



Arab Council Australia Inc.

Annual Report 2013



Arab Council Australia
المجلس العربي استراليا

CONTENTS

Chairperson's Message	5
Chief Executive Officer	7
Administration and Information	9
Linked In Bankstown	13
Strengthening Communities Unit	14
Problem Gambling Recovery and Support	14
Financial Counselling Services	17
Arabic Seniors Social and Information Network	18
Strengthening Families Unit	23
Youth and Leadership Unit	29
Treasurer's Report	39
Financial Statements 2012	40
Board of Management	48
Personnel	48
Consultants & Contractors	49
Volunteers	49
Students on Placement	49
Funding Bodies	49

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We acknowledge the traditional owners of the land on which we live and work. We acknowledge that this land was and will always be Aboriginal land.

The Chairperson, Mr Khaled Al Melham presenting the former Chairperson Dr Rosemary Suliman with a token of appreciation



Council's CEO with Her Excellency the NSW Governor, Prof Marie Bashir at Government House



Guest Speaker at the 2012 AGM, Mr Peter El Khouri



Council's CEO, Ms Randa Kattan with other Award winners accepting the LGBTI Honours Award for the Health and Wellbeing Category



Members, guests and friends at Council's 2012 AGM

Chairperson's Message

This past year has seen the conflict in Syria and other parts of the Arab World intensify causing massive destruction, suffering, displacement and instability. This has impacted on our families and friends locally and overseas. Our Council has worked closely with the Australian Red Cross to raise funds for their Syria Crisis Appeal. We also continued to play a leading role on a range of other issues and causes and in providing support and essential services to the Arabic community in Australia.

During the last year, we have seen consolidation and expansion of our projects: Services to youth, families and older people have continued to deliver strong results; Food Aid has increased in demand and continues to distribute groceries to families in need; Financial and Problem Gambling Counselling are now covering additional areas around Sydney. Council has also continued to play an active and leading role in the Sydney Alliance and the campaign against Income Management in the Bankstown area. We are also in the process of applying for accreditation from the Children's Guardian to provide Statutory Out of Home Care.

We have built on Council's solid and credible reputation of working inclusively across diversity. Our newly funded Linked in Bankstown will work in collaboration with other communities and across sectors to enhance the social and economic participation and assets of people in Bankstown. We continued with past achievements and lead the dialogue on sensitive issues in our community. I am proud to say that Council is ACON's 2013 Honour Community Award winner in the Health and Wellbeing category, recognised for its groundbreaking efforts to reduce homophobia in Arabic-speaking communities in NSW.

This is my first message as Chairperson of Arab Council Australia. I have had the privilege of holding this honour for one year, during which I witnessed and experienced the vigour, enthusiasm and dedication of the people involved in this organisation. I thank my Board colleagues, staff and volunteers for their hard work, commitment and contribution.

Last, but not least, I would like to thank the driving force of this organisation, our CEO Randa Kattan, whose strength, courage, pioneering work and bold leadership has ensured that Council is always moving forward with a confident force.

Khaled Al Melham
Chairperson



The Chairperson, Mr Khaled Al Melham

▽ The CEO presenting Council's new logo



The Deputy Chairperson, Ms Wafa Jeha with the Returning Officer Mr Tony Smith from Bankstown City Council at 2012 AGM



△ Council's current and former Board members

△ Council's CEO with the Member for Blaxland, The Hon Jason Clare at the Ramadan Community Iftar Dinner



△ CEO along with other Breast Cancer Network Australia CALD Community Liaison Officers and Estee Lauder representatives in Melbourne



△ CEO with representatives from partner organisations at the Sydney Alliance Leaders Retreat in May 13

Chief Executive Officer

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

This year marks my fifteenth anniversary as CEO of this Council. And what a year it has been! Our services and long term initiatives have delivered strong and exceptional results. We have introduced an inspirational community development project and broadened our scope to provide additional community services. At the same time, we have played a pivotal role in leading on issues affecting communities with unwavering courage, determination, optimism and compassion - always working towards an inclusive and just society.

Our commitment to working in the long term with ACON continued in earnest this year. After the launch of the We're Family Too: The effects of homophobia in Arabic-speaking Communities in New South Wales report last year, we forged ahead with our plans.

Our logo sits proudly together with ACON's on the We're Family too report and website. Our organisation is part of ACON's Safe Place program; our staff have received training and our office can be used by people who are fearful of street-based homophobic violence. We have opened up the debate about homophobia in the Arabic media and the community. We have also received a small grant from Bankstown City Council to begin working on practical strategies to address homophobia. On 19 September 2013, we received the LGBTI Honour Community Award in the Health and Well Being category for ground breaking efforts to reduce homophobia in the community. This was a proud moment in the life of our Council. It is public recognition of our work on taboo and sensitive human right matters that for so long have remained buried and hardly ever discussed openly in the community.

Our newly funded Linked in Bankstown project is another case in point of Council's leading role in pioneering work. This project builds on our much lauded Imagine Bankstown and works collaboratively and inclusively with other communities and across sectors to enhance the social and economic participation and assets of people in Bankstown. We envisage that this project will leave a significant legacy for Bankstown and for other areas beyond its funding. The Linked In Bankstown overview within the pages of this annual report provides more details about this project.

Council is one of the early founders of the Sydney Alliance - A non party political organisation which brings together over 52 community organisations, unions and religious organisations to advance the common good and achieve a fair and sustainable city. Our organisation's commitment to the Alliance's mission is absolute and we have continued our active involvement by participating in the meetings, assemblies and in community organising. A momentous and bittersweet step this year has been my resignation from the Board of the Alliance in May 2013. I have had the privilege of being the inaugural Chair for over three years and have played a central role in governance, representation and in building relationships with partner organisations among other things. However due to extensive and increased work and personal commitments, I decided to step down from this formal position on the board but have continued working alongside other organisations to realise the aims of the Alliance

Another priority for us this year has been the "Say No to Income Management: not In Bankstown Not Anywhere" campaign. Along with well over sixty organisations and groups we have continued with our work in campaigning against the Federal Government's Income Management which started in Bankstown in 2012. Notwithstanding the strong opposition by groups in Bankstown and around Australia, the government expanded this policy on 1 July 2013 to include new categories of marginalised young people who will be compulsorily placed on income management. This of course is distressing and reflects the trend that governments have taken over recent times. It is worthwhile noting however that since we started calling for a community wide boycott on income management in 2012, Bankstown has the lowest numbers of people on income management of any trial sites. Needless to say, we will continue to be strong advocates of social policy change in relation to Income Management and other similar measures.

There has been significant development in our future priorities. The Board in consultation with staff took the decision to apply for provisional accreditation from the Children's guardian to provide Statutory Out of Home Care. We are now in the process of applying and once accredited, Council will be in a position to start the Arabic Foster Care which will expand the services we currently provide for families in our community.

There are many examples from which I can draw about our work, our efforts and our involvement during this period. The information highlighted throughout this report is testament to these achievements. I would therefore encourage you to peruse this document in full as it showcases months of work undertaken by this organisation.

In closing, I thank our funding bodies for their ongoing contribution and confidence in us. I also thank the media for their support in promoting our services and causes. My appreciation and thanks to Council members for their commitment to this organisation.

As always, I remain deeply appreciative of all the organisations, volunteers and students who have worked with us during this period.

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

This year's accomplishments and the high standards of this organisation could not have achieved without the enormous contribution of Council staff and Board. My thanks go to each staff member for their dedication, professionalism and hard work. I extend sincere gratitude to the Board for their stewardship, commitment and unfaltering support. Council's standing in the community as a leading, ethical and progressive organisation is a credit to you all.

Randa Kattan
CEO



Council's CEO



CEO and Staff at Council an LGBTI Safe Place

Administration and Information

This year proved to be another busy and productive year yet again for Arab Council Australia's Administration Team. The team is fortunate to be able to work across the organisation assisting all programs with the development of their projects.

The Administration and Information Unit is the first point of contact for people enquiring about Council's activities, programs and services. During this period we have experienced increase in enquiries about Council's two emergency relief services, financial services, translation services, room bookings and many more.

Our unit handles a wide variety of day to day administration duties and continues 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, Board, organisations and 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 provides support to the Board of Management by ensuring that minutes and other records of Board, general and other meetings are maintained and up to date.

