



Auburn

Diversity Services Inc

Annual Report 2011 / 2012



Auburn Diversity Services Inc. (ADSi) is a community based, non-profit organisation established to promote the principles of multiculturalism, access, equity and social justice.

The organisation is responsible for developing strategies which address the needs of local migrants and focuses on recent arrivals, emerging communities and special needs groups including humanitarian entrants, refugees, women, youth, children, aged and the unemployed – all of CALD backgrounds.

ADSi designs and delivers services that aim to build capacity and improve outcomes for disadvantaged people and families. A focus of service delivery has been on providing high quality case management and community development for migrants, humanitarian entrants and refugees who have settled in Auburn and the Central West Sydney to build self reliance and resource individuals / groups to become valued and active community members.

ADSi is committed to promoting and developing a multicultural society through the delivery of settlement and community development services that aim to ensure equitable access and outcomes, as well as participation, for all migrants and refugees clients and communities.

All programs and projects of the organisation are underpinned by the principle that everybody should be able to maintain their culture without prejudice or disadvantage and should be encouraged to understand and embrace other cultures.

This report is also available on ADSi's website: www.auburndiversity.org.au

Table of Contents

Chairperson's Report.....	3
Executive Officer's Report.....	4
ADSi Structure.....	6
Management Committee.....	6
Administration Team.....	6
Family Services Team	6
HACC Services Team.....	6
SSI HSS Team *	7
Settlement Services Team	7
Sessional Workers	7
Student Placement & Volunteers.....	7
Settlement Services	8
Afghan Project.....	8
African Project.....	10
Arabic Project.....	12
Capacity Building Project	14
Family & Humanitarian Entrants Project.....	15
Hazara Project	17
Humanitarian Entrants Project.....	19
Humanitarian Youth Project.....	21
Immigration Assistance Project.....	24
SGP Housing Project	25
Women's Project.....	27
Young Women's Project	29
Family Services	31
Early Intervention Project.....	31
Baby Rhyme Time & Afghani Perinatal Group	34
Chinese Perinatal Group.....	35
Karen Burmese Support Group	36
Tamil Women Support Group.....	37
Refugee Women's Housing Project.....	38

Belonging in Auburn – Belonging in Australia	39
HACC Services.....	41
HACC Social Support Services.....	41
Multicultural Project.....	42
Turkish Project	43
Bosnian “New Life” Seniors	44
Afghan Senior Men.....	45
HACC Community Event - Creative Seniors	45
Financial Statements	46
Income and Expenditure Statement	47
Assets and Liabilities Statement	48
Statement of Changes in Equity	49
Notes to the Financial Statements.....	50
Statement by Members of the Committee	55
Independent Auditor’s Report.....	56

Chairperson's Report

I would like to acknowledge the traditional owners of the land, the Darug people of the Eora Nation, on whose land we meet and pay my respect to their elders both past and present. As a service delivery organisation supporting newly arrived refugees and migrants to this country, we consider the acknowledgment to the land as important value, we share to new members of the community.

ADSi continues to be a place where communities meet together, share their aspiration. We have collaboratively worked with communities to connect them to the wider communities and build capacity from bottom up. Examples of this are laid out in the project narratives of this Annual report.

It is with great pleasure on behalf of the Management Committee of Auburn Diversity Services Inc. I welcome you all here today and present to you the Chairpersons Report for 2011/2012. The management committee of ADSi consists of members and representatives that come from diverse backgrounds within the community including organisational representatives. The role of the management committee is to oversee the organisations from strategic dimensions considering the expertise that we bring to the table and to assist the Executive Officer in ensuring that- as a growing organisation that we are compliant and functional in our governance and compliance across the organisation.

The journey of ADSi has been one of great interest to community and government and other sectors. In the last year as you will note from the Executive Officers' report changes have occurred organisationally and through physical changes as well. The management committee would like to acknowledge the support of the NSW Government's Community Building Partnership Program for the refurbishment of our centre. These changes have been pending for a long time and once completed, staff and clients are able to be in an environment that is safe and looks professional on the outset. We as a board, continue to strive for opportunities to ensure that the best interest of the community is first and foremost in par with the welfare of our staff. We are committed to this and look forward to building this organisation from strength to strength on a continual basis.

On behalf of the board, I would like to take this time to acknowledge some of the activities that we have been working on in the past few months. Although, firstly, I would like to acknowledge the support of Board member and former Chair, David Evanian-Thomas who recently resigned due to family and work commitments. Thank you David for supporting ADSi over a number of years, we have valued your expertise and support and wish you well in all your endeavours.

Hence, some of the achievements are as follows: working collectively on changes to the Constitution which we hope to finalize at this AGM meeting; finalizing the Governance Policy September 2011 which shapes principles for accountability, transparency in working towards change. Governance Training for Board members which is relevant in terms of board responsibilities as this supports the work of the Executive Officer; leasing of the Northumberland property to manage change and growth as an organisation; supporting staff in Centre refurbishments to ensure that program delivery is sufficient and efficient.

I would like to thank my fellow management committee members, the dedicated staff and the volunteers for their support throughout the year. We, as a team support and celebrate the work that you all contribute to this organisation and hope that you will continue to work with ADSi, in influencing future change.



Sarjoh Bah
Chairperson

Executive Officer's Report



It is with great pleasure that I present to you the executive Officer's report for 2011/2012. It has certainly been an eventful year for my valuable team at ADSi and the management committee of ADSi.

Someone once said that 'any change, even a change for the better, is always accompanied by drawbacks and discomforts'. This is the context we have been operating from in the last few months. Although there is discomfort, we as a team embrace the fact that the environment we operate in can be difficult at times, but we change in response to the reality of the environment that we live and work within.

This financial year has seen projects come to a close and new funding received for new projects in response to the needs of the diverse communities that we assist through our capacity building efforts on a daily basis. Sadly this has meant that we have lost some of the expertise here at ADSi. This year ADSi has undergone physical and organisational changes that will set the platform in paving new dimensions into the migrant sector across the Auburn Local Government Area (LGA) and the greater Central Western Sydney region.

One of the themes we have focused on this year is developing strategic partnerships and enhancing current ones; and having meaningful conversations around how we as an organisation can continually improve our services; and respond to growth in meeting the often complex needs of community and responding to changes in government priorities.

What is more important for us; given our mandate is to respond efficiently and effectively to what is current and relevant for migrant communities during their settlement journey across the LGA and the region.

We note as a contributing member of the non-for-profit sector; the significant challenging issues responding to shifting priorities for government. Hence, for ADSi our response is committed to reflecting on the gaps in service delivery and exploring potential areas for work- without shifting our focus from core business as we move into not so familiar areas of growth and development. We are committed to change by learning some lessons from 'models of good practice' within the sector to then re-calibrate ourselves as an organisation to suit the dynamic contexts we operate within.

ADSi also provides training and supervision to volunteers and student placements from High Schools, TAFE and Universities. This program helps individuals gain hands-on experience and provides them with pathways into employment. At times, opportunities arise within ADSi for these individuals to be employed. The demand for this service, as in previous years, has been very high. This also means that the centre has benefitted enormously from the commitment and enthusiasm that volunteers and students bring to the organisation. We are grateful for their support and hard work and look forward to their continuing involvement with us.

As a result of the partnership between Inner West Skills Centre (IWSC) and ADSi, Patrick Obeid was employed for one day per week in the garden in September 2011. The garden situated in Northumberland Road is leased from Auburn Council. This project has not been funded for a number of years. ADSi however, sees the garden as a vital conduit that allows people to come together as gardeners and also as a wider community. Patrick has completed his Certificate 3 in Education Support a qualification that will help Patrick towards a career in assisting disabled children who have autism and/or Asperger's syndrome. Feedback from our community gardeners have been positive at having Patrick monitor the garden for them as it makes them feel comfortable knowing he is there. I would like to thank him for the work that he does at the Garden.

The ADSi staff and I would like to acknowledge and honour the community leadership support that has been obvious in the past year. Our engagement with leaders and representatives has been most valuable in conducting conversations about the plight of families and communities in their settlement journeys. This is especially towards the Afghani, Tamil, Iraqi and African communities who have come forward in support.

For me, the tremendous achievements in the past year would not have been possible without the support of staff and the management committee. The committee has been consistent, fair and supportive through their decision making processes. Their guidance and acknowledgement of staff throughout the year, has meant a lot to us as a growing team. I look forward to their ongoing support in the next year.

I would like to take this opportunity to thank Patrick Baffoun from STARRTS for capacity building staff through training in Community Development throughout this year. This training

is very much needed in the work that we do on a daily basis. We look forward to more partnerships in staff development. I would also like to thank the supportive roles that other MRCs play in the development of this organisation. The MRCs make up the consortium of Settlement Services International which ADSi holds the vice-chair position. Thank you especially to Susan Vogels, Kamalle Dabboussy and Violet Roumeliotis for their mentoring and support throughout this period. Their guidance and wisdom has meant a lot to me and the leadership of this organisation. Finally, I would like to thank DIAC, ADHC, DOHA and Department of Family and Community Services, for the support and valuable advice that all your project officers and managers provide to us as a team here at ADSi. We sincerely appreciate all their efforts and patience towards this journey that we all share collectively.

Tia Roko
Executive Officer

Significant Changes and Activities

- ◆ Finalizing of the ADSi Governance Policy
- ◆ Commencing work on aspects of the ADSi Constitution
- ◆ Governance Training for Boards for board members
- ◆ Federal Minister for Multicultural Affairs Senator Kate Lundy and Parliamentary Secretary to the Treasurer Bernie Ripoll launched the financial literacy resources today at ADSi with local Federal Member for Reid- John Murphy.
- ◆ Leasing of the Northumberland property. This space is housed by the HACCC team for the service delivery of project activity.
- ◆ Centre wide refurbishments thanks to the NSW Government: Community Building Partnership Program Funding
- ◆ Multicultural Youth forum: conversations between police and young people around community safety and crime prevention for the LGA
- ◆ Western Sydney Refugee Youth Awards
- ◆ NSW Disability Industry Innovation Awards 2012 Nomination
- ◆ ZEST Awards: winner of the outstanding project within a CALD Organisation and Group - Feb 2012
- ◆ Invitation to the Governor Generals' International Women's Day Celebration Dinner
- ◆ ADSi filmed by ABC during International Women's Day Celebrations in relation to the documentary; Without Consent: What happens when young, educated, Australian-born girls are forced into unwanted marriages - often with relatives overseas?
- ◆ Community Development Training by STARRTS
- ◆ Commencement of Pro-Bono legal Advice by Carroll O'Dea Lawyers every month at ADSi

ADSi Structure

As at June 30 2012



Management Committee

Sarjoh Bah	Chairperson	Bantal Pulaar Community
Patricia Frost	Treasurer	Inner West Skills Centre Inc
Rahat Chowdhury	Secretary	Relationships Australia
David Evanian-Thomas	Committee Member	Individual Local
Harriet Davidson	Committee Member	Individual Local
Jay Rayman	Committee Member	SRI OM Foundation
Kaye Morris	Committee Member	Lldcombe TAFE
Paramasamy Panchadcharam	Committee Member	Individual Local
Councillor Le Lam	Ex-Officio	Auburn City Council

Administration Team

Tia Roko	Executive Officer	From October 2012
Elena Berrocal Capdevila	Executive Officer	Until October 2012
Cigdem Cetin	Administration Services Manager	
Frank Zheng	IT Support Officer	
Chloe Scanlan	Information & Referral Officer	Until October 2011
Dalia Hamed	Information & Referral Officer	Until September 2011
Lilia Tolentino	Information & Referral Officer	
Thiyagarajan Thirunavukarasu	Bookkeeper	Until July 2011
Waheeda Naurozi	Information & Referral Officer	From November 2011

Family Services Team

Himali Wettasinghe	Family Services Manager	Until June 2012
Eh Paw Hla	Karen / Burmese Group Facilitator	
Jennifer Yuan	Refugee Women Housing Officer	
Julia Ghedelega	Auburn Belong Project Officer	From August 2011
Mariam Nour	Auburn Belong Project Officer	Until August 2011
Malathy Uthayachandran	Tamil Group Facilitator	
Nazifa Ali	Perinatal Project Officer - Dari Speaking	
Qin Lucia Yan	Chinese Perinatal Project Officer	
Sher Banu Oomatia	Early Intervention Project Officer	

HACC Services Team

Mesepa Lafaialii-Paul	HACC Services Manager	From August 2011
Ayse Kocak	HACC Project Coordinator	Until July 11
Ahmad Ali	HACC Afghan Project Officer	
Emine Turkmen	HACC Turkish Project Officer	
Jade-Gia Nhu Tat	HACC Multicultural Project Officer	
Najeeba Wazefadost	HACC (Afghan) Project Officer	Until September 2011

SSI HSS Team *

Achol Majier Gai	HSS Senior Local Area Case Manager	From February 2012
Magdaline Shento Kaleido	HSS Senior Local Area Case Manager	Until February 2012
Anna Bezdikian	HSS Local Area Case Manager	
Blaise Bulea Kubuya	HSS Local Area Case Manager	
Mojdeh Zamani	HSS Local Area Case Manager	
Sajeeda Naurozi	HSS Local Area Case Manager	

* Team members under the HSS (Humanitarian Settlement Support) are employees of Settlement Services International, a consortium of Migrant Resources Centres across NSW.



