



Arab Council Australia Inc.

Annual Report 2014



Arab Council Australia
المجلس العربي استراليا

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We acknowledge the traditional owners of the land on which we live and work and pay our respect to elders, past and present. We acknowledge this land was, is and will always be Aboriginal land.

▽ The Chairperson, Mr Khaled Al Melham



AGM 2013 Guest Speaker, Dr Tim Soutphommasane, Race Discrimination Commissioner
▽ Human Rights Commission



Council's Board with the former Mayor of Bankstown Cllr Khal Asfour



Ms Randa Kattan, Council CEO with Ms Wafa Zaim, Ms Maha Krayem Abdo from United Muslim Women's Association and Aboriginal Elder at the Walk for Respect in Lakemba



△ CEO with the Racial Discrimination Act (RDA) coalition members from ethnic and indigenous communities in Canberra



△ Guests, members and friends at Council's 2013 AGM

Chairperson's Message

The current conflict in many parts of the Arab world is much bigger and so much more complicated than anyone ever imagined. The loss of lives, destruction, displacement and instability are catastrophic and tragic causing untold suffering to families and friends overseas and locally. These have also impacted on us as peoples, on our services and resources in this Council.

During this period, Council stepped up its role in campaigning on several issues affecting the community such as opposing the proposed changes to the Racial Discrimination Act or when the so-called 'War on Terror' was announced. Once again, our community - Arab Australians in general and Muslims Australians in particular - became the centre of public attention facing an onslaught of negative commentary in the mainstream media.

The Arab Australian identity has been an issue for some time, particularly so for young people. We believe however that the future is brighter given the level of maturity of people in our community including our youth who have taken on leadership roles in various fields.

Council as always has played a very important role in encouraging and facilitating constructive dialogues within the community and between various sections of the broader community under very difficult circumstances. We continue to work with all levels of government and the community to promote harmony and build bridges between communities.

This is my last message as Chairperson of this Council, and I would like to take this opportunity to thank all Board members for their commitment and tremendous efforts. I also would like to extend my thanks and appreciation to all Council staff for their hard work, enthusiasm and dedication during these difficult and challenging times .

Last, but not least I wish to thank our CEO, Ms Randa Kattan who continued tirelessly with her strong leadership to stand up for people's rights and social justice.

Khaled Al Melham
Chairperson



The Chairperson, Mr Khaled Al Melham

▽ Ms Violet Roumeliotis, SSI CEO as Returning Officer overseeing the ballot count at the 2013 AGM's Board election



▽ Open public meeting regarding the issue of the former Community Relations Commission Chairperson



Dr Soutphommasane, Council CEO and other leaders discussing current issues facing the community



Council CEO with RDA coalition members and Hon Tony Burke, in a show of support for the Walk for Respect and against race hate speech



Community leaders, Council Board members (Mr Jamal Hamdan and Mr Amir Salem) and Council CEO with Hugh Riminton, Ten Eyewitness News Co-host



Dr Ramzi Barnouti, Board member with members of the RDA coalition of ethnic and Indigenous leaders and federal politicians in Canberra

Chief Executive Officer

This year was marked by high points but at the same time it has been a period of multiple complexities which have challenged us and tested our resources, time and energy. While the challenges are ongoing – at least in the foreseeable future – our services continued to deliver strong and exceptional results. We increased our collaborative action with other groups and focused on building opportunities with a greater sense of purpose, compassion and an unwavering belief in our strong vision for an inclusive and just society.

One of our primary focal points this year has been the proposed changes to section 18C of the Racial Discrimination Act (RDA). We alongside Indigenous and ethnic groups joined forces in our opposition of the Federal government's proposed changes. We viewed with deep concern the Government's exposure draft to repeal sections 18C and D of the Act and to insert other, quite different and much weaker provisions. We believe the proposed changes would have been a huge leap backwards for Australia. So we lobbied wide and strong and consistently made representations to politicians on all sides. We also played a pivotal and leading role in several forums on this issue and lodged a submission expressing our position in response to the Government's Exposure Draft of Freedom of Speech (Repeal Section 18C).

Months into our campaign - on 5 August 2014 to be precise - the Prime Minister (PM) announced that that his Government will not proceed with the proposed changes to the RDA. While we believe that the PM had made the right leadership call by listening to the voices of communities, it was a bitter-sweet victory for us. Joy at the successful opposition to the proposed changes to the RDA immediately turned to gloom when the PM cited the risk of "home-grown terrorism" as reason for taking the changes "off the table". We became concerned that our community will, once again be singled out for 'special treatment' in the name of national security. We know all too well that collectively blaming communities because of the actions of a minority has severe impact on people's lives. Sadly, the "them" and "us" rhetoric escalated in earnest and our community was fashioned as the enemy within. Once again, we became the target of vilification and racial discrimination. As an organisation – like many others in this community – we became inundated with requests for media commentary most of which was about our position on the atrocities unfolding overseas and the local politics surrounding them. We rose to the challenge of commenting in the media on some complex and divisive matters while at the same time balancing the needs of the community for harmony and inclusivity.

It is worthwhile mentioning that despite the many complex situations we have been experiencing, Council was active in leading strong campaigns about a number of issues which galvanised people into sustained action. The work brought the community together in a show of solidarity resulting in some notable gains for the better good.

The issues we currently face are beyond any one organisation, group or community. These are societal issues and society is better served when we all work together, inclusive of people of all ethnicities and all faiths or none. As such, we continue to forge ahead and build alliances within the community and with other groups.

As always, our services continued to deliver strong results for the community and the people we serve – families, the elderly and the young, the Arabic speaking community and those beyond. Food Aid continues to deliver groceries to families in need and has faced significant demand and so did the family services, financial counselling and problem gambling counselling services.

It is important to acknowledge another Council ground-breaking work - the Linked In Bankstown project. This project is funded for two years until 2015. It builds on our much lauded Imagine Bankstown and works collaboratively and inclusively with other communities and sectors to enhance the social and economic participation and assets of people in Bankstown. This year we saw the development of this project's community collaboration model which has been an exciting and creative learning experience – bringing together world class leadership practice with the local knowledge and experience of community leaders. It brings "making a difference" in the community to life, with a deeper discovery of the

dynamics of making progress in Bankstown combined with a sharp focus on practical results.

I could cite many examples of our work, our efforts and our involvement during this period. The information highlighted throughout this report showcases months of work undertaken by this organisation and I encourage you to peruse this document in full.

In closing, I would like to acknowledge all those who make our work possible.

My sincere thanks to our funding bodies for the ongoing contribution and confidence in us; to the media for their consistent support in promoting our services and causes; to Council members for their commitment to this organisation. As always, I am deeply appreciative of all the organisations who have worked with us during this period.

I offer warm regards to our clients, for trusting us with their stories and for giving us the opportunity to share with them their hopes for a better future.

To our outgoing Chairperson, Mr Khaled Al Melham, I extend warm regards for his commitment and support over the years. To our board, staff and volunteers, thank you so much for your dedication, time, effort and hard work. This year's accomplishments and the high standards of this organisation could not have been achieved without your enormous contribution.

Randa Kattan
CEO



CEO launching Olive Ribbon with Sydney Alliance partners at the Alliance Assembly in Oct 2014



Federal Member for Banks, Mr David Coleman with Council CEO, former Chairperson Dr Rosemary Suliman, Board Member, Dr Ramzi Barnouti and staff



CEO and hundreds others in the Walk for Respect in Lakemba (Canterbury Bankstown Express 27 May 2014)



Council CEO with Mr Hugh Riminton from Channel Ten

This ribbon symbolises our living and working together peacefully and respectfully, inclusive of people of all ethnicities and all faiths or none. We pledge not to position any community as 'the other'. We are one Australia which will not be divided. Our diversity makes us stronger and richer and we will stand together – hurt one of us and you hurt us all.

Administration and Information

Annual reporting is always an opportunity to reflect on the work undertaken throughout the year. And the Administration Unit achieved a great deal during this period. There has been an increase in enquiries for our diverse welfare services and this has meant a higher demand on the resources of the Administration Unit.

Our Unit is the first point of contact for people enquiring about Council's activities, programs and services. During this period we have experienced a sharp increase in enquiries about Council's two emergency relief services Food Aid and Energy Accounts Payment Assistance (EAPA) Scheme, financial counseling and problem gambling counseling services, room bookings and many more.

We handle a wide variety of day to day administration duties and continue to revise and maintain a well resourced and up to date information database. This enables Council staff to respond to requests efficiently in addition to providing, clients, members, organisations and Board members with the required information.

Another key role of this Unit is providing administrative support to the Chief Executive Officer on a number of fronts. We also provide support to the Board of Management by ensuring that Minutes and other records of the Board, General and other meetings are maintained and up to date.

A certain level of administrative support also extends to other Council Units. As such, we design flyers for various events and activities, handle mail outs, budgeting, bookkeeping and reporting to funding bodies.

The Unit is responsible for monitoring the maintenance of Council's computers, furniture and other equipments. We continue to deal with services and goods suppliers from cleaners, security to electricians, IT consultants, and stationery and equipment providers. In all of our dealings, we always ensure that goods and services are cost effective, of high quality and environmentally friendly.

Usage of Council Facilities 1 July 2013 – 30 June 2014	
Type of Activity	Frequency
Major Events	7
Meetings	424
Training Sessions	12
Workshops, Sessions etc	23
Total	466



Grant's Information session by the Community Relations Commission at Council

Council has been in partnership with the Australian Taxation Office to provide Tax Help Program since the year 2011. The program is operated by volunteers who offer a free and confidential service to assist people complete their tax returns. The volunteers are trained and accredited by the ATO and are situated at our Office starting on 1 July to 31 October of each year.

Council makes available its Hall and Library by hiring it to other agencies and groups so they can hold their activities (eg. workshops, training and information sessions etc). In this respect, our Unit liaised with these agencies and groups to ensure that their requirements are met when holding their activities.

Translation Service

The Translation Service continues to operate and is available to all members of the community, government departments and agencies, private and commercial organisations and to community groups. Our Unit staff manages the handling of documents for translation from the point of enquiries until they are returned to the client.

Emergency Relief Services

During this period there has been an increase in demand for our two emergency relief services - Food Aid Project (grocery parcels) and EAPA (Electricity and Gas assistance) vouchers. This Unit is responsible for maintaining all records for both services..