A certain level of administrative support also extends to other Units in Council in terms of designing flyers for various events and activities, mailing out, 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 2012 - 30 June 2013	
Type of Activity	Frequency
Major Events	10
Meetings	325
Training Sessions	16
Workshops, Sessions etc	35
Total	386



2013 international Women's Day event at Council

Council has been in partnership with the Australian Taxation Officer to provide Tax Help Program since year 2011. The program is operated by volunteers who offer a free and confidential service to help 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 to ensure that their requirements when holding their activities are met.

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

There has been a greater demand on our two emergency relief services during this period - Food Aid Project and EAPA vouchers. This Unit is responsible for maintaining all records for both services.

1 July 2012 to 30 June 2013	
Food Aid Project	
Total number of families served	65
Total number of parcels given	2080
EAPA vouchers	
Total number of clients served	327
Total number of vouchers given	1540

1 July 2013 to 30 October 2014	
Food Aid Project	
Total number of families served	40
Total number of parcels	1440
EAPA vouchers	
Total number of clients served	112
Total number of vouchers given	460

Accounting and Bookkeeping

Council's day-to-day financial bookkeeping is one of the core responsibilities performed by us in this Unit 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 by this Unit. 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 the salary packaging and sacrificing) which is 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 High School 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

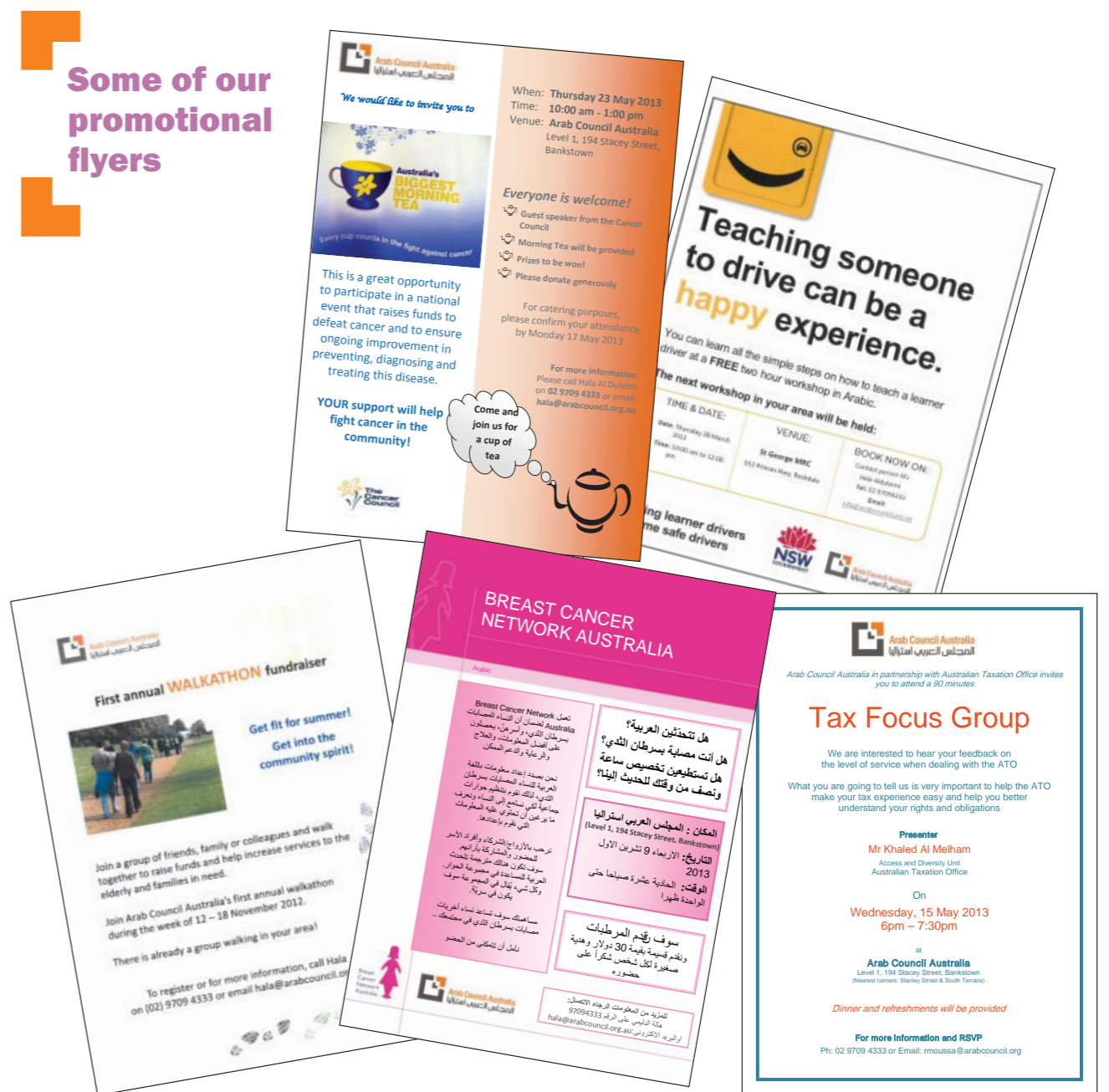
the first entry point for these valued volunteers and students.

We have continued to liaise with Creating Brighter Career Connections (CBCC) to provide work experience and placement opportunities for students from High Schools. Universities, Australian College of Applied Psychology and TAFE 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, the Chairperson and the Treasurer for always being available when needed which made our Unit work much easier. As always, we would like to offer utmost appreciation to our mentor, Ms Randa Kattan, the Chief Executive Officer for the guidance, the encouragement, the learning, and above all for her leadership.

Pauline Oshana
Unit Manager

Nena Al-Bazi
Administration Officer



Ms Majida Abboud Saab, former Executive Producer of SBS Arabic Radio with Council's CEO at IWD event ▽



Seniors group at Doonside with a colleague from SydWest ▽



▽ Young and Old at the Walkathon

▷ CEO and staff of Council



▷ Members, guests and friends at Council's AGM 2012

Linked in Bankstown Project

Linked in Bankstown is a new project that is an innovative addition to our current community development initiatives. Recently funded by the Australian Government Department of Human Services under the Better Futures, Local Solutions initiative, Linked in Bankstown will aim to maximise the use of existing community resources to increase the economic and social participation of residents in the Bankstown Local Government Area.

Council has already started some amazing ground work in harnessing the ideas, imagination and dreams of the people as part of our earlier Imagine Bankstown project. We will now capitalise on this work to develop a model of collaboration across sectors and communities which potentially could be utilised in other localities.

The project commenced in August 2013 and we are in the process of discovering local assets, resources and services along with other organisations. This will progress to further identifying skills, talents, gifts and passions of people. All this information will result in an inventory resource which will be a tool for services and others to use. The project will also develop and provide training to stakeholders to ensure sustainability.

Council's solid connections with community organisations, government agencies, trade unions, and businesses have drawn a diverse mix of local representatives to form the Linked in Bankstown Steering and Implementation Group (SIG). The broad representations of key stakeholders who form the SIG provide information and overall direction of the project ensuring maximum participation, promotion, collaboration and leadership.

We look forward to realising the full potential of this project and anticipate leaving a legacy for Bankstown and for other areas beyond 2015.

Zizi Charida
Project Coordinator



▷ SIG members in conversation at one of our meetings at Council

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:

- Problem Gambling Recovery and Support Service including Financial Counselling is funded by NSW Office of Liquor, Gaming and Racing - Responsible Gambling Fund (RGF).
- Arabic Seniors Social and Information Network Project by the Department of Health and Ageing through a contract with Uniting Care Ageing

Problem Gambling Recovery and Support Service

The Problem Gambling Recovery and Support Service offers the following:

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

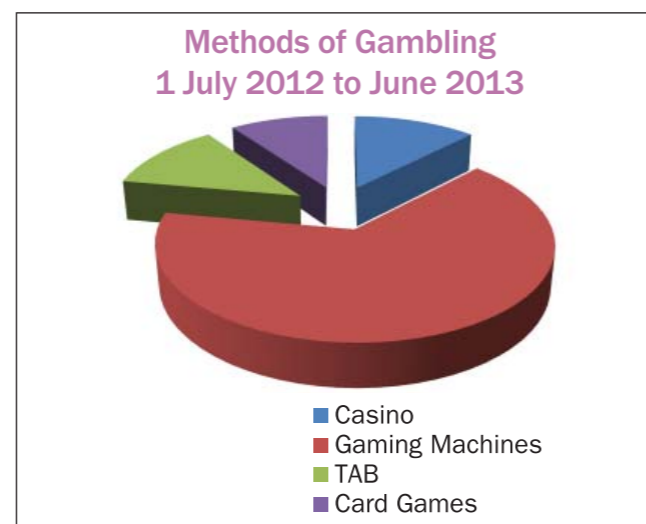
Clients received face-to-face, telephone counselling and support. A number of clients were referred to other units within Council and to other service providers for additional assistance related to other issues e.g. legal, mental illness, drug and alcohol counselling services, income support, etc.