Settlement Services Team

Justin Y.C. Han	Acting SGP Team Leader	From January 2012
Michael McGill	Youth Services Manager	
Nivedita Srivastava	Capacity Building Manager	Until July 2011
Achol Majier Gai	Skilled Migrants Project Officer	Until October 2011
Ahmad Ali	Afghan Project Officer	
Aynalem Tessema	Bilingual Project Officer	
Beatrice Sesay	Young Women Project Officer	
Beatrice Sesay	Afghan Project Support Officer	Until April 2012
Jennifer Yuan	Housing Project Officer	
Justin Y.C. Han	Bilingual Project Officer	
Mariam Simpson	Homework Help Facilitator	Until December 2011
Mohamed Alie Bangura	African Project Officer	From October 2011
Najeeba Wazefadost	Afghan Youth Support Officer	Until September 2011
Nasren Nasrat	Hazara Project Officer	
Nuha Abdul Razaq	Arabic Project Officer	
Patrick Obeid	Community Gardener	
Salwa Alhag	African Project Support Officer	
Salwa Alhag	Immigration Assistance Project Officer	
Shashika Peeligama	Women Project Officer	
Sudhaba Zamani	Women Project Officer	Until April 2012

Sessional Workers

Bernadette Nakad	Financial Counsellor	Granville Multicultural Community Centre
Elizabeth Philipsz	Burmese Worker	The Hills Holroyd Parramatta MRC
Monica Biel	Sudanese Female Worker	Anglicare
Daniel Apat	Sudanese Male Worker	Anglicare
ADHC Team	Building Inclusive Communities Project	Ageing, Disability and Home Care

Student Placement & Volunteers

ADSi would like to congratulate all students who have completed their placements with us.

ADSi would like to thank all volunteers for their valuable contributions. We hope to have your continuous support in the future.

Settlement Services

Afghan Project

Ahmed Ali & Nazifa Ali

This project targets Afghans from humanitarian, refugee and migrant backgrounds settling in the Central Western area. Its mission is to improve and increase client knowledge and access to relevant mainstream services through provision of casework, information, referrals, community engagement and advocacy.

During the fiscal period, the project registered **314** new clients. In addition, **700** clients were revisited casework, group work, information and referrals.

The project focused on community engagement through formal and informal consultations with clients, seniors, families and community groups in order to identify the needs and issues that impact on their settlement.

Highlighted issues included: language and social barriers, immigration, housing, cultural transition, financial and budgeting, employment, family violence and breakdown, health and mental health, law and order, intergenerational conflict and understanding the Australian systems and structures.

I like to come and attend programs at Auburn Diversity Services because I feel like a family member and it is because whenever I have a problem and come here, there is someone to listen to me and help me get solution.

Ali Zada
A 52-Year Old Client
ADSi Afghan Project



As a result of comprehensive casework, individual and group information sessions and referrals, clients continue to become aware of mainstream services that assist to reduce or resolve issues affecting their settlement. In order to address the needs of the target group, the project developed and implemented session listed below;

Description of Session	No. of Sessions	No. of Clients
Australian Legal System	1	35
Law and Order with NSW Police	1	52
Understanding Australian School System	1	20
Immigration Sessions	2	45
Employment Opportunity for the Elderly	1	30
Diabetes	1	40
Oral Health	2	53
Tenancy Law	1	14
Energy Saving	1	15
Intergenerational (Parents & Kids)	1	50
Women Rights	1	15
Driver Knowledge Classes	1	80
Citizenship Classes	4	120
Tenancy Law	1	14
Federal Police	1	45
Introduction to Family Day Care	1	30
Road & Safety NSW Police	1	12
Keeping Children Safe (CAPS)	1	12
Iron Deficiency	1	10
Total	24	692



The project developed innovative strategies with the full support of individual, families, elders, youth of Afghan backgrounds. The **Afghan Men's Group** consists of (40~47) active members meeting bimonthly over the last 12 months. In addition, the project facilitated and worked alongside the Afghan Project Advisory Committee consisting of (9~12) members, the Afghan Women Group with (20) members and a general Afghan Leadership Group with membership of (15~20) that met twice this year. These groups assisted the project through consultation, guidance, feedback, community encouragement, participation, provision of relevant information, service planning and promotion.

This initiative has continued to increase client's confidence, independence and ability to function in their community group and embark on assisting community members through referral and information to access mainstream services.

A major highlight for the project is the **Afghan Men's Camp** held at Nelson Bay in partnership with STARTTS over 3 days. 37 men attended and fully participated. This initiative provided participants with opportunities to experience Australian rich history and way of life in a social context. Additionally, a visit to Nelson Bay Council provided a cultural exchange experience. For most participants, it was a great opportunity to have time for themselves to be away from families and socialise with other community members.

Over the period, the project was fortunate to work alongside community organisations and associations, cultural groups as well service providers. Special acknowledgement goes to all the Afghan Project clients, partners' organisations and mainstream services that work tirelessly to make this year a great success through all the challenges.

The project worked in close partnership with cultural groups, associations and community based organisations, including Afghan Advisory Committee, Afghan Cultural Group, Afghan Men's Group, Hazara Voice, Afghan Muslim Male, Afghan Women Group, Afghan Hazara Association Kateb, Afghan Community Support Association, Hassanain Association, Kousar Association, Bamyán Association, Hazara Women of Australia, Hazara Council of Australia, Afghan Weekly News, Nabi Akram Association, Shababa Association, Cumberland Hospital, Department of Housing, Auburn Police, Auburn City Council, Service for the Treatment of Torture and Trauma Survivors (STARTTS - Carramar), NSW Refugee Health, Salvation Army Auburn NSW, Sydney Water, Relationship Australia, and Granville TAFE.

The project participated, supported / organised additional activities listed below.

Description of Session	No. of Sessions	No. of Clients
Exhibition of Artwork by Afghan Young Artist	1	20
Supported International Women Day Celebration	1	55
Northern Sydney TAFE Institute - Student Visit	1	46
2011 Census Assistance Program	1	60
Afghan Advisory Group	6	60
Afghan Men's Group	24	960
Excursion to Merrylands Children Museum	1	13
Excursion to Manly	1	18
Afghan Women' Group	10	150
Afghan Leadership Group	2	30
Supported Refugee Week Program	1	50
Total	49	1,462



This year has been very busy and challenging with an increase of client statistics. The project has performed productively in services to our clientele. Our objective is to continue facilitating an increase in the SGP target group, increase independence and ability to access mainstream services, participate and engage in community building.



African Project

Mohamed Ali Bangura & Salwa Alhag



The African project is part of the Settlement Grant Program (SGP) funded by Department of Immigration and Citizenship (DIAC). It provides settlement support to recently arrived migrant, refugees and humanitarian entrants of African descent living in Central Western Sydney, with an aim to assist them to understand and interact with the broader Australian Community, encourage the mainstream community to be responsive to new arrivals, assist community to identify common goals and interests, develop share purpose and promote sense of identity, thus fostering self-reliance and ability to participate.

During this fiscal year, the African project undertook series of activities in an effort to improve client independence, knowledge and ability to access mainstream services, through casework, skills enhancement courses, recreational activities, information sessions, workshops, cultural appropriate programs and referrals to mainstream services..

The project's caseload amounted to **107** with casework services provided to **171** SGP clients. Clients were also provided with referrals, information sessions and community capacity building / engagement activities to increase their confidence, independence and ability to navigate the mainstream services.

The project provided the following information sessions and workshops to its clients,

Description of Session	No. of Sessions	No. of Clients
Men's Health Information Session	1	10
Immigration Information Session	1	12
Energy & Water (EWON) Info Session	1	9
Australian Commonwealth Laws and Human Right Workshop	1	16
Family Budgeting Session	1	14
RTA, Police and Traffic Offences Forum	1	15
Multicultural Sexual Health	1	12
Employment Pathway	1	15
NSW Housing Information Session	1	15
Parenting Workshop	1	13
Total	10	131



The project also involved, participated and organised dozens of events & activities, as below,

Description of Session	No. of Sessions	No. of Clients
Sierra Leon Community Consultation	1	31
Sudanese and Liberian Community Consultation	1	12
African Women Consultation	1	10
Place Story Project Network	2	10
African Community Leaders Consultation	1	12
African Community Leaders Focus Group	1	12
Excursion to Canberra (Parliament House)	1	55
Sydney Mandingo Women Group	10	200
Sierra Leone Community Council	10	370
Sudanese Women's Group	5	75
Northern Sydney TAFE Institute Student Visit to ADSi	1	46
Liberian Community Meeting Attendance	1	12
African Mothers Consultation Day	1	16
Sierra Leone Community Consultation	1	30
Total	37	891

The project assisted three (3) groups which include Sydney Mandingo Women's Group comprising of twenty five (25) members from culturally diverse languages that meets once every month, the Sierra Leonean Community Council with (55) members that meet once every month and Sudanese Women Group with fifteen (15) members that meet bimonthly. Assistance varies on a wide scale ranging from administrative assistance such as booking of meeting venues, phone assistance, referral to computer training, free leadership trainings, writing of sponsorship letters to funding bodies, advocacy and representation to courts and schools, as well as mentoring.

The project gained remarkable recognition for both clientele base and service providers. This was achieved through intensive project promotions to African community gatherings, African learning circles, interagency meetings and networking. Project highlights are as follows:

- ◆ Opened gateway employment opportunities for a total of fifteen (15) clients, referred ten (10) clients to free training courses.
- ◆ Assisted on average fifty (50) clients facing financial difficulties through provision of budgeting. Clients were also made aware of Energy and Water Ombudsman of NSW (EWON) complaint procedures and Fair Trading Australia consumer rights.
- ◆ Increased community social participation among migrants, refugees and humanitarian entrants of African descent.
- ◆ Created awareness amongst migrant, refugees and humanitarian entrants about Australian rich culture and customs, legal commonwealth rights, Human right and child protection procedures, role of the Police, responsible driving and traffic offences.

There are many challenges for clients to travel to access services. Due to higher living standards in the Auburn LGA and surrounding areas, clients have moved Inner West. However, they still approach to ADSi for the African project from far and wide to high service quality. Amidst all the challenges, the project delivered culturally appropriate and incredible services that meet the needs of clients.

The project continued to strengthen target group social infrastructures and networking of African communities' in and around the Auburn LGA to maximise client independence, capacity and ability to access and refer family members and friend to mainstream services, organise and participate in community event as well as forming and leading small community group.



Arabic Project

Nuha Abdul Razaq



The Arabic Project is part of the Settlement Grant Program (SGP) funded by Department of Immigration and Citizenship (DIAC). The project objectives are to provide practical assistance to the newly arrived refugees and humanitarian entrants from Arabic background, with a specific focus on those from Iraq living in Auburn LGA and surrounding areas, to meet their settlement needs, assist them get access to mainstream services and integrate with the mainstream Australian society. During the financial year 2011~2012, these objectives were achieved through casework, information sessions and community development strategies.

The project involved in, participated and organised the following sessions,

Description of Session	No. of Sessions	No. of Clients
Excursions - Clamsely Hill City Farm	1	20
English Classes for Arabic Community	16	14
ABC Session about Senses and Filling Forms	1	16
Home Power Saving Program	1	34
Play Power Workshop	1	11
Excursion - Blue Mountains (Iraqi, Chinese and Ethiopian)	1	68
Sewing Classes	10	17
Zumba Classes	1	20
FICT Program in Partnership with STARTTS	10	10
Immigration Session	1	15
Excursion - Rhododendron (Iraqi, Chinese and Ethiopian)	1	65
Financial Sessions and Money Management	1	15
Family Day Care	1	12
Health Information Sessions	1	39
Family Movie Day	1	86 *
Police Information Session	1	17
FACS Family & Community Services	1	14 *
Immigration Session	1	12
Excursion - Taronga Zoo	1	73
RTA Workshop	1	7
HACC Turkish Group Saving Money and Reduce Energy	1	37
Police Session	1	8
Welcome to Australia Event	1	18
Women's Health Session	10	10
Iraqi Advisory Group	1	6
Total	67	644



A range of information sessions and workshops were delivered, covering various topics particularly related to Australian political and legal systems, health, education, general life aspects and support to addressing problems of social isolation.

Other activities included English classes, Citizenship Classes, Computer Classes, Sewing Classes, and Zumba Classes.



The Arabic project has involved skilled and experienced volunteers in help with English teaching, sewing class, citizenship training and computer classes.

The Arabic project promoted its services and activities through an orientation program to students of NAVITAS Auburn, participated in 2 live radio interviews and in the International Women's Day Celebration, Refugee Week Breakfast, Auburn Welcomes You event and the Celebration of Al Btool Organisation.

The Project assisted the Iraqi Women's Group (Al Btool Incorporated) and provided it with various administrative assistance, including booking of meeting venues, telephone calls to make appointments with other services providers, and photo copying. The project also helped the group organise the celebration of Iraqi Nowruz Eid.