1 July 2013 to 30 June 2014	
Food Aid Project	
Total number of families served	70
Total number of parcels given	2240
EAPA vouchers	
Total number of clients served	328
Total number of vouchers given	980

1 July 2014 to 30 October 2014	
Food Aid Project	
Total number of families served	20
Total number of parcels	520
EAPA vouchers	
Total number of clients served	133
Total number of vouchers given	400

Accounting and Bookkeeping

Council's day-to-day financial bookkeeping is one of the core responsibilities performed by the Unit staff and includes maintaining manual and computerised (MYOB) bookkeeping and accounting systems, preparing wages and allowances, updating staff leave, maintaining the petty cash and ensuring the timely payments of all accounts as well as the preparation of taxation statements (BAS), income and expenditure records and monthly financial records.

Quarterly financial reports and budgets for all projects as well as the yearly accounts for auditing continue to be prepared in a timely manner. We also continue to monitor various funding guidelines and agreements and provide advice to the CEO on accountability deadlines.

We continue to liaise with Salpac, (the company responsible for administering staff's salary packaging and sacrificing) and this has been operating efficiently since we started.

We also ensured that Council's Workers Compensation, Public Liability and other insurances are current and that payments are made on time.

Students on Placement & Volunteers

Our volunteers and students on placements who dedicate their time to facilitate specific requirements of projects, have continued to be an integral part of our organisation this year. Our Unit is the first entry point for these valued volunteers and students.

We have continued to liaise with Creating Brighter Career Connections (CBCC) to provide work experience and placement opportunities for High Schools students, Universities, TAFE and other education institutions have also referred Social Sciences and Welfare students to Council and we have linked them with various projects and Units. The names of students and volunteers are acknowledged in the relevant section of this report.

Finally, we would like to thank Council's staff and Board members. In particular, we thank the former Treasurer and now Deputy Chairperson Mr Jamal Hamdan for always being available when needed which made our Unit work much easier and our thanks also goes to the current Treasurer Mr Amir Salem for his support.

As always, we would like to offer our utmost appreciation to our mentor, Ms Randa Kattan, the Chief Executive Officer. We thank her for her patience, understanding, guidance, encouragement, learning, and above all for her leadership.

Pauline Oshana
Unit Manager

Nena Al-Bazi
Administration Officer

Some of our promotional flyers

Council CEO with other leaders at Sydney Alliance retreat in May 2014

Linked In Bankstown Forum



Council CEO speaking at the Section 18C of the RDA Forum in Bankstown



Council CEO and members of the RDA coalition with Hon Jason Clare, Hon Michelle Rowland and Hon Mark Dreyfus at the RDA Forum



AGM 2013 Guest Speaker, Author of Sorry We Have No Space, Mr Joseph Wakim



Chairperson speaking with the Arab League Delegation during their visit to Council

Linked in Bankstown Project

The Linked in Bankstown project, funded by the Australian Government Department of Human Services under the Better Futures, Local Solutions Funds, commenced in 2013 aiming to maximise the use of existing community resources to increase the economic and social participation of people in the Bankstown Local Government Area. The project capitalises on the ground work of an earlier project named Imagine Bankstown.

The Linked In Bankstown was designed to achieve the following:

- Create an inventory of assets in the Bankstown LGA.
- Develop a collaborative model
- Train and build capacity in the model
- Developing mechanisms for collaboration

To date the project has achieved some notable milestones which will be of benefit to local services, other sectors, areas and the general Bankstown community. Some of the project's achievements include:

- Asset mapping of local assets, resources and services which resulted in the Linked In Bankstown Directory Resource.
- Developing a Community Collaboration Model with a strong local focus and flavour in the design.
- Holding a community training forum which was very well received. It has led to increased numbers of participants registering to the more formal four part training program.

The project has been extremely effective in engaging a wide range of community organisations representing a number of different ethnic groups as well as sectors. Pleasingly, the business community has also responded positively. This has been a period of intense pressure for the local community, especially the Arabic and Muslim communities. This program has helped participants network and build cooperation with each other and reduce some of the tensions associated with broader national reforms which have an impact at a local level.

The Linked In Bankstown will continue for one more year and we have no doubt that it will leave a legacy for ongoing collaboration in Bankstown and other areas for many years to come.



Linked In Bankstown Community Forum

Strengthening Communities Unit

The Strengthening Communities Unit works on providing casework to members of the community on various issues and on developing and implementing projects which are aimed at strengthening communities. The two main projects of this unit are:

- **Gambling Help Recovery and Support Service including Financial Counselling, funded by NSW Office of Liquor, Gaming and Racing - Responsible Gambling Fund.**
- **Arabic Seniors Social and Information Network Project funded by NSW Ageing and Disability and Home Care.**
- **Two other projects funded by Bankstown City Council ie. We're Family Too LGBTIQ Project and Care for Carers Project**

Gambling Help Recovery and Support Service

This service offers the following:

- Counselling and casework support to Arabic speaking individuals, their families and friends on gambling and other related issues (financial difficulties, relationships, mental health)
- Educational sessions to promote awareness about problem gambling impact
- Advocacy and referrals to relevant service providers

During this period, the service signed a Memorandum of Understanding with Clubs NSW with the objective to reduce the negative impact of problem gambling on NSW individuals and communities. The service worked closely with Responsible Gambling Fund, NSW Multicultural Health Communication Service and other CALD Problem Gambling Counselling services.

In addition to the main office in Bankstown, the service commenced outreach counselling services in three other locations. These locations are: Auburn, Arncliffe and Rockdale.

Clients received face-to-face, telephone counselling and support. A number of clients were referred to other units within Council or to other service providers for further assistance related to other issues e.g. legal matters, mental illness, drug and alcohol counselling services, income support, etc.

The service continued to provide counseling using Cognitive Behavioral Therapy Model and Solution Focused Model as the two main treatment therapies for clients and their families. Counsellors also used other therapy methods depending on each individual case.

Referrals were received from Gambling Helpline, Bankstown and Fairfield Probation and Parole, Star City Casino, Centrelink, Multicultural Problem Gambling Service, other Government and non-Government agencies. Clients also self referred or were referred by family and friends.

1 July 2013 to 30 June 2014	
Total number of clients	99
Total number of Families/Friends of clients	26
Total number of counselling sessions	708
Total number of files closed	12



Community Education about Problem Gambling

The service continued to conduct community education activities targeting Arabic speaking background people with gambling problems, their families and friends. The topics covered were based on clients and community needs which were determined through discussions with clients and promotional campaigns developed by RGF. During this period 22 information sessions were delivered with an overall 90 per cent positive feedback being received. The details of these sessions are listed in the table below covering both Problem Gambling and Financial Counselling topics.



Problem Gambling Information Session with Navitas Students

Information Sessions Topics	Target group	Attendance
Impact of gambling & misuse of credit cards	English students	34
Impact of gambling & misuse of credit cards	English students	30
Impact of gambling & misuse of credit cards	English students	32
Impact of gambling & misuse of credit cards	English students	30
Impact of gambling	Community members	8
Impact of gambling	Community members	17
Impact of Gambling and money management skills	Parents	8
Impact of Gambling and budgeting skills	Refugees	33
Impact of Gambling/ Budgeting tips and money plan	New arrivals	25
Impact of Gambling/ Budgeting tips and money plan	New arrivals	20
Impact of Gambling/ Consumer credit law and bankruptcy	Community members	19
Impact of Gambling / Consumer credit law and bankruptcy	Community members	15
Impact of Gambling / Budgeting tips and money plan	New arrivals	12
Impact of Gambling / Budgeting tips and money plan	New arrivals	30
Impact of Gambling / Money management skills	Parents	12
Impact of Gambling on workers	Staff of community organisations	10
Impact of Gambling on workers	Arab Workers Network	7
Impact of Gambling / Budgeting tips and money plan	Arabic Seniors group	37
Impact of Gambling / Budgeting tips and money plan	Students	11
Impact of Gambling / Budgeting tips and money plan	New arrivals students	30

Promotion, Networking and Representation

The service and issues of problem gambling were promoted through advertisements in Arabic newspapers such as Al Mustaqbal, El-Telegraph and Annahar. In addition, media interviews were conducted with the bilingual Counsellors. Six interviews were conducted with SBS (Arabic Program), one with Radio 2me and Voice of Tomorrow with media releases in Annahar, El-Telegraph and Al-Mustaqbal. There were also regular community announcements about the service. The service is promoted through the Gambling Hangover YouTube Channel featuring the Counsellor in a video clip "Meet the Counsellor" in both Arabic and English.

The Counsellors also promoted the service at different forums such as RGF Journal Club at University of Sydney, Arabic Workers Network, Western and South Western Sydney RGF Forum, Sydney Metro RGF Forums and CALD Stakeholders' Forum, FCAN meetings, Bankstown Interagency Group.

Close links were initiated and/or maintained with Kogarah Council, Hurstville Police Station, Liverpool MRC, Arncliffe Community Centre, Gynea Interagency forums, St George MRC, NAVITAS Fairfield, Melkite Welfare Association, Auburn Multicultural Interagency, Bhanin Welfare Association, Fairfield High School, Condell Park public school, Wiley Park public school, Seniors Arabic groups, Club Safe, Wesley Mission, Multicultural Problem Gambling Service of NSW, Bankstown and Fairfield Probation & Parole services, Arab Workers Network, Centrelink, Department of Community Services, Department of Housing and Bankstown Community Health Centre.

The service was actively involved in promoting the Responsible Gambling Awareness Week (RGAW) in May 2014 with the theme "Gambling and the Workplace", Activities included: presentations to staff of various organisations to talk about the impact of gambling addictions on workers and the workplace. Radio interviews were conducted with SBS to raise awareness on processes in place to support workers who are faced with gambling issues.

Counsellors attended various meetings during the year. The table below shows the types and purposes of meetings attended.