Sources of referrals came from a range of agencies including Bankstown and Fairfield Probation and Parole, Star City Casino, Gambling Help Line, Centrelink, Multicultural Problem Gambling Services, other government and non-government agencies. Clients made direct contact with our service and others were self referred by family and friends.

Cognitive Behavioral Therapy Model and Solution Focused Model were the two main counselling treatment therapies utilised with clients and their families. Other therapy methods were also used depending on individual cases and issues.

During this period, the service was actively involved in the production of a DVD titled "Arabic Digital Story" which is about the personal story of a man with a gambling problem. The service also participated in producing and launching "Help for Family and Friends" booklet and other promotional materials in partnership with Responsible Gambling Fund, NSW Multicultural Health Communication Service and other CALD Problem Gambling services.

1 July 2011 to 30 June 2012	
Total number of clients	85
Total number of Families/Friends of clients	23
Total number of counselling sessions	579
Total number of files closed	5



Community Education about Problem Gambling

The service continued to conduct community education activities targeting Arabic speaking people with gambling problems, their families and the wider community. The topics covered were based on community and clients' needs which were determined through discussions with clients and promotional campaigns developed by RGF. During this period thirteen information sessions were delivered, seven of which covered Problem Gambling topics and the remaining sessions covered a combination of problem gambling and financial counselling topics with an overall 90 per cent positive feedback being received.

The details of these community education sessions are listed in the table below:

Information Sessions Topics	Target group	Attendance
Impact of gambling and financial difficulties	TAFE Students, Bankstown	28
Impact of gambling and financial difficulties	TAFE Students, Bankstown	25
Impact of gambling on individuals	Seniors group at Mt Druitt SydWest	8
Impact of gambling on children and families	Parents group at Wiley Park Girls High School	8
Impact of gambling on children and families	Parents group at Melkite Welfare Association	12
Impact of gambling on children and families	Parents group at St George Migrant Resource Centre, Rockdale	18
Impact of gambling on children and families	Parents group at Marrickville Library	12
Gambling consequences on new arrivals and financial difficulties	New arrival Iraqi refugees at Parents Café, Fairfield High School	28
Impact of Gambling on individuals and society	Community Members at New Leaf Communities, Bonnyrigg	10
Consequences of online gambling and poker machines	Students at Punchbowl Boys High School	16
Budgeting and Gambling awareness for individuals and families	Seniors group at Granville Youth Multicultural Centre	13
Impact of Gambling and financial difficulties	Parents group at Condell Park High School	18
Impact of Gambling and financial difficulties	New arrival Iraqi Refugees at Parents Café, Fairfield High School	16

Networking and Representation

The service was promoted through both advertising in Arabic newspapers such as the El-telegraph and Annahar. In addition, our Counsellors were interviewed by radio in Arabic and English to raise awareness about gambling issues with the broader community and to promote Council's gambling counselling service. Four interviews were conducted and they were with



Problem gambling information session at Fairfield High School

SBS Radio (Arabic Program), Voice of Tomorrow, 2bacr and Muslim Community Radio. There were also regular community announcements about the service.

Counsellors promoted the service at different forums and addressed the issues faced by clients with gambling issues and their families. Forums attended are: such as Arabic Workers Network, Multicultural Problem Gambling Service meetings, Sydney Metro Problem Gambling Forums and CALD Stakeholders' Forum, FCAN meetings and Multicultural Advisory committees.

Close links were initiated and/or maintained with Bankstown Sports Club, St Vincent De Paul Society, Club Safe, Wesley Mission, Multicultural Problem Gambling Service of NSW, Bankstown and Fairfield Probation & Parole services, Migrant Interagency Networks, Arab Workers Network, Police Advisory committee, Centrelink, Department of Community Services, Department of Housing, Bankstown Community Health Centre.

The service was actively involved in promoting the Responsible Gambling Awareness Week in May 2013. Activities included an information stall at Bankstown Sports Club where counsellors interacted with patrons about the service and an interactive session with high school students in Punchbowl Boys High School. In addition, the service participated alongside RGF, NSW Multicultural Health Communication Service and other ethnic specific problem gambling counselling services, in launching the "Help for Families and Friends Booklet" and online Gambling Help website resources. These resources are aimed at people with a gambling problem, their families and friends. The "Arabic Digital Story" DVD in which one of the counsellors participated, was launched during this week.



Counsellor at Bankstown Sports Club during Responsible Gambling Awareness Week

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

Meetings, Consultations etc	Purpose of Activity
Multicultural Advisory Committee (MAC) of Centerlink for Bankstown/Canterbury	Promote the service
MPGS meetings	Exchange information and promote the service
PG Sydney Metropolitan meetings	Exchange information and promote the service
Financial Counseling meetings with FCAN	Attend training and promote the service
Greek Welfare Centre Stakeholders Consultation	Promote the service and provide feedback on Quality improvement
Catholic Care	Promote the service
St Vincent de Paul Society	Promote the service
Sydney Regional Counsellors Forum	Exchange information and promote the service
ClubSafe	Training about Self-Exclusion
NSW PG Counsellors Conference	Training and development
RGF and Multicultural Health Communication Service	Development of resources and DVD

Financial Counselling Service

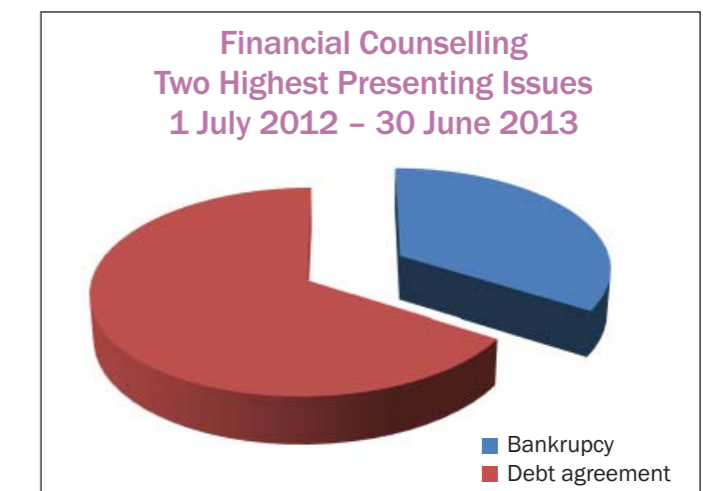
The Financial Counselling Service is provided as part of the Problem Gambling Recovery and Support Service to clients with problem gambling and their families. This service is offered by accredited Financial Counsellors from staff and one volunteer.

The services offered by the Financial Counsellors include:

- Face to face 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.
- Advocacy work for the benefit of clients.
- Referrals to other services as needed eg. legal services, mental health services and Housing.
- 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.
- Workshops to provide awareness on misuse of credit cards, store cards, contracts and the penalty involved plus other issues.

There are various sources of referrals to this service including Financial Helpline, creditors such as money lending companies, Banks, Insolvency Trustee Service Australia (ITSA), GE money, Energy Australia, Westpac, Financial Counsellors Association of NSW, Creating Links, Probation and Parole and self referrals.

1 July 2012 to 30 June 2013	
Total number of clients	53
Total number of counselling sessions	198
Total of client's files closed	6



Community Education related to Financial Counselling

The project delivered education activities targeting the Arabic speaking community. The topics were based on identified needs. Six sessions were conducted together with the problem gambling information sessions and an overall 90 per cent positive feedback was received.

Networking and Participation

The Financial Counselling Service 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.

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 and clients are provided with transport to and from the respective community centre. Group activities provided to clients included 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

Referrals were received from a number of agencies including the Aged Care Assessment Team. Family and friends also referred clients to the service. Council has worked in partnerships with a number of organisations to run the groups eg. Holroyd City Council, Auburn City Council, SydWest, Mount Druitt Community Centre and Granville Multicultural Youth Centre.