The Project increased social participation and reduced isolation amongst the Arabic community, through educational, training and recreational activities, such as Zumba classes, sewing classes and excursions.

The Iraqi community is one of the largest communities in Auburn LGA and surrounding areas. During 2011-2012, there were a number of issues identified and addressed through casework and group activities. These issues include low English language proficiency, lack of affordable / appropriate housing, gaps in education, employment barriers, recognition of overseas qualifications, legal issues, safety and violence prevention, family budgeting and financial assistance, understanding Australian culture and systems, family relationships, intergenerational conflict, isolation, parenting and child abuse, and accessing to mainstream services and activities.

The project held meetings and consultation sessions with many Arabic community leaders, community workers and service providers to discuss important issues like unemployment, English barriers, social isolation, education, Australian systems, cultural differences, and many other issues; and also discussed about best strategies that could address and resolve these issues and effectively improve the community.

Partners

ADHC
Arab Council Australia
Consumer Credit Legal Centre NSW
Granville TAFE
Legal Aid
NSW Health
St Vincent de Paul
Welfare Right Centre

Al Albeit Radio
Brighter Futures
DAMEC
Housing NSW
Muslim Community Radio
NSW Police
STARTTS
Women's Legal Aid

Al Btool Incorporated
Centrelink
Family and Community Services
Immigration Right and Advice Centre
NAVITAS
Salvation Army
UNSW



Capacity Building Project

Tia Roko



The Community Capacity Building (CCB) Project is a new project funded in June 2011 under the DIAC Settlement Grants Program.

When we think about capacity building communities it is important to have a focus on developing the leaders within the diverse communities in the Central Western Sydney areas who bring value and positive contribution to the settlement of their very own communities. The project also assisted the community in understanding the importance of community leadership, cross cultural understanding of leadership and injecting the importance of good governance in terms of building organisational transparency and accountability.

During one of the many conversations held with community leaders, it was interesting to note the various definitions of leadership from a cultural perspective. Overall, it is interesting to note that the more popular of this definition of this concept is seeing one as the 'information giver' within each of the respective communities.

Leaders voiced the need for capacity building around leadership and governance and the importance of mentoring by ADSi as a specialist CALD organisation within the area.

Good news stories include assisting the establishment of the Turkish Pensioners and Disabilities Association Incorporated. This included the re-establishment of the Iraqi Consultative Committee and the mentoring and advice and support given to organisations in the Regents Park area. Organisations participated in the Refugee Week Breakfast and noted with surprise the diversity of cultures that participated in the event. The breakfast was a multicultural breakfast conducted in partnership with IWSC and TAFE (SWSI) and other SGP programs within ADSi

The project is important in contributing to the development and capacity building of communities. This Project is needful within the community and has great potential for achieving greater outcomes in the future as community leadership is also about mobilising the communities and mentoring them over a longer term to ensure meaningful and sustainable outcomes.

What needs greater focus for this project is the relevance of community conference to encourage community conversations for particular communities. During this period it was recognised and acknowledged that communities are interested in a greater discussion and debate around community leadership and governance. This will need to be a focus not only for ADSi but also other projects in their service delivery in terms of factoring components of the two concepts into project activities.

In April 2012, the Sierra Leone community invited ADSi to its community conference whereby leadership and governance was the topic for discussion. This conference is a clear example of how communities are coming together and taking ownership and the lead role in community conversations. The CCB Project also organised the police and youth multicultural forum to encourage youth leaders and community leaders to have conversation around community safety issues. This was in partnership with the Inner West Skills Centre and TAFE NSW- South Western Sydney Institute. ADSi wishes to thank community leaders for their valuable support and assistance throughout the commencement of this project in particular the Afghani, Iraqi and African communities.

Family & Humanitarian Entrants Project

Justin Han



This was the second year the Family and Humanitarian Entrants Project was funded by Department of Immigration and Citizenship, aiming to increase independence, knowledge and ability to access mainstream services for all family stream and humanitarian entrants. With all targets achieved, the project has seen another successful year witnessing many achievements.

During this funding year, the project provided face-to-face casework, information and referral services to **308** families / clients from diverse backgrounds, including Chinese, Burmese/Karen, Iraqi, Iranian, Afghan, Vietnamese, Turkish, Macedonian, Sudanese, Sri Lankan, Malaysian, and Indian, etc. Of the **302** families / clients, 202 were first time new clients and 106 were returning clients. The project assisted them deal with all sorts of settlement issues, including assisting with documentation, language barriers, citizenship, immigration, family relationships, housing, education, childcare, health, employment, financial hardships, household management, Australian legal systems, etc.

The project also organised, either independently or in collaboration with other projects and organisations, a variety of information sessions, workshops and training programs which included **49** sessions with attendance of more than **500** person-times. Topics covered in these sessions included Police Talk on Community Services, Legal Aid and Its Services, Healthy Eating for Whole Family, Diabetes Awareness, Family Budgeting and Expense Control, Centrelink Services, How to Start a Small Business, Child Protection System in NSW, etc.

The casework, information sessions, workshops and trainings have successfully assisted families/clients in solving or reducing their settlement issues and concerns, understanding various systems in Australia, and increasing their independence, knowledge and ability to get access to mainstream services with confidence and comforts.

The project undertook community engagement to develop strategies in order to achieve project community development goals. Frequent consultations were undertaken through casework interviews, information sessions and groups throughout the year, and in addition to that, the Project undertook 4 formal community surveys and consultations with Chinese community, Arabic speaking communities, Afghan men and Afghan women to get feedbacks on the services to clients,

find out further needs and improve accessibility and effectiveness of services. These surveys and consultations resulted in more strategies and initiatives developed



throughout the year and assisted new arrivals with their settlement, developed client life skills, independence, reduced isolation, improved their wellbeing and engagement with mainstream Australian societies.

The following table listed the major activities and events that the Project initiated, organised, involved or participated:

Description of Session	No. of Sessions	No. of Clients
Chinese Settlement Support (English Learning) Group	34	617
English Conversation Class	57	530
TAFE Computer Class	33	249
TAFE Sewing Class	14	124
Chinese Pregnant and Young Mums Activity Support Group	10	208
Excursion	4	336
Tai Chi Class	16	232
Auburn Exercise Dancing Group	13	186
Chinese Folk Dancing and Singing Class	2	16
Harmony Day Lunch	1	120
Chinese New Year Celebration	1	250
International Women's Day Celebration	1	150
2012 Refugee Week Breakfast	1	110
Total	186	3,128



As a result of extensive promotion, the project reached more families and new arrivals. Attendance increased to more than **3,100** persons, which is almost double the number of the previous year. With continuous development of the project, more clients have joined and benefited from the on-going groups. For example, the Settlement Support (English Learning) Group, which is operating on weekly basis and has been a good source of new ideas and initiatives, has attracted 73 members. Another example is the newly established Chinese Mums Activity Support Group which is a joint initiative between this project and the Family Service Team funded by Families NSW to help parents develop parenting skills in the Australian system through rhyme/story time, games, fun activities and training. This group has been warmly welcome by local young families. With only three months of operations, the group has already seen 46 parents and 50 children as regular participants.



Collaboration with other projects and services contributed to the success of the project. One of the major highlights is the Chinese New Year Celebration which was organised in collaboration with other SGP and HACC projects and involved several other ethnic communities beside Chinese, such as Turkish, Afghan, and Vietnamese. The event attracted more than 250 clients and provided an excellent opportunity for them to gather together, enjoy multicultural food and appreciate beautiful performance by different ethnic groups.



The project is grateful for the support and cooperation of other ADSi SGP projects and from external service providers and government agencies, such as Auburn City Council; NSW Police; Cancer Council NSW; Area Multicultural Health Unit SWAHS; just to name a few. We also acknowledge dedicated volunteers who spent a lot of time and efforts in support of the project. Special thanks to Ms Beverly Rogers, the volunteer English Teacher who has been with ADSi for more than 2 years, teaching the English Conversation Class twice a week; and to Mr En D Lin, a volunteer who has helped a great deal in planning and running groups with his enthusiasm and warmth.

Hazara Project

Nasren Nasrat



The Afghan Hazara Project is an initiative funded by the department of Immigration and Citizenship. This 3- year project beginning July 2011 aims to facilitate and support the increase of client independence, knowledge and ability to navigate and access mainstream services and promote self-reliance for all eligible Afghan Hazara families in Central Western Sydney SSD. This is achieved through casework, community consultation, advocacy, information and referral session provided individually and groups on a range of relevant topics which includes; life skills, education and training, financial management, health and mental health, living in Australia, community engagement, developing and facilitating client settlement support group.

During this fiscal year, the project provided **96** clients casework. Community consultation was undertaken to identify clients' needs and develop strategy to proactively address these needs.

The project identified significant issues including: language barriers, unemployment, navigating the Australian system and structures, family reunion/immigration, health and mental health, isolation, family violence and breakdown, cultural transition, and change of family dynamics.

Specific activities were developed in consultation with client group, such as one **Nails and Beauty Session** held over four days in September 2011 in partnership with Granville TAFE. A total of 68 clients attended and fully participated in this career pathway initiative and received orientation to increase

their knowledge of Australia's Beauty Industry, improve on existing skills and expertise and explore TAFE NSW as a career pathway. The **Excursion to Royal National Park – Sydney** held in January 2012 brought together 16 newly arrived Afghan Hazara men and 2 women, facilitated the increased of participant's awareness of some of Australia's rich history and encouraged social integration and participation.

The table below includes list of information session/workshops on topic presented clients individually and in groups.

Description of Session	No. of Sessions	No. of Clients
Australian Law and Order with NSW Police	1	19
Basic Parenting Skills and Family Relationship	1	21
TAFE Outreach Basic Sewing Classes	17	170
Nails & Beauty Tips Workshop	4	68
Budgeting Money Management	1	25
Total	24	303

The project involved in, participated and organised the following sessions,

Description of Session	No. of Sessions	No. of Clients
Afghan Friendship Social Support Group Meetings	6	120
Excursion to Royal National Park	1	18
Supported International Women Day Celebration	1	55
Northern Sydney TAFE Institute – Community Services Student Visit	1	46
Supported Refugee Week Event	1	50
Community Consultations	3	65
Women Health	2	45
Total	15	399



The project success may not have been achieved without the support of partners such as cultural group, agencies, mainstream services, community groups list below; Special thanks goes to all who supported us to achieving immensely through the delivery of services this year, Hazara Women of Australia, Centrelink, Department of Housing, Auburn Police, Hazara Council of Australia, Auburn City Council, Relationship of Australian, Granville TAFE, NSW Health, Afghan Women Friendship Social Support Group and the project client group.



The activity carried out continues to increase clients' ability to break isolation and social barriers, encourage participation in their own community thus building their capacity to reach full potential in functioning in the wider Australian community.

One significant highlight of the project this year was formation of **the Afghan Women Friendship Social Group**. The group membership consists of 25 women with 60% from Hazara ethnicity living in Greater Western Sydney area. It aims to encourage engagement and participation of all Afghan women in a social context through monthly meeting, workshops, information and regular consultation. The group developed outreach aimed at increasing the awareness of the group and minimising isolation which was presenting within the community. The REACH-OUT initiative focused on outreaching in parks in the Berala and Auburn areas to network with newly arrived isolated Afghan families in the hope of reducing isolation, foster community engagement and participation, linkage to services, promotion and community building. This initiative benefited 15 newly arrived families in the Berala and Auburn area.

Secondly, the project **supported 10 women of Afghan Hazara background** who enrolled and attended TAFE Outreach Sewing Classes at Berala and Auburn sites where the participants studied functional English, learnt new skills and networked with other women to build confidence and sense of community connectedness.

It has been a great challenge outreaching to the project target group who are tremendously isolated in surrounding suburbs of Regents Park, Berala, Lidcombe and Granville, Silver Water, Merrylands, Guildford and some areas of the Auburn LGA. The clients also need intensive support which constitutes case management and regular information and mentorship to continue capacity and resilience building.

The project has set structures to continuously empower and foster resilience building amongst the Afghan Hazara Community with positive results and looking forward to the year ahead with great enthusiasm.



