



Arab Council Australia Inc.

# Annual Report 2012



Arab Council Australia  
المجلس العربي استراليا

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.

# CONTENTS

Chairperson's Foreword	3
Executive Director	5
Administration and Information	7
Imagine Bankstown	12
Strengthening Communities Unit	15
Problem Gambling Recovery and Support	15
Financial Counselling Services	17
Arabic Seniors Social and Information Network	19
Strengthening Families Unit	25
Youth and Leadership Unit	31
Treasurer's Report	39
Financial Statements 2012	40
Board of Management	48
Personnel	48
Consultants & Contractors	48
Volunteers	49
Students on Placement	49
Funding Bodies	49

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The Chairperson, Dr Rosemary Suliman at Council's 2011 AGM



AGM 2011 Guest Speaker, Prof Ghassan Hage



Dr John Falzon, Chief Executive Officer of St Vincent de Paul Society, National Council of Australia speaking at a No to Income Management Campaign's Forum in October 2011

Prof Ghassan Hage in discussion with guests at Council's 2011 AGM



Mr Pino Migliorino, Chairperson of FECCA chairing Council's 2011 AGM



Ms Barbara Shaw resident of Alice Springs and long time activist speaking at a No to Income Management Forum

# Foreword

This has been globally, a very difficult year, one of conflicts, wars, revolutions, upheavals and uncertainty in the Arab world. It has been a difficult year for all, for those overseas and for our local communities. When our hearts and thoughts have been with our families and friends who are experiencing turmoil overseas, Council has continued to play a strong, leading, supporting and guiding role in the community and continued to offer its services to all; to the elderly and to the young to the Arabic speaking community and those beyond.

During the last year we have seen consolidation and expansion of all Council projects: Services to the older people have expanded to cover four local government areas, a community bus was purchased and a chair lift was installed to accommodate the frail and disabled. Food Aid continues to deliver groceries to families in need; financial counselling started in earnest this year and the Walkathon fundraiser is a new initiative raising funds for families in need and for the elderly. A new logo for Council was also adopted.

Council has also continued to play a very active and leading role in Imagine Bankstown, Sydney Alliance and the campaign against Income Management in the Bankstown area.

This is my last message as Chairperson of Arab Council Australia. I have had the honour of holding this position since 2009. During this period I have strived to give my best commitment and service to Council and to its work. During this time, I witnessed and experienced the vigour, enthusiasm and dedication of staff and volunteers in delivering the services and running projects for the community.

In this my last message as Chair, I wish to thank all Board members for their tremendous contribution, their effort and commitment and for their friendship. My thanks to the staff who tirelessly give with enthusiasm and dedication.

Last, but not least I wish to thank our Executive Director, Randa Kattan who continues to be a strong and relentless leader, standing for the rights of people and for justice. She is the burning flame that guides the way to a better future.

**Dr Rosemary Suliman**  
Chairperson



*Dr Rosemary Suliman, Chairperson of Arab Council Australia*

Chairperson of Council at Sydney Region  
 Multicultural Reference Group meeting March 2012

Council's Treasurer,  
 Mr Jamal Hamdan  
 speaking at the  
 2011 AGM



AGM Guest  
 Speaker, Prof  
 Ghassan Hage and  
 Dr Caroline Alcorso  
 with Council's  
 Chairperson and  
 Executive Director

Chairperson  
 of Council,  
 Dr Rosemary  
 Suliman  
 receiving the  
 First Lady of  
 Lebanon Award

Council's Executive  
 Director chairing a  
 No To Income Management  
 Campaign's Forum in  
 Oct 11



No Room for  
 Racism Banner  
 at one of the  
 No to Income  
 Management  
 Campaign's forums



We have a lot to be proud of this year! From the solid performance of our services, to long term initiatives that have delivered exciting results, a strong campaign that brought together 66 organisations, the launch of a long awaited ground breaking report, to being accredited once again for continuous quality improvement. These and more have energised and motivated us to continue embracing new opportunities and to continue leading on issues with courage, conviction and passion – always working towards a better and just future.