Holroyd Group Zumba exercise

Date / Time	10:00-10:15	10:15-10:30	10:30-11:00	11:00-12:00	12:00-12:15	12:15-13:00	13:00-14:00
Wednesday: 6/3/2013	Arrival & Coffee	Gentle Exercises	Morning Tea	Information session Gap Between Generations by Rita Gangi from Auburn Community Health Centre	break	Lunch	Bingo & Games
Wednesday: 13/3/2013	Arrival & Coffee	Gentle Exercises	Morning Tea	Information Session Healthy Ageing and How to Feel Young and Live Life to the Fullest by Nada Maki ACA	break	Lunch	Outing to Merrylands RSL
Wednesday: 20/3/2013	Seniors Week Celebrations Seniors Concert and Morning Tea at Dooleys Catholic Club at Lidcombe			Seniors Week Celebrations Open Day at Bhanin El Minieh Association in Auburn			
Wednesday: 27/3/2013	Outing to Carrs Park beach						

Seniors Group Monthly Activity plan

Information Sessions

Fourteen information sessions were organised for the ASSIN project clients during this period:

- HACC Services to the seniors by Sydwest
- Safe Use of Medicines and Vitamins By Dr. Ramzi Barnouti
- 2 walking safely presentations by Arab Council Australia
- services provided by Parramatta City Council to Seniors
- information on the GP helpline by the Healthcare Education Officer
- Impact of Problem Gambling by the PG Counsellor at Arab Council Australia
- Budgeting & Gambling Awareness by PG counsellor at Arab Council Australia
- Smart shopping & environmentally friendly products by Ethnic Communities Council of NSW
- Sustainable living presentation by Ethnic Communities' Council of NSW
- Skin Cancer information by Cancer Council
- Healthy Communities and Health initiatives information by Holroyd City Council
- The GP helpline by Medicare Local Healthcare Education Officer
- Gap Between Generations Series of presentations by Auburn Community Health Centre

In addition, on a fortnightly basis Community Care Officers presented relevant health and wellbeing topics to the seniors.

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: Bankstown Seniors Network, HACC Forums and Arab Workers Network meetings.

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, Migrant Resource Centres, Catholic Care, Bhanin El Minieh Association, Melkite Welfare Association, Sydney West Area Health Service, the Anti-Discrimination Board, Legal Aid, Fairfield NAVITAS, Salvation Army, and other services. These links were established in a number of Local Government Areas such as Bankstown, Canterbury, Auburn, Blacktown, Parramatta, Fairfield and Liverpool LGAs. A high proportion of clients who were referred to these services provided positive feedback.

Other specific networking, consultations and developmental activities that were conducted during this period include:

- Consultations with MCHS and RGF and Why Documentaries to develop educational Problem Gambling DVD and resources
- Consultations with MCHS and RGF to develop the booklet " Help for Family and Friends"
- Consultations with Arabic carers at ACA in partnership with Cultural Partners and National Prescribing Service about carer awareness of self care and medication use.
- 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.
- Consultation with Greek Welfare Centre Stakeholder group to discuss Quality Management

Promotional Activities

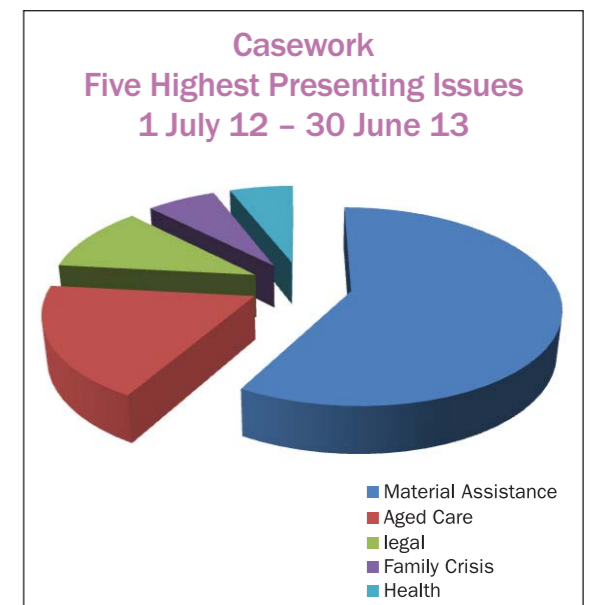
Promotional materials about projects within the Unit were distributed to SBS Arabic Radio and Radio and through Arabic language newspapers such as El Telegraph.

The projects were also promoted through various agencies, interagency and network meetings as listed throughout this report.

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 July 2012 – 30 June 2013	
Issues	Occasion of Service
Aged Care	441
Family Crisis/Social	154
Conflict Resolution	45
Education and training	87
Employment	97
Health	141
Housing	58
Material Assistance	605
Income support	781
Learning English	23
Legal	260
Settlement Issues	47
Torture/trauma/anger management	77
Torture/trauma/anger management	86
Total	3007



Other Unit Initiatives

Advice on tax issues

A focus group session was held on 15 May 2013 facilitated by an Officer from the Australian Taxation Office (ATO) Access and Diversity Unit. The purpose of the session was to make the tax experience easier for Arabic businesses and individuals in NSW, and to help them better understand their rights and obligations under taxation and superannuation laws. The session included discussions and feedback from the attendees on the most needed areas of assistance that can be provided to the Arabic speaking community as part of the ATO community education program. As a result of the consultation, Arab Council and the ATO decided to provide a tax advice service to businesses and individuals on a one day per month from Council premises.

Greenacre Family Festival

Council's Communities and Families Units worked in partnership with Greenacre Area Neighbourhood Centre and other local organizations to plan and hold the yearly Greenacre Family Festival in September 2013. The day included games, rides, art displays, sports demonstrations, children's tent and cultural entertainment.

Seniors Week 2013 events

We worked in partnership with Auburn City Council to hold Seniors Week celebrations with our Seniors. These celebrations were held in two locations: Dooleys Club in Lidcombe and Bhannin El Minieh Association in Auburn. Activities included Entertainment by an Opera singer and an in-house pianist, cooking an Iraqi popular dish and Morning tea.



Auburn group during Seniors Week event at Dooley's Club

Walkathon

Council held its first walkathon in November 2012 to raise funds for much needed emergency projects. Our seniors groups participated along with other units in the walkathon and in raising funds. It was an enjoyable and inspiring experience for all.



Local newspaper article about seniors taking part in the Walkathon

Professional Development of Unit Staff

Training and development days attended by unit staff during this period included:

- Monthly Clinical Supervision for PG and Financial Counsellors to debrief their counselling experience
- Financial Counselling Training: Benefits of using the Debt Recovery Service
- The new Working With Children Check training
- Energy Efficiency training by 3E project
- Problem Gambling Counselling Pathways 4
- Financial Counselling Accreditation
- PG Counselling conference



Parramatta group outing to Parramatta flower festival



Blacktown group outing to Carrs Park beach

Randa Moussa (Started Mar 13)
Hany El Helu (Finished Mar 13)
Unit Managers

Heshmat Shahid
PG and Financial Counsellor

Zeinab Hourani (Mat Leave from Jun 12)
Wafa Ibrahim (Jun - Aug 13)
Farizeh Chamaa (Aug - Nov 13)
PG Counsellors

Charbel Nammour
Volunteer Financial Counsellor

Nehme Mrish
Community Bus Driver

Nada Miski
Rhonda Issaoui
Manal Abdel-Malak (Nov 11 – Oct 12)
Vera Achkar (Oct 12- Jan 13)
Community Care Officers

Women's group trip to the Floriade Spring Festival in October 2012



Seniors group visiting Botanical Gardens



Links to Learning participants during AFL Sports Day at Bankstown Oval



Anti Poverty bag made by one of the participants



Mr Fadi Nemme, Council's White Ribbon Ambassador at the WRD event in Bankstown Central



Anti Poverty Week Creative Arts Session



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 at Council's premises and in some cases home visits are conducted. Staff assisted clients with their presenting issues and worked with them on achieving their goals. Clients provided positive feedback about the service they received and their experience.

Casework 1 Jul 2012- 30 Jun 2013	
Issues	Occasion of Service
Aged Care	52
Child Care	30
Conflict Resolution	17
Domestic Violence	24
Drugs and Alcohol	10
Education	92
Training & Development	221
Employment	83
English Classes	69
Family Crisis	324
Physical Health	17
Mental Health	54
Housing	93
Immigration & Settlement Issues	47
Isolation and Alienation	710
Income Support / Financial Issues	449
Legal	197
Letters & Form Filling	174
Material Assistance (EAPA & Food Aid)	511
Quit smoking	13
Torture / Trauma	5
Total	3192

Five Highest Presenting Issues
1 Jul 2012 - 30 Jun 2013



Community Development Activities

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

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 they include LGS such as Bankstown, Fairfield and Liverpool. High numbers of parents participated and positive feedback was received.

