

IMMIGRANT WOMEN'S SPEAKOUT ASSOCIATION OF NSW

22nd Annual Report

2006-2007



**Immigrant Women's Speakout
Association of NSW**

**IMMIGRANT
WOMEN'S
SPEAKOUT**
ASSOCIATION NSW INC.





OBJECTIVES IN CONSTITUTION

The Association is a non-profit, benevolent and empowering organisation whose aims and objectives are as follows:

- a) To alleviate the poverty and distress of migrant and refugee women
- b) To provide appropriate services to immigrant and refugee women in need, particularly those without any other avenues of assistance, those who are isolated, and those at risk of homelessness, abuse and ill health.
- c) To assist immigrant and refugee women to achieve equal participation in society and the opportunity to express their own economic, political, social, religious, cultural and sexual identity.



IWSA Staff and Volunteers at IWD 2007

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CHAIRPERSON'S REPORT

Chairperson: RUGMINI VENKATRAMAN



Rugmini Venkatraman

Dear Friends and Supporters of IWSA

We, Management and staff of Immigrant Women Speakout Association of NSW Inc. (IWSA) extend a warm welcome to all of you. IWSA recognises the unique challenges faced by immigrant women as they struggle for their safety, survival and quality of life in this country. As a peak organisation we have committed ourselves to supporting migrant and refugee women in New South Wales to achieve their aspirations for economic, political, social, cultural and sexual equality. Over the years, since its establishment, IWSA has been working towards this goal, playing a critical role in supporting women, informing government departments, non government organisations and community groups on their needs, demanding equitable access to services and educating women how to address domestic violence and other forms of violence against women in their own lives as well of those of their sisters. It is critical that we continue to assist and empower immigrant women to become their own advocates and this is the only sustainable way of addressing their needs particularly for those who are experiencing abuse and violence in their lives.

The 25th Founding Anniversary celebration held on the 2nd March 2007 was the highlight of our activities this year. It was a heart-warming event where many women who had worked at Immigrant Women's Speakout Association (IWSA) as staff, volunteers and in various other capacities in the past years came together to join the celebration with the current staff, members and well wishers.

To mark the year of the 25th anniversary, we have produced a history booklet of IWSA, a collated information simply titled "25 Years of Immigrant Women's Speakout Association NSW

Inc". It highlights some of the projects and activities that IWSA had been engaged in during its 25 years of life with immigrant and refugee women. The first part of the booklet provides us a historical background, with some first hand information from those persistent and persevering women who were involved with IWSA during its inception and early development. The next part gives a summarised account of the first seven years of activities and projects, followed, from there on, by a detailed account of its yearly progress to date. This compilation of the various activities, projects, research and advocacy work carried out during these years takes us on an interesting and lively journey through the history of this peak organisation, an organisation for immigrant and refugee women, by immigrant and refugee women and of immigrant and refugee women. Hundreds of women from culturally and linguistically diverse backgrounds have worked and contributed to these projects and activities in their various capacities as volunteers, community members, staff and management committee members and as friends of IWSA. Without their participation, over those years, this booklet would not have had much to talk about. If you wish to have a copy of the IWSA 25th Anniversary history booklet please do not hesitate to request for a copy from one of the IWSA staff members.

IWSA looks forward to marching next year at the 100th year anniversary of the International Women's Day. The first Women's Day was held in New York City in 1908. In that year 15,000 women in New York City marched demanding for shorter work hours, better pay and voting rights for women. We hope that more immigrant and refugee women will join next year's International Women's Day march as symbol of solidarity in advancing women's rights in Australia and all over the world.

On behalf of the Management Committee I thank all the past and present staff members, my co-Management Committee members, clients, volunteers, partners and funding organisations for all your work and support. I wish IWSA all the best in the future and that it will play a leading advocacy role for all migrant and refugee women in this country.

Thank you.

EXECUTIVE OFFICER'S REPORT

Executive Officer: JANE CORPUZ-BROCK



Jane Corpuz-Brock

This is a year of joy, celebration and assertion of social inclusion, social justice, compassion and women's rights. This report covers the activities of the project Immigrant Women's Resource Centre funded by the NSW Department of Community Services under the Community Services Grant Program (CSGP).

25 Years of Speaking Out

We celebrated our 25th Founding Anniversary on 2 March 2007 at Parliament House with a Policy Forum - "Politics of speaking out - myths and reality". The Forum urged the State and Federal governments to support skilled migrants and refugees through a faster and cost effective process of recognition of qualifications, training and work experience. Many newly-arrived women suffer from non-recognition of qualifications and experience by Australian employers. IWSA campaigns for governments and NGOs to respond.

IWSA at the 2007 Edna Ryan Awards by the Women's Electoral Lobby (WEL)

Two members of IWSA were honoured the Edna Ryan award. Muyesser Durur of Turkish background and residing in Port Macquarie, and Rosemary Kariuki, refugee from Kenya received Edna Ryan award on 11 May 2007. IWSA congratulates them and may they continue to work and support the advancement women's rights.

Muyesser Durur, Director, Human Resources, University of New England, Mid-North Coast. Muyesser's citation

reads: "It was a progressive female teacher who built her confidence and determination, and this enabled her to complete her elementary education. Muyesser is now a Master of Business Administration, and this year has submitted her PhD thesis. Her work experience is diverse, from fitter and turner and kitchen hand, to senior positions in EEO and Human Resources at the University of New England and TAFE." The citation is on the website: <http://www.comcen.com.au/~welnswh/pages/Edna%20Ryan%202007/Durer.pdf>

Rosemary Kariuki - "Since migrating to Australia in 1999, Rosemary Kariuki has worked tirelessly for the well-being of migrant African women. In addition to her work as an Ethnic Community Liaison Officer, she is currently the women's representative on the African Communities Council and is a part of the Domestic Violence Team at Flemington Local Area Command in the NSW Police. She has also organized various community events and activities designed to empower African migrant women and combat cultural isolation. Rosemary is a 'social powerhouse' who has encouraged and supported countless African women." The citation is on the website: <http://www.comcen.com.au/~welnswh/pages/Edna%20Ryan%202007/Kariuki.pdf>

Seminar on Human Slavery, 3 April, Parramatta Town Hall

With the initiative of Jenny Stanger of the Anti-Slavery Project at the University of Technology Sydney, IWSA co-sponsored this seminar. IWSA should continue its community education activities on human trafficking. IWSA helps distribute the Federal government brochure on human trafficking with important contact numbers for those who need help.

Tenancy Rights

Under the Think Smart Funding Scheme [Office of Fair Trading] IWSA is completing an Audio CD on how to access information on the rights and responsibilities of private rental housing tenants for new and emerging communities where literacy even in their own language may be an issue.

Service Delivery

Additional assistance from DoCS allowed us to improve ongoing service delivery through

- A review and upgrade of IWSA policies and procedures and mission statement.

- Affirmation of the achievements of IWSA service delivery
- Documenting its history and presenting this in a public celebration.

The DoCS Good Practice Guidelines assisted our review, evaluation and strategic planning.

Two consultants helped:

- Amrit Versha (former DoCS CPO) in Review, Evaluation; and Strategic Planning and
- Eleanor Chang collated and wrote the IWSA History Booklet distributed at the IWSA 25th Founding Anniversary celebration.

Policy Submissions to the Federal Government

1) Australian Citizenship Legislation (proposed test on core civic values and knowledge of Australia as requirements for Australian citizenship).

In Interviews NESB women stated testing the knowledge of residents on Australia is not a good way of motivating prospective residents and citizens to learn about Australia. Even Australians born and brought up in this country lack knowledge about Australia, and it would be interesting to test all Australian citizens about their knowledge of Australia.

It is more important to imbibe core Australian values (equity, respect, tolerance and compassion). Activities are needed where newly arrived immigrants will be welcomed and be given opportunities to meet with "role model" Australians, including immigrants who are already Australian citizens. Community education is needed on laws of the land, and support structures that can assist them to exert their rights as well as to carry out their responsibilities.

IWSA proposed that for Australians to be genuinely multicultural, all must learn to speak a second language

The interview respondents believe that every Australian resident and citizen should speak at least one second language and know the culture of that language. There are advantages in being able to speak several languages:

- a great portion of the Australian population is able to work more effectively in tourism and other industries, where proficiency in a second language is very important - learning a second language and knowing the culture of that language is one of the ways of preventing and eliminating racism and discrimination against other cultures, and would help in promoting respect in our society

Australia could learn from Switzerland with three languages and children at the primary schools speak and write in at least two of the three languages (German, French and Italian).