Meetings, Consultations etc	Purpose of Activity
RGF Journal Club	Networking and promotion of the service
Sydney Metro RGF Forums	To exchange information and promote the service
Western and South Western Sydney RGF Forums	To exchange information and promote the service
Financial Counseling meetings at FCAN	To attend training and promote the service
Gambling Counseling conference stakeholders consultation	provide feedback on conference planning
Bankstown Interagency Group	To promote the service
NSW PG Counsellors Conference	Professional development and promote the service
NAVITAS Fairfield and Bankstown	To promote the service
Kogarah Neighborhood Centre	To promote the service
Gynea Interagency	To promote the service
CALD Stakeholders meeting	To promote the service

Financial Counselling Service

The Financial Counselling Service is provided as part of the Gambling Help Recovery and Support Service to clients with problem gambling and their families by staff who are accredited Financial Counsellors. The services offered by the Financial Counsellors include:

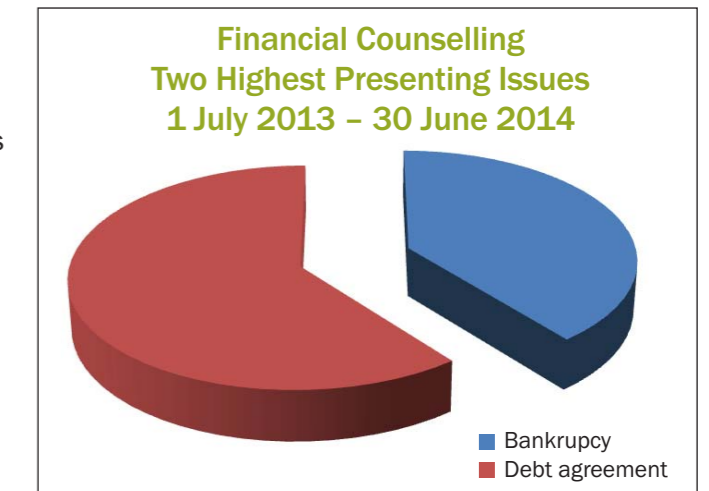
- Financial counselling and casework support for individuals and families experiencing financial hardship.
- Full assessment of client's financial situations and compilation of a money plan.

- Provision of information and options for behavioural change regarding money.
- Negotiation with credit providers, government agencies and other business providers on client's behalf.
- Provision of information on credit laws, the debt recovery process, bankruptcy and other areas of legislation.
- Information sessions regarding budgeting techniques and money plans, consumer credit law, bankruptcy regime, industry hardship policies and government concession framework, misuse of credit cards, contracts and the penalty involved plus other issues.

Clients were provided with face to face financial counselling, assistance and referrals to legal services, mental health and welfare services.

The main source of referrals were from creditors such as money lending companies, Banks, GE money, Energy Australia, Financial Counsellors Association of NSW, self referrals and other.

1 July 2013 to 30 June 2014	
Total number of clients	45
Total number of counselling sessions	129
Total of client's files closed	14



Community Education related to Financial Counselling

The project delivered education activities to the community. The topics were based on identified needs. Twenty sessions were conducted together with the problem gambling information sessions with an overall 90 per cent positive feedback being received. See the table in the "Community Education about Problem Gambling" section of this report which shows the information sessions that were delivered during this period.

Promotion, Networking and Participation

As with the Problem Gambling Service, Financial Counselling was promoted through advertising in Arabic newspapers and Arabic Radio, with Financial Counselling Association of NSW (FCAN) monthly meetings, with service providers such as Mission Australia, Salvation Army and through the Council's projects and networks.



Problem Gambling and Financial Counselling Information Session with staff from the Bhanin El Minieh Association

Arabic Seniors Social and Information Network Project

This service provides social support and information to Arabic speaking background well and frail aged people and their carers in four Local Government Areas (LGA) Auburn, Parramatta, Blacktown and Holroyd. The groups meet once a week from 10 am to 2 pm and clients are provided with transport to and from the respective community centre. Group activities provided to clients include gentle exercises, health talks, general information, outings, games, arts and crafts etc

Auburn Group	Blacktown Group	Holroyd Group	Parramatta Group
Meets every Wednesday at Auburn Centre for Community	Meets every Friday at Mount Druitt Seniors Hub	Meets every Thursday at Holroyd Community Centre	Meets every Monday at Granville Community Centre

The main sources of referrals were from community welfare organisations and family and friends. Council has set up partnerships with a number of organisations to run the groups ei. Holroyd City Council, Auburn City Council, Sydwest, Mount Druitt Hub and Granville Multicultural Community Centre.



Auburn Seniors Group exercise session

Information Sessions

Over thirty information sessions were organised for the ASSIN clients during this period:

- How to vote sessions by the Australian Electoral Commission
- Anti-Poverty Week cooking in a budget competition by Linked in Bankstown
- Walking safely presentations by Arab Council Australia
- Hepatitis B educational & awareness sessions by Multicultural HIV and Hepatitis B Service
- Impact of Problem Gambling by the PG Counsellor at Arab Council Australia
- Budgeting & money management by PG counsellor at Arab Council Australia
- Shopping Scams session by Fair-trading
- Gaps Between Generations Series of presentations by Auburn Community Health Centre
- Hearing Tests to all group members by Hearing Australia
- Prostate Cancer focus groups participation for male clients to make discoveries which will improve the length and quality of life of men with prostate cancer,
- Organ and Tissue donation sessions by Multicultural Health Communication Service

In addition, the community care officers presented relevant topics on health and wellbeing to the seniors on a fortnightly basis.

Networking, Consultations and Representations

The Unit continued to maintain links with agencies and support networks in different LGAs. Staff attended a number of relevant interagency meetings such as: CarerAssist, HACC Forums, RGF Metro and South West Forums, Sydney Bankstown Seniors Network, Bankstown Interagency Group, Auburn Multicultural Interagency, Multicultural Health Communications Service, Multicultural HIV and Hepatitis Prevention Service, Sydney Alliance, STARRTS, The Aged Care Rights Service, Arabic Workers Network meetings (AWN).

Close networks were established through these meetings and clients were linked to different services such as Wesley Mission Australia, St Vincent De Paul Society, Multicultural Problem Gambling Service for NSW, Community Health Centres, Department of Housing, Financial Counsellors Association of NSW, Migrant Resource Centres, Bhannin El Minieh Association, Sydney West Area Health Service, Legal Aid, Salvation Army, Granville Multicultural Community Centre and other services. These links were established in a number of Local Government Areas' such as Bankstown, Canterbury, Auburn, Blacktown, Parramatta, Holroyd Fairfield and Liverpool LGAs.

A high proportion of clients who were referred to those services provided positive feedback. Other networking, consultations and developmental activities that were conducted during this period include:

- Consultations with RGF Communications steering committee to plan on the selection of the most appropriate design for Gambling Help posters.
- Consultations with Youth Employment Taskforce to plan to address high unemployment figures in Bankstown LGA.
- Consultations with ASSIN Seniors group in partnership with NSW Cancer Institute and Why Documentaries to promote awareness of Mammograms and Pap Tests through a DVD production.
- Networking with ACON on the development of projects to raise awareness on issues faced by the LGBTIQ Arabic speaking community.
- Networking and consulting with 3Eproject and Steplight foundation to address Energy efficiency measures for staff and clients.

The Unit also regularly participated in a number of committees dealing with issues and projects of major relevance and/or interest to the community. Some of these include:

- Home and Community Care forums at Auburn, Blacktown, Holroyd and Parramatta.
- HACC forums relating to working with seniors from LGBTI community.
- Sydney Metro Gambling Forums.
- Greenacre Neighborhood Area community festival organising committee.
- NSW Multicultural Health Communication.
- Auburn Council seniors projects initiatives.
- Bankstown Recovery and Support Network planning day to map needs analysis and priorities for service provisions in Bankstown LGA.

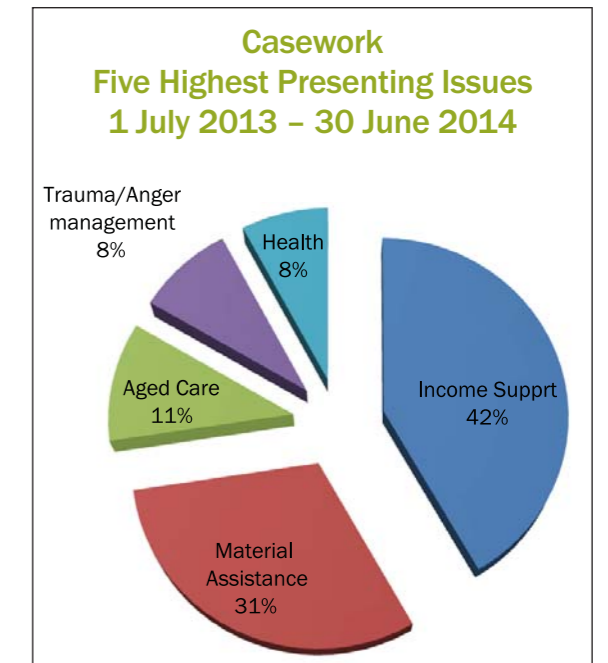
Promotion and other Public Relations Activities

Promotional material about projects within the Unit were distributed and publicised through SBS Arabic Radio and local Arabic Radios and through Arabic language newspapers such as Al-Mustaqbal, El Telegraph and Annahar. Some of the events held at Council also involved radio interviews. The projects were also promoted through various agencies, interagency and network meetings.

Additional Casework

The Unit continued to provide casework to individuals on a range of matters which are in addition to those mentioned previously in this report. The table below shows the occasion of service as they relate to presenting issues.

1 Jul 2013 – 30 Jun 2014	
Issues	Occasion of Service
Aged Care	349
Family Crisis/Social	108
Conflict Resolution	88
Education and training	39
Employment	11
Health	253
Housing	61
Material Assistance	996
Income support	1347
Learning English	7
Legal	59
Settlement Issues	14
Torture/trauma/anger management	282
Torture/trauma/anger management	86
Total	3614



Other Unit Initiatives

We're Family Too: Same Sex Attracted People from Arabic Speaking Backgrounds Community Support and Development Project

The project provided community and health workers in Bankstown LGA with greater knowledge and resources in their service to LGBTIQ groups, and created support services for same sex attracted Arab background people and their families. We also worked with the Arabic media to start a community dialogue around sexuality and sexual diversity. The outcomes of the project included the successful delivery of two 3 hour training sessions to health and community workers on increasing understanding and awareness of issues faced by (LGBTIQ) identified people from Arabic speaking communities to enable participants to appropriately support the identified group.