Humanitarian Entrants Project

Aynalem Tessema

This year has been success for the ADSi Humanitarian Entrants Project in the delivery of services to clients. The project numerous activities. They are listed below,

- ◆ **Money Matters** workshops on family budgeting & expense control. Held in collaboration with a Financial Counsellor and Save Power in NSW. At the workshop, clients were issued information & a resource guide to affordable energy efficient home appliances. In addition some clients were referred to the Financial Counsellor for assistance
- ◆ **Orientation to Australian Systems** with primary focus on Legal Aid services and financial management. Delivered in partnership with Legal Aid New South Wales and other organisations.
- ◆ **Employment** workshops with focus on job network service providers & social enterprises
- ◆ **Domestic Violence** workshops to enhance understanding of the importance of a good family relationship, and the great loss domestic violence may cause to a family
- ◆ **ADSi Orientation** programs to raise awareness of refugee issues and promote settlement services. Delivered to students from Bankstown Intensive English Centre and Auburn ACL, at Fairfield Community Centre
- ◆ **Mother Supporting Group**, established in partnership with Family First project and Auburn High School, consisting members from diverse backgrounds
- ◆ **Celebrations of Mother's Day and International Women's day**
- ◆ **Information Sessions on Society and Culture Awareness**, communication & parenting and child protection for the Eritrean and Ethiopian Community
- ◆ **Harmony Day Lunch and Refugee Week events**
- ◆ **Mum's Coffee Club** at Mega Mall, Auburn
- ◆ **Auburn Community Health Service Review** - attended the meetings and highlighted important cross cultural issues, including the inappropriateness of GP's use of children as interpreters for family members at health consultations.
- ◆ **Family Planning NSW Focus Group Meeting** - highlighted the issues surrounding addressing reproductive and sexual health with people from CALD backgrounds
- ◆ **Reference Group** for a study undertaken by The Kirby Institute at UNSW in collaboration with Multicultural HIV and Hepatitis Services to assess HIV knowledge, risk behavior and health service.
- ◆ **Weekly Sewing Classes** facilitated by Lidcombe TAFE
- ◆ **English Conversation Classes** run by volunteers Tuesdays and Fridays
- ◆ **Weekly Computer Classes** administered by Granville TAFE
- ◆ **Tai Chi Classes**
- ◆ **Citizenship Classes** run by volunteers every Friday.
- ◆ **Chinese Folk Dancing and Singing Group**
- ◆ **Computer Classes** run by volunteers for Bosnian community
- ◆ **Settlement Support Groups** for Arabic, Bosnian and Turkish communities
- ◆ **Excursions to Katoomba, Blue Mountains Botanical Garden, Canberra and Taronga Zoo**, and assisted with the Afghan Women's picnic at Merrylands Park.



The project assisted recently arrived Humanitarian Entrants with their settlement needs through provision of casework, referrals and information sessions.

Approximate numbers of clients assisted as follows:

- ◆ 305 clients were provided with direct case work services
- ◆ 309 clients attended excursions
- ◆ 55 group sessions, workshops, events and consultations were held with more than 1200 clients attending
- ◆ 1,650 ADSi project fliers distributed to clients at community gatherings, Churches, Mosques and events such as White ribbon day.

As a result of the workshops organised by this project, a number of clients accessed to services, such as employment agencies, Affordable Housing, charity organisations, South West Area Health, Auburn Community Health, Adult Migrant English Program, Granville & Lidcombe TAFE, Financial Counsellors, Department of Housing, St George Community Housing, Auburn Police, STARTTS, Legal Aid, Australian Taxation Office, and many others.

A series of workshops were also delivered to assist and support mothers. These workshops created a space for connections and enabled capacity and resilience.

In the Tai Chi classes, clients learned 24 forms of Tai Chi. Clients found the classes useful for their emotional and physical health, and helpful to reduce social isolation and connect with communities and service providers in the area.

Workshops organised by the project resulted in numerous positive outcomes including capacity building of recently arrived Humanitarian Entrants communities. The project aimed at building leadership capacity to facilitate a smooth integration process, improve social connection and enhance the capacity of communities to articulate and act through existing government and non-government structures. This is important to diminish a welfare paradigm and increasing the capacity to self access and building individual resilience.

The project noticed the following key issues,

Cultural Diversity – “Language” - A key issue relates to language and its implication for client health ‘access and equity’ is a common dilemma and one that needs attention. For example, new and emerging communities such as Amharic Tigrigna, Dinka, and Karen, Burmese communities have minimal access to qualified interpreters due to the lack of qualified interpreters from these emerging communities. Subsequently, there is a high reliance on family members to interpret at GP or specialist appointments and in worst case scenarios no interpreter is available. Both scenarios place risks on clients’ ability to make decisions concerning their health. Often Case workers are the first point of call and support to navigate through the Health System and process compounding demand for services when frameworks to assist are limited. A key challenge for clients relates to language and subsequently engagement with external services such as housing which requires intensive support.

Casework / Advocacy Parameters - The increasing requests from families to deliver casework at client homes cannot be satisfied. There is a need for an additional caseworker to undertake home visit to extend advocacy and settlement support to clients in need, and extension of the current funding parameters to enable case workers to undertake home visits, where appropriate and necessary.



Humanitarian Youth Project

Michael McGill

The Humanitarian Youth Project targets newly arrived young people of migrant, humanitarian and refugee backgrounds aged 12 to 25 years living in Central Western Sydney area. The project aims to increase client's independence, knowledge and ability to access mainstream services through the provision of casework, referral, sporting activities, youth camp, mentoring programs, school activities, tutorial services and advocacy.

The project identified a series of issues affecting our clients, including migration advice & family sponsorship, family separation, grief and loss due to migration, unemployment, youth at risk due to lack of engagement in relevant activities, social isolation, continuous need for extracurricular and career pathway support, limited hours and insufficient youth recreational space, accommodation, intergenerational conflict resulting to family breakdown, youth empowerment engagement and participation, need for additional sports and recreational activities preferably girls friendly sport.

During the last 12 months, the project provided **121** case management services to young people to encourage their orientation, integration and inclusion and participation into the broader Australia community through comprehensive and appropriate casework and referral, individual and group information sessions / workshops, sports and recreational activities, leadership and mentoring, extracurricular activities, school outreach and excursions as well as evidence based social development program using music to discover relationship.

I am so grateful that coming from a refugee background myself, I have excel and been fortunate to set structures in my study and career life that I can also give back to the community because when I first came to Australia 4 year ago, I attended homework help at Auburn Diversity Services then Auburn MRC and this assisted me so much to set structures in my study today.

**Roohullah, Volunteer Tutor
Humanitarian Youth Project**



In addition, service information was provided to newly arrived students through Links to Learning / Community Links program to increase their ability to access services and Northern Sydney TAFE Institute – Community Services student visit. Workshops topics presented to young people include Safety on Wheels (Law and Safety Advice for bicycles), Getting Your L-Licence & Basic Road Rules with RTA, Drug and Alcohol, Capoeira Angola (Semi-martial Arts & Self-Defence and Discipline, Hip Hop & Crumping exploring variety of communication and problem solving strategy, trusting building, building and maintaining healthy relationships, working in a team environment especially the family. By participating in these workshops young people developed awareness in responsible decision making. A summary of sessions provided is as follows,

Description of Session	No. of Sessions	No. of Clients
Sexual Health Workshop	2	30
Community Soccer Coach & Volunteer Training Workshop	1	13
Getting your L – Licence & Basic Roles Rules with RTA	2	30
Safety on Wheels (Law and Safety Advice for Cyclists)	1	28
Nails & Beauty Workshop	2	68
Drug and Alcohol Workshop	2	40
Drumbeat School Outreach	5	50
Capoeira Angola	2	40
Hip Hop & Crumping Workshop	2	40
Northern Sydney TAFE Institute – Community Services Student Visit	1	46
Total	20	385





The project continued building its capacity through youth interagency, refugee interagency, networking with mainstream agencies, CLAD specific services, and corporate organisation to generate the success it has obtained. The following agencies / organisation that supported the project build its profile are; Granville Multicultural Community Centre (GMCC), Auburn Police, Auburn Youth Centre, Hazara Women of Australia, Chester Hill High School, Holroyd High School, Service for the Treat of Torture and Trauma Survivors (STARTTS), the Centre for Volunteering, SW Health, Hazara Council of Australia, Parramatta City Council, Granville Community Youth and Recreational Centre, African Australian Youth Association, Banta Pullar Association, Auburn City Council, Football United, Barnardos, Marist Youth Centre, Ethiopian & Eritrean Youth Group, Auburn District Soccer Club, Australian Afghan Hassanain Youth Association, Fairfield High School, Chester Hill IEC, Banks Senior College, Lidcombe Waratahs Soccer Club, Sports without Borders and Northern Sydney TAFE Institute - Community Welfare Unit.



Young people were also supported through additional workshop and activities to foster healthy lifestyle, trust, participation and inclusion, building confidence and resilience through 2 soccer tournaments. At the soccer tournament, NSW Health presented 2 **Sexual Health Workshops** such as consent, STDs and information on free youth health clinics as well as drug and alcohol using the beer goggle and chocolate wheels aimed at increasing their knowledge of personal health, legality and service availability. The two soccer tournaments also encouraged young people to work in teams improve their negotiation, communication skills and increase a social networking. A total of **135** young people attended over 4 days. 36 young

people attended the 2 school holiday camps conducted in July 2011 and January 2012 at Narrebeen, NSW Sports Academy over 8 days. The camp provided opportunity for young people to participate in survival challenge, giant slide and giant swing, waft building, leap of faith and high ropes. These activities enabled the young people to work in teams and use personal initiatives to challenging themselves through competition and perseverance towards personal growth.

Drumbeat Workshops were conducted at Holroyd High School on topics such as; The Rhythm of Life, Relationship, Harmony, Identity, Emotions & Feelings and Teamwork. The workshops assisted young people to increase collaboration and cohesiveness in group, increase confidence in performance and self-discipline, improve awareness of a range of human emotions and practical ways the enhance their relationship, self-esteem and feeling connected, level of commitment and perseverance towards both group and individual task.

The project initiated "**Be a Part of The Community**" in partnership with SPORTS WITHOUT BORDERS to foster Community Participation for young people through Sports. This community engagement strategy linked **10** young people between the ages of 12~17 years with migrant, refugee and humanitarian backgrounds to their local soccer club (Auburn District and Lidcombe Waratahs) through subsidising their club registration fees of \$200.00 which included soccer gears. This provided young people opportunity to participate in their local community, increase social network, practice healthy lifestyle and increase their skills in soccer. Another achievement was through the KICKSTART Youth Mentoring Program which provides extracurricular support, career pathway advice and employment support as well as building social network and understanding the Australian system and structure. 5 young people gained employment of which two completed Certificate III in Age Care one client gained part-time employment with UNHCR for Australia as a Fundraiser and another client gained Part-time employment with K-Mart Parramatta as sales assistant and the fifth client secured casual employment with Lidcombe McDonald.

In addition, 6 young people received one bike each as a result of Chandler Macleod, a nation-wide Consulting group working with UBS to conduct a **Team Building Workshop** for their Top **50** Leadership team. During this event, Executive Leaders from UBS Wealth Management participated in a team building activity that not only helps their business but also impacts the community in a positive way and provided them opportunity to learn about refugee and humanitarian issues through dialogue with young people and their parents. During the process, those young people had an opportunity to chat with professionals and gain insight about the corporate world, build social networks, and share stories.

This year **Western Sydney Refugee Youth Awards 2012** brought together **80** people inclusive of nominees, school principals and teachers, parents and friends as well as

service providers. 33 young people were nominated from local schools and the community. The event recognised and acknowledged the outstanding achievement of refugee young people in the areas of sports, creative and performing arts, community leadership and academic. We want to extend our thank s and appreciation to MP Barbara Perry for her dynamic sponsorship, Hazara Women of Australian and especially to the young people of refugee background, the community and the agencies that assisted in the planning and implementing this year's event.



Another highlight during this financial year was the **Community Soccer Program** run in partnership with ADSi Youth Project and Football

United which brought together **60~70** kids in primary schools in Auburn LGA every Thursday afternoon 4:00pm~6:00pm during each school term to receive free soccer coaching and training. Additionally, 5 clients received free junior soccer coaching training qualification and currently worked as casual coaches for the program. This program continues to assist in community building, empowering the young people through training and securing casual employment. It also enables parents to support their kids and build social network amongst other parents.

Homework Support

The Homework Help program continues to provide young people support with extracurricular activities and homework activities. The program has also assisted the students to increase social networking and provided much more awareness amongst tutors. Young people and their parents continue to provide positive feedback about the proactive impact the program has made on their children academically. Parents' ability to support their children has increased dramatically. Special thanks and appreciation go to tutors and the Home Work Help Facilitators who work as volunteers. The program aims to assist young people of refugee background achieve not only academic goals and aspiration, but also build confidence and resilience .

During the period, the following sessions, activities and events were organised,

Description of Session	No. of Sessions	No. of Clients
Community Soccer Program (Soccer in the Park)	1	70
Auburn Street Festival Youth Talent Stage	1	40
USB Wealth Management Bicycles Donation	1	6
African Youth End Of Year Festival	1	150
Western Sydney Refugee Youth Awards 2012	1	80
LINKS to Learning / community	4	46
Excursion to Royal National Park	1	18
KICKSTART Youth Mentoring	1	10
Youth End of Year BBQ/Consultation	1	35
Ethiopian and Eritrean Youth Consultation BBQ	2	60
Laser Tag	1	16
Excursion to Manly Sea World	1	30
Auburn Youth Soccer Tournament	2	540
Extracurricular Academic support (homework)	25	480
Youth Consultation	2	42
Total	45	1,623



There has been a need to conduct outreach services to meet the needs of and support to our SGP target group who are unengaged in the Auburn LGA especially the **866** visa holders around education and employment and other settlement related issues. Additionally, the project experienced challenges embarking on expanding its scope to service young people in the surrounding suburb.