2) Inquiry into temporary business visas Subclass 457

The Federal government called for an enquiry into the eligibility requirements and monitoring, enforcement and reporting arrangements for temporary business visas including the temporary work visa 457.

IWSA made a submission to this enquiry because we have members who have been supporting the distressed NESB women nurses who have been bullied and exploited by their sponsor/employer. The nurses lived in a cramped unit in Harris Park at the time of the interview. IWSA has had group counselling and debriefing sessions with the nurses. They agreed to have their cases be presented to the enquiry. IWSA worked with the Philippines-Australia Women's Association (PAWA), Migrante-Australia (community organisation of Filipinos and Filipino-Australians) and Philippines-Australia Union Link (PAUL) in completing the submission.

On 17 May 2007, the Executive Officer was one of the witnesses at the Inquiry. The EO reiterated the precarious situation of the Filipina nurses and the recommendations based on the cases and community discussions with Migrante and PAUL. Some of the key recommendations are:

- A flexible approach to training and enhancement of qualifications and skills by migrant workers whilst they work [for example Residential Care Officers (RCO) with nursing qualifications from the Philippines being able to complete training for the qualification of Australian registered nurse. Workplaces such as nursing homes could be accredited as places for assessment. The work undertaken includes activities that is assessed as part of achieving qualification as a registered nurse.
- Promotion of the new arrangements in potential source countries with a suitable portion of Australia's Official Development Aid (ODA) directed to these countries to assist them address the effects of the loss of skilled workers, and in recognition of the savings and benefits Australia derives from lessened costs for training these skilled workers.
- Better arrangements for the families of these skilled workers to join the worker in Australia at the earliest possible time.
- The introduction of fines and other sanctions with substance for businesses that breach laws and undertakings in relation to the Temporary Business (Long Stay) 457 visas, including failure to report accurately and in a timely fashion on compliance by the business with these laws and undertakings.

The Federal Parliament's Joint Standing Committee on Migration released their report in September. Four items were taken from the IWSA submission in sections on:

- Mechanisms for reporting alleged breaches
- Cessation of employment
- Need for improved monitoring, reporting and enforcement arrangement
- Suggestions for improvement.

IWSA will work with DIAC and unions supporting NESB women workers with 457 visas. These NESB women are tax payers and they must be provided with support services at times of distress due to unjust conditions in their workplaces.

Resourcing Ethno-specific Women's Groups, Associations and Individual

IWSA has provided a meeting venue and assisted ethno-specific women's associations:

- Afghan Women's Support Network
- Philippines-Australia Women's Association (PAWA)
- Iranian Women's March 8 Committee
- Sierra Leonean Women's Wan Word Association, and
- other smaller groups.

Others participated in IWSA activities such as the seminar on Human Trafficking and Forum on Sexual Assault.

IWSA has applied for funding in organising ethno-specific women's support groups and organisations with the focus on Parramatta Local Government Area.

Presentations and Media Interviews

The Executive Officer made presentations to various gatherings of women and community:

- International Women's Day (organised by the Marrickville Interagency)
- Gather the Women Congress
- TAFE
- Reclaim the Night
- Afghan women's New Year's celebration and
- other events and conferences.

The EO was interviewed by ABC radio, SBS radio, Workers' Radio and the ABS-CBN Philippine TV on its international TV broadcast on issues of domestic violence, situation of 457 visa holders and issues relating to women's rights.

Support for NESB Women Artist

IWSA promoted the paintings by Pinky Jaydip Bhatt at the Archetype Gallery in Sydney. Jane Brock, IWSA Executive Officer delivered a speech at the launch of Pinky's art exhibition. Pinky's exhibition, "Stree Shakti" depicted women's celebrations, women's work, caring for children and hopes and struggles. In 2005, Pinky also has had an exhibition at The Air Gallery in London, UK.

Team-building

Staff members went to Leura in the Blue Mountains on a day trip. We have had a short bush walk, coffee and Devonshire Tea at one of the heritage cottages. This cottage has an enormous collection of teapots! Staff also had a 15-minute "quiet time" while looking at the breath taking panoramic view of the Leura from a look out area. We ended the day laughing our way home with some packets of home-made chocolates and sweets.

NESB Women Students

IWSA supports NESB women students in placement activities. Mentoring young NESB women is also one of the ways to develop the future leaders of IWSA and the next generation of community workers. This year we have had Janet Verceles (community services student at TAFE), Nedah Nazifi (Social Work student-University of Western Sydney) and Ketty Guerra (Social Work student – University of Western Sydney). They all have enriched our knowledge on needs and issues of young NESB women especially on the issue of sexuality.

Volunteers

NESB women who came to do volunteer work at IWSA were Nafiseh Ghafournia, Jane Ho and Taj Kaur. They have helped us in updating our data on NESB women's associations and groups, transcribing some speeches at the 25th IWSA Founding Anniversary, teaching Tai-chi to staff members, and organising seminars and training. IWSA provided them with skills through formal and informal training sessions, and we hope the experiences and mentoring will build their future.

Staff Farewell

We have farewelled the following staff members Yani Mariani-Squire, Tenneh Kpaka, Rahile Cakir and Eleanor Chang. IWSA staff and members of the Management Committee thanked them for their valuable contribution to the work of the organisation. All their projects have been completed. It is our hope they will be able to find happiness and satisfaction in their future work.

Thank you

IWSA is grateful to all the staff members for all their hard work in providing services, Management Committee members, our membership, participants in group activities, clients, partner agencies and our DoCS CPOs (Community Project Officer): Maria Casbolt, Peter Prants, Barbara Bates and Neneth Costa of the Office of Fair Trading. We thank the Department of Community Services and the Office of Fair Trading for their financial support in our service provision to the community.

DOMESTIC VIOLENCE NESB PROJECT

Domestic Violence Project Officers: RUKHSHANA SARWAR AND MARIAM JAMES
Domestic Violence Worker (Casual): MARIA EVA TINGSON
Domestic Violence Policy Officer: KYUNGJA JUNG

Another busy year for the Domestic Violence Team! There has been a huge increase in domestic violence (DV) clients. DV team has been actively involved with responding policy issues regarding domestic violence provisions, sexual assault and family law. DV team also participated in various campaigns and events. We conducted very successful Cross Cultural Domestic Violence (CCDV) and Domestic Violence Provisions (DVP) trainings with an increasing number of participants and positive feedback. There are many achievements, some of which are summarised below:

Policy and Advocacy

Policy Forum on sexual assault issues among CALD women

In partnership with NSW Strategy to Reduce Violence against Women, Speakout organized a policy forum on sexual assault issues in November 2006 as one of the events to celebrate 16 days action against violence against women. More than 80 people from a wide range of services attended the forum, along with many community members and leaders from different communities. In the forum, three key note speakers such as Liz Davies (Westmead Sexual Assault Service), Felicity Martin (Cumberland Women's Health Centre) and Karen Willis (NSW Rape Crisis Centre) reiterated reporting and accessing issues and problems of criminal justice system for sexual assault victims from CALD backgrounds, which is repeatedly pointed out by existing literature review and research.

Highlight of the forum was to have short presentations from 4 different communities: Filipino, Korean, Pacific Island and Sierra Leone. The presentations demonstrated how prevalent sexual violence in marriage and how similar community's attitude and women's reaction to this issues are. At the forum a few suggestions were addressed to prevent and eradicate sexual assault against CALD women:

- First of all, empowering CALD women to speak out;
- Specialized services for sexual assault victims from CALD backgrounds
- More qualified or specially trained translators for violence issues are needed;
- Alternative ways of dealing with clients, besides Western counselling techniques are needed; and
- Given the importance of religion in NESB women's lives, training for religious leaders on the issues are needed in diverse communities.

A handbook for sexual assault services for migrant and refugee communities was compiled and distributed at the forum. Some papers presented at the forum were published into IWSA Magazine Women's Whispering.

Policy Forum on the Domestic Violence Provisions (DVP)

Although there has been an increase in the number of clients who have sought DVP, it has not been easy for the clients to get appropriate services. First of all, very few workers seem to be well equipped with the knowledge of the DVPs and due to a huge amount of documentation required for DVP application some workers are not willing to compile DVP cases on behalf of the client. For this, IWSA has organised a number of policy forums in partnership with NESB DV Network. In June 2007, two workers (Henri Legeret, Assistant Manager Residence Section and Nikki Loong, Residence Complex Case Officer from Department of Immigration and Citizenship (DIAC)) were invited to the forum to discuss about DVP related issues such as Competent Persons for 1040 form.