The training included information about the groundbreaking research report, 'We're Family Too' which looks at the effects of homophobia on same-sex attracted people from Arabic speaking communities. The project was funded by Bankstown City Council.



We're Family Too training

Care for Carers Project

The project assisted carers in becoming more socially included and in having various opportunities to be part of a social group with other carers in similar circumstances. In addition, carers gained more awareness regarding the available resources and were advised about their rights to care for themselves and also to receive respite. The project allowed carers to make better informed decisions in areas relating to their wellbeing and the wellbeing of their loved ones.

The outcomes of the project included partnership with Carer Assist in Bankstown and the delivery of mental health education sessions, support groups, self-care, Centrelink and health promotion educational sessions, outings to parks and cafes using our community bus which the carers enjoyed greatly. Carers built new friendships and networks and discussed common issues and themes. The project was funded by Bankstown City Council.



Carers outing to Blaxland Park

Walking Safely education to seniors

The Walking Safely project assisted Arabic seniors in South and Western Sydney areas in gaining valuable knowledge and skills on road safety uses specifically for senior pedestrians while crossing the roads. A total of eight sessions were delivered to Arabic speaking seniors in various LGAs. The sessions included presentations on power point on road crossing risks and dangers and how to avoid accidents and be safe at all times. The seniors enjoyed the discussions with the presenter over lunch or coffee in casual and organised environment. Seniors were encouraged to provide feedback on road safety issues which exist in their areas and the presenters reported back to RMS to address these issues and make the necessary changes to roads for increased safety. The workshops are funded by NSW Roads and Maritime Services.

Hepatitis B Awareness Week

As part of this year's World Hepatitis Day and Awareness week Arab Council Australia worked with the Multicultural HIV and Hepatitis Service and the NSW Hepatitis B Community Alliance to raise awareness of hepatitis B and encourage people to have a hepatitis B test. Activities which took place included the development of a Hep B poster in the Arabic language which contains key messages to potential patients; the posters were distributed to be displayed in various community welfare organisations, local Councils and libraries; media release on the consequences of Hep B and means to avoid it and information on tests available; An interview with Dr Amany Zekry by SBS Arabic radio aired on Saturday 26 July 2014; Hep B training workshop for the Arab Workers Network members; Community education sessions at Arab Council Australia and for the seniors in Mt Druitt Hub.

Healthy Week Project

The NSW Multicultural Health Communication Service (MHCS) coordinated Multicultural Health Week for the NSW Ministry of Health in partnership with Arab Council Australia. The theme of this year was: Healthy Workers.

The aim of the event was to encourage all workers including those from multicultural backgrounds to: Be Active at Work; Eat Healthily at Work; Be Smoke Free at Work.

Staff participated in all the activities which included: walking to lunch, instead of taking their cars; exercise and work related stretching exercises with the sports instructor; in the Healthy Lunch Box Competition Council staff and Bankstown Women's Health Centre and friends cooked a healthy lunch and brought it to Council to be selected for prizes of the healthiest food;

Media launch was attended by staff, the media and representatives from Multicultural Health Communication Service to celebrate Healthy Worker Week. During the launch, Key resources that had been developed were presented including the TV ads in English and Arabic. In addition these resources were distributed to more than 80 businesses and community organisations in Bankstown LGA.

A banner for the Multicultural Healthy Week in Arabic and English was displayed in Auburn Centre for Community, showcasing the key messages and rising awareness for being healthy.



Healthy Week Media Launch

Sydney Alliance

The Unit was involved with Sydney Alliance in various planning meetings in Western Sydney. The outcomes included a chance to connect with other similar organisations, hear ideas and find out how to best lead table talks in our organisations. The three main citywide challenges that members are working on now are:

- improving public **transport**
- increasing affordable **housing**
- enabling entry into **employment**, particularly for young people

The Unit participated in the Sydney Alliance Table Talks training at Parramatta CMRC and conducted a Table Talk meeting with the seniors in Granville.

Australia's Biggest Morning Tea event

We held a fundraising event as part of the "Australia's Biggest Morning Tea" to fundraise for research and projects of Cancer Council. The event was a great success in raising donations and in creating

greater awareness about Cancer prevention and the many practical and emotional support services provided to cancer patients. It is this level of commitment to community initiatives that contributes to the maintenance and the wellbeing of people in the community. The money was raised with the assistance of staff, clients, community members and the kind donations of vouchers of local businesses in Bankstown which we appreciate their contribution.

3Eproject

The 3E Project is funded by the Dept of Industry as part of the Energy Efficiency Grants Program for CALD Small-Medium enterprises and community organisations in Western Sydney. The Unit organised a 2 day workshop presented by Steplight to help community organisations and owners of small and medium businesses become aware of energy reduction measures. Council participated in the energy audit and as a result of changes made to the use of energy was able to save money on the energy bill. The staff acquired skills to educate EAPA clients on saving energy tips and provided resources in Arabic provided by 3E project. One of the highlights was Council receiving the “Energy Efficiency & Sustainability Awareness Award” for participating in this initiative. The Award was presented to Council at the CMRC’s AGM.

Arab Workers Network

The Unit convenes The Arabic Workers Network (AWN) which is a forum for workers from across NSW who either speak Arabic or work directly with the Arabic speaking community. The aims of the network were achieved by creating greater awareness about issues affecting the Arabic speaking community in NSW and by providing a forum for support and information to workers with the view of increasing access and equity to the Arabic community. The AWN also provided a forum that encouraged and promoted skills development and information exchange amongst members. Topics covered include: : HACC NDIS consultation project, Responsible Gambling Awareness Week, the Life on Track Program at Mission Australia, Hep B Awareness Training, Healthy Worker Week presentation, family DV and legislations,

Anti-Poverty Week event

Dr. Tim Soutphommasane, Race Discrimination Commissioner of the Australian Human Rights Commission addressed the audience and talked brilliantly about “Social Equality and Discrimination”. The event and the talk provided guests with more insights into the link between discrimination and social inequality in Australian society.

Smoking Cessation Training

Staff at Council and external health workers from various organisations attended training which formed part of the ‘Evidence to Practice Grant’ awarded by the Cancer Institute NSW to Quit Education Services. This project provided free tobacco cessation training skills to health care and other workers who engage frequently with Culturally and Linguistically Diverse populations & Aboriginal communities. All participants provided positive feedback on the outcomes of learning.

Mind Gallery Art Workshop

Women from the Seniors and Women’s groups participated in a creative workshop in October in the Bankstown Arts Centre which explored the importance of breast screening. Twenty three women worked together and created pieces of beautiful art which told their collective stories. The project was a partnership with Cancer Institute NSW and Cultural Perspectives.



During the Arts project

Long Term Projects

Council has a longstanding partnership with Evolve Housing which provides housing to older people of Arabic speaking background who are experiencing financial difficulties and health problems. Council is responsible for the provision of support services to these tenants and these services are provided by this Unit. They are as follows:

- Case work
- Advocacy
- Providing appropriate referrals
- Assist clients to access mainstream services

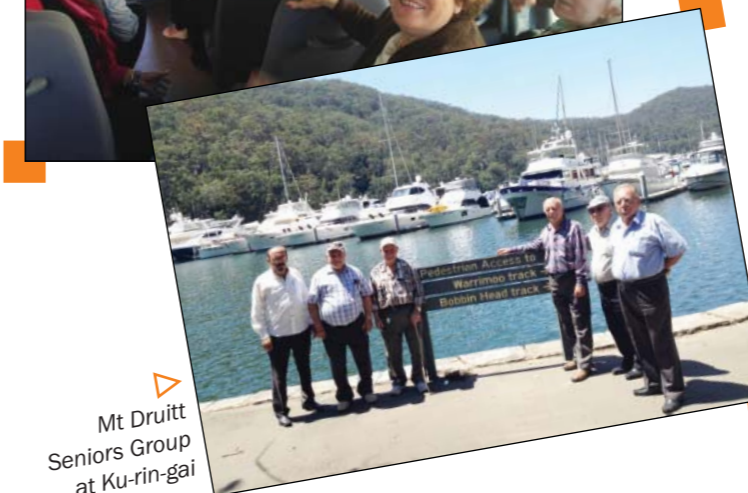
Professional Development Of Unit Staff

Training sessions attended by the unit during this period were:

Financial Counselling Training and monthly supervision	Seniors Network Forums professional development
Problem Gambling Monthly Supervision	Financial Counselling Course
Financial Counselling 4 day Conference	Diploma of Financial Counselling
Problem Gambling Counselling 2 day conference	“Introduction to Criminal Law and Gambling”
Problem Gambling Pathways 4	Journal Club at Sydney University
Working effectively in the problem gambling sector	Mental Health First Aid training
Assessment in the problem gambling sector	Tobacco Cessation Training
We are Family Too	Crunch Point Conversations
Australia Tax Review	Working with clients experiencing mental illness
Policies and Procedures	Self-Care management
Introduction to Criminal Law and Gambling	Hepatitis B awareness
Safe Place training	Aged Care ask Better Questions
Action Learning Set	Cultural Diversity
RGF auditing training	Work and Health Safety



Carers group on the bus to an outing



Mt Druitt Seniors Group at Ku-rin-gai

Randa Moussa
Unit Manager

Heshmat Shahid

Zeinab Hourani

Wafa Ibrahim (Oct - Dec 13)

Farizeh Chamaa (Aug - Oct 13)
PG Counsellors

Nada Miski (Nov 12 - Oct 14)

Rhonda Issaoui
Community Care Officers

Nehme Mrish
Community Bus Driver

Natalie Katrib
Student, Ultimo TAFE

Sharin Wassouf
Student, Australian Catholic University

Staff and Board at Sydney Alliance Western Sydney Assembly in Parramatta



Council CEO with Ms Marina Suarez from Multicultural HIV and Hepatitis Service and Dr Ben Cowie, Epidemiologist & Physician University of Melbourne at the NSW Hepatitis B Community Alliance meeting

International Women's Day Guest Speaker Ms Fatima Ali



Linked In Bankstown Steering Group members



Celebrating the 2014 Biggest Morning Tea

Board Member, Mr Amir Salem with officials and diverse community representatives during the Call for Calm BBQ held by Rev Bill Crews

Strengthening Families Unit

The Strengthening Families Unit provides assistance to Arabic speaking families in the community. Client groups include families, women, men, children and youth. The unit promotes social inclusion, wellbeing and advocacy by providing support services, casework and community development activities which are aimed at strengthening families. The main services provided by this unit are funded by the NSW Family and Community Services. Other funding received includes grants from the Roads and Maritime Services to run the Graduated Learners Scheme and Child Restraint workshops.