Workshops – GLS, Child Restraints RMS and Walking Safely

We ran a total of 18 workshops during this financial year 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 (119 participants in total); Four (4) Child Restraint Workshops delivered to families with young children 8 years of age or under (43 participants in total). Six (6) Walking Safely workshops run together with the Council's Strengthening Communities Unit and targeted older people to inform them about pedestrian safety issues (98 participants in total). Feedback was highly positive and we have entered into a new contract with RMS to deliver 24 workshops in total.

Women's Groups

The Women's Groups have been committed to fully participating in the activities offered to them. The women have taken part in a range of programs that were developed in consultation with them. Through our educational activities, the groups gained more information and experience on women's health issues, parenting skills and healthy lifestyle. Women expressed more confidence, increased sense of self esteem and support as a result of their participation. The women have become a strong example of focusing on their strengths, talents and skills to achieve their goals.

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 premises.



Celebrating the Biggest Morning Tea



Women's group trip to Scenic World



Women's group trip to Canberra

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 90 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	119
Women's Health Consultation	Women	20
Computer Classes	Community members	128
Outing to different places	Women's group	75
The Biggest Morning Tea	Community	45
Positive Parenting Program Seminar	Parents	32
Fitness Class	Women's group	252
Child Restraint Workshop	Community	43
Consultation with Department of Health Ageing and Disability	People with Disability	5
Introduction to ACA Services Presentation	College & school students	103
Clean Energy Future	Families/Community	72
Parenting Workshop for Parents of Teenagers at Fairfield HS	Youth & Families	28
Consultation for Cancer Stigma	Community	35
International Women's Day	Women's group	75
Smart Shopping	Youth & Families	15
Settlement in Australia	Youth & Families	29
Cancer Prevention	Community	10
Women's Group Meeting	Women's group	109
Homework Support	Students	56
Healthy Life Style	Community	160



Women's group trip to Blue Mountains



Women's group at an Anti Poverty Week activity



Women's group participants displaying their Anti Poverty craft work

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	Networking, consultations, focus groups
Greenacre Neighbourhood Centre	Chester Hill North Public School
Women's Café group	Australian Taxation Office
SBS Radio, Arabic program	University of Sydney
Community Migrant Resource Centre	Fairfield High School
Families NSW	Greenacre neighbourhood centre
Cancer Council of NSW	Arabic Workers Network
Bankstown TAFE	Sydney Alliance
Smith family	Bankstown City Council
Triple P Focus Group	Benevolent Society
Canterbury Bankstown Migrant Interagency	Creating Links
Australian Taxation Office	Melkite Welfare Association
Ethnic Communities Council	Human Rights and Equal Opportunity
Centerlink	Uniting Care Burnside
Bankstown Area Multicultural Network	Catholic Care
Multicultural Access Committee- Bankstown Hospital	ADHC
Women's Initiative Network	legal Aid
Multicultural Health Communications	Sydney Legal Rights Centre
Westmead Hospital	Family Relationship Centres
Multicultural Area Health Unit, Cumberland Hospital	Crisis Support Services
Multicultural HIV/AIDS & Hepatitis C Service	Welfare Rights Centre
Communities for Children Committee	Salvation Army
Sydney Regional Counsellors Forum	Arabic Reference Group - ADHC
Community Builders Workshop	Advisory Committee for health at Bankstown
Condell Park Boys High School	Australian College of Applied Psychology



Celebrating International Women's Day

Students and Work Experience

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

Professional Development

Staff have 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 include:

- Changes to Legislations Working with Children's Check Training
- Identifying the Risk of Harm for Children and Young People.
- Youth Safe training
- Fire Protection Training
- Walking Safely Training
- Graduated Learners Scheme
- Child Restraint workshops
- 3E Energy Efficiency
- Personal Centred Approach

Hany El Helu (Nov 12 - Present)

Dina Abouesh (Jun 10 - Oct 12)
Unit Managers

Hala Al Duleimi

Wafa Ibrahim (Jan 13 - present)

Maram Ismail (Feb 13 - present)

Rhonda Issaoui (May 12 - Jan 13)
Child, Youth and Family Support Officers

Grace Chehab (7 Jan 13 - 18 Jan 13)

Suzanne De Souza Barbarossa (Apr 11 - Aug 2012)
Youth and Family Support Officers



Women's group at the Women's Cafe



Information session on Hep C



Changes to legislations Working with Children Check Training

▽ Biggest Morning Tea 23-05-13

▽ During a trip to Canberra



▷ International Women's day 2013

Outdoor activity with L2L students and their tutor



△ Seniors group dancing the Dabkeh at Holroyd Park

△ Seniors group Women's Health Week activity at Holroyd Council

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 run since 2001. The Links to Learning project is funded by the NSW Education and Communities.

Links to Learning Project

Links to Learning is designed to assist young people to remain engaged in education or transition into further education, training or employment. Young people are supported through stages in a project with the following five objectives:

- **Connect** – young people connect into the program
- **Participate** – young people attend and participate in the program
- **Learn** – young people learn and improve education, employment and life skills
- **Plan** – for successful transition from this program into education, training or employment
- **Transition** – Young people transition into alternative planned education and career destination

Young people at risk of leaving the education system experience many barriers and difficulties which may include:

- Difficulties with the school learning environment
- No or minimal networks of support
- Risk taking behaviour
- Single parenthood
- Other significant circumstances that prevent access to remaining in education, training or employment.

The following tables show the services provided to the Links to Learning students during this period:

Service	# of Participants	Occasion of service
Group Excursions	131	10
Industry visits	80	4
Preparation and liaison	34	34
Individual support	149	149
Follow up	120	120
Literacy and Numeracy	149	95



YMCA Sports Day at Greenacre

Workshops and Excursions

A number of excursions and outings were organised throughout the year which assisted in developing cohesive relationships between participants and with staff of the project and enhanced social interaction amongst students and other relevant stakeholders.

Activity	Service Provider	Objective
Audio and Visual Techniques	Arab Council Australia, AFL and YMCA	To build on students' fitness level, sport rules and to meet new young people
Graduation Picnic & BBQ at Georges River	Arab Council Australia	To bring Links to Learning participants together for a farewell end of year gathering



YMCA Sports Day at Greenacre



AFL Sports Day at Bankstown Oval



Workshop	Service Provider	Objective
Anger Management	Arab Council Australia, Links to Learning Project	Arab Council Australia, Links to Learning Project
Anti Poverty Week	Arab Council Australia	Arab Council Australia
Burn workshop	Legal Aid NSW	Legal Aid NSW
Creative Arts	Arab Council Australia, Links to Learning Project	Arab Council Australia, Links to Learning Project
Gambling Workshop	Arab Council Australia, Problem Gambling Project	Arab Council Australia, Problem Gambling Project
Harm Minimisation	Multicultural HIV/ADIS & Hepatitis C Service	Multicultural HIV/ADIS & Hepatitis C Service
Keep 'em' Safe	Rail Corp	Rail Corp
The Line	Arab Council Australia/ Australian Government Campaign - FAHCSIA	Arab Council Australia/ Australian Government Campaign - FAHCSIA
White Ribbon making	White Ribbon Ambassadors from Arab Council, Art Centre and Lifecare in Bankstown	White Ribbon Ambassadors from Arab Council, Art Centre and Lifecare in Bankstown
Youth Step Up	Arab Council Australia, Links to Learning Project	Arab Council Australia, Links to Learning Project



Burn Workshop



Hepatitis C Workshop



Youth Set Up workshop



L2L Staff Members

Links to Learning Graduation 2012

To conclude the year, the End of Year Graduation for the Links to Learning participants of 2012 was held at the Royal National Park - Georges River. The Graduation was an occasion to celebrate the achievements of sixty students who have made it right to the finish line.

The graduating students were from the program's 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 sports activities and sausage sizzle at the park followed by a graduation ceremony. The students were presented with Certificates of Achievement as an acknowledgment of their efforts, willingness to improve themselves, both academically and socially.

Congratulations to all Participants of the L2L 2012!

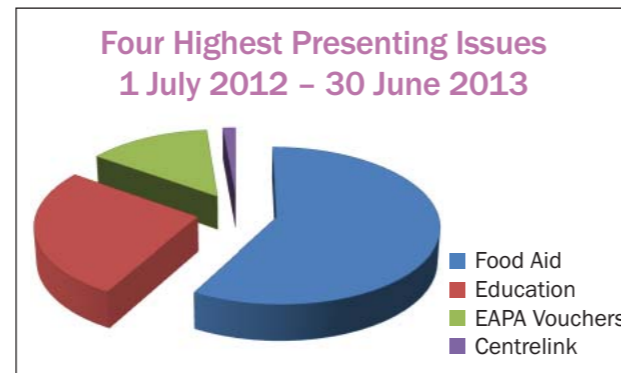
Other Unit Services

The Youth & Leadership Unit also provides 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

The following table shows the issues in which the Unit was involved during this period.