As a result of consultation with young people of refugee background, the project provided ongoing support and programs to increase participation, empowerment and engagement. The project assisted them to bridge social isolation and building social infrastructure and promoted healthy lifestyles. Youth also developed career pathway through the Afghan Mums & Daughter Nails and Beauty session held in partnership with Granville TAFE, increase their knowledge and ability to participate in Australian way of life, linked to youth specific service and access key mainstream services such Centrelink, STARTTS, Department of Housing/Youth Accommodation Services, University, TAFE and Register Training Organisations, mainstream sports and recreational program, Health, Legal Aid, Department of Immigration and Citizenship and Department of Education. Client confidence, resilience and ability to achieving future goals and aspiration are achieved throughout the project.

Immigration Assistance Project

Salwa Alhag

The Immigration Assistance Project is a specialist project funded by Department of Immigration and Citizenship. The aim of the project is to provide assistance to newly arrived refugees and humanitarian entrants through casework, information sessions, referrals, filling forms and advice about different visa options.

During the last funding year, the project delivered services to **96** newly arrived refugees and humanitarian entrants from different backgrounds and the majority of the clients were from Afghanistan, Iraq, Iran, Burma and Africa. Most of the clients who accessed the services were 866, 200 and 202 visa holders. They came through Christmas Island, detention centres or resettlement programs and need to sponsor their family members who were left behind either in their own countries, other asylum countries or refugee camps.

Clients - Type of Visa						
866	200	202	204	201	203	309
47	15	12	4	1	1	1

The project received referrals from ADSi, Settlement Services International (SSI), other mainstream services and community organisations. At the same time, the project also referred about **40** clients to other services in Blacktown, Parramatta and Auburn for more assistance.

Over the last year, the project, in collaboration with ADSi and SSI staff, successfully organised and delivered **8** information sessions to **104** clients from different groups, including Afghan Hazara, Afghan, Iraqi, Tamil, Afghan Women, African, Chinese and Burmese.

Client - Country of Origin												
Afghanistan	Iraq	Burma	Iran	Sudan	Congo	Sierra Leonan	Sir lanka	China	Pakistan	Liberia	Ugnda	Ethiopia
35	14	11	7	6	4	3	2	2	2	1	1	1

The project received assistance from Mr Abdulla S. Ali, an external registered migration agent who offered free services to our clients once a week, advising about various visa options, and providing information in regards to application for different visas and how the system works in Australia.

Family reunion visa is one of the most needed by clients especially by those 866 visa holders with family members left behind in refugee camps, country of origin or country of asylum.

80% clients who received the services were residents in Auburn LGA and the rest were from Fairfield, Liverpool, and other areas.

Client - Residential Suburb									
Auburn	Fairfield	Lidcombe	Guildford	Liverpool	Canely Vale	Berala	Merrylands	Granville	Compbelltown
44	6	5	4	4	3	3	3	2	1

In addition to the usual services, the project successfully helped connect some clients with their missing family members through Red Cross. For example, with the help of this project by following up a tracing email from Red Cross, a client who came for visa assistance found and re-united with her daughter who had been missing for 15 years and who, the client believed, died in Africa during civil unrest.



SGP Housing Project

Jennifer Yuan

This project is funded by Department of Immigration and Citizenship under the Settlement Grants Program (SGP), to assist eligible humanitarian clients in most need, particularly those at serious risk of homelessness in getting access to social or private housing and help clients secure long term accommodation.



In 2011~2012, the Project delivered 8 information sessions which were supported by Housing NSW and Western Sydney Tenants Service. 93 eligible humanitarian clients benefited from the sessions. The sessions are listed in the following table:

Session Description	No. of Sessions	No. of Clients
Housing & Tenancy Consultation with Tamil Women's Support Group	1	9
Housing & Tenancy Consultation with Karen and Burmese Support Group	1	10
Housing & Tenancy Consultation with Berala Supported Group	1	16
Social Housing Information Sessions	2	21
Social Housing Information Session for Workers	1	12
Tenancy Information Session for Tamil Group	1	10
Housing NSW Service Information Session for Afghan Women Group	1	15
Total	8	93

The above information sessions raised awareness of the clients' rights in both social and private housing, enhanced their understanding of the local housing market, tenant responsibilities and social housing services.

The Tenancy Housing information sessions provided clients with important messages on how to protect themselves when treated unfairly and maintain a successful tenancy in rental market. The Social Housing information sessions were very beneficial to both ADSi clients and local community workers, including Housing NSW workers as they helped clarify confusions and misunderstandings regarding public housing application and assessment processes. They also assisted Housing NSW workers gain a better insight of the circumstances of housing applicants and their stresses. These sessions provided the local community with accurate information in regards to social housing application which may lead to a better outcome of their applications.

During the financial year, the project provided supports to 85 clients including 26 internal referrals via 174 occasions of services. Services included casework, document help, information, networking and advocacy. These services increased and improved client's access to both private and social housing. Most clients required documentation assistance due to lack of English proficiency and ability to fill in lengthy housing application forms. The project also assisted clients in searching private housing online. It has been of great help to clients who do not have internet access





or are lack of computer skills.

In addition, the housing project officer advocated on different occasions for the clients on tenancy relates issues. The project officer also wrote support letters or accompanied clients to Housing NSW office so as to pursuit better outcomes for their housing applications.

One of the achievements of the Housing project is the **re-establishment**

of the Auburn Housing Working Group (AHWG) in 2011, which has become a platform for the community workers who care about housing issues to exchange ideas and share information. Representatives from STARTTS, Salvation Army, Barnardo's Auburn, Auburn Community Health, Auburn Centrelink, Wesley Mission (ACHA), St Vincent De Paul, House of Welcome, Fairfield MRC, Western Housing for Youth and Housing NSW Parramatta, have attended at least one of the AHWG meetings. The AHWG hosted an Afternoon Tea on 07/06/2012 to meet local real estate agents. Workers who attended the meeting appreciated the real estate agents' feedbacks which gave them a better insight of how to make their client's applications more successful.

Overall, the specialist housing project has been well established after a year's work. There have been an increasing number of referrals both from clients through word of mouth and from other organisations including Housing NSW Parramatta Office.

Many of the housing project clients had multiple issues or were in complex situations. These clients, especially those who were in housing crisis, often required immediate attention. Clients who came from refugee or humanitarian backgrounds with lower socio-economic became marginalized in the private rental market due to low affordability and short of affordable rental properties.

Many low-income households and large families complained that they had experienced discrimination because of their social security recipient status and the size of family.

Social housing has a very long waiting list. Most applicants have to wait for at least 5~10 years. In some areas the waiting time can be up to more than 10 years, especially when people apply for accommodation with 3~4 bedrooms.

Many clients reported that the on-going housing stress had made them suffering from depression or other mental health problems. Some claimed that the housing stress had aggravated their PTSD (Post Traumatic Stress Disorder) symptoms.

Over the last year, the project made good progress in building positive relationship with local real estate agents, increased clients' accessibility to private rental market and helped improve communication between real estate agents and applicants. However, a well developed rapport requires long term work and efforts.

A senior lady from CALD background was in a housing crisis when she came to the project for help. She was forced to move out by her family because of family conflict and had to rent privately. She was about to be evicted by the private landlord due to age related health problems. She had very minimum support from family and social network. She did not have the capacity to resolve the housing need on her own. After a careful assessment, the project referred the client to the Assistance with Care and Housing for the Aged (ACHA) Program run by Wesley Mission. Through the support provided by both Wesley Mission and this project, the client was eventually housed in a studio unit with furniture assistance. She was extremely happy with the services and the accommodation.



I'm very grateful and deeply appreciate your help. I am more thankful than I can express.

**Female Client
SGP Housing Project**

Women's Project

ShashiKa Peeligama & Sudhaba Zamani



- ◆ Driver Knowledge Test (DKT) classes for female Afghan clients
- ◆ Sewing Classes for Arabic women
- ◆ Sari Blouse Making Classes for Tamil women
- ◆ Intergenerational Conflict Information Session for female Ethiopian clients
- ◆ Breast Cancer Awareness Session for female Afghan clients
- ◆ Cholesterol Awareness Session for female Karen clients
- ◆ Excursion to Manly with female Afghan clients
- ◆ White Ribbon Day - Partnership event with Auburn Council & local service providers to raise awareness on domestic violence
- ◆ Family Violence & the Australian Law Training session organised for local community workers
- ◆ Zumba / Exercise Classes
- ◆ International Women's Day celebrations
- ◆ Chinese New Year celebrations
- ◆ Refugee Week Breakfast at ADSi
- ◆ Real Estate Agent Afternoon Tea - Networking Event with local service providers and real estate agents
- ◆ ADSi Orientation Sessions to ACL students
- ◆ African Women's Social Support Groups
- ◆ Multicultural Story Time Sessions at Auburn Mega Mall
- ◆ Multicultural Story Time DVD



Through provision of casework, referrals and information sessions, this project assisted women from a range of diverse backgrounds including Afghan, Burmese, Chinese, Ethiopian, Iranian, Iraqi, Somali, Sri Lankan, Sudanese, and Sierra Leonean.

Statistics of Clients Assisted	
Direct Casework Services	63
Information Sessions	139
Weekly Classes (Sewing / Driver Knowledge Test)	289
Events	45

This project has assisted with the settlement needs of newly arrived refugee women through intensive casework support, provision of information and access to mainstream services, and engagement in capacity building activities. Of particular significance, this project has organised many classes in which women have been able to gain skills and grow in confidence, all of which have assisted with their settlement in Australia. These include:

- ◆ **Driver Knowledge Test Classes** - These classes provided opportunity for female Afghan clients to learn road rules and practice the online learner's test and as a result, many of the women who attended attained their Learner's driver's licence. Furthermore, these classes also provided a safe environment for women to discuss any personal issues, if they pleased. Due to these informal discussions many women disclosed their appreciation for learning more about healthy relationships and women's rights.
- ◆ **Arabic Sewing Classes** - These classes provided opportunity for Arabic women to gain skills in sewing and learn how to make simple items of clothing such as blouses, skirts and dresses. With the skills gained from these classes, many women who attended are now able to make simple items of clothing for themselves and their family members.
- ◆ **Tamil Sewing Classes** - These classes provided the opportunity for Tamil women to learn how to construct and sew their own sari blouses. Upon completion of the 10 week course the women who attended are now able to sew their own sari blouses, and many of them are hoping to professionally develop their skills and generate some income from sewing sari blouses for other women within the community.

The project noticed several significant issues affecting its clients. Some of them are,

Housing - Securing adequate and affordable accommodation, especially for single mothers on a limited income and/or with large families is a significant issue. Many women from refugee backgrounds want to live in the Auburn area, due to community connections and support within the area. However, Auburn is increasingly becoming an expensive and high demand area, and securing housing within Auburn is not always viable for many women and their families. For many women who are able to secure housing within Auburn, most of their income is spent on rent due to high rent prices, leaving only a nominal amount for them to manage their other living expenses.

Domestic Violence - This is a significant issue across all cultural communities, and despite efforts by this project to raise awareness with clients on women's rights and the Australian legal system, this still remains a difficult issue to address. Through feedback from clients it is apparent that education and awareness raising activities only with women is not enough, as the issue of domestic violence requires a holistic community response.

Social isolation - Many women from refugee backgrounds are disengaged from community / social activities, which is particularly heightened by language barriers.

Success Story

A client who had separated from her husband due to domestic violence was assisted by this project.

Through intensive casework support the client learned about her legal rights in Australia and available accommodation options, as well as grew in confidence surrounding her decision to leave her husband.

After several months of casework support and referrals to mainstream organisations, the client is now living in her own safe and affordable accommodation with her son, and is eager to move on with her life.

The client has repeatedly expressed her appreciation for the support she received from this project during this difficult time, and is now interested in developing her English skills and potentially gaining employment.

Income Support - Most newly arrived women from refugee backgrounds are solely reliant on Centrelink payments, which is often insufficient to meet the high cost of living in Sydney. With the costs of electricity and other amenities due to rise, many families will find it difficult to financially manage their households, particularly single mother headed households.

Employment / Income Generation - Attaining employment in Australia is sometimes quite difficult, particularly as high levels of English and formal qualifications are often required for many jobs. However, many women from refugee backgrounds have numerous skills, of which they are eager for the opportunity to showcase and potentially gain some income from. Therefore, more assistance needs to be provided to women from refugee backgrounds to help establish their own small businesses/income generating activities.



Young Women's Project

Beatrice Sesay

The project aims to increase female humanitarian entrants age 12~24 years independence, knowledge and ability to navigate and access mainstream services and promote self-reliance for all eligible clients in Central Western Sydney SSD with a focus on African, Afghani and Iraq.

95 clients accessed the project and its activities between the period of 1 July 2011 to 30 June 2012 from African, Afghani and Iraqi backgrounds. The project worker also worked closely with the Cabramatta and Auburn Girls High Schools.