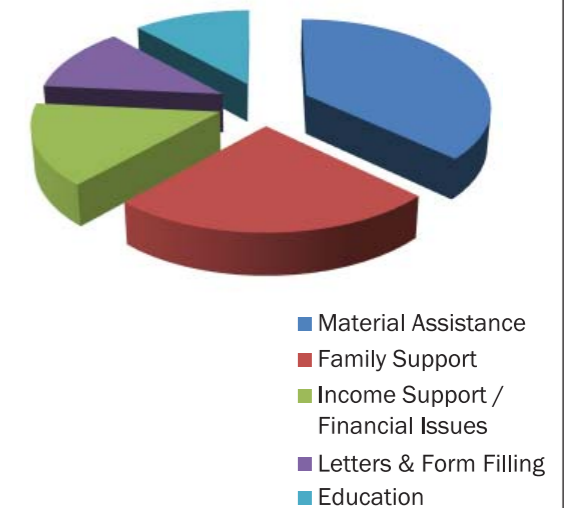
Casework

Casework with families is provided from Council's offices in addition to outreach services in the Fairfield LGA. In certain cases, home visits are conducted with families in Bankstown, Liverpool and Fairfield LGAs. Staff assisted clients with their presenting issues and worked with them on achieving their goals. Clients provided positive feedback (over 95 % positive) about the service they received and their experience.

1 Jul 2013 - 30 Jun 2014	
Issues	Occasion of Service
Aged Care	18
Child Care	31
Conflict Resolution	21
Domestic Violence	27
Drugs and Alcohol	16
Education	190
Training & Development	189
Employment	49
English Classes	37
Family Support	400
Physical Health	17
Mental Health	32
Housing	57
Immigration & Settlement Issues	44
Isolation and Alienation	122
Income Support / Financial Issues	241
Legal	38
Letters & Form Filling	191
Material Assistance	601
Torture / Trauma	6
Total	2327

Five Highest Presenting Issues 1 Jul 2013 - 30 Jun 2014

Five Highest Presenting Issues



Parents Open Day

Case study: An Independent Woman

In February 2014, a woman from Arabic speaking background was referred to our Unit. She was a single parent with two children who had been abused by her former partner. The client presented a number of issues of concern including housing, financial difficulties, inability to travel, language barriers and mental and physical health issues. Caseworker assisted the client with the most basic of tasks, teaching her the necessary skills in order for her to become independent, such as how to use an ATM, catching a bus, how to get to the doctor, referral for English classes, food vouchers, referral for assistance with clothes and assistance with completing relevant forms. Through this experience the client became increasingly confident, and felt that she could better look after herself and children. During a phone call follow up between the client and the caseworker, the client stated the following: "when I came to you I didn't have the confidence, especially to travel and talk to strangers however, now I can go all around Australia". She is now able to look past the abuse and move forward with a more positive outlook on life.

Community Development Activities

The Strengthening Families Unit has participated in many community building and development initiatives throughout the year. A number of courses and activities been successfully delivered, some of these are included below:

Physical Health programs

We organised fitness and Yoga classes to create new opportunities for women so that they can incorporate physical activities as part of their daily routine. This has health and social benefits ie. promoting mental wellbeing and social connections. The group meets once a week and there is little to no absenteeism. To date there has been eighteen (18) fitness and Yoga classes attended by 14 - 15 women each week.

Computer Course

This course was in partnership with Bankstown TAFE to deliver an outreach beginners computer program designed for men and women of all ages. The course aimed to develop life skills in participants to become more confident in computer technology and to utilise social media. The course took place at Council offices. Sixteen (16) sessions were delivered with seventeen participants attending each session.

Women's Groups

The women's group has taken part in a range of programs that were developed in consultation with them. Through educational activities, the groups gained more information and experience on women's health issues, parenting skills and healthy lifestyle. Women attended activities, trainings and occasions such as: computer classes, fitness training, group outings, women support group, Yoga classes, Art Classes etc. They also participated in celebrating International Women's day and Children Week Festival. The women joined their children in some of the activities like in Child and Parent Bonding Art sessions. Women appeared to gain more confidence and stronger self esteem and increased their support network as a result of their participation. The women are a strong example of people who focus on their strengths, talents and skills to achieve their goals.



Parents Art Session



Children's Art Session

Positive Parenting programs -Triple P in both English and Arabic language

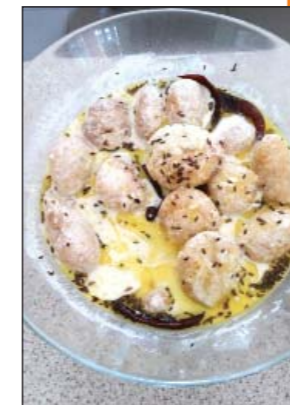
These seminars were aimed at parents/carers who have children in their care aged between 2 and 12 years. A range of parenting styles was covered in these sessions which provided parents with information on how to address challenging and complex behaviours of children. The program has been delivered in a number of different locations and LGAs such as Bankstown, Fairfield and Liverpool. We conducted Twenty one (21) workshops and a total of one hundred ninety three (193) parents participated. Overwhelming positive feedback was received.

Workshops – GLS, Child Restraints and Walking Safely

We ran a total of 24 workshops during this period with people in the community. These were: Eight (8) Graduated Learner Scheme (GLS) workshops which provided information to families, relatives or friends of learner drivers about laws and requirements to becoming safer drivers (90 participants in total). Eight (8) Child Restraint Workshops were delivered to families with young children 8 years of age or under (79 participants in total). Eight (8) Walking Safely workshops run together with the Council's Strengthening Communities Unit and targeted older people to inform them about pedestrian safety issues (165 participants in total). Feedback was highly positive.

Community Kitchen

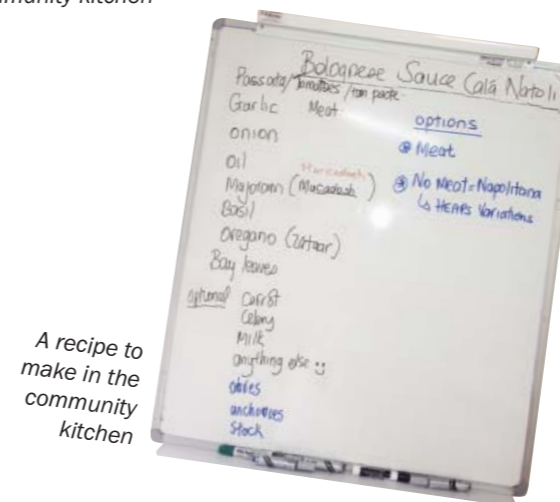
We initiated a Community Kitchen at the hub of Banksia Road Primary School where parents from the Greenacre area participated in cooking classes. This is a partnership between our organisation, Banksia Road Primary School and the Benevolent Society. The aim of this project is to help parents overcome daily life stress and isolation and build new friendships. Each week, the parents share the meals they have prepared in the community kitchen and practice their English language skills assisted by one of our officers together with others from partner organisations. The group is from diverse Arabic speaking background and the number of participants continues to grow.



Meals prepared in community kitchen



Sharing the meals they prepared



Activities and Information sessions

Based on the identified needs of families through both consultations and casework, we have developed and provided educational projects and activities. During this period there were a total of 101 information sessions and/or activities which were held. The table below includes information on the type of activity conducted and the target groups.

Topics	Target Group	Attendance
Helping Learner Drivers Become Safer Drivers	Community members	90
Computer Classes	Community members	272
Outing to different places	Women's group	10
The Biggest Morning Tea	Community	48
Positive Parenting Program Seminar	Parents	193
Fitness Class	Women's group	120
Yoga Class	Women's group	144
Child Restraint Workshop	Community	79
Consultation with Department of Health Ageing and Disability	Families with children with disability	18
Introduction to ACA Services Presentation	College and school students	265
Hepatitis C Workshop	Families/Community	60
Hepatitis B Workshop	Families/Community	6
Engaging Adolescents Workshop	Youth & Families	14
Breast Cancer Screening awareness session	Women's group and community	79
International Women's Day	Women's group	50
HIV Information session	Community	81
Settlement in Australia	Youth & Families	30
Multicultural Health-organ Donation	Community	61
Women's Group Support	Women's group	36
Cybersmart Workshop	Community	19
Centrelink Services session	Community	15
Child and Parent Bonding Art session	Parents	8
Children's Week Festival	Community	150
Youth Week	Youth & Families	15
Australia Biggest Morning Tea	Community	48
NSW Cancer Institute Consultation re DVD project	Community	16
Breast Cancer Focus Group	Women's group	15
Arabic Focus Group re Settlement conducted by University of Western Sydney	Community	5

Community Involvement

Meetings, focus groups and consultations were conducted during the financial year where information was exchanged in order to increase networking with other services. Also community issues were addressed in order to raise awareness and create solutions.

Advisory groups, representations, partnerships
Greenacre Neighbourhood Centre
Settlement Services International
SBS Radio, Arabic program
Community Migrant Resource Centre
Families NSW
Cancer Council of NSW
Bankstown TAFE
Smith family
University of Western Sydney
Canterbury Bankstown Migrant Interagency
Australian Taxation Office
Ethnic Communities Council
Centerlink
Women's Initiative Network
Multicultural Health Communications
Westmead hospital
Multicultural Area Health Unit, Cumberland Hospital
Multicultural HIV/AIDS & Hepatitis C Service committee
Communities for Children Committee
Banksia Road Primary School
Community Builders Workshop

Networking, consultations, focus groups
Chester Hill North Public School
Australian Taxation Office
University of Sydney
Fairfield High School
Greenacre neighbourhood centre
Arabic Workers Network
Sydney Alliance
Bankstown City Council
Benevolent Society
Creating Links
Melkite Welfare Association
Catholic Care
Uniting Care Burnside
legal Aid
Sydney Legal Rights Centre
Family Relationship Centres
Crisis Support Services
Welfare Rights Centre
Salvation Army
Arabic Reference Group - ADHC
Australian College of Applied Psychology



Hepatitis B Session



Parenting Tips Session

Students and Work Experience

The Unit continued to provide opportunities for students from high schools, TAFE, colleges and universities to complete their work placements. During this period, two welfare students from universities and twelve high school students completed their work placement experience with our unit and participated in unit projects and activities.