Through the forum, a number of points were clarified:

- If an applicant is the holder of a temporary spouse/partner visa, and the relationship which is formed the basis of the grant of that visa breaks down, there are three categories to which the applicant may still apply to gain permanent residence. If the sponsor dies (proof is required), if there is an Australian citizen child of the relationship, or the applicant has suffered domestic violence directly as a result of the sponsor.
- DV experience must be proven. There are two ways in which domestic violence can be determined; judicial and non-judicial.
- Judicial evidence: If a court issues an AVO, and it names the applicant as the victim and the sponsor as the perpetrator, then this is sufficient evidence as it has been proven in a Court of Law. The applicant still needs to meet relevant health and character provisions prior to the grant of permanent residence.
- Non-judicial: The applicant will need to provide three completed 1040 forms (Statutory Declaration); one signed by the applicant and the other two forms by competent persons (CPs) of different professions.
- Where the claims of domestic violence are not clear to the DIAC assessing officer, under the regulations, with approval of their manager, they can seek the view of the

Independent Expert. Centrelink provides this service and has a network of specially trained social workers to re-assess the client.

- Where the DIAC officer receives third party adverse information, this will be put to the applicant as per natural justice provisions. The case may still be referred to the Independent Expert for assessment.
- Centrelink assessment result is transparent and fair. The decision by Centrelink is binding on DIAC. In cases where the Independent Expert finds that no domestic violence has occurred, this will be put to the applicant for comment, prior to any decision on the case. If the applicant can provide new information, then there is provision for this to be resubmitted to the Independent Expert for consideration.
- It is important that the competent person provide details on how they arrived at the finding that the applicant suffered domestic violence via the sponsor, i.e. not just repeating the applicant's story but also include clinical indicators to demonstrate that domestic violence has been perpetrated on the applicant by the sponsor.

A number of issues in relation to filling in 1040 form and "competent persons" were raised at the forum.

- Need to have support organizations that could help fill in this form for the client.
- Need to provide information on DVP for Competent persons such as GPs, registered nurses, social workers
- Need to provide women information about DVP in various languages.
- Need to build partnership with diverse and various agencies (GPs, social workers and psychologists) in order to support clients who apply for DVP more effectively

Monitoring DVP Cases reviewed by Centrelink:

Since July 2005, if the minister or DIAC officer is not sure that there is genuine DV in a case, they must now refer the case to an 'independent expert' and accept the opinion of that expert. Centrelink was gazetted as the independent expert. Since then, IWSA has had 13 cases reviewed by Centrelink. NESB DV Network with Speakout invited a DV worker who supported a few clients whose cases were reviewed by Centrelink. Assessors from Centrelink were invited to discuss what the clients experienced during the review process. According to a DV worker,

- Some clients felt very 'saddened' 'terrified', crying throughout the review session
- For one case, it took 3 hours. The client described this interrogation as being sexually assaulted again by talking about her violence experience repeatedly.
- Complaint procedures about review process is not informed to the clients
- The client felt that the review seems that DIAC might question the competence of the competent persons.

- Personal questions or inappropriate questions were asked.

Response from an assessor from Centrelink

- Most of review cases took place if there were counter claims.
- About 95 % of female clients were assessed to have met the DVP
- Half of the cases were lodged by male applicants.
- Tried to allocate female workers if possible
- Procedure
 1. 1-2 hours
 2. clients are encouraged to bring their children, support person
 3. breaks ensured
 4. higher standard of interpreter arranged if necessary
 5. assessors are experienced social workers
 6. standard questions in place

IWSA and NESB DV NETWORK continue to monitor and compile Centrelink review cases and will address issues raised by the clients to DIAC and Centrelink.

Future strategies: how to change the attitude and perception of police about domestic violence

Issue of the attitude and perception of police about domestic violence victims from CALD background was raised by casework from Bankstown Women's Support Service Centre (BWSC). Two forums were organised to discuss about the strategies. After incidence of physical violence, the client tried to get an AVO through the police and was told that she is applying for AVO only in order to remain in Australia. Police never believed her story. Police commented on the client, 'your story is not fully truthful'. The case went for full hearing at the court. She was never granted an AVO. In order to address the issue identified to police, Judith Cameron (Senior Policy Officer-Family and Domestic Violence, NSW Police) was invited to NESB DV Network Forum. Judith also updated activities of police to provide more effective response to DV.

Through two forums, strategies were suggested as below

- Explore ways of retraining or training the police about DV issues including Superintendents, DVLO(Domestic Violence Liaison Officer) and other police officers in order to change the attitude and culture of the police (in partnership with VAW and IWSA)
- Setting up taskforce which will investigate more about how to better work with police.
- Creation of DVLOs in more police stations.

IWSA has been actively involved in campaigns for justice war-time slavery with Friends of Comfort Women in Australia (FCWA) and Amnesty International. Speakout collected letters asking official apology from the Japanese government. On the 7th March in front of the Japanese consulate in Sydney approximately one hundred people gathered with survivors, Jan Ruff O'Herne (Australia), Gil Won-Ok from Korea, and Hsui-Mei Wu from Taiwan and celebrated International Women's Day by asking the Japanese government for justice and an apology. This campaign was widely covered by local and international media including the New York Times, ABC, SBS and community media. Petition letters with 700 signatures were sent to Japanese Prime Minister. On 26th March 2007 Mr Shinzo Abe finally said, "I apologise here and now as the Prime Minister" This is a step forward, as Mr. Abe denied the "Comfort Women" system even existed a few weeks beforehand. This demonstrates the power of international pressure –campaigns and petition letters in conjunction with the worldwide communities. IWSA will continuously work on this issue with FCWA, "Comfort Women" survivors and other organisations to realise the survivors' demands.

International Women's Day, Reclaim the Night & 10th Edna Ryan awards

IWSA staff, their families and women from various communities attended these events. On 27th of October 2006, Reclaim the Night March, about two hundreds women gathered at Sydney Town hall and marched to Hyde Park. At the event, Jane Brock (Executive Officer) gave a short talk on sexual violence issues among NESB and refugee women. Each year the women's electoral lobby celebrate the life and work of Edna Ryan through the presentation of the Edna Ryan Awards. This year, in particular, among the recipients, there were two immigrant women: Muyesser Durer and Rosemary Kariuki. Through participation of the events, IWSA activities and resources were promoted.

Casework

Domestic Violence project is an essential project funded by SAAP in the Immigrant Women's Speakout Association. This project provides assistance, support and resource to culturally and linguistically diverse communities in NSW. The major focus of the project is to help clients who are involved in family violence and domestic violence. The project assists NESB women across the different areas in NSW. It includes providing assistance to apply for permanent residency under the Domestic Violence Provisions (DVP).

On-Going Clients

From July 2006 to June 2007, 142 ongoing clients from different ethnic backgrounds were assisted. The ethnic breakdown of the clients served this year is demonstrated in the following table (Table 1). The majority of the ongoing clients were holding a temporary spouse visa when their relationship broke down. Therefore the majority of women were given information on what the DVP is and how to apply for it to get the Permanent Residency in the situation of Domestic Violence. The tasks have been undertaken for the client group include advocacy, assisting with statutory declarations, form filling, writing statements, referrals to counselling, legal services, accommodation, health services, Centrelink, employment support services, education and training services.

During the support period, the clients received constant help and assistance which relatively helped them to recover from the trauma experienced in the domestic violence situation. The clients were equipped with information on domestic violence and other relevant issues they needed for. The clients with the financial hardship were referred to other charity organizations for financial support.

We also received clients from overseas seeking assistance and advice through email. These clients were sent back to their countries by their partners when the domestic violence happened in their relationship. One of the clients from India could come back to Australia and her visa was restated. She contacted the IWSA upon her arrival in Sydney. The client was referred to DV Help Line for accommodation and to Cumberland Women's Health Centre for counseling.

80% of the clients required intensive support and statutory declaration as well as crisis counseling. Thirty six clients were granted permanent visa under the domestic violence provision. Two third of the remaining clients are in the process of review and assessment by the DIAC. The clients are provided with on-going support and information through telephone and on site sessions on a regular basis. The on-going clients were provided with 195 face-to-face sessions and 403 telephone sessions to assess their situation and update their case progress. Interpreters were used with 35 clients. Nineteen of these clients had children aged 2-24 years and four clients were pregnant while they experienced domestic violence.