During the financial year, the following events / activities / courses were organised for target groups and mums,

Self Organised Sessions	Joint Organised Sessions
Intergenerational Conflict and Communication Workshop (4x)	Career Pathways Expo
Reconnection Afternoon (Women with Teenagers)	Auburn Council International Women's Day Celebration
African Young Women Empowerment Day (Health)	Sierra Leone Community 2012 Conference
African Mums and Daughters Afternoon Tea (Health)	Auburn Council Refugee Week Celebration
Understanding Australian Traineeships, Apprenticeship & Educational System	Holroyd / Parramatta Youth Week Celebration
Refugee Youth Summit	Boronia Community Centre - Place Stories Project 2012
Young Women's Disco	
UNHCR Recruitment Session	
Apply First Aid Course	
Introduction to Nail and Beauty Course	
Certificate III in Aged Care Work	
Environmental Field Excursion (Auburn Botanical Garden)	
Young Women Big Day Out (Bondi Beach Excursion)	
Canberra Trip Excursion	
ADSi International Women's Day Celebration	

The project worked closely with partners, to deliver satisfactory services to clients,

Partners	Auburn City Council	MTC Training Solutions	Australia for UNHCR
	Community Relations Commission (CRC)	Granville College of TAFE	Cabramatta High School
	DHS Centrelink (Auburn & Merrylands)	Auburn Girls High School	Auburn Salvation Army Corps
	Auburn Youth Centre (AYC)		
	Services for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)		
	Department of Education, Employment and Workplace Relations (DEEWR)		

The project successfully delivered services to clients, with significant focus on the following,

Employment - 46 young people were assisted with employment related issues such as resume writing, job search activities, addressing selection criteria's, writing cover letters, filling out job applications, faxing and emailing resumes and job applications and providing information for job interviews. 22 young people gained employments from support received through project activities in nursing, administration, hospitality, children service, aged care, charity and fund-raising and manufacturing (process work) industries.

Education and Training - 9 young people received assistance through project activities were successful in gaining apprenticeship (6) and traineeship (3). 37 clients participated in education and training activities run through project and its activities. About 20 were referred to educational institutions such as TAFE's, Universities and other Registered Training Organisations to participate in formal education and training activities. Apply First Aid and Nail and Beauty Course run through project by the Granville TAFE College Outreach department 7 of the participants have gone to TAFE to study aged care, children, community services and Beauty courses.

Intergenerational Issue and Family Conflicts - 11 intergenerational issues / cases between young people and parents were dealt with during this funding period. 7 were successful intervention or mediation between parents and young people/ clients carried out and better relationship built and clients stay at home. 5 of the other cases did not yield desired outcome and resulted in the young people not returning home or stayed in connected or in contact with family. But their housing and other needs were appropriately addressed and clients are currently involved in education, training and employment activities.

Housing and Advocacy - 5 young people who were homeless received appropriate accommodation from the Department of Housing and other accommodation providers. 13 young people were able to access benefits from Centrelink and currently receiving youth allowances from Centrelink.

Recreational Activities - 4 recreational activities took place during the 2011~2012 financial year and feedback from clients/ young people who participated in these activities indicated a need to do more of this type of activity especially during school holidays. Activities not only provided clients with the opportunity to socialise and make new friends but learned about Australia, its culture and the environment.



The project won the **Outstanding Community Services Award – National Awards 2011** by African Chambers of Commerce SA Inc.

The following youth issues were raised during the **2011 Refugee Youth Summit**,

- ◆ Need for effective communication between parents, services providers and young people as communication is the key to effective relationship with young people
- ◆ More support in finding jobs, resume writing and career advice. Service providers should help young people from start to the end and be more supportive than existing services – Job Services Australia (JSA)
- ◆ Apprenticeships and Traineeships to offer higher qualifications
- ◆ Schools and educational institutions to provide more information
- ◆ More help in learning English and doing school work/ activities
- ◆ More information on websites to practice English
- ◆ Website to help refugee students with learning in Australia
- ◆ More community programs for tutoring young people
- ◆ Need for awareness and access to existing services and the need for young people to be involve
- ◆ Handbook available to students and other young people about the different programs and services for young people and be distributed at schools
- ◆ Services providers and community to inform parents about how important education is. This can be done

with the school directly communicating with parents and guardians

- ◆ Need to educate parents about the different career options available in Australia
- ◆ Parents and guardians need to help their children with learning and other support they need
- ◆ Parents need to interact with community to understand the other different cultures
- ◆ Involve parents in some school activities – support/ focus or parents groups at school
- ◆ Balance between English and existing culture – programs for parents
- ◆ Services to have activities for parents and children to participate in together
- ◆ More support services for young people to access and information about these services should be made available to young people by teachers and other service providers. Services should be made more readily accessible for youth
- ◆ Teachers and other service providers to do case study research about the different cultures available at their schools or university in order to identify the diversity at each school and to cater for the needs of their students
- ◆ More cultural activities such as sports, dancing, cooking, recreational activities etc. for youth
- ◆ More information or resources on health services (sexual health) and mental health
- ◆ Youth Services opened for longer hours
- ◆ Need a positive media focus for refugee young people

Family Services

Early Intervention Project

Sher Banu Oomatia



The early intervention support was provided through casework, referral, parenting program, facilitating playgroup activities, home visit, linkages to services and the community. The project used a holistic family focused and strengths-based approach to enhance and build capacity within each family unit.

Supported Playgroups

The supported playgroups provided an opportunity for parents and carers to share experiences of parenting and for children age 0~5 to socialise, play and learn in a structured and positive environment.

In 2011~2012, ADSi family services team provided 5 weekly supported playgroups in various locations through partnerships with Berala Public School and St Anthony's Family Day Care. During the last financial year **4,024** children and **3,039** parents actively participated in the playgroups. The program delivered through these playgroups gives the parents and children who may not otherwise attend a playgroup a chance to break social isolation and obtain information regarding child's development, health, safety, hygiene and positive parenting.

The group facilitator designed activities that stimulate children's intellectual growth and support the development of early literacy and numeracy skills. The regular programs run through supported playgroups including free play, craft, singing nursery rhymes, story time and Transition to School Program.

Over the year, we have families come from various cultural backgrounds and speak many different languages such as Dari, Farsi, Vietnamese, Chinese, English, Tamil, Punjabi, Hindi, Gujarati, Turkish, Mandarin, Cantonese, Burmese, Karen, Urdu and Arabic.

Berala Multicultural Playgroup - Wednesdays & Fridays



Berala Multicultural Playgroup was first established in 2008 due to the increased needs of early childhood support services in Berala area. Over the past few years, the program delivered through Berala Multicultural Playgroups benefited hundreds of family and raised awareness about the importance of early childhood development. As a result of positive feedback given by parents and carers, the Berala playgroup received funding from Berala Public School. This recognised the positive impact the Berala playgroups had on parents and children.

This playgroup has made me and my children respect, learn and enjoy different celebrations and cultures more. We celebrated so many different celebrations which I never knew before.

I and my children are enjoying our stay in Australia.

In addition to regular playgroup programs, excursion, cultural and family celebration activities were organised for parents to engage with the broader community and develop wider social network, activities delivered including Mother's Day and Father's Day celebration, Idd, Diwali, Chinese New Year, International Children's Day, and End of year celebrations.

Participant
Berala Multicultural Playgroup

Celebration activities were always welcomed and appreciated by parents and children, as they were given the opportunities to share and learn about different cultural traditions and celebrate the multiculturalism in Australia.

Description of Session	No. of Sessions
Early literacy session	73
Transition to school	33
Cultural Celebration Activity	8
Family Celebration Activity	4
Excursion With Principle to the city	1
Total	119 Sessions / 1,223 Parents / 1,678 children

ADSi Multicultural Playgroup - Thursdays and Fridays



ADSi Multicultural Playgroup provided activities to increase early childhood brain and motor skill development. The program created a fun, safe and pleasant environment for children to engage in activities assisting with early learning through play-based interactions. The group facilitator gave parents and carers ideas to develop their children's early literacy skills at home. ADSi Multicultural Playgroup has built a well known reputation over the years in Auburn area, the program delivered through the playgroups had improved the wellbeing of countless families with children age 0~5.

It requires the whole community to raise a child and we are raising our children on our own in this new country. Therefore information on parenting is very helpful.

I am aware of the importance of discipline. I am learning to deal with my 3 year old son's tantrum very well.

Participant
ADSi Multicultural Playgroup

The Positive Parenting Program received much appreciation from parents, as they experienced changes within themselves and their children after applying strategies learnt at the workshops. Parents have become more confident in their parenting practices and learnt ways to deal with misbehaving children, but most of all, parent and child relationships were improved.

ADSi Multicultural Playgroup conducted 3 reading session in Auburn Mega Mall to encourage parents to read to their children more often.

Description of Session	No. of Sessions
Early Literacy Session	61
Transition to School	19
Positive Parenting Program Group	8
Positive Parenting Program Seminars	3
Cultural Celebration Activity	4
Family Celebration Activity	3
Excursion	1
Total	99 Sessions /1,027 parents / 1,321 children



Sudanese / Multicultural Playgroup - Tuesdays

The Sudanese/Multicultural Playgroup is an outreach playgroup facilitated in partnership with St. Anthony's Family Day Care. It aims to increase literacy and social skills of children and assist them to become school ready. The playgroup provided the opportunity for parents to participate in different activities with their children, and parents learnt how to do appropriate play activities with their children at home. One of the highlights of the group program was the disco dance party held at the winter school holiday, there were 35 carers and 42 children attended the party. Children had an opportunity to sing with the karaoke and dance.

Description of Session	No. of Sessions
Early literacy Sessions	37
Transition to School	15
Cultural Celebration Activities	2
Family Celebration Activities	1
Information Sessions	3
Total	58 Sessions / 789 parents / 1,025 children

During the period, the project involved in the following activities,

- ◆ Paint the Town Read: Reading sessions at both the children's week celebration, Festival of Families, Chinese New Year, International Day of People with Disability, African Festival, Story and Rhyme Time at Home Maker Mega Mall
- ◆ Children's Week Celebration on 15th September at Auburn Town Hall
- ◆ Children Week Celebration on 27th October at Auburn Centre for Community
- ◆ Auburn Festival on 17th September at Wyatt Park
- ◆ End of year celebration on 19th of December at Community Centre
- ◆ African Festival on 17th of March at Auburn Park
- ◆ Festival of Families on 25th February at Auburn Park
- ◆ Chinese new year celebration on 2nd February at Auburn Town Hall
- ◆ International Women's Day celebration on 8th March at Auburn Town Hall
- ◆ International Day of People with Disability on 1st of December at ADSi

Multicultural playgroups empowered families to support young children's development through participation in a variety of culturally and developmentally appropriate play experiences and activities while also creating a sense of connectedness. It also increased community harmony and cultural appreciation by sharing stories and songs in diverse cultural languages and enjoying different cultural celebrations.

The project also promoted inclusion of disadvantaged families in the broader community and appreciation of their skills inherent within own cultural early literacy development practices where carers may not have limited English skills.

One client was very isolated due to domestic violence issues and didn't know where to seek for help. She didn't know about the importance of supported playgroups and how it benefited the development of children. We connected her with the playgroups and other services in ADSi and also referred her to ADHAC. She built more social connections through playgroup, and learnt to sing, talk and play with her child. She became more confident and her child's behaviour improved greatly. She is less isolated and able to access the different services that she requires.

The project also noticed insufficient coverage in Berala, very limited pre-school services and inadequate transport options to Auburn.

My 2-year old boy loves to come and play. He likes to sing those songs. When he gets home he says Hi Hello. He starts waving and clapping his hands

Participant Sudanese Multicultural Playgroup

I really enjoyed the excursion to feather Dale City farm, in spite of the rain we really enjoyed and it would be fun to go out more and we need that.

Now my son is happy to come to playgroup. He likes to share toys, can play together with other children, and has confident to talk."

Participants ADSi Multicultural Playgroup



Baby Rhyme Time & Afghani Perinatal Group

Nazifa Ali

The Afghani Perinatal Project aims to support the wellbeing of children and their families during the period of pregnancy and the first 2 years after a child's birth. Flexible services and strategies were utilised to engage clients who do not ordinarily access services, project activities including baby rhyme time, parenting program, information sessions, home visit, hospital visit, casework and referrals. In 2011~2012, the perinatal project work closely with Auburn hospital and Auburn Community health centre, it increased the families access to health related services and decreased the social isolation. During the last financial year, the project provided services via Baby rhyme time, Afghani perinatal group and Chinese perinatal group.

Baby Rhyme Time

ADSi is very fortunate to have Judy who is a retired librarian and volunteering her time to tell stories and sing nursery rhymes with children in the group. Parents and children love the fun and interactive storytelling. Parents observed and learnt the skills that can help them to develop their children's early literacy skills by participating in the group activities.

We had no friends since I migrated, but now as a result of attending the baby rhyme time and information sessions we have friends. As a mother I learnt the new skills to communicate with my children and I love Auburn Suburb because of ADSi.

Afghani Perinatal Group

The Afghan Perinatal Group aims to provide information, support and referral to children, women, and families from Afghani background. In addition to centre based group activities, telephone contacts, home visits and hospital visits were provided to engage isolated families. This year the group identified increasing needs of pregnant women and their families, outreach services was provided through collaboration with staff from Auburn Community Health Centre and antenatal clinic. Families were referred to appropriate mainstream services for further assistance. In 2011~2012, there were 20 parents and 25 children have been regularly attending the Baby rhyme time and Afghani Perinatal Group. Last year the information was given through the Afghani Perinatal Group topics including Keeping children safe program, Positive Parenting programs, Nutrition workshop, Healthy eating and drinking, Healthy lunch box for children and adults, The importance of Vitamins, Cholesterol and fat, Family dispute resolution, Census information session, Healthy recipes, Immigration, DoCs services, Tuning in to the kids, Driving Knowledge training, Transport Training session, Family Care training workshop and beauty workshop. Excursion was organised through collaboration with ADSi SGP projects, families were given the opportunities to go to the Animals Farm and Merrylands children museum. It helped the parents to develop positive connection with their children through outing activities. The families from Afghan prenatal group were actively participated in Festival of community, Christmas party, Multicultural book reading Day, Old Guildford Public Fan Day and International women's day. It shows the positive impact of Afghani perinatal group has on them and the confidence they developed in the past year.