Professional Development

Staff attended various training in order to develop their skills and knowledge on a range of issues including training related to working with children, youth and families. The training attended includes:

- Tax training Seminar
- Graduated Learners Scheme
- Child Restraint workshops
- 3E Energy Efficiency
- LGBTI Awareness training.



Reading Bonding with Children



Parents Art Session



Staff with parents visiting Council

Hany El Helu
Unit Manager

Wafa Ibrahim

Acting Unit Manager (Feb 14 – Aug 14)
Child, Youth and Family Support Officer

Hala Al Duleimi

Child, Youth and Family Support Officer

Maram Ismail

Child, Youth and Family Support Officer

Lama Kilani (Mar 14 – present)

Child, Youth and Family Support Officer

Naziha AbdelKader (Jun 14 – present)

Child, Youth and Family Support Officer

Nada Miski (Aug 14 – Oct 14)

Child, Youth and Family Support Officer

Blacktown Seniors Group at an outing in Cabarita Park



Council staff



Face painting during parenting workshop

Links to Learning Graduation Day 2013



Mr Paul Porteous, Consultant in discussion with participants during the Linked In Bankstown forum and training

We're Family Too information and training session

Youth and Leadership Unit

The Youth and Leadership unit works on developing and implementing projects that empower young people and develop their leadership skills through involvement in educational and social initiatives. The core service of this unit is the Links to Learning Project which Council has successfully ran it since 2001 and is funded by NSW Education and Communities.

Links to Learning Project

Arab Council Australia has established strong working relationships with various high schools over the years. Our partner schools for 2014 are: Auburn Girls High, Belmore Boys High, Birrong Boys High and Punchbowl Boys High.

Links to Learning (L2L) program is integrated with existing in-school curriculum and support programs. Partner schools identify students who are disengaged from learning and/or at most risk of leaving school early without completing the compulsory years of schooling and refer them to the program where appropriate.

L2L is designed to assist students at risk to re-engage with, or remain engaged with learning and return to their base school or to another agreed educational option at the end of their involvement with the project. Students are supported through various stages with the following five objectives in mind:

- **CONNECT** – schools identify appropriate students in partnership with Council and selected students are then connected into the program.
- **ENGAGE** – students are actively engaged in meaningful activities delivered by Council.
- **LEARN** – students are provided with learning opportunities aimed at improving their education, employment and life skills.
- **PLAN** – individualised plans are developed collaboratively with students to identify goals and strategies for their transition from the L2L project to their base school or another agreed education option.
- **TRANSITION** – students are supported in implementing their individual plan for successfully transitioning from the L2L project to school or another agreed education option.

During the year the project, which was initially funded to cater for 60 students, recruited 80 and 62 completed the program. 15,493 hours were delivered to all students in the program.

The following tables show the services provided to the Links to Learning students during 2013 – 2014 financial year:

Service July 13 to July 14	# of Participants	Occasion of service
Group Excursions	60	3
Group Workshops	140	9
Preparation and liaison	52	39
Individual support	120	120
Follow up	80	80
Literacy and Numeracy	160	53



Hep C workshop with Auburn Girls



L2L session with Belmore Boys



L2L session with Birrong Boys



L2L session with Punchbowl Boys

Workshops

A number of workshops were organised throughout the year which assisted in developing cohesive relationships between participants and staff of the project and enhanced social interaction amongst students and other relevant stakeholders. The following workshops were delivered throughout the year:

Workshop	Service Provider	Objective
Anger Management	Arab Council Australia, Links to Learning Project	How to express self and share feelings and emotions respectfully
Burn workshop	Legal Aid NSW	Understanding of the law for young people and their rights
Creative Arts	Arab Council Australia, Links to Learning Project	Expression of ideas, feelings, opinions and beliefs through paintings and drawings
Harm Minimisation	Multicultural HIV/ADIS & Hepatitis C Service	Build awareness & gain a knowledge and understanding of Hepatitis C
Keep 'em' Safe	Rail Corp	Create awareness about safety precautions needed to prevent injury or death
White Ribbon making	White Ribbon Ambassadors from Arab Council, Art Centre and Lifecare in Bankstown	Educate students about domestic violence against women and how to make ribbons for White Ribbon Day
Youth Step Up	Arab Council Australia, Links to Learning Project	Assistance for young people in identifying employment needs and skills

Links to Learning Graduation – December 2013

At the end of L2L program, Council held the End of Year Graduation for the Links to Learning participants in the program. The Graduation was held at the Royal National Park - Georges River. It was an occasion to celebrate the achievements of the sixty two students who made it right to the end of the program.

The graduating students were the year's program partner schools: Belmore Boys High School, Birrong Boys High School, Granville Boys High School and Punchbowl Boys High School.

The students enjoyed a social day with sporting activities and sausage sizzle followed by a graduation ceremony. The students were presented with L2L Certificates of Achievement as an acknowledgment of their efforts, willingness to improve themselves, both academically and socially.



Graduation Day 2013



Sausage Sizzle during Graduation Day



Certificates of Achievement Ceremony



L2L staff and students

Other Unit Services

The Youth & Leadership Unit also provided the following services for young people:

- Case work and Advocacy
- Referrals
- Support and supervision to students in work placement
- Liaison between students and educational institutions

Issues Jul 13 to Jul 14	Occasion of Service
Food Aid	209
Education	115
EAPA Vouchers	55
Total	379

Working Start in Bankstown

Arab Council Australia alongside the Sydney Alliance, other local government and non government organisations established the Working Start in Bankstown Group.

The first meeting for the Group was held on 24 June 2014. The group developed the following priorities:

1. Supporting unemployed people to identify the kinds of jobs they aspire to.
2. Working with local employers to identify dedicated apprenticeships and other work experience opportunities for unemployed local people and supporting them to create On-the-job mentoring opportunities.
3. Providing a sustained community mentoring and support for people with an organisation that they know and trust.

Organisations in working start in Bankstown group	
Afford Employment Bankstown	Greenacre Neighbourhood Centre
Arab Council Australia	Muslim Women Association
Department of Human Services	Melkite Welfare Association
Bankstown City Council	Metro Assist
Bankstown Area Multicultural Network (BAMN)	NSW Police Force –Bankstown LAC
Benevolent Society	Sydney Alliance
Canterbury City Council	Working Party Group/Canterbury Bankstown CALD & Refugee
Department of Education and Communities	Union NSW



Working Start in Bankstown meeting



Auburn Girls High School



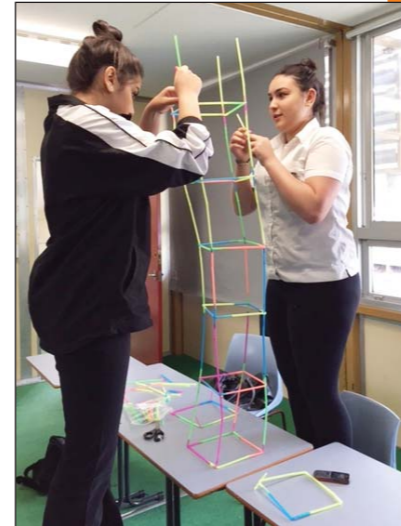
L2L regional meeting at Council in 2013



Auburn Girls High with Staff members and Lucy Brunero from DEC



Creative Arts at Auburn Girls High



Creative Arts at Auburn Girls High



Auburn Girls High with Staff members and Lucy Brunero from DEC

Networking, Consultations and Representations

The Youth and Leadership Unit also participated in a number of advisory groups, meetings, networks, representations and partnerships. The following table shows the unit's involvement with other organisations:

Advisory groups, representation, partnerships	
Afford Employment Bankstown	Headspace Bankstown
Auburn Girls High School	Holly Spirit
Australian Government Department of Human Services	Legal Aid NSW
Australian Taxation Office	Mary's Place
Bankstown City Council	Metro Assist
Bankstown Community Resource Group	Multicultural HIV/ADIS & Hepatitis C Service
Bankstown Youth Multicultural Services	Multicultural Youth Affairs Network NSW
Bankstown Youth Development Service	Muslim Women Association
BaptistCare	NSW Department of Education and Communities
Belmore Boys High School	NSW Police Force – Bankstown LAC
Birrong Boys High School	Punchbowl Boys High School
Birrong Public School	RailCorp
Canterbury Boys High School – Community & Government Agency Expo	South Western Sydney Institute
Cancer Council of NSW	Sydney Alliance
Career Connections	TAFE- Southern Western Sydney Institute
Creating Brighter Career Connections	The Great Western Sydney Giants NRL
Community Migrants Resource Centre	Youth Action
Department of Education & Communities- Links to Learning	



Canterbury Boys High Expo 2014

Staff Development

Staff of the Youth and Leadership Unit attended the following training:

Training	Service Provider
We're Family Too	ACON
Youth in Trouble	NSW Legal Aid
Youth with Mental Health Issues	Western Sydney Local Health District
Linked In Bankstown Collaborative Leadership Training	Arab Council – Various trainers
Organ and Tissue Donation	NSW Multicultural Health Communication Service
Mental Health – ATAPS Program	Medicare Local South Western Sydney

Fadi Nemme
Unit Manager

Hiba Ayache
Youth Development Officer

Mariam Kourouche
Munther Al-Hinti
Dalie Mourad
Yasmine Sindian
Project Officers/Tutors



L2L students at Training Vocational Certificate I



L2L students playing soccer



L2L students at Georges River National Park



L2L students and Staff member at Georges River National Park

Physical activities with the Auburn Seniors Group



Links to Learning participants at Graduation Day excursion



Staff dressed up as Bongo at Bankstown Children and Families Hub



Seniors group fishing at Ku-ring-gai National Park

Graduated Learner Scheme workshop



Links to Learning participants during a Graduation Day outing

Treasurer's Report

I am pleased to present Council's audited financial report for the financial year 2013/2014. It provides an overall picture of our financial position and performance for this period and includes the Auditor's statement, Balance Sheet, Income and Expenditure and Cash flow statements in addition to Notes that form part of the accounts.