One-off clients

1040 calls have been taken from July 2006 to June 2007. Most of these calls were from the service providers (Legal Aid, DV line, Refugees Centrelink, Community organizations, Barnardos, Women's Health Centers, MRCs, Hospitals, DoCS) requesting specific information about DV issues and DVP. These service providers referred clients to IWSA to get

further assistance. These clients have been given relevant information, referral, and in case of emergency the appointment for face to face interviews and practical support were organized. One third of these calls were direct calls from clients experiencing DV. They needed phone counseling and information on different issues. They were provided support, crisis counseling, information and assistance or appropriate referral with a number of issues including: applying for Apprehended Violence Orders, court support, accommodation and legal issues. The one-off clients came from many various backgrounds. The majority was Chinese, and others were from Afghan, Iranian, Arabic, Latin American, Fijian, Sri Lankan Russian, Korean, African, Indian backgrounds. (Table 1)

Table1: Ethnic Background of Clients:

No.	Ethnic Background	Number of Clients	
		Ongoing	One Off
1	Afghan	5	43
2	Arabic Speaking		58
3	Australian		14
4	Bangladeshi	2	15
5	Bosnian	2	16
6	Brazilian	2	6
7	Cambodian	3	9
8	Canadian		3
9	Chinese	27	209
10	Columbian		4
11	Egyptian	6	13
12	Fijian	10	62
13	Filipino	8	47
14	Gambian	1	3
15	Indian	9	73
16	Indonesian	3	32
17	Iranian	6	4
18	Kenyan	1	1
19	Korean	4	26
20	Lebanese	6	57
21	Macedonian	2	14
22	Malaysian	1	1
23	Nepalese	1	
24	New Zealand		14
25	Nigerian	1	1
26	Pakistani		8
27	Peruvian	3	5
28	Polish	3	21
29	Russian	3	54
30	Sierra Leonean	3	
31	Singaporean	1	2
32	Sri Lankan	4	4
33	Sudanese	5	4
34	Thai	5	74
35	Turkish	4	46
36	Uruguayan	1	1
37	Vietnamese	2	89
38	Yugoslavian	3	28
39	Not Stated	6	17
	TOTAL	142	1078*

Table2: Ongoing Clients Visa Status

Visa Status	Number
Clients holding temporary spouse visa	128 out of 142
PR Granted	36
Pending	92
Already citizen	14

Issues identified For Advocacy:

- Most of the clients facing DV suffer from sexual and emotional abuse
- Some DV clients experienced difficulties when accessing Apprehended Violence Orders due to the lack of physical evidence. The police and the court do not recognize the verbal, emotional or psychological abuse as serious as the physical one and ask for evidence and witness.
- In general NESB women are not taken seriously by the police. There were some cases of the women from Muslim countries and other countries such as Fiji and India. It is often thought that it is part of their culture and they have to cope with it here as well.
- Women with tourist, student and bridging visas who are married to an Australian citizen have to suffer and continue the DV situation for they are not entitled to apply for DVP. They are often forced to return to their country of origin by the perpetrators.
- There are no services available for women holding bridging or student visa. As a result clients have to go back to the domestic violence situation or be deported to the country of origin.
- Translation of the clients' statutory declaration and the health check for Permanent Residency is very expensive. Clients can not afford to pay.
- It is hard to get refugees for the clients with no income and clients with teenage children.
- Need support groups for women experiencing DV who suffer from isolation and cultural embarrassment in the communities
- Need specific guidelines for those clients in situation of adverse information sent to DIAC by their partner. When DIAC receives adverse information from the other party they ask the competent person and the client to comment on without knowing what the exact adverse points are. It is hard to get support letters or another statutory declaration within 20 days.

**Due to a huge increase of casework Executive Officer, DV Policy Officer and a casual DV Caseworker have been involved in taking one-off clients.*

- To search for various options to accommodate clients in crisis.
- To create different art and entertainment activities for the ongoing clients to reduce the level of isolation and depression.
- To support clients in financial hardship.
- To assist clients to fill out the forms for DVP application and financial support for the cost of translation for the application.

Table 3: Types of Assistance to Clients

Assistance	Number		Subtotal
	Ongoing	One off	
Crisis Counseling	195 Face 403Tele	482	1080
Immigration	87	458	545
Accommodation	51	56	107
Legal Advice	33	98	131
Income Support	13	67	80
Employment			
Education and Training	2	22	26

Community Development

Participation in community development projects, networks and advisory/steering committees assist the team to keep abreast of issues affecting migrant and refugee women in domestic violence situations. The team has collaborated with many organisations in the development and implementation of many community development projects. DV team conducted many consultations to identify needs and issues of communities in need of support. In particular, DV team attempted to reach out more diverse communities outside Western Sydney area.

Afghan community forum on domestic violence with collaboration of Bankstown Area Multicultural Network and Afghan Women Network

For the first time, Afghan community forum on the domestic violence and its impact on children and family was held at Emporium Function Centre Bankstown on the 13th June 2007. Almost 130 people including men participated in this forum. The forum began with the opening address by the religious leader Sheik Jihad Ismail. Presentations (Dari and English) were made by Legal Aid NSW on different subjects; family issues, domestic violence, AVO, legal rights, legal aid and other legal services available. The court assistance program was explained by the Burwood court staff. This forum provided an opportunity for the community to gain current legal information in Dari.

In partnership with MOSAIC, Willoughby Council, Speakout organised a workshop on DV and Mental health for Korean community (Funded by Gordon Club). About 50 community members attended and mental health related materials in Korean were displayed. Chatswood mental health team presented how to access mental health services in Northern Sydney area.

Major Committees, Forums and Networks

DV team has participated in a wide range of networks and meetings to keep abreast of issues affecting NESB women in domestic violence situations and to address related issues for women from CALD backgrounds. We have attended and participated in relevant forums to maintain strong links with government and non-government stakeholders. Some included:

- Cumberland SAAP meetings
- Multicultural Advisory Forums
- Apprehended Violence and Legal Issues Coordinating Committee
- Violence Against Women Regional Reference Group, Western Sydney
- Fairfield Immigrant and Refugee Women's Refugee Women's Network
- Parramatta Interagency meeting
- Canterbury Bankstown DV committee
- Participated in DOCS Ethnic Advisory Committee
- YWCA Seventy 7 pairs of shoes
- Attended Cabinet Consultation
- Religion and Family Harmony Seminar
- Afghan Australian Noor Association Women's gathering
- African Australian Young Achievers
- African workers network
- African community council
- African women dinner dance|
- Blacktown Mt Druitt Interagency meeting
- White Ribbon Day
- Community consultation with African communities
- Refuge council of Australia
- Centrelink Western Sydney Emerging Communities Advisory Committee
- Australian Kissi community women's group
- Sierra Leone Wan Word women group
- Liberian women Association
- African Women Advocacy Unity

Training

There was a high demand of Cross cultural DV training and Domestic Violence Provision training. DV Team has also engaged a wide range of information sessions and presentations. In particular, there has been an increased request of

guest lectures for social work or community welfare students from TAFE and universities. Need of cross cultural related subjects and contents for social work and community welfare courses was identified. Some included:

- Cross Cultural DV training (50 participants in two sessions)
- Domestic Violence Provision training (15 participants in one session)
- Two Info sessions on DV at Macquarie Community College: 80 students
- Sydney University (100 students)
- Ultimo TAFE (70 students)
- Sterling College (150 community welfare students)
- Information sessions with Auburn MRC



Speakout stall at IWD 2007

Conference/Seminar and Forum Presentations

Speakout has attended a number of conferences to present a paper on various issues in relation to migrant and refugee women and addressed major issues in a wide range of forums and seminars. This includes:

- Presented on IWSA activities at Inner West DV Committee
- Deliver a short paper on sex trafficking in Australia for the International Organization for Migration
- Addressed issues on migrant and refugee women at Gather the women conference
- Building for peace conference
- No licence to abuse conference

Training & Professional Development for workers

- DV Hypothetical workshop
- SAAP Induction training for NGO workers
- Workshop on Legal Systems Response to Sexual Assault
- DV and Mental Health
- DV and Child Protection
- Consumer rights seminar by the Fair Trading
- Responding to Women Legal Needs in Situation of DV, AVO, Immigration and Family Law
- First Aid & OH&S Training
- Certificate IV: training and assessment

Distribution of information about NESB women's experience and DV issues: Resourcing

DV team have been widely distributing DV brochures in Dari, Kriol, Indonesian, and Korean through information sessions, interagency meetings and other community workshops. Yellow cards in 9 different languages were also sent out to service providers and community groups. Audio CDs on DV

and AVO were sent to the requested agencies. The Bulletin entitled Women's Whispering: Sexual Assault in Migrant and Refugee communities was also widely distributed as well.