Participant
Afghani Perinatal Group

Project Success:

- ◆ Afghan parents learnt the new skills to communicate with their children
- ◆ 5 women received NSW driving licences
- ◆ 2 women commenced childcare courses
- ◆ 3 women found employment
- ◆ 7 women learnt from transport training travel independence skills through public transport
- ◆ 4 women received Certificate I "Introduction to the Family Day Care"

For clients, the main issue was English language proficiency. The second issue was children-parent relationship and domestic violence issues. Some clients had a negative picture about DoCS and its Keeping Child in Safety program, but their views were changed after attending information sessions delivered by DoCS. Clients were given accurate information and opportunity to clarify the misconceptions.

Many clients reported that it has been like a life changing experience while attending the activities organised by ADSi.



Chinese Perinatal Group

Qin Lucia Yan

I really enjoyed this play group, it has been helping my children in developing their social skills, and I hope this play group will continue this year.

Lucy Xue
Chinese Perinatal Group

The Chinese Perinatal Group aims to provide support to Chinese parents who are socially isolated or from newly arrived families, to assist them in developing skills in raising children.

The group runs twice a week at both ADSi and Auburn Library. The outreach service in Auburn Library engaged with clients who may not normally access services.

The Chinese Perinatal Group was established in March 2012. Within three months there were **93** parents and **129** children who attended group activities. Programs

organised includes Children Playgroup, Mother's English Group, excursion to Taronga Zoo and Olympic Park, Children Developmental Talk, First Aid Training and Positive Parenting programs.

Telephone contacts, home visits and hospital visits were provided to families that required further assistance, in addition to regular group activities. The Chinese Perinatal Group also provided support to Chinese Grandparent's English Class, in collaboration with ADSi SGP Family & Humanitarian Project.

Description of Session	No. of Adults	No. of Children
Children Play Group	93	129
Mother English Group	93	-
Grandparents English Class	71	-
Excursion - Taronga Zoo	17	15
Excursion - Olympic Park BBQ	17	20
Children Developmental talk	9	12
Triple P	20	15
Total	320	176

I love that my child can come to this play group, because my son learnt a lot of things through different activities for example story time, packing toys....

Li Ming
Chinese Perinatal Group



Karen Burmese Support Group

Eh Paw Hla

The Karen Burmese Women's Group aims to reduce social isolation and connect families with appropriate services and community supports. Group consultation was held in the beginning of the year to capture the needs of the community. Based on the result of the consultation, group activities and information sessions were organised to support participants in building their family capacities and achieving family goals.

In 2011~2012, the group delivered New Healthy Women Program, Women & Children Growing Together Program, Living Well in Australia (Menopause), Families in Cultural Transition Program, Money Matter, Police Talks, Travel Training, Citizenship Training, Oral Health, Transport Interviewing, Immigration and Positive Parenting Program, to **363** parents and **156** children. Participants were given opportunities to improve parenting and practical life skills which can help parents building own confidence. The Karen Burmese Women's Group also provided casework, home visit and referral services to families requiring further assistance.

Last year the group organised **Australian Day Excursion**, **Canberra Excursion** and **Manly Ocean World Excursion**, which offered the families with a special family binding time. These activities were provided for parents and children who could not afford these experiences. Families had opportunities to build positive and trusting relationships through fun activities.

The Karen Burmese Women's group was proudly involved in the **Launch of Oral Health DVD**, prepared by Refugee Health Service, on 21/06/2012.

The group also provided a variety of information sessions focusing on Transportation, Family Budgeting and Health was beneficial to clients. These sessions helped clients increase knowledge and feel more empowered.

For clients, a key issue was the lack of English proficiency which impacted them to access to services. However, the group successfully delivered services to its clients with feedback below:

Citizenship Courses - Most people benefited by attending courses as it was in Karen, their first language

English Class - Clients acquired confidence to communicate with others through speaking English. As a result, they wanted to attend all information sessions to build up knowledge

Transportation Training - Women built skills and to travel independently using public transport

Excursions - Excursions helped women to explore new experience

Family Budgeting Sessions - In these sessions, clients became aware of how much money to spent on household. They learnt benefits in creating budgets and managing expenses on household and children.



Because of the course was trained in Karen it was much easier and understandable therefore we passed the test.

Citizenship Course Client Karen Burmese Support Group

I've been in Australia for 3 years but I'm so scared to travel alone by myself as I am worried that I'll get lost however. Since I attended Transportation Training, I have had more knowledge and confidence to travel. I also been able to show a way to a new arrival.

Transportation Training Client Karen Burmese Support Group

After attended the session my electric bill was reduce \$100 in three months

Family Budgeting Session Client Karen Burmese Support Group

I've been in Australia for nearly four years but I've never been to Canberra. But because of this excursion, now I have been to Canberra and seen the War Memorial and the Parliament House". I appreciate ADSi for this excursion.

Excursion Clients Karen Burmese Support Group



Tamil Women Support Group

Malathy Uthayachandran



The Tamil Women's Support Group aims to address needs of the Tamil community by providing short courses, information sessions, social outings, cultural celebration activities and informal group activities. Women in the group identified their goals and skills needed in the beginning of the year.

I really felt isolated and lonely when I first came to Australia about one year ago. Now I do not have the same feeling any more. I feel like I have lots of friends around me and I can talk and get help when I am in distress.

Client
Tamil Women's Support Group



In 2011~2012, the Tamil Women's Support Group provided Traditional Dress Making, Fabric Painting, Health Promotion, New Healthy Women Program, Oral Health 'Share the Same Smile', Breast Awareness and Breast Health, Family Planning - BCE Program, Information Session and Consultation Forum for People with Disabilities and Their Careers, Immigration and Law, Housing Information Session, International Women's Day Celebration, Refugee Day Celebration, Festival of Community and Deepavali - Festival of Lights.



Information given in the support groups was to raise clients' awareness in healthy living style and to develop practical life skills to raise children. Skill Building classes had given much confidence to these women. All participants were proud of the Sari blouse they made in the Sewing Classes. By providing a training program as such, female clients were empowered by what they have achieved. Skills they gained through training may also connect them to employment opportunities. Furthermore, it also helped them preserve cultural traditions and skills.

There were **594** clients who benefited by the programs delivered through the Tamil Women's Support Group.



The Refugee Health Service produced a DVD on Oral Health and launched it on 21/06/12. Tamil was chosen as a targeted language in the DVD. Group members also had opportunities to have their voices in the DVD.

The Tamil Support Group provided a safe space for the women to share their life experiences. Many of them came from the trouble zones or went through tortures and traumas. For example, one ladies from Sri Lanka had lived in a war zone for nearly 25 years.

Tamil clients provided feedback that their needs were being met in the support group and look forward to group meetings.

Refugee Women's Housing Project

Jennifer Yuan



This project is funded by Department of Human Services, Community Services under the Supported Accommodation Assistance Program (SAAP), to assist single women, women with accompanying children and families from refugee backgrounds, who have experienced torture and trauma prior to arrival, and have complex settlement and mental health needs.

This year the project was invited to participate in the research conducted by The University of Adelaide to study the **"Instability in the housing circumstances of newly arrived humanitarian entrants and the implications for the homelessness service system"**. The research paper will be presented to Department of Human Services. Finding of the research will be used to improve services for people from humanitarian entrants backgrounds, who are facing homelessness.

The project also participated in round table discussion on **"Large Families and Rental Housing"**, organised by Shelter NSW. Finding of the research was published to the public.

The key achievement of the project, in 2011~2012, was to provide support to **71** new clients including **28** existing clients via **169** occasions of services. Services include case management, advocacy, tenancy support, practical and post-crisis support, community information sessions and referrals.

Five clients and their families are currently housed in transitional accommodation via partnerships between Auburn Diversity Services with Women Housing Company and St George Community Housing.

During the period, new partnership with Wesley Mission's the Assistance with Care and Housing for the Aged (ACHA) Program was established, two senior clients were offer long term accommodation.

It has been a great challenge to help clients secure suitable and affordable rental accommodations due to lack of housing stock and their affordability, especially when they are single.

Many clients faced multiple issues such as domestic violence, mental health issues, financial hardship, single parent families and unemployment, on top of housing stress.

In consideration of complex housing demands, quality case management service, more funding and resources are key factors to provide continuous and successful services to clients.

Success Story

There are three single women staying at Women Housing Company's transitional housing properties and receive case management services through ADSi.

They reported that they appreciated the opportunity given as they were provided with the accommodation when mostly needed.

They were able to re-establish lives through SGP Women's Housing Project after experiencing traumas.

All of them are doing English language and vocational studies. They are improving skills and want to find a job after finishing the study.



Belonging in Auburn – Belonging in Australia

Mariam Nour & Julia Ghedelega

This project is funded by Community Builders Program of the NSW Department of Community Services (DoCs), with an aim to support newly arrived migrants and refugee communities who reside in the Auburn LGA, in building their capacities with existing community resources.

During 2011~2012, the project assisted clients in building connections with broader community networks through provisions of group activities, outings, and cultural activities, including excursions to popular spots in Sydney, Families & Communities festivals, Bollywood Dance Classes and Shape program. The project identified needs of communities through group consultations, designed programs and trainings, to build the strength of the different ethnic community. The project also identified issues of intergenerational conflicts and challenges faced by young people in settlement. Youth events were organised in collaboration with ADSi Youth Project to engage and support young people who have lack of resources and social support. The project organised solely or in partnership with others, dozens of activities with more than 1,000 attendees,

Description of Session	Target Cultural Groups	No. of Sessions	No. of Clients
Driver Knowledge Test	All	1	33
Arabic Citizenship Course	Iraqi, Sudanese, Lebanese	8	63
Citizenship Course 1	All	8	62
Citizenship Course 2	All	8	58
Computer Classes	All	8	83
Excursion - Clamsely Hill City Farm	Iraqi	1	20
Excursion - Manly & Ocean World	Burmese	1	38
Excursion - Clamsely Hill City Farm	Tamil, Indian, Afghani	1	51
Excursion - Rhododendron	Iraqi, Chinese, Ethiopian	1	43
Excursion - Taronga Zoo	Iraqi, Chinese, Ethiopian	1	92
Excursion - Blue Mountains	Iraqi, Chinese, Ethiopian	1	98
Travel Training - Burmese Group	Karen / Burmese	1	25
Travel Training - Afghani Group	Dari	1	7
Chinese Mothers First Aid Session	Chinese	1	8
Budgeting Session	African	1	6
Employment Pathway Session	All	1	10
DoCs Information Session	Arabic	1	10
Break Ice Session	Tamil	1	90
Ethiopian & Eritrean Youth BBQ	Ethiopian, Eritrea	1	43
End of Year Youth BBQ	Ethiopian, Eritrea	1	31
HIV / AIDS Community Information Session	African	1	13
Computer Classes	Multicultural	1	83
Women's Wellbeing Session - Bollywood Dance Classes	Indian, Fiji Indian, Tamil	1	28
Women's Wellbeing Session - Shape Program	All	10	89
Family Budgeting Session	African	1	6
Family Relationship - Family Movie Day	Arabic	4	86
African Women Support Group (BBQ & Jewellery Making)	Sudanese	11	11
Total		77	1,187

The project delivered services successfully to clients living in Auburn via,

Provision of Information

Employment Pathway, Family Budgeting and Community Service and Health Information Sessions were beneficial to clients. These sessions not only informed clients about services, but increased their knowledge.

Participation of Break the Ice Sessions

Ice breaker sessions worked really well throughout the project. Clients had chances to share ideas, common goals and explore talent and passion. This was evident with the Tamil Women Support Group 'Making of Craft and Fabric Painting' sessions. The team demonstrated cohesiveness and generated energy. Therefore, team members were able to work together to deliver tangible performance results. Furthermore, clients gained social benefits by making friends and networking.

Engagement of TAFE to provide computer and internet training Driver Knowledge Test and Computer Classes, in partnership with Granville TAFE Outreach team, were fruitful ADSi clients. They were encouraged to further TAFE studies and to apply for suitable jobs. Students, who were not able to operate computers or surf the Internet, accomplished at the end of each term, after weekly classes. Now they are capable of browsing the Internet, looking for employment opportunities and applying for suitable jobs, and sending emails to relatives and families.

Employment Pathway Session (with MTC Auburn) - Clients who attended this session claimed that they had a better understanding and awareness on how to write a CV and present yourself in an interview. The session helped them to gain an understanding on what is required from them to get into a job interview and improve their employment prospects.