Issues	Occasion of Service
Food Aid	206
Education	95
EAPA Vouchers	49
Centrelink	5
legal	3
Housing	1
Total	339



Graduation Day 2012 at Royal National Park



Staff and participants at graduation day sausage sizzle



L2L participants during Graduation Day



Soccer Game at Graduation Day

Networking, Consultations and Representations

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

Advisory groups, representation, partnerships	
Afford Employment Bankstown	Department of Education & Communities – L2L
Australian Government Department of Human Services	Granville Boys High School
Australian Taxation Office	Legal Aid NSW
Bankstown City Council	Mary's Place
Bankstown Community Resource Group	Metro Migrant Resource Centre
Bankstown Multicultural Youth Service	MTC Youth Connection -Youth Connection
Bankstown Youth Development Service (BYDS)	Multicultural HIV/ADIS & Hepatitis C Service
BCS Lifecare Bankstown	Multicultural Youth Affairs Network NSW
Belmore Boys High School	Muslim Women Association
Birrong Boys High School	Punchbowl Boys High School
Birrong Public School	RailCorp
Break Thru	South Western Sydney Institute
Canterbury Bankstown Career Connections	Sydney Alliance
Cancer Council of NSW	Teachers Federation
Creating Brighter Career Connections	The Great Western Sydney Giants NRL
Community Migrants Resource Centre	

Arabic Workers Network (AWN)

The Arabic Workers Network was established in the early 1990s and came about after the Arabic Welfare Interagency became Council (known today as Arab Council Australia). It was felt that in absence of an Arabic specific interagency, there may still be a need for an ongoing workers networking forum. AWN is a forum for workers from NSW who either speak Arabic or work directly with the Arabic speaking community of this state. The aims of the AWN are to:

- Create greater awareness about issues affecting the Arabic speaking community in NSW;
- Provide a forum for support and information to Arabic workers in NSW with the view of increasing access and equity to the Arabic community;
- Promote increased awareness among mainstream services on issues of concern relevant to the Arabic speaking community;
- Provide a forum that encourages and promotes skills development and information exchange amongst Arabic speaking workers.

The AWN is resourced and convened by Arab Council Australia.

During this period the following organisations were involved in the AWN's meetings and workshops:

ORGANISATIONS IN AWN	
Afford Employment	Melkite Welfare Association
Ageing Disability and Home Care	Mary's Place
Allevia Bankstown	Muslim Women Association
Australian Taxation Office	NSW Police Force - Bankstown
Department of Human Services	NSW Multicultural Health Communication Service
Bankstown City Council	NSW Office of the Director of Public Prosecutions
Bankstown Community Health Centre	STARTTS
Canterbury City Council	St George Migrant Resource Centre
Canterbury /Leichhardt Family Support	Transplant Australia
Community Migrant Resource Centre-3E Project	South Western Sydney Medicare Local Ltd
Community Service – FACS	South West Sydney Family Referral Service
Creating Links	St Vincent de Paul Society – Mary's Place
Family Relationships Centre	The Benevolent Society
Marrickville Health Centre	University of NSW
Metro Migrant Resource Centre	

The workshops and information sessions that were conducted during this period with the AWN's members were as follows:

Topic	Service Provider
Information Session about Tax	Australian Taxation Office
Ageing Disability and Home Care	NSW Family and Community Services NSW
Energy Efficiency Information and Sustainable Awareness	Community Migrant Resource Centre
Employment Taskforce for Young People in Canterbury- Bankstown area	Australian Government Department of Human Services
Organ and Tissue Donation	NSW Multicultural Health Communication Service
Mental Health – ATAPS Program	Medicare Local South Western Sydney



AWN meeting

Arabic Youth Employment Group

In partnership with Australian Government Department of Human Services, Council alongside other local government and non government organisations were involved in the Arabic Youth Employment Group.

The Arabic Youth Employment Group was established following the Employment for Youth of an Arabic Background forum which was held on 16 April 2013. The forum engaged service providers, employment training organisations, youth and government to explore the needs of young people of Arabic speaking backgrounds and assist them to attain and retain employment.

The Arabic Youth Employment Group developed the following priorities:

1. Collaboration across service sectors
2. Parental Engagement
3. Community Education Awareness
4. Engagement with Business

The organisations involved in the Arabic Youth Employment Group are:

ORGANISATIONS IN ARABIC YOUTH EMPLOYMENT GROUP	
Afford Employment Bankstown	Creating Brighter Career Connections
Arab Council Australia	Department of Education, Employment and Workplace Relations
Australian Government Dept. Human Services	Metro Migrant Resource Centre
Bankstown City Council	MTC Youth Connection
Bankstown Community Resource Group	TAFE - South Western Sydney Institute
Bankstown Multicultural Youth Services	The GWS Giants
Break Thru	



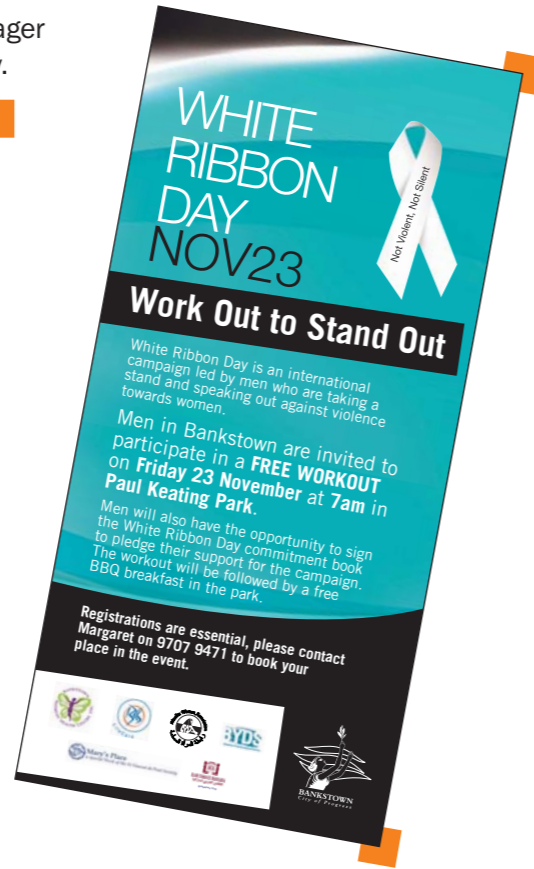
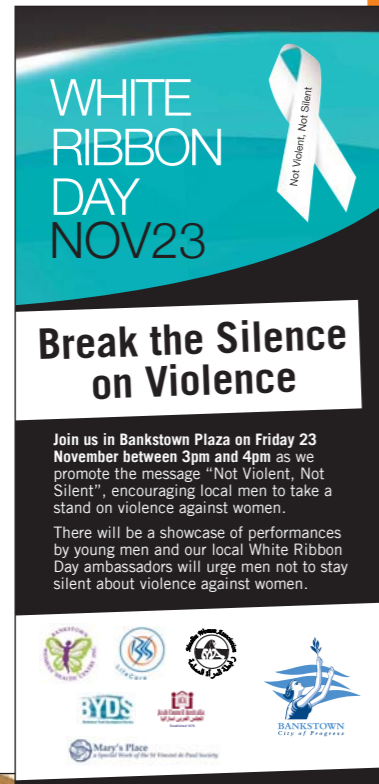
Arabic Youth Employment Group

White Ribbon Day

White Ribbon Day is an international campaign led by men who are taking a stand speaking out against violence towards women.

Arab Council Australia worked in partnership with Bankstown City Council and other organisations on a White Ribbon Day event which ensured that it was a great success in the Bankstown area. The event was open to the community and involved sporting activities, music, and BBQs to promote messages by men to not stay silent about violence against women.

Mr Fadi Nemme, the Youth & Leadership Unit Manager is Arab Council's Ambassador for White Ribbon Day.