International Networking

Speakout has established partnership with international organisations who visited IWSA to learn the best practice for migrant and refugee communities.

Workshop for NGO workers from South Korea and Visitors from Japan

In partnership with the Centre for Australian Community Organization Management (CACOM), University of Technology Sydney, Speakout organized a half day workshop for 35 delegates from various NGOs from South Korea. DV Policy Officer introduced the activities of IWSA and gave a short talk on comparison of Australian and Korean community sector.

Two researchers from Fukui Prefecture University Japan visited IWSA. In particular, the delegation was interested in cross-cultural social work practice in Australia. One of the researchers brought a short piece of research on Japanese community in Sydney. IWSA utilize this research as a valuable resource to reach out to the Japanese community. IWSA will continuously exchange ideas and share the best practice with NGOs in other countries.

FAMILIES FIRST COMMUNITY DEVELOPMENT

Auburn

Project Officer: RAHILE CAKIR

This report covers the last phase of the project from July 2006 to January 2007.

The Project Aims were:

- CALD families to link with one another
- develop partnership with other agencies to provide services for children and families to access various services available to them
- develop various activities for the target groups with other organisations
- deliver group programs

Despite the project was at the completion stage, the groups of families continue to access information and services. The Project Officer continued to work in Auburn in one of the primary schools as a community liaison worker after the project completion.

The activities with various organisations and groups as presented below also include the exit and completion of the project.

From July to September 2006, families continued to meet by having information sessions on topics such as children's dental health, communication at home, children's behaviour management, bed wetting and toilet training, literacy, how to use medication wisely and parenting.

The Family Day Care Course is very popular and had full capacity of 20 participants. All participants completed their training with resounding success. They said that they learned so much about caring for children and child protection.

In this period 20 mothers attended the English Conversation Class. The participants said that they will surely continue and get others to join. They believe that as parents they need to have proficiency in English so that they could support their children in their studies.

The Project Officer participated in the activities of other groups to motivate families to build strong connection with each other in Auburn LGA. She worked with the following institutions and service providers: Auburn Council Children Services of Auburn City Council, TAFE Granville, Auburn





North Public School, Auburn Community Health Center Auburn Turkish Islamic Cultural Center (Auburn Mosque), Australian Turkish and Kurdish Community Center, Auburn West Public School and the school's Transcultural Health Unit, Auburn/Berala and Lidcombe Vocational Care Centre, Early Word, Western Sydney Area Health, Tiny Feet Child Care Centre, Love and Care Childcare Centre, ANA Kindergarten and Bosnian Cultural Association.

Two placement students doing community welfare course at TAFE came to observe the Family Day Care Course. They also interviewed project participants on their feedback about the project.

The project had reached 105 families and many of them joined existing groups or formed new ones. For example, the Blooming Mums and Bubs Playgroup, Computer Class for Indian and Pakistani mothers, Family Day Course group and others. All groups continue to hold activities until December 2006 and culminated with the Multicultural Family Festival in January 2007.

Group members were given opportunity to leadership skills. When the project was near its completion these groups were venues in organising TAFE courses on computer literacy and employment with the assistance of Project Officer. At the last phase of the project clients were referred to appropriate service providers in the Auburn LGA.

International Children's Day

IWSA co-organised the event with the Auburn Migrant Resource Centre, Early Word, Western Sydney Area Health, Tiny Feet Child Care Centre, Love and Care Childcare Centre, ANA Kindergarten, Bosnian Cultural Association, took a part in performing and Auburn North Public School and Auburn West Public School children and children from ACDN. Around 350 people attended the event

Families need to be equipped with valuable survival and living skills through formal and informal learning opportunities. The International Children's Day is one of the learning opportunities where families could come together and share their experiences in parenting.

Multicultural Family Festival

Despite the very hot day on 12 January 2007, the attendance was huge at the Olympic Park, Homebush Bay. There were more than 150 participants including children. The families we have formed and worked with as well as groups from other projects in Auburn participated in the festival. Those groups were Blooming Mums and Dads Play Group (in Auburn Mosque), Ayyildiz Play Group, Turkish Mothers' Playgroup (at Auburn North Public School), Auburn City Council's Playgroup, participants of the two groups (Indian



Page 14 & 15 - Photos from Multicultural Family Festival

and Pakistani mothers) First Aid Course and Computer Class with teachers from Lidcombe TAFE and the Family Day Care Course for all young mothers in the area with trainers from Granville TAFE.

The Multicultural Family Festival was aimed at celebrating the completion of the project and bonding connections among families who participated. The families socialised and have felt some sense of belonging. The festival is also a drum-up activity leading to the 25th Anniversary of Immigrant Women's Speakout Association on 2 March 2007.

The event started with a brief speech by the Auburn Member of the NSW Parliament, Ms Barbara Perry. There were service providers present from the Auburn City Council, Department of Community Services, Playgroups Association and others.

Children activities included: Jumping Castle, Face Painting, games and other fun activities initiated and facilitated by Clowns and small Animal Farm where children could see live sheep, chickens, goats and other animals. The Australian Turkish and Kurdish Community Centre's Children Folkloric Dance group and Bosnian Community Children Dance groups performed dances. All performances provided and added joy to the friendly atmosphere where everyone felt at home and part of a big family celebration. Some of the adult participants joined during the dancing while most children were very busy with face painting, playing with animals and enjoying the jumping castle. Participants were singing with a joyful tunes in their native language. There were other activities such as free raffle tickets and prizes almost for everyone. Local businesses in Auburn area were very kind and generous to donate those gifts for raffle tickets. Everyone received a show bag containing information on children's services and some practical goodies that all families appreciated.

Issues and concerns identified from consultations with groups, childcare workers, and other families in Auburn LGA

- Shortage of outreach courses for families with young children
- Lack of space to provide and convey activities for families with small children
- Lack of transportation is one of the key barriers in getting children from home to childcare or participating in activities, particularly with new arrivals. This gap in service provision brings about difficulty in healthy upbringing of the children. This often gives rise to other issues e.g. marital stress, parents abusing children, domestic violence, etc.
- Mothers cannot often attend training programs or courses due to lack of childcare facilities. A significant number of mothers are not aware of the Australian system of rearing children and often act in ways that are against DOCS policies relating to Child Protection.

- Occasional childcare is not enough, as parents often need a break particularly when all their children are in the same age group.
- More vacation care programs to facilitate creative child development.
- Isolation is still an issue for many as major factor for mothers from small and emerging communities. Participants said that this project must continue to respond fully to this issue.

Steps to be undertaken

The following steps are proposals for action in addition to continuing the current activities. These are based on the feedback provided by the beneficiaries, the experience gained by the service providers and internal discussions held to improve the services.

- Raise and discuss the issues with service providers for provision of appropriate accommodations or spaces, to help target group to define their own needs, requirements and solutions for bridging isolation, and enhance family relationship in the new country for better settlement, so mothers can attend information sessions and classes that suit them, where child care would not be a problem
- Raise the issues at various interagency. There is still a need to hold discussions and consultations among interested groups and key service providers working in the area in developing appropriate initiatives to overcome the above.

Thank you

Finally, the Project Officer and IWSA are grateful to all project participants, the volunteers especially the volunteer drivers and volunteer English teachers for the English Conversation classes. IWSA conveys its thank you to the Reference Group members who have helped in monitoring and managing the project and to all service providers and other institutions such as primary schools and TAFE for the tremendous support and assistance they provided to the project participants and the Project Officer.

THE NESB WOMEN'S MULTICULTURAL ACCESS PROJECT - COMMUNITY DEVELOPMENT

Auburn, Parramatta and Blacktown

Community Development Project Officer: TENNEH KPAKA

This report covers the last phase of the project from November – December 2006. The Project Officer focused on implementing the remaining activities laid-out on the work plan, the conclusion and project exit. IWSA is grateful to all project participants: Afghan Women's Support Network, Sierra Leonean Wan Word Women's Association, Liberian Women's Association, Indian and Chinese women from Harris Park, Fijian women from Burwood, Iranian women from Chatswood and Parramatta, Young African Women's Dance Group, Philippines-Australia Women's Association (PAWA) – members who are residing in Harris Park, from Blacktown - Sudanese and Sri Lankan women, all service providers, community leaders, the Parramatta City Council, Blacktown City Council and the Auburn City Council, especially the staff at the Auburn City Council Library.