African Group Evaluation Session - Clients from Sudanese, Ethiopian and Eritrean backgrounds, gathered in a group evaluation session to plan for activities and explored their needs. The session was more of a gathering so clients shared food, topics and experienced the taste of the Ethiopian coffee.

DoCs Information Session - This session was for the Arabic speaking community, with an aim to inform mothers services provided by the Department of Community Services and types of child abuse. Most participants stated that the session was very informative, and made them aware of different kinds of abuse a child might encounter.

Citizenship Courses - A young mother from Iraq who attended the Citizenship Course highlighted that the 8-session course helped her to understand the Australian Government system and what need to learn in order to apply for the Australian citizenship.

Computer Classes - A client, who completed the Computer Class, claimed that it is very important to be computer literate in Australia.

Break the Ice Session (Tamil Creative Skills Workshop) - Tamil

When I was back in my country, we don't really utilise the computer, but when I came to Australia I realised having the ability to access the computer and the internet is very important. Now I have the capacity to browse through the internet to read the daily news, send emails to my family and friends across the globe and also to apply for jobs

**Client
Belong in Auburn**

women who participated the workshop enjoyed the program. The program allowed them to express and explore emotions through fabric painting. Clients were deeply engaged and cooperated with each

another. It enabled them to escape from personal problems and stress at home. Furthermore, after the workshop was completed, most of them started considering developing their skills in fabric painting, and even starting own business!

Excursions - Excursions were conducted during school holidays in order to enhance families' relationship, explore importance to spending time together as a family, participate and connect with other community members socially and culturally.

Family Budgeting Sessions - A mother of two, who attended the Family Budgeting Session, stated that the session allowed her to learn exactly how much money were coming in, where it went and how fast it would go out. She also learnt that there were many benefits for creating a budget, finding the best spending way on household and children.



HACC Services

The Home and Community Care (HACC) project initially commenced as a NSW pilot project in 2010 implementing Social Support Services for Senior's aged under and over 65 years. This project is based on an Enabling Model centring on the needs of CALD senior communities within Auburn, Holroyd and Parramatta Local Government areas. The project aims to overcome cultural, social and health barriers by enabling Senior CALD communities to become independent and self sufficient through Social Support Services. Our key objectives are to reduce the social isolation of CALD seniors, increase awareness of main stream services and increase the capacity of Senior's to navigate and access these services. The HACC project is committed to person centred approaches focused on enabling seniors to remain within their homes for as long as practicable and preventing premature admission to long-term residential care.

During the last funding period, the HACC team primarily delivered Social Support Services as well as a small number of case work, referrals, one-on-one support, information session and conducted consultation session with seniors in the community. The key service projects are: Multicultural HACC - Chinese & Vietnamese, Bosnia, Afghanistan Men and Turkish Women.

Clients and Hours

During this financial period there has been an intake of over **200** active clients who received approximately over **6,500** hours of direct social support service delivery. While there has been steady growth across all groups, the Chinese community saw a significant rise in client participation and contributed significantly to these service hours.

HACC Social Support Services

Mesepa Lafaialii-Paul



Throughout the funding year, a range of general information sessions were held on various topics to increase the awareness and access of elderly to other HACC and mainstream services and in addition excursion and events were delivered to encourage social activity and community engagement. Examples of these are:

- ◆ Centre Link information services: Aged Care and Pension Payments
- ◆ Older Persons Tenancy Services
- ◆ Hearing Aid Sessions
- ◆ SHAPE Program (Went-West Limited)
- ◆ Healthy Heart Movement Exercises with NSW Heart Foundation
- ◆ Craft / Design and Painting (Glass), Knitting, Flower Design, Card Making & Design
- ◆ New Healthy Women's Program / 8 weeks with Cumberland Multicultural Health
- ◆ Turkish Literacy Class
- ◆ Turkish English Class for Beginners



- ◆ Chinese Traditional Culture Sessions
- ◆ Computer Class in Mandarin, Cantonese, Vietnamese and Bosnian
- ◆ Chinese Traditional Opera Singing Session
- ◆ Photography Sessions combined with Excursion to Vivid Sydney 2012
- ◆ Multicultural Problem Gambling Service for NSW
- ◆ 4 x Mental Health Sessions
- ◆ 2 x Australian Aged Care System
- ◆ Wesley Home Modification & Maintenance Services
- ◆ Tenancy Management / Department Of Community Housing
- ◆ Money Management
- ◆ Diabetes Awareness
- ◆ Commonwealth Respite Care
- ◆ Community Safety Committee Auburn Local Area Command
- ◆ Turkish Women - Cancer Council Fundraising Event
- ◆ Excursion to Canberra Spring Floriade
- ◆ Auburn Councils Event 'Flavour of Auburn'
- ◆ Port Stephens Dolphin Watch Excursion
- ◆ Seniors - Chinese New Year Celebration
- ◆ Seniors 'Stories in the Park' – Festival of Families Event
- ◆ Senior Week Events
- ◆ International Women's Day Celebration
- ◆ Coles Online Shopping Service



Multicultural Project

Jade-Gia Nhu Tat

This project provides service delivery to a mixed group of Chinese and Vietnamese seniors. The social support services are delivered on a Tuesday and Friday on a weekly and alternate Friday sessions.





The number of registered clients has increased significantly during the 2011~2012 financial year to well over **150**. Our key partnership with the Australian Federation of Chinese Organisation has enabled HACC services to be well-advertised and supported by providing key advice in relation to senior needs and input to activities throughout the year.

However, the project did face some issues, as below,

- ◆ Access to volunteers is an challenge to support growing numbers of seniors required to sustain ongoing service
- ◆ Managing an increasing attendance and demand to social group
- ◆ Long waiting list for computer classes
- ◆ Need for bilingual speaking workers in domestic assistant services

The HACC Multicultural Project would like to thank supports from Australian Federation of Chinese Organisation, Traditional Chinese Character Writing by Master Deng, Mr Cheng from Sydney Taichi Qigong Academy for Qigong Healthy Move sessions and University of Western Sydney -Student Placement Support.

Turkish Project

Emine Turkmen



This project provides outreach based service delivery primarily to Turkish Women, in partnership with the Turkish Welfare Women Association, on a Monday and Wednesday weekly basis.

In partnership with Auburn City Council and a range of other organisations, the HACC Turkish Project played a key role in the production of a **HACC Turkish DVD**, outlining key services and information to the Turkish Senior Community. This is an invaluable tool promoting and increasing awareness of local HACC services. ADSi participated in this project with the Auburn City Council.

In collaboration with the Turkish Women's Welfare Association, a range of craft workshops were held producing handmade crafts such as knitting, cards, floral products. This culminated in a Turkish Fundraising event raising over Two Thousand dollars for the Cancer Council who then issued an Appreciation Certificate.

This event exemplifies the valued contribution of the Senior Turkish women to initiate and contribute to a social cause. Key guests included Shadow Federal Minister for Ageing - Barbara Perry the Labour MP for Auburn and Shadow Minister for Aging and Disability. Overall this was a significant community event with over **200** people in attendance.

However, the project did face some issues, as below,

- ◆ Access to volunteers is an challenge to support growing numbers of seniors required to sustain ongoing service delivery
- ◆ The challenge of accessing CALD Domestic & Personal Care workers has resulted in long waiting periods and frustration for many seniors

The HACC Turkish Project would like to thank supports from Turkish Women's Group for support in key events such as food preparation, Auburn City Council, Turkish Women Welfare Association and Council of Turkish Organisation Assembly for contributions made to the Senior Week.

Bosnian "New Life" Seniors

Izeta Zecevic (Volunteer)

The Bosnian community in Auburn is a small and emerging community. The HACC project works in partnership with the New Life Bosnia Seniors Group, meeting weekly on Tuesdays.



In January 2012 the Bosnia Seniors have formally organised as an incorporated group called "New Life". This is a significant milestone representing a community committed to advocating and building community capacity to address the distinct needs of Bosnia seniors. The majority of members are from a refugee background after separation from the former Yugoslavia. It is claimed that during the war, more than half million people were killed and approximately half of the population displaced from their country of origin. The historic context of war and genocide has undoubtedly resulted in experiences of torture and trauma. The New Life Group symbolically represents acknowledging the past and then moving forward toward an enabling future. Since the formation of this group there has been an increase in the Bosnia community to access and participate in HACC services.

There were some challenges affecting delivering better services to Bosnian seniors in the local area, including

- ◆ Transportation to group activities and attendance to health appointments
- ◆ Lack of bilingual services to support large number of people who have huge issues in access to services for their needs such as reading correspondence, attend Dr and Specialist appointments

HACC Bosnian Project would like to thank Izeta Zecevic and the New Life Bosnia Seniors Executive for their support.

Afghan Senior Men

Ahmad Ali

The Afghan Men's Group met weekly on a Tuesday as a collaboration project with Auburn STARTTS.

HACC Afghan Project helped form the Afghan Advisory Committee and establish the Afghan Elderly Group

The formation of an Afghan Elderly group reflects the capacity built over the year for Afghan seniors to organise, begin to voice and advocate for the distinct needs of the senior community. This has been a positive outcome in terms of HACC aims of enablement and independence of seniors.

The project also assisted with the reconciliation of a Senior man and daughter through a referral to legal aid resulting in a visa for daughter to reside in Australia.

In addition, the project well organised sessions throughout this year pertaining to the Australian Ageing System has built knowledge and confidence for many of the senior men

HACC Afghan Project would like to thank Auburn STARTTS and the Afghan Elderly Group for their support.



HACC Community Event - Creative Seniors

Dr Ayesha Saeed (Contributor)

During this financial period the HACC project supported and sponsored a community senior event on the 24th June 2012 to celebrate the creative capacity of seniors of the Pakistan, Bangladesh and Indian communities. Centred on a book launch of prominent Pakistani writer Mr Ashraf Shad, this event also provided a creative space for many seniors to present their own works. This event exemplified creative freedom containing a blend of talent, art and multiculturalism. Over 80 people attended with a mix of teen agers and under 20's but many of the participants were aged from 50 to 80 years. Some of the 80 year old participants are reputed for their excellent poetry and writings and many of the people belonging to 50 and above age group are novel writers, poets and article writers. There was a display of creative literature in the form of books and articles on the day and writers and poets were encouraged to present their work orally. There was a sense of creativity in every aspect of the ceremony.



This event encouraged people from older generations to come forward and present their creativity and skills without any inhibition. It also opened up an intergeneration space for both young and old could learn about their culture through these creative presentations. Overall there was a dominant feeling of accomplishment and achievement overshadowing the level of stress and frustrations that is normally seen with ageing.

We would like to thank Australian Women Association (AWA), Muslim Women National Network of Australia (MWNNA), Pakistani writer Mr Ashraf Shad, South Asian Muslim Association of Australia (SAMAA), Urdu Academy of Australia (UAA), Urdu Forum (UF), and Urdu Society of Australia (USA).

Ashraf Shad is a Novelist, poet and journalist he is an Australian of Pakistani origin and a prominent writer/journalist of Urdu language he is an award winning novelist and a poet of repute. He was the head of the Urdu language program of SBS Radio Sydney, the Australian public broadcaster, and worked for major newspapers in Pakistan, Bahrain and Kuwait before migrating to Australia. His novel 'Bewatan' won the Prime Minister Literary Award in 1998 for the best novel from the Pakistan Academy of Letters. His published work includes three novels, three books of poetry, a collection of short stories, all in Urdu and a research work (in English) on the coverage in the US press of the developing world.

The HACC project looks forward to supporting and building the creative capacity of seniors in the next financial year period.

Financial Statements



ABN 43 504 682 209

For the Year Period Ended 30 June 2012



During the financial year 2011~12, ADSi received funding from federal & state governments and commercial sector, as below,

- ◆ Department of Immigration and Citizenship
- ◆ Community Services, Department of Human Services NSW
- ◆ Ageing, Disability and Home Care, Department of Human Services NSW
- ◆ Shell Refining (Australia)
- ◆ Community Relations Commission

At the end of June 2012, ADSi is a member of the following peak bodies and community organisations,

- ◆ Council of Social Service of New South Wales (NCOSS)
- ◆ Ethnic Communities' Council of NSW (ECC)
- ◆ Holroyd Parramatta Mobile Minders
- ◆ Macquarie Legal Centre Inc (MLC)
- ◆ Multicultural Disability Advocacy Association of NSW Inc (MDAA)
- ◆ Refugee Council of Australia (RCOA)
- ◆ Settlement Council of Australia (SCOA)
- ◆ Settlement Services International (SSI)
- ◆ The Centre for Volunteering
- ◆ Western Sydney Community Forum (WSCF)
- ◆ Youth Action & Policy Association (NSW) Inc (YAPA)



Auburn Diversity Services Inc. is a community based, non-profit organisation established to promote the principles of multiculturalism, access, equity and social justice.

Auburn Diversity Services Inc. is a Public Benevolent Institution and is endorsed as a Deductible Gift Recipient.

Postal Address:	PO Box 788, AUBURN 1835
Location:	17 Macquarie Road, AUBURN
Tel:	(02) 9649 6955
Fax:	(02) 9649 4688
Email:	info@auburndiversity.org.au
Web:	www.auburndiversity.org.au