All Council projects have operated within budget and the audited financial statements have been forwarded to our funding bodies as required. We have maintained all of our government funding for existing projects and were successful in receiving new grants.

During this financial year, the Linked In Bankstown project began; this project has received funding for two years until June 2015. We continued our partnership with the NSW Roads and Maritime Services and entered into a new funding agreement for the next financial year to deliver additional twenty four (24) workshops relating to the Graduated Learners Scheme, Walking Safely and Child Restraint.

Last year, we reported that our application for infrastructure and equipment under the Department of Immigration and Citizenship's Building Multicultural Communities Grants had been successful and that there were delays in finalising the agreement. Unfortunately, the new government decided to withdraw the offer of funding in their bid to curtail spending.

Our two funding applications to Bankstown City Council for the LGBTIQ training and Care for Carers projects were successful and the projects delivered outcomes beyond their funding.

We also received other small grants to run activities including: Arabic Resources Project, Hepatitis Awareness Week 2014 and Multicultural Health Week 2014

The links to Learning project was funded for one year until the end of December 2014. The new round of funding closed in October 2014 and we submitted three funding applications under this round to work with students in a number of high schools and feeder primary schools. We anticipate learning about the outcome of the funding before the end of December 2014.

On behalf of the Board, I would like thank all our funding bodies for their continued support and for recognising the value of Council's services to communities.

I thank our administration staff for their work and dedication in the running of Council's day-to-day tasks. I also thank our Accountant, Mr George Silvino for his sound advice and our Auditor, Mr Edward Chahoud, for finalising the audits.

I am grateful to the Chairperson, Mr Khaled Al Melhem, my fellow Board members, Council's staff and volunteers for their commitment, devotion and hard work throughout the year.

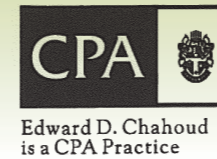
Reflecting back on the year that has just passed and the many years before it, I must say that I am extremely proud of Council's achievements and express total confidence in its directions. Council is in the good hands of our outstanding CEO, Randa Kattan, who is leading a great professional team and inspiring the change for the future with excellent support to the Board to reach its goals.

Amir Salem
Treasurer

FUNDING APPLICATIONS

Several funding applications for existing and for new projects were submitted during this period:

- Funding application to the Community Relations Commission for a Multicultural NSW for a Unity Grant. (Awaiting response)
- Three funding applications to NSW Department of Education and Communities for Links to Learning - Year 6 to Year 10 students. (Awaiting response)
- Funding application to Office of Communities under Youth Opportunities Program - Round 3 grant application for Young Men Empowerment Program (YMEP). (Awaiting response)
- Two funding applications to Bankstown City Council for Care for Carers and LGBTI from Arabic Speaking Backgrounds Community Support and Development Projects. (Successful)
- Funding application to the Department of Immigration and Citizenship under the Building Multicultural Communities Program - Refurbishment and equipment. (Government withdrew the offer)
- Funding application to Australian Post under Neighbourhood Community Grant for Disability is not Inability: A resource for people of Arabic Speaking background. (Unsuccessful)
- Funding application to the Department of Education, Employment and Workplace Relations under Migrant Communities Employment Fund. (Unsuccessful)
- Funding application to the Department of Education, Employment and Workplace Relations (DEEWR) for "Building a safe and supportive culture" under the Youth Development and Support Program. (Unsuccessful)
- Funding application to Fairfield ClubGRANT's Round 2014 for Women's Health and Fitness Group. (Unsuccessful)
- Funding application to Bankstown ClubGRANT's Round 2014 for Women's Health and Fitness Group. (Unsuccessful)
- Funding application to Hepatitis NSW for the Hep B Awareness Week Grant. (Successful)
- Funding application to NSW Multicultural Health Communication Service to run activities as part of Multicultural Health Week 2014. (Successful)



Edward D. Chahoud B.Bus., CPA
CERTIFIED PRACTISING ACCOUNTANT

We have audited the accompanying special purpose financial report of **Arab Council Australia Inc.** which comprises the Balance sheet as at **30 June 2014**, the income statement and cash flow statement for the year ended **30 June 2014**, notes comprising a summary of significant accounting policies and other explanatory information, and the statement of the Board of Management members.

Responsibility for the financial report

The Board of Management is responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the financial reporting requirements of the Association Incorporation Act 2009 (NSW) and is appropriate to meet the needs of the members. The Board of Management's responsibility also includes establishing and maintaining such internal control as they determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

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

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

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Electronic publication of the audited financial report

It is our understanding that the Arab Council Australia Inc. intends to electronically present the audited financial report and auditor's report on its internet website. Responsibility for the electronic presentation of the financial report on the Arab Council Australia Inc. website is that of those charged with

governance of the Arab Council Australia Inc. The security and controls over information on the website should be addressed by the Arab Council Australia Inc. to maintain the integrity of the data presented. The examination of the controls over the electronic presentation of audited financial report(s) on the Arab Council Australia Inc. website is beyond the scope of the audit of the financial report.

Audit Opinion

In our opinion, the financial report

- 1) presents fairly, in all material respects, the financial position of Arab Council Australia Inc.

as at 30 June 2014 and of its financial performance and its cash flows for the year then ended on that date and

- 2) complies with Australian accounting standards to the extent described in Note 1 and the

Association Incorporation Act 2009 (NSW).

Basis of accounting and restriction on distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Board of Management's reporting responsibilities under the constitution. As a result, the financial report may not be suitable for another purpose.




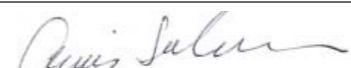
Edward Chahoud, CPA 841305

Dated this 30th day of September 2014

STATEMENT OF THE BOARD OF MANAGEMENT

In the opinion of the Board of Management:

1. The accompanying financial statements have been drawn up so as to give a true and fair view of the financial position of **ARAB COUNCIL AUSTRALIA INC.** as at **30th June, 2014** and its performance for the year ended on that date.
2. The financial statements have been prepared in accordance with Australian Accounting Standards.
3. All funds have been invested in accordance with the terms and conditions of funding agreements.
4. All funds have been expended in accordance with the funding guidelines.
5. At the date of the statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

NAME OF MEMBER	SIGNATURE	DATE
Khaled Al Melham		3 Oct 2014
Amir Salem		3 Oct 2014

**INCOME AND EXPENDITURE STATEMENT
 FOR THE YEAR ENDED 30 JUNE 2014**

BALANCE SHEET AS AT 30 JUNE 2014

	2014	2013
Current Assets		
C'wealth Bank a/c 10737766	307,202.04	210,314.22
C'wealth Bank a/c	221,582.57	216,110.81
C'wealth Bank Term deposit a/c	91,441.72	88,376.77
Petty Cash	501.50	501.50
	<u>620,727.83</u>	<u>515,303.30</u>
Deposits	9,579.60	9,579.60
Total Assets	<u>630,307.43</u>	<u>524,882.90</u>
Current Liabilities		
GST payable	13,428.04	18,896.64
Superannuation Payable	5,472.46	4,896.81
PAYG Withholding	9,122.00	7,300.00
Salary Packaging	- 5.00	-
Provision for Program costs	134,315.35	121,195.44
Provision for Annual leave	62,915.90	54,400.00
Provision for Annual Leave Loading	11,011.49	9,520.39
Provision for Long Service Leave	78,267.99	49,707.36
Provision for Parental Leave & relief staff	4,688.04	3,546.34
Provision for Community Bus	28,565.87	34,530.55
Provision for Equipment	11,627.72	22,314.36
Provision for Repairs & maintenance	75,958.37	17,990.91
Total Liabilities	<u>435,368.23</u>	<u>344,298.80</u>
Net Assets	<u>194,939.20</u>	<u>180,584.10</u>

	2014	2013
INCOME		
Grants - Note 2	1,326,894.42	1,084,032.97
Donations	345.00	326.60
Fundraising	-	5,247.45
Hall Hire	1,865.54	-
Interest	8,536.71	11,842.05
Membership	827.72	295.45
Other misc. receipts	1,415.91	1,004.90
Paid Parental Leave	-	10,917.00
Rent	-	2,954.55
Transfer from Provision-Program Costs - Note 2	7,000.00	18,107.02
Translations	645.45	100.00
	<u>1,347,530.75</u>	<u>1,134,827.99</u>
EXPENSES		
Advertising - Staff recruitment & publicity	-	200.91
Audit	3,900.00	4,200.00
Bank charges	1,134.23	1,012.06
Bookkeeping Fees	880.00	4,960.00
Books,reports & Resources	387.14	-
Bus running costs	10,822.40	9,943.68
Cleaning	20,162.88	18,363.57
Computer purchase & maintenance	13,698.00	24,372.09
Consultancy & supervision	56,628.17	3,690.45
Electricity	16,927.00	17,458.27
Equipment	4,880.73	9,430.36
Food aid	5,052.64	4,201.59
General expenses	- 1.10	1,300.83
Hire of Equipment & Hall	3,141.81	7,863.54
Insurance - General & public liability	8,392.45	9,087.45
- Workers Compensation	18,000.61	21,525.21
Internet	5,777.28	7,297.18
Meeting exp.	6,115.70	4,134.14
Newspapers & Periodicals	342.45	380.18
Program activity costs	59,390.79	72,084.02
Postage	693.99	718.52
Printing	8,265.91	7,625.00
Rent	71,862.94	68,168.16
Repairs & maintenance	67,230.80	19,387.66
Salaries & Wages	834,927.87	706,167.91
Security	926.42	1,438.57
Staff Amenities	2,927.12	3,801.29
Stationery	2,416.00	2,797.08
Subscriptions	3,929.09	1,940.00
Superannuation	72,825.61	65,990.60
Telephone	16,398.33	15,217.66
Training	904.55	1,738.18
Translations	116.82	159.09
Travel	14,117.02	12,309.65
	<u>1,333,175.65</u>	<u>1,128,964.90</u>
Operating surplus / (deficit) for year	14,355.10	5,863.09
Brought Fwd Surplus/(Deficit) last year	180,584.10	174,721.01
Accumulated Surplus/Deficit @ 30.6.14	<u>194,939.20</u>	<u>180,584.10</u>