White Ribbon Day Activity at Bankstown Central 2013

Staff Development

During this period the Youth & Leadership Unit's staff members attended the following training:

Training	Delivered by
Effective HR workshop on Managing People, Managing Performance	Job Australia
3E Project	Community Migrant Resource Centre
New Working with Children Check	Commission for Children and Young People
Action Learning Set	School for Social Entrepreneurs
Child Restraint	Road and Marine Services
Helping Learners Drivers become Safe Drivers	Road and Marine Services

Fadi Nemme Unit Managers
Vera Achkar (Mat Leave May 11 - Jan 13)

Hiba Ayache
 Youth Development Officer

Nagwa Elads
Munther Al-Hinti
Douha El-Assaad
Mariam Kourouche
 Project Officers/Tutors



Staff at Birrong Public School 2013 Services Expo



Participants with staff at an YMCA sporting activity



L2L Participants at Hep C Workshop

▽ L2L participants and tutors



▽ Parramatta Senior group at Blaxland Reserve, Silverwater



▷ Senior group in a Zumba activity at Auburn



▷ Seniors group and staff during one of their outings



▷ Seniors group relaxing during one of their social outings



▷ Women's group at an outing

Treasurer's Report

I am pleased to present Council's audited financial report for the 2013 financial year. It provides an overall view 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 the existing projects.

For the next financial year, we have secured additional funds for the problem gambling and financial counselling service to match its expansion. We have also been successful in receiving a new two year grant from the Australian Department of Human Services under the Local Solutions Fund for the Linked In Bankstown project.

Our long standing partnership with the NSW Roads and Maritime Services has continued and we entered into a new funding agreement for the next financial year to deliver 24 workshops related to Graduated Learners Scheme, Walking Safely and Child Restraint. Bankstown City Council has recently approved grants for two short term projects. Our application for infrastructure and equipment under the Building Multicultural Communities Grants of the Department of Immigration and Citizenship has been successful. However due to the change in governments, there has been delays in finalising the agreement.

At the time of writing this report, the future funding of the Links to Learning project is unclear. We have made representation to the Department of Education and Communities and anticipate an announcement soon.

On behalf of Council, I thank all our funding bodies and government departments for their continued support and for recognising Council's important role in the community.

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

I offer my warmest appreciation to the Chairperson, Mr Khaled Al Melhem, my fellow Board members, Council's staff and volunteers for their commitment, devotion and hard work.

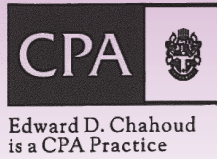
The growth in stature of our Council has no limits. It is a continual evolution, driven and guided by our CEO, Randa Kattan, who is constantly building on our strengths, consistently raising the bar and leading change in the present and for the future.

Jamal Hamdan
Treasurer

FUNDING APPLICATIONS

Several funding applications were submitted for a number of projects during this period:

- Department of Human Services under the Communities for Children program for "Ain't No Excuse" project. (Unsuccessful)
- Linked In Bankstown Project funded by the Australian Government Department of Human Services under the Better Futures, Local Solutions initiative. (Successful)
- Three applications for problem gambling and financial counselling in Coastal, South West and Western Sydney funded by the Office of Liquor Gaming and Racing's Responsible Gambling Funds. (Successful)
- Financial Counselling to support People Affected by Problem Gambling Initiative by the Department of Families, Housing, Community Services and Indigenous Affairs. (Unsuccessful)
- Bankstown Club Grants for a project to address homophobia and provide support to LGBTI of Arabic background (Unsuccessful)
- Bankstown City Council community grants for "Care for Carers" project. (Successful)
- Bankstown City Council community grants for a project to address homophobia and provide support to LGBTI of Arabic background (Successful)
- Building Multicultural Communities Program Fund to purchase of equipment under Stream One and the capital works and fixed infrastructure project under Stream Two. (Successful, awaiting contract)
- Australia Post's Our Neighbourhood Community Grant for "Disability is not Inability: A resource for people of Arabic Speaking background". (Unsuccessful)
- Department of Education, Employment and Workplace Relations Migrant Communities Employment Fund for "Opening Doors to Work" project. (Awaiting response)
- Department of Education, Employment and Workplace Relations Youth Development and Support Program for "Building a safe and supportive culture" project. (Awaiting response)
- Road & Maritime Services funding to organise and deliver a total of twenty four workshops: eight GLS - Helping Learner Drivers Become Safer Drivers, eight Child Restraint and eight Walking Safety for Seniors. (Successful)



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

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**INDEPENDENT AUDIT REPORT
TO THE MEMBERS OF
ARAB COUNCIL AUSTRALIA INCORPORATED**
ABN 65 538 322 175

We have audited the accompanying special purpose financial report of **Arab Council Australia Inc.** which comprises the Balance sheet as at **30 June 2013**, the income statement and cash flow statement for the year ended **30 June 2013**, 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 2013 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 23rd day of October 2013



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, 2013** 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		22 Nov 2013
Jamal Hamdan		22 Nov 2013

BALANCE SHEET AS AT 30 JUNE 2013

	2013	2012
Current Assets		
C'wealth Bank a/c 10737766	210,314.22	96,753.58
C'wealth Bank a/c	216,110.81	308,199.31
C'wealth Bank Term deposit a/c	88,376.77	84,446.22
Petty Cash	501.50	-
	<u>515,303.30</u>	<u>489,399.11</u>
Deposits	9,579.60	10,135.00
Total Assets	<u>524,882.90</u>	<u>499,534.11</u>
Current Liabilities		
GST payable	18,896.64	2,212.02
Superannuation Payable	4,896.81	4,854.53
PAYG Withholding	7,300.00	6,652.00
Provision for Program costs	121,195.44	102,424.02
Provision for Annual leave	54,400.00	73,334.27
Provision for Annual Leave Loading	9,520.39	12,833.50
Provision for Long Service Leave	49,707.36	46,707.36
Provision for Maternity Leave & relief staff	3,546.34	3,546.34
Provision for Community Bus	34,530.55	37,687.60
Provision for Equipment	22,314.36	19,061.46
Provision for Repairs & maintenance	17,990.91	15,500.00
Total Liabilities	<u>344,298.80</u>	<u>324,813.10</u>
Net Assets	<u>180,584.10</u>	<u>174,721.01</u>

**INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2013**

INCOME	2013	2012
Grants - Note 2	1,084,032.97	1,164,518.84
Donations	326.60	-
Fundraising	5,247.45	360.20
Hall Hire	-	1,274.54
Interest	11,842.05	14,903.75
Membership	295.45	243.19
Other misc. receipts	1,004.90	207.94
Paid Parental Leave	10,917.00	-
Rent	2,954.55	2,600.00
Training workshops	-	1,704.05
Transfer from Provision-Program Costs - Note 2	18,107.02	-
Translations	100.00	641.81
	<u>1,134,827.99</u>	<u>1,186,454.32</u>
EXPENSES		
Advertising - Staff recruitment & publicity	200.91	970.45
Artist Fees	-	1,260.00
Audit	4,200.00	3,550.00
Bank charges	1,012.06	997.91
Bookkeeping	4,960.00	1,640.00
Bus Purchase	-	112,000.00
Bus running costs	9,943.68	30,050.00
Childcare	-	100.00
Cleaning	18,363.57	18,868.39
Computer maintenance	24,372.09	27,766.57
Consultants	3,690.45	11,385.55
Electricity	17,458.27	13,595.13
Equipment	9,430.36	2,100.00
Food aid	4,201.59	-
General expenses	1,300.83	4,057.38
Guest speakers	-	-
Hire of Equipment & Hall	7,863.54	11,042.71
Insurance - General & public liability	9,087.45	9,226.25
- Workers Compensation	21,525.21	20,382.69
Internet	7,297.18	4,036.95
Management & Supervision	-	4,000.00
Meeting exp.	4,134.14	8,130.45
Program activity costs	72,084.02	80,399.38
Postage	718.52	927.85
Printing	7,625.00	5,810.00
Prizes & Awards	-	351.23
Publications	380.18	923.30
Rent	68,168.16	66,504.72
Repairs & maintenance	19,387.66	21,282.62
Salaries	706,167.91	693,833.43
Security	1,438.57	643.81
Staff Amenities	3,801.29	3,098.47
Stationery	2,797.08	2,735.69
Subscriptions	1,940.00	5,985.02
Superannuation	65,990.60	59,266.82
Telephone	15,217.66	11,839.52
Training	1,738.18	8,735.46
Translations	159.09	810.95
Travel	12,309.65	16,289.49
	<u>1,128,964.90</u>	<u>1,264,598.19</u>
Operating surplus / (deficit) for year	<u>5,863.09</u>	- 78,143.87
Brought Fwd Surplus/(Deficit) last year	174,721.01	252,864.88
Accumulated Surplus/Deficit @ 30.6.13	<u>180,584.10</u>	<u>174,721.01</u>

