume Central Secondary College—Dimboola Campus
Hume Central Secondary College—Blair Street Campus
Collingwood English Language School—Broadmeadows
Roxburgh College