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2014

2013	INFLOWS / (OUTFLOWS)	2014
CASH FLOWS FROM OPERATING ACTIVITIES		
1,122,986	Receipts Grants	1,338,994
1,108,924	Payments to suppliers & employees	1,242,106
14,062	Net cash provided by operating activities	96,888
CASH FLOWS FROM INVESTING ACTIVITIES		
11,842	Interest received	8,537
-	Payment for property ,plant & equipment	-
11,842	Net cash used for investing	8,537
25,904	Net increase / (decrease) in cash held	105,425
489,399	Cash at beginning of reporting period	515,303
515,303	Cash at end of reporting period	620,728
RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO OPERATING PROFIT		
5,863	Operating profit after tax	14,355
	Add/(less) items classified as Non-operating activities	
11,842	Interest received	8,537
- 5,979	Cash derived from operating activities	5,818
	Add / (less) non cash items	
- 19,247	Provision for accrued leave	38,568
- 25,226		44,386
Changes in assets & liabilities		
555	Decrease / (Increase) in Deposits paid	-
16,685	(Decrease) / Increase in GST Payable	- 5,469
42	(Decrease) / Increase Superannuation Payable	576
648	(Decrease) / Increase PAYG withholding	1,822
	(Decrease) / Increase Salary Packageing	- 5
18,771	(Decrease) / Increase in program costs	13,120
-	(Decrease) Increase in provision for relief staff	1,142
- 3,157	(Decrease) Increase in provision for community bus	- 5,965
3,253	(Decrease) / Increase in provision for equipment	- 10,687
2,491	(Decrease) / Increase in provision for repairs & maintenance	57,967
14,062	Net cash provided by operating activities	96,888



Arab Council Australia
المجلس العربي استراليا

ARAB COUNCIL AUSTRALIA INC
ABN 65 538 322 175

**NOTES TO & FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30TH JUNE 2014**

NOTE 1. Statement of Accounting Policies

This special purpose financial report was prepared for distribution to the members to fulfill the board's financial reporting requirements under the **Arab Council Australia Inc.** constitution and the Associations Incorporation Act 2009 (NSW).

The accounting policies used in the preparation of this report, as described below, are consistent with the financial reporting requirements of the **Arab Council Australia Inc.** constitution and with previous years and are, in the opinion of the board, appropriate to meet the needs of members:

- The financial report was prepared on a modified accrual basis of accounting, including the historical cost convention and the going concern assumption.
- The requirements of accounting standards and other professional reporting requirements in Australia do not have mandatory applicability to Arab Council Australia Inc. because it is not a 'reporting entity'. The board has, however, prepared the financial report in accordance with all Australian accounting standards.

Fixed Assets are expensed fully in the financial year they are paid for.

A provision has been made in these Accounts for Statutory conferred employees' entitlements.

NOTES TO & FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30TH JUNE 2014

NOTE 2. GRANTS RECEIVED	2014	2013
DEPARTMENT OF COMMUNITY SERVICES		
1. Arabic Welfare Centre Co-ordinator	94,258	91,156
2. Child, Youth & Family Support Project	319,695	309,173
DEPARTMENT OF EDUCATION AND COMMUNITIES		
1. Links To Learning	198,397	191,769
DEPARTMENT OF GAMING & RACING		
Problem Gambling Arabic Recovery & Support Services		197,321
1. Coastal Sydney	60,880	-
2. Western Sydney	60,605	-
3. South West Sydney	143,859	-
LOCAL SOLUTION FUND		
1. Linked in Bankstown	135,000	-
DEPT. OF AGEING, DISABILITY & HOME CARE		
Arabic Seniors Social and Information Network	256,271	256,271
MINOR GRANTS		
RMS - Helping Learner Drivers Project	13,588	21,623
RMS - Child Restraint workshop	17,346	5,220
RMS - Seniors Walking Safety Workshop	13,450	10,000
National Prescribing Service Ltd	-	1,600
Bankstown City Council - LGBTI Project	4,500	-
Bankstown City Council- Care for carers Project	4,500	-
ADHC - Arabic Resources Project	4,545	-
	1,326,894	1,084,133
Transfer from Provision for Program Costs		
Food Aid Project	7,000	10,000
Imagine Bankstown Project	-	8,107
	7,000	18,107
Fundraising - Families & Elderly		
	-	5,247
ACCUMULATED FUNDS AS AT 30 JUNE 2014		
Project Name	2014	2013
Links to Learning	104,060	98,262
General a/c	63,192	63,192
Food Aid Project	2,192	3,349
Sydney Alliance	955	955
Imagine Bankstown	7,403	7,403
Youth Quiz	1,876	1,876
Website	300	300
ADHC - Arabic Resources Project	2,195	-
Bankstown City Council- LGBTI Project	3,058	-
Bankstown City Council-Care for carers Proj	4,460	-
Fundraiser - Families & Elderly	5,247	5,247
	194,938	180,584



Board of Management

Khaled Al Melham	Chairperson
Jamal Hamdan	Deputy Chairperson
Tia Sayed Hawli	Deputy Chairperson
Amir Salem	Treasurer
Dr Rita Almohty	Secretary
Dr Ramzi Barnouti	Board Member
Elias Jahshan	Board Member
Wafa Jeha	Board Member
Dr Brian Mubarak	Board Member
Mary Shalhoub	Board Member
Randa Kattan	Chief Executive Officer & Public Officer

Personnel

Randa Kattan	Chief Executive Officer
Pauline Oshana	Operations Manager (Oct 13 – Nov 13)
Fadi Nemme	Youth & Leadership Unit Manager
	Operations Manager (Feb 13 – May 13)
	Operations Manager (Nov 13 – Present)
Hany El Helu	Strengthening Families Unit Manager
	Operations Manager (Jun 13 – Oct 13)
Randa Moussa	Strengthening Communities Unit Manager
Zizi Charida	Linked In Bankstown Project Coordinator (Aug 13 - Jan 14)
	Youth, Child & Family Support Officer (Jan 14 - Jul 14)
Heshmat Shahid	Problem Gambling Counsellor/Casework Officer
Zeinab Hourani	Problem Gambling Counsellor/Casework Officer
Hiba Ayache	Youth Development Officer
Rhonda Issaoui	Community Care Officer
Nehme Mrish	Community Bus Driver
Wafa Ibrahim	Youth, Child & Family Support Officer
	Acting Strengthening Families Unit Manager (February 2014 – Present)
Maram Ismail	Youth, Child & Family Support Officer
Hala Alduleimi	Youth, Child & Family Support Officer (Mat Leave from May 14)
Lama Al Kilani	Youth, Child & Family Support Officer (Started Mar 14 – Present)
Naziha Abdelkader	Youth, Child & Family Support Officer (Started Jun 14 – Present)
Nada Miski	Youth, Child & Family Support Officer (Resigned Oct 14)
	Community Care Officer (Resigned Jul 14)
Nena Al-Bazi	Administration Officer
Mariam Kourouche	Links to Learning Project Tutor (2013 & 2014)
Munther Al-Hinti	Links to Learning Project Tutor (2013 & 2014)
Yasmine Sindian	Links to Learning Project Tutor (2014)
Dalie Mourad	Links to Learning Project Tutor (2014)
Douha Al-Assaad	Links to Learning Project Tutor (2013)
Nagwa Elads	Links to Learning Project Tutor (2013)

Consultants and Contractors

Lopitta Fares Website Editing
 Ali Mashkour Allware Technology, IT Services
 Roxana Rascon Consultancy Services, funding proposals
 Joseph Ferrer Accreditation Consultancy
 Paul Porteous Consultant

Volunteers

Farah Khalili
 Abdul Qader Khalil
 Razaq Al Ebadi
 Sarah Starr
 Huda Jbeile

Students on Placements

Nesrine El Jajleh	Auburn Girls High School
Rayanne El Mowj	Bankstown Girls High School
Nadine Haydar	Bankstown Girls High School
Eliza Levi	Bankstown Girls High School
Faasea Tago	Bankstown Girls High School
Jessica Elbadar	Beverly Hills Girls High School
Fatima Hawa	Beverly Hills Girls High School
Mahjabeen Hassaini	Birrong Girls High School
Mahbooba Shafel	Birrong Girls High School
Rebecca Naser	Holly Sprit College
Emma Papadakis	Holy Spirit College
Renee Awad	Holy Spirit College
Jamie Kayrouz	Holy Spirit College
Christopher Loulach	Trinity Catholic College
Setefano Fatal	Trinity Catholic College
Hind Khalil	Wiley Park Girls High School
Marwa Saboune	Wiley Park Girls High School
Evelin Kahil	Wiley Park Girls High School
Souad Aboulhaf	Wiley Park Girls High School
Eman Shalaby	Wiley Park Girls High School
Asma'a Yatim	Wiley Park Girls High School
Souad Karhane	Wiley Park Girls High School
Faye Bahsoun	ACAP
Natalie Katrib	Ultimo TAFE
Sharin Wassouv	Australian Catholic University
Naziha Abdelkader	University of Western Sydney

Funding Bodies

NSW Education and Communities
 NSW Family & Community Services - Community Services
 NSW Family & Community Services - Ageing and Disability and Home Care through UnitingCare Ageing
 NSW Office of Liquor, Gaming and Racing - Responsible Gambling Fund
 NSW Transport - Roads and Maritime Services
 Bankstown City Council
 Multicultural Health Communications Services

Seniors group at Holroyd Arts Centre



Mt Druitt Seniors Group at Ku-rin-gai National Park



Council CEO and staff at the Western Sydney Community Forum 2014 Zest Award



Council staff at Sydney Alliance Assembly in Sydney Town Hall



Council CEO with Ms Maha Krayem Abdo from United Muslim Association and Ms Alison Rahill at a Forum in Paramatta relating to the Racial Discrimination Act



Council CEO receiving an award from Dr Ahmad Alrubaie and Dr Bushra Alobaidi of the Iraqi Australian University Graduates Forum during International Women Day event



Arab Council Australia
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