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2013

2012	INFLOWS / (OUTFLOWS)	2013
CASH FLOWS FROM OPERATING ACTIVITIES		
1,174,051	Receipts Grants	1,122,986
1,116,080	Payments to suppliers & employees	1,108,924
<u>57,971</u>	Net cash provided by operating activities	<u>14,062</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
14,904	Interest received	11,842
-	Payment for property ,plant & equipment	-
<u>14,904</u>	Net cash used for investing	<u>11,842</u>
72,874	Net increase / (decrease) in cash held	25,904
416,525	Cash at beginning of reporting period	489,399
<u>489,399</u>	Cash at end of reporting period	<u>515,303</u>
RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO OPERATING PROFIT		
- 78,144	Operating profit after tax	5,863
	Add/(less) items classified as Non-operating activities	
14,904	Interest received	11,842
<u>- 93,048</u>	Cash derived from operating activities	<u>- 5,979</u>
	Add / (less) non cash items	
29,371	Provision for accrued leave	- 19,247
<u>- 63,676</u>		<u>- 25,226</u>
Changes in assets & liabilities		
-	Decrease / (Increase) in Deposits paid	555
- 15	(Decrease) / Increase in corporate Credit Card	-
- 12,157	(Decrease) / Increase in GST Payable	16,685
610	(Decrease) / Increase Superannuation Payable	42
- 2,451	(Decrease) / Increase PAYG withholding	648
97,683	(Decrease) / Increase in program costs	18,771
- 16,712	(Decrease) / Increase in provision for relief staff	-
37,688	(Decrease) / Increase in provision for community bus	- 3,157
2,052	(Decrease) / Increase in provision for equipment	3,253
14,949	(Decrease) / Increase in provision for repairs & maintenance	2,491
<u>57,971</u>	Net cash provided by operating activities	<u>14,062</u>



**NOTES TO & FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30TH JUNE 2013**

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:

- (a) The financial report was prepared on a modified accrual basis of accounting, including the historical cost convention and the going concern assumption.
- (b) 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 2013**

NOTE 2. GRANTS RECEIVED	2013	2012
DEPARTMENT OF COMMUNITY SERVICES		
1.Arabic Welfare Centre Co-ordinator	91,156	88,343
2.Child, Youth & Family Support Project	309,173	299,631
DEPARTMENT OF EDUCATION AND COMMUNITIES		
1.Links To Learning	191,769	187,776
DEPARTMENT OF GAMING & RACING		
1.Problem Gambling in the Arabic Community	197,321	191,527
DEPT. OF AGEING,DISABILITY & HOME CARE		
Arabic Seniors Social and Information Network	256,271	353,207
MINOR GRANTS		
RMS - Helping Learner Drivers Project	21,623	22,484
RMS - Child Restraint workshop	5,220	11,950
RMS - Seniors Walking Safety Workshop	10,000	1,575
National Prescribing Service Ltd	1,600	3,600
Auburn City Council- Ageing Arabic DVD project	-	4,425
	1,084,133	1,164,519
Transfer from Provision for Program Costs		
Food Aid Project	10,000	-
Imagine Bankstown Project	8,107	-
	18,107	-
Fundraising - Families & Elderly	5,247	-
ACCUMULATED FUNDS AS AT 30 JUNE 2013		
Project Name	2013	2012
Arabic welfare Centre	1	-
Links to Learning	2	98,262
Child,Youth & Family Support	7	63,192
General a/c	9	63,192
Gambling in the Arabic community	10	-
Food Aid Project	16	3,349
Sydney Alliance	17	955
Imagine Bankstown	26	7,403
Youth Quiz 10	29	1,876
Website	30	300
Fundraiser - Families & Elderly	41	5,247
Arabic Seniors Social & Information Netv	116	-
	180,584	174,722

Board of Management

Khaled Al Melham	Chairperson
Wafa Jeha	Deputy Chairperson
Amir Salem	Deputy Chairperson
Dona Issa	Deputy Chairperson (Resigned June 2013)
Tia Sayed	Secretary
Jamal Hamdan	Treasurer
Ramzi Barnouti (Dr)	Board Member
Mohamed Derbas	Board Member
Brian Mubarak (Dr)	Board Member
Randa Kattan	Chief Executive Officer & Public Officer

Personnel

Randa Kattan	Chief Executive Officer & Public Officer
Pauline Oshana	Administration & Information Unit Manager 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 (<i>Started Nov 12</i>) Operations Manager (Jun 13 – Oct 13)
Randa Moussa	Strengthening Communities Unit Manager (<i>Started Mar 13</i>)
Dina Abouesh	Strengthening Families Unit Manager (<i>June 10 - Oct 12</i>)
Vera Achkar	Youth & Leadership Unit Manager (<i>Mat Leave May 11 - Jan 13</i>) Community Care Officer (<i>Oct 12 – Jan 13</i>)
Zahia Charida	Linked In Bankstown Project Coordinator (<i>Started Aug 13</i>)
Heshmat Shahid	Problem Gambling Counsellor/Casework Officer
Zeinab Hourani	Problem Gambling Counsellor/Casework Officer (<i>Maternity Leave from Jun 12</i>)
Farizeh Chamaa	Problem Gambling Counsellor/Casework Officer (<i>Aug 13 – Oct 13</i>)
Hiba Ayache	Youth Development Officer
Hala Alduleimi	Youth, Child & Family Support Officer
Wafa Ibrahim	Youth, Child & Family Support Officer (<i>Started Jan 13</i>)
Maram Ismail	Youth, Child & Family Support Officer (<i>Feb 13 – Dec 13</i>)
Suzanne De Sousa Barbosa	Youth & Family Support Officer (<i>Apr 11 – Aug 12</i>)
Grace Chehab	Youth & Family Support Officer (<i>7 Jan 13 - 18 Jan 13</i>)
Nada Miski	Community Care Officer
Rhonda Isaoui	Community Care Officer (<i>Started Feb 13</i>) Youth, Child & Family Support Officer (<i>May 12 – Jan 13</i>)
Manal Abdel-Malek	Community Care Officer (<i>Nov 11 – Oct 12</i>)
Nehme Mrish	Community Bus Driver
Nena Al Bazi	Administration Officer
Mariam Kourouche	Links to Learning Project Tutor (2013)
Douha El-Assaad	Links to Learning Project Tutor (2013)
Munther Al-Hinti	Links to Learning Project Tutor (2013)
Nagwa Elads	Links to Learning Project Tutor (2013)

Consultants and Contractors

Lopitta Fares	Website Editing
Mohamad Mashkour	Allware Technology, IT Services
Roxana Rascon	Consultancy Services, funding proposals

Volunteers

Ferial Khatib
Weam Suleiman
Hanne Nabaki
Farah Khalili
Abdul Qader Khalli

Students on Placements

Nesrine El Jajleh	Auburn Girls High School
Loubna Ayoubi	Bankstown Girls High School
Daniel Petkoski	Bass High School
Youssef Eter	Bass High School
Nadia Jawad	Beverly Hills Girls High School
Ali Arabi	Bankstown Senior College
Joseph Baalbaki	Holy Spirit College
Mary Azzi	Holy Spirit College
Elias Baissari	Southern Cross Catholic Vocational College
Mariam Alameddine	Strathfield Girls High School
Jihad Saboun	Strathfield South High School
Zhane Hinckson	Strathfield South High School
Christopher Loulach	Trinity Catholic College -Auburn
Setefano Fatal	Trinity Catholic College -Auburn
Nesrrin Yessin	Wiley Park Girls High School
Anna Dam	Wiley Park Girls High School
Razaq Al Ebodi	Australian College of Applied Psychology
Faye Bahsoun	Australian College of Applied Psychology
Slivana El-Has	TAFE - Bankstown
Hassan Harb	TAFE - Ultimo
Bouchra Howchar	University of Western Sydney
Hebah Moussa	University of Western Sydney

Funding Bodies

NSW Education and Communities
NSW Family & Community Services - Community Services
Department of Health and Ageing through UnitingCare Ageing
NSW Office of Liquor, Gaming and Racing - Responsible Gambling Fund
NSW Transport - Roads and Maritime Services
National Prescribing Services
Australian Government Department of Human Services

Board members and staff at Sydney Alliance Leaders Assembly at Granville in Nov 2013



L2L staff and participants



Member of the seniors group fishing during an outing at Clarkes Point Reserve in Hunters Hill



Members of seniors group having fun



CEO with other winners at ACON's LGBTI Honour Awards event



The Chairperson, Deputy Chairperson, Treasurer and a staff member (far left) at ACON's LGBTI Honour Awards event

2013 ANNUAL REPORT



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