Young African Women's Dance Group

The Project Officer and Mariam James, IWSA Domestic Violence Officer convened and formed the Young African Women's Dance Group. The group is comprised of young Sierra Leonean women and girls. The group was formed because we believe in music, singing and dancing. Music is important to CALD women because it is one of the ways we use to send messages.

The participants commenced their meetings and rehearsals since July 2006 until the last week of October 2006. It is hoped that the group will also include young women from other NESB communities. The group performed at the Immigrant Women's Speakout Association's Annual General Meeting. This group will continue to be with IWSA even after project has been complete.

Gathering Information and Resources for NESB Women's Groups

The Project Officer attended the Legal Aid Audio CD launching at Auburn City Council. The MP for Auburn Ms Barbara Perry in her opening speech commented that refugees do not have enough support networks and that isolation is the major issue because of the attitude of the Australia society toward refugees.

The Audio CD contained explanation about the Australian

legal system and other settlement process in Australian. The CD is available in eight community languages and the Project Officer collected copies to distribute to the relevant participants of the project.

The Project Officer participated at the Department of Immigration and Citizenship (DIAC) meeting on changes on application for proposers, the people who want to propose for their family members to join them in Australia. DIAC is now implementing the new regulation. For example a person who arrived in Australia under off-shore humanitarian visa: this person will not be allowed to apply as proposer until after two years and has to have a good secure job to prove that she or he is capable of supporting the people she proposed to come to Australia.

On the 16 of November 2006, the Project Officer together with some project participants attended a consultation on Africa communities held at Granville TAFE. The main issues discussed was child care, implementation of practical courses for example cooking and tying. Participants also expressed that people who have come with skills should be given opportunities to use their skills. African workers recommended more educational support and holistic approach in responding to issues of employment, TAFE to provide work experience for trainees and provide practical courses for men and women.

NESB Women get-together, Meetings and Consultation

The Project Officer helped in preparing and organising the African Women's Dinner Dance held in Auburn. The purpose of this gathering is to bring together people who work in the community sector, women's leaders and other members from NESB communities. The program also facilitated the sharing among community workers to talk about services provided by their organisations and also to promote their activities.

The African Women's Dinner Dance also brought out women from rural areas and also from other states. A Sierra Leonean woman, Amanita Kamara won the best dress competition. Her dress is called "Bamako" made in traditional way.

The Project Officer has had a consultation with the Liberian

Women's Association during their monthly general meeting in Granville on 30 July 2006. She presented to them about IWSA activities and how these will benefit them. Also, she distributed IWSA flyers at the meeting. She later attended the monthly meeting of Sierra Leone Wan Word Women's Association.

The project officer also attended the Centrelink Forum at the Baulkham Hills, Holroyd and Parramatta Migrant Resource Centre. The forum was about African Liaison Unit in Centrelink. The purpose of the consultation was to discuss issues and findings from consultations held by Juliana Nkrumah of the Centrelink's African Liaison Unit. The following are the highlights of Juliana's presentation:

- Lack of understanding of Centrelink as a service organisation and its concept
- Lack of understanding of Centrelink payment and instructions on the letter of payment.
- Lack of understanding dealing with diverse communities.
- Lack of communication strategies with interpreters on telephone. Interpreters who do not fill in the gaps
- Lack of understanding of people coming from West Africa most especially those who speak Krio and Liberia English.
- Centrelink people's lack of understanding African family relationships, their feelings and understanding of various Centrelink concepts.
- Lack of understanding of the processes at Job Network

NESB Women's Multicultural Outing

The Project Officer and three other IWSA staff members organised the IWSA Multicultural Outing for CALD Women from new and emerging communities in Auburn Botanical Garden. The participants were so happy to meet with other women from different communities and their own community as well. The day was also spent with discussions on the proposed citizenship test.

The following groups who joined the outing are Filipinos, Fijians, Turkish-Kurdish, Sierra Leonean and Indians. Activities during the outing were: barbecue, card games and story-telling time, especially from those of refugee background. After the outing evaluation forms were given to all of the participants. They said that the outing has been a very enriching experience for them and they want IWSA to continue this type of outing and to be held every year.

NESB Women's Leadership Training: A Community Development Approach

The Project Officer had preparatory discussions with project participants on designing the training. The main aim of the training is to raise the level of awareness of participants about women's rights based on the United Nations conventions such as the Convention on the Elimination of Discrimination against Women (CEDAW) and to equip participants with skills in individual and group advocacy on women's rights.

Due to limitations on availability of participants the training was held for two separate groups: one for women refugees and another for immigrant women. The Training Kit contained information on Convention on the Elimination of Discrimination against Women (CEDAW), Convention on the Economic, Social and Cultural Rights (CESCR), Convention against Torture (CAT), Refugee Convention (RC) and the Convention on the Rights of the Child (CRC). All the presentations were in plain language and the trainers in many instances have "unpacked" meanings of concepts such as "convention", "Beijing Platform of Action", etc.

The participants raised the following issues during the training:

- Fair and safe working conditions for workers
- Equal marriage rights for women and women
- The rights to promote the cultural heritage of refugees and immigrants in the host country

At end of the training the participants said they learned rights of women and they need to promote and work hard in asserting women's rights in the community. Evaluation form completed by participants at the conclusion of the training showed very positive feedback. Participants recommended to have more training for more CALD women and to train more women in human rights.

The project achieved the following:

- a) The project achieved the primary purpose of the project that is to facilitate the building of a network of NESB women. This network will be a venue for activities of self-help projects that will empower them to develop their capacities to participate in strengthening their communities. The support network built among the Afghan women, Sierra Leonean women, Filipino women, Fijian women and Chinese women demonstrated this achievement.
- b) Strategies that worked in getting together the project participants: Multicultural Women's Outing, Singing and Dancing, Computer Classes, Story-Reading Time with Mothers and Children at the Library, Leadership Training, English Conversation Sessions and Celebrating Events such as Festivals, etc.
- c) Sustaining the Network through the IWSA Multicultural Drop-in Centre: The participants from various groups requested for a Drop-in Centre that could become their hub and a place where they could do activities together, have bonding and access information on services, other community activities and services provided by IWSA.
- d) The participants are now accessing other women's groups through this project. They felt higher level of confidence in communicating with other NESB women after several activities which they joined such as the Multicultural Women's Outing.

THE NESB WOMEN'S MULTICULTURAL ACCESS PROJECT- INFORMATION AND REFERRAL

Auburn, Parramatta and Blacktown

Information and Referral Officer: YANI MARIYANI-SQUIRE

The Information and Referral Officer position is a part of the NESB Women's Multicultural Access Project. The Project Officer completed all the tasks at the end of November 2006. The main outcome of the project for this period was the completion and launching of the IWSA Service Directory for CALD Women. The directory had been completed and reported to the Western Sydney Area Assistance Scheme, the funding source for the project.

Project Background

The NESB Women's Multicultural Access Project funded by The Western Sydney Area Assistance Scheme (WSAAS) commenced in October 2004 and has been running for two years. The identified service recipients are Non-English Speaking Background (NESB) and/or Culturally and Linguistically Diverse (CALD) women from small, new and emerging communities residing in Auburn, Parramatta and Blacktown Local Government Areas.

The Project Information and Referral Officer conducted the program from October 2005 – November 2006. Her role included the compilation and development of a resource package containing all information on services available for immigrant and refugee women of CALD background, in particular from new emerging communities, archiving IWSA publications and depositing them at organisations such as the NSW State Library and Jessie Street Library, work closely with other community services providers such as legal, health, housing, education, training, childcare and general services to obtain up-to-date information and all written publicity material and publish and promote the IWSA services.

Project Outcomes (July – November 2006)

Service Directory for CALD Women

The Directory Service for CALD Women (SDCW) has been completed. In 2006, the Project Information and Referral Officer collected and sorted out service providers' details, then retyped, structured and compiled the data into a folder. The data has been updated and edited regularly according to the changes of service provider's details. The Directory was completed in October 2006 and printed in the first week of November 2006.

The objectives in compiling the resources:

- to resource and support NESB/CALD women from small, new and emerging communities and it is hoped that the target groups of this project will benefit from this resource. By having a copy of this directory, they can plan their community development activities and have easier access to mainstream services.
- to develop a common understanding and standard approach to practices, protocols, processes and systems to support improved and integrated service coordination. The expectation is that the resources will provide information on how a client can have quick access, reduce referral duplication and unnecessary procedures for both clients and service providers, and also to improve the practice of sharing client information.
- to resource CALD women and IWSA staff with an easier way to find service providers that they look for, easy to update the changes of their details and also to assist new staff members and volunteers in handling phone calls, walk-in clients and client referring process
- to assist NESB/CALD women from small, new and emerging communities to find specific women organisation details in NSW

The SDCW directory is comprised of Emergency Numbers, Interpreting & Translating, English Classes, Employment, Financial Support, Accommodation, Family Support, Children Services, Counseling, Youth, Violence – Assault, Health Services, Drug and Alcohol, Gambling, Disability, Legal Services, Education, Community and Neighbourhood Centre, Refugee – Humanitarian – Temporary Protection Visa, Senior, and Government Departments.

On 7th November 2006 IWSA launched the SDCW at the IWSA Annual General Meeting, Parramatta Town Hall followed by the distribution of the directory to CALD women's group who actively use the IWSA Drop in Centre such as Bosnian Women's Group-Auburn, Australian-Bosnian Women's Cultural Association (ABWCA), Sierra Leone group, PAWA and Tongan Group. The directory was also made available at IWSA office to be used by staff in delivering the information and referral service.

Promotion of IWSA

The Project Officer used the last phase of the project in promoting the Immigrant Women's Speakout Association in various forums and events. The following are the major events where promotion of IWSA services and activities were undertaken.

- Distributing information on forthcoming IWSA activities and membership to IWSA at the Indonesian Celebration Day, 12 August 2006 at the Addison Rd Community Centre, Marrickville.
- Community Relations Commission Symposium, Parramatta on 23 August 2006, on the theme "Maintaining Cultural Heritage through Language".
- Information stall at the Refugee Week Auburn City Council on the 24th of October 2006. The event was organised by the Legal Aid Commission of NSW. The Project Officer distributed IWSA brochures on our services and networked with other organisations.



Archiving of IWSA Publications and History Record

The Project Information and Referral Officer had archived and deposited IWSA publications at Jessie Street Women's Library and NSW State Library. New IWSA publications will be archived and deposited at the two libraries as part of the IWSA policy and procedures in archiving and safekeeping the IWSA history.

Information and Referral for Service Recipients

(Walk-in clients and Phones Calls received)

Client intake record from July 2006 to November 2006 showed service provision on information and referral to a large number of clients. The intake record is categorised according to the needs presented by the clients.

The figures show that a significant number of community members are aware of IWSA Domestic Violence service. The queries on General Information about services that are available ranked second. In this period, we have 55 clients who requested IWSA services. It showed that community is

aware and are interested in accessing IWSA services and activities. Other enquiries are mostly referral to other organisations. The figures also show that Information and Referral service had achieved its planned goals. It is our hope that this benefited our clients.

Snap-shot of IWSA Client Intake

Period of collection: July 2006 – November 2006

Issues	No of enquiries
Domestic Violence	79
General Information	45
IWSA Services	10
Employment	11
Women's Issues	12
Immigration	17
Education/Training	9
Accommodation/Housing	1
Finance /Centrelink	9
Organisations / Service Providers	7
Legal	2
Family Issues	7
Total	209

TREASURER'S REPORT

Treasurer: ANOOP JOHAR

It is with great satisfaction that I present statements of financial performance on the following pages. They are true and accurate view of the Immigrant Women's Speakout Association's (IWSA) financial position. I further state that IWSA is a sound organisation financially and will have no problem paying its debts as and when they fall due. I present these short formats of Financial Reports for the year ended 30 June 2007.

We effectively managed our funds for the Financial Year Ended 2007. IWSA continues its work in the community as a peak organisation and service provider and is further committed to seeking funding for new projects. IWSA ensures that we strengthen and sustain projects that have core funding from the Department of Community Services (DoCS).



Mariam James, Camille Moldrich and Lina Cabaero at 'Pre-Election Forum'

During the Financial Year 2006-2007 IWSA completed the following projects:

- Information and Referral, NESB Women's Multicultural Access Project (funded by the Western Sydney Area Assistance Scheme)
- Community Development, NESB Women's Multicultural Access Project (funded by the Western Sydney Area Assistance Scheme)
- Families First Community Development Project in New Release Areas of the Auburn Local Government Area

At the same time we continued with our ongoing and other short-term projects:

- Immigrant Women's Resource Centre – funded by DoCS – Community Services Grants Program (CSGP)
- Domestic Violence NESB Women Project – funded by DoCS – Supported Accommodation Assistance Program (SAAP)

Partnerships are important to us in delivering our community programs. These enable us to continue to provide services and resources to immigrant and refugee women, children and families. IWSA acknowledges our valuable partnerships with all the government agencies we work with both at State and Local Government levels, especially to the New South Wales Department of Community Services (DoCS).

Our achievements are due not only to a hardworking team of staff but also to a very supportive and dedicated Management Committee. We extend a grateful thank you to all members of the Management Committee for their support to the Treasurer. Once again everyone put sustained effort and a great big thank you to all of you.

On behalf of the IWSA, I say thank you to Camille Moldrich, our accountant and bookkeeper and to Emina Kovac, IWSA Admin Officer. Camille's efforts helped IWSA to comply with its financial responsibilities. We also thank Sandra Grollmus, our Auditor for assessing IWSA's financial records this year.

INDEPENDENT AUDITOR'S REPORT TO THRE MEMBERS OF
IMMIGRANT WOMEN'S SPEAKOUT ASSOCIATION INC

SCOPE

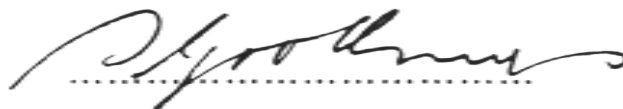
I have audited the attached financial report of IMMIGRANT WOMEN'S SPEAKOUT ASSOCIATION INC., comprising Balance sheet as at 30 June 2007 and Income and Expenditure Statements for the year then ended. The Committee is responsible for the preparation and presentation of the financial statements and the information contained therein. I have conducted an independent audit of the financial statements in order to express an opinion on them to the members.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. My procedures included examination, on a test basis, of evidence supporting the amounts and other significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with the requirements of Australian Accounting Standards and other mandatory professional reporting requirements so as to present a view of the Organisation which is consistent with my understanding of its financial position and the results of its operations.

The audit opinion expressed in this report has been formed on the above basis.

AUDIT OPINION

In my opinion the financial report of IMMIGRANT WOMEN'S SPEAKOUT ASSOCIATION INC., presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements, the financial position as at 30 June 2007 and the results of its operations for the year then ended.



SANDRA GROULMUS
Registered Company Auditor
Registered No. 1254

Dated at Allawah 19th October 2007

**IMMIGRANT WOMEN'S SPEAKOUT ASSOCIATION OF NSW INC CONSOLIDATED
INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2007**

	<u>2007</u>	<u>2006</u>
Unutilised Funds Brought Forward	\$ 57,144	\$ 123,209
<u>INCOME</u>		
Grants Received 2007	\$ 314,306	\$ 523,771
Project provision & transfers from Bal Sheet	\$ 42,637	\$ -
Lifeline Referrals	\$ 3,500	\$ -
Donations	\$ 250	\$ -
Interest Received	\$ 1,407	\$ 11,201
Membership Fees	\$ 1,153	\$ 861
Rent & Admin support	\$ 7,580	\$ 13,180
CALD - Conference	\$ -	\$ 8,955
Sundry Income	\$ 805	\$ 275
Workshop/Training Collections	\$ 3,400	\$ 1,301
Total Income	\$ 432,182	\$ 682,753
Less		
<u>EXPENDITURE</u>		
Staff Expenses		
Salaries & Wages	\$ 300,933	\$ 364,280
Superannuation	\$ 26,031	\$ 31,467
Allowances & Reimbursements	\$ 1,245	\$ 3,264
Professional Development, Conferences	\$ 2,140	\$ 9,661
Provisions-Annual Leave	-\$ 17,205	\$ 13,271
Long Service Leave	-\$ 7,463	\$ 3,667
Maternity Leave	\$ -	\$ -
Time-in-lieu	-\$ 3,740	\$ 839
Relief Staff - DV Project	\$ -	\$ -
CDev & Training Rural Areas	\$ -	\$ -
CDev & Training - DV Project	\$ -	\$ -
Workers Compensation Insurance	\$ 15,979	\$ 11,228
Other Expenses		
Accounting, & Legal	\$ 6,337	\$ 8,385
Advertising-Staff	\$ -	\$ 4,251
AGM, MC, Expenses	\$ 1,606	\$ 2,925
Amenities, Hospitality, Sundries	\$ 3,491	\$ 3,119
Audit & Legal Fees	\$ 5,217	\$ 5,352
Bank Charges	\$ 602	\$ 828
Computer Support, Service & Equipment	\$ 2,701	\$ 9,827
Electricity	\$ 1,686	\$ 1,331
General Insurance	\$ 1,791	\$ 1,378
Memberships & Subscriptions	\$ 1,599	\$ 1,030
Newsletter/Publications	\$ 7,176	\$ 5,306
Postage	\$ 2,405	\$ 1,947
Printing & Photocopying	\$ 11,629	\$ 5,655
Project Expenditure	\$ 21,096	\$ 43,282
Promotion (includes 25th Anniv Expns)	\$ 5,010	\$ 1,578
Refurbishment New Premises	\$ -	\$ 2,413
Rent	\$ 24,474	\$ 33,885
Repairs & Maintenance & Security	\$ 3,824	\$ 4,092
Stationery	\$ 4,895	\$ 9,461
Telephone, Fax, Internet	\$ 14,619	\$ 17,195
Travel	\$ 2,354	\$ 15,950
Total Expenses	\$ 440,432	\$ 616,867
Unutilised Funds Carried Forward	(\$8,250)	\$ 57,144
Statement of Accumulated Funds		
Deficit for The Year	(\$8,250)	\$ 8,742
Accumulated Funds Brought Forward	\$ 51,575	\$ 42,833
Accumulated Funds As At Year End 2007	\$ 43,325	\$ 51,575

IMMIGRANT WOMEN'S SPEAKOUT ASSOCIATION OF NSW INC
BALANCE SHEET FOR THE YEAR ENDED 30 JUNE 2007

	<u>2007</u>	<u>2006</u>
<u>ASSETS</u>		
<u>CURRENT ASSETS</u>		
Petty Cash On Hand	\$ 300	\$ 400
Commonwealth Bank Operating Account	\$ 107,838	\$ 239,213
Commonwealth Bank Term Deposit	\$ -	\$ -
Rental Bond	\$ 6,672	\$ 6,672
Prepayments	\$ -	\$ 3,802
Sundry Debtors & Income Receivable	\$ 1,501	\$ 1,501
Income Receivable -Work Cover	\$ 13,372	\$ 13,372
Total Current Assets	\$ 129,683	\$ 264,960
<u>NON-CURRENT ASSETS</u>		
Equipment at cost	\$ 3,150	\$ 3,150
Furniture at cost	\$ 757	\$ 757
Less Accumulated Depreciation	-\$ 3,907	-\$ 3,907
Total Non-Current Assets	\$ -	\$ -
TOTAL ASSETS	\$ 129,683	\$ 264,960
<u>LIABILITIES</u>		
<u>CURRENT LIABILITIES</u>		
Accrued Expenses - General	\$ -	\$ 9,967.00
- GST	-\$ 11,017	-\$ 13,292.00
- Payroll Expenses	\$ 25,456	\$ 19,362.00
Total Accrued Expenses	\$ 14,439	\$ 16,037
Provisions		
Employment - Annual Leave/Sick Leave	\$ 14,382	\$ 45,068
- Long Service Leave	\$ 8,894	\$ 8,917
- Maternity Leave	\$ -	\$ 10,000
- Time-In-Lieu	\$ -	\$ 3,427
- Workcover	\$ -	\$ 2,597
Total Employment Provisions	\$ 23,276	\$ 70,009
Other		
- Project Development	\$ 1,359	\$ 2,871
- Equipment Replacement	\$ -	\$ 7,013
- OH&S Compliance	\$ 7,772	\$ 8,499
- Provisions for Expns EIP	\$ -	\$ 5,042
- Provisions for Expns - WSASS	\$ -	\$ 1,708
- Provisions for Policies & Proc	\$ 5,000	\$ -
- Relief Staff - DV Project	\$ -	\$ 10,550
- Training & Devl - Rural Areas	\$ -	\$ -
- Staff Training & Devl - DV Proj	\$ 9,200	\$ 9,200
- Staff Training & Development	\$ 5,312	\$ 5,312
- OFT-Think Smart One-off Grant	\$ 20,000	\$ 20,000
Total Other Provision	\$ 48,643	\$ 70,195
Unutilised Funds		
- ABWCA	\$ -	\$ 6,379
- Pacific Communities	\$ -	\$ -
- CALD Conference	\$ -	\$ (896)
- NWMAP-WSAAS	\$ -	\$ 20,805
- CDSE (Other)	\$ -	\$ -
- Early Intervention Project	\$ -	\$ -
- Families First Project	\$ -	\$ 30,856
- Families First Start Up	\$ -	\$ -
Total Grants & Projects	\$ -	\$ 57,144
TOTAL LIABILITIES	\$ 86,358	\$ 213,385
NET ASSETS	\$ 43,325	\$ 51,575
Accumulated Funds B/F	\$ 51,575	\$ 42,833
Surplus/Deficit Year 2007	-\$ 8,250	\$ 8,742
Accumulated Funds C/F	\$ 43,325	\$ 51,575

CURRENT IWSA MANAGEMENT COMMITTEE AND STAFF



MANAGEMENT COMMITTEE

Chairperson	Rugmini Venkatraman
Vice Chairperson	Lina Cabaero
Treasurer	Anoop Johar
Deputy Treasurer	Nalika Padmasena
Secretary	Myra Hechanova
Deputy Secretary and Rural Representative	Jorgette Sonter
Office Bearers	Vivi Germanos - Koutsounadis
	Matina Mottee
	Behka Custovic
	Izeta Zecevic

STAFF

Executive Officer	Jane Corpuz - Brock
DV Policy Officer	Kyungja Jung
DV Project Officers	Rukhshana Sarwar
	Mariam James
DV Worker (Casual)	Maria Eva Tingson
Bookkeeper	Camille Moldrich
Admin Officer	Emina Kovac
Caretaker	Kawkab Jada

FAREWELLED DURING THE YEAR:

Families First Community Development Officer	Rahile Cakir
Community Development Officer	Tenneh Kpaka
Information and Referral Officer	Yani Mariyani-Squire
Resources Production Officer	Eleanor Chang

CONTACT US:

Immigrant Women's Speakout Association of NSW Inc

PO Box 9031, HARRIS PARK NSW 2150

Ph: (02) 9635 8022

Fax: (02) 9635 8176

women@speakout.org.au

www.speakout.org.au

All photos by Speakout staff.

Design and layout by Emina Kovac.



2007 – 2008 MEMBERSHIP FORM

Name/Organisation:		
Contact Person:		
Address:		
Telephone:	(H).....	(W)..... (M).....
Fax:	Email:	
Language/s Spoken:		
Enclosed is a cheque/money order for \$..... being payment of membership.		

INDIVIDUAL MEMBERSHIP:

Individual membership (unwaged):	Free
Individual membership (waged):	
<input type="checkbox"/> Annual Income less than \$35 000pa	\$11 (incl GST)
<input type="checkbox"/> Annual Income \$35 000 – \$50 000pa	\$16.50 (incl GST)
<input type="checkbox"/> Annual Income more than \$50 000	\$27.50 (incl GST)

ORGANISATION MEMBERSHIP:

<input type="checkbox"/> 5 full time equivalent staff or less	\$22 (incl GST)
<input type="checkbox"/> More than 5 full time equivalent staff	\$44 (incl GST)
Your Organisation is (please tick all applicable):	
Ethno-specific Organisation <input type="checkbox"/>	Community Organisation <input type="checkbox"/>
Women's Service <input type="checkbox"/>	Government Organisation <input type="checkbox"/>
Domestic Violence Service <input type="checkbox"/>	Other <input type="checkbox"/>

I agree to abide by the aims and objectives of Immigrant Women's Speakout Association Inc.

Signed: _____ Date: _____

THANK YOU FOR YOUR SUPPORT

PO Box 9031, Harris Park NSW 2150
 Telephone (02) 9635 8022 ▲ Fax (02) 9635 8176
 Email: women@speakout.org.au