The Federal Government's income management began in Bankstown on 1 July 2012. Income management is a policy which quarantines 50 – 70 per cent of people's Centrelink payments. The quarantined money can only be used to buy priority items such as food and clothing at government approved stores. Our stand against Income Management is well known and widely reported in the media. We believe that it is a draconian policy which humiliates and stigmatises people and undermines their dignity. During this period, we continued to be one of the active leading groups in the "Say No to Income Management: not In Bankstown Not Anywhere" campaign. Notwithstanding the fact that the government has proceeded with this policy, we have nevertheless been strong in making our opposition known through rallies, vigils, forums and the media. We succeeded in reaching other organisations and groups that hold the same views to join in the campaign. In fact, the NSW ALP conference on 14 July 2012 moved a historic resolution which was passed unopposed, calling on the Federal Government to halt the imposition of compulsory income management in Bankstown and in all other communities. It is heartening to know that our campaign message has been getting through and has won broad support. It is also worth noting that 66 organisations are now in our campaign coalition. As always, this scale of engagement has created boundless opportunities for strong advocacy work and collaboration for social justice to improve the lives of marginalised people in society. As for the campaign, it continues to be one of our focal priorities for next year.

Our involvement with the Sydney Alliance and partner organisations in this coalition has been maintained during this period. Following the launch of the Alliance's agenda for the common good at its Assembly in September 2011, we moved from founding to action. This year, work has begun to take shape around the three broad issues that had been prioritised in 2011: 1) transport 2) social inclusion and 3) community care, support and health. Work on the transport had its focus on interchange train stations' safety, improving neighbourhoods around stations and station staffing. With the social inclusion, the focus has been on young people; on creating good jobs for disadvantaged young people and on strengthening relationships between young people and police. As for community care, support and health, the focus has been on increasing bilingual staff in health organisations. Council has been an active participant in the assemblies that took place this year both in terms of organising and in attending. In my position as Chairperson of the Alliance, I have continued to play a central role in governance and on building relationships with partner organisations. Our work with the Alliance continues and we look forward to realising the full potential of this coalition.

The long awaited ground-breaking *We're Family Too* report was officially launched on Tuesday 10 April 2012 at NSW Parliament House, by NSW MLCs John Ajaka and Helen Westwood. The report documents the effects of homophobia on same sex attracted (SSA) people from Arabic-speaking backgrounds in NSW, while also drawing attention to racism and stereotyping within NSW's gay, lesbian, bisexual and transgender (GLBT) community. The research that led to this report, started in 2004 and we have been involved in facilitating the process alongside ACON and others ever since. The report is currently being translated into Arabic and once finalised it will be launched in the community. We consider the *We're Family Too* report a first step towards including people from our community who for so long have been ostracised and excluded. We are also committed to continue working in the long term with ACON, Arab background same sex attracted people and government agencies on realising the report's recommendations.

One of our more recent projects which commenced last year in a consortium agreement with Uniting Care Ageing is the Arabic Seniors Social and Information Network. This project has been delivering strong results to Arabic speaking background elderly in four local government areas, namely Auburn, Holroyd, Parramatta and Blacktown. I am pleased to report that all groups are operational and some have waiting lists. It has been quite exciting to witness the development and the demand on this service. The potential to do more for our seniors is always there; we not only purchased a 20 seater bus to transport the group to and from social activities but we also installed a stair lift to accommodate greater access to our first floor offices for people who are frail and those living with a disability.

Building on the seniors' project and our emergency relief programs, we launched our first fundraiser since our endorsement as a Deductible Gift Recipient. To this end, we held the inaugural Walkathon to raise money to support our groups for the elderly and provide groceries to families in need through our Food Aid Program. There were many groups that walked together during the week of 12-18 November 2012 and Council held an event on Saturday 17 November. Over thirty people walked together on this day. The event was a great success and we plan to hold it again in September next year. At the time of writing this report the money raised during this event were still being collected.

I would be remiss if I did not document the change of Council's logo. While the old logo has served us well for 33 years, we took the view that where Council stands at present requires a more contemporary and dynamic logo and we believe we have achieved this. We are excited with the new look and the feedback from others has been equally exciting.

These were only but highlights of what has been a packed year. There are many other examples of the broad spectrum of work undertaken by this organisation. The information contained in this report is testimonial of these facts and is truly worthy of your attention.

In closing, I would like to thank our funding bodies for their continuous contribution and confidence in us. I also thank members of the media for their support in promoting our services and causes. My appreciation and thanks to Council members for their commitment and increased involvement in this organisation. I am grateful and appreciative of all the organisations, volunteers and students who have worked with us during this period.

I offer warm thanks to all of our clients for allowing us into their lives and for giving us the opportunity to share with them their hopes for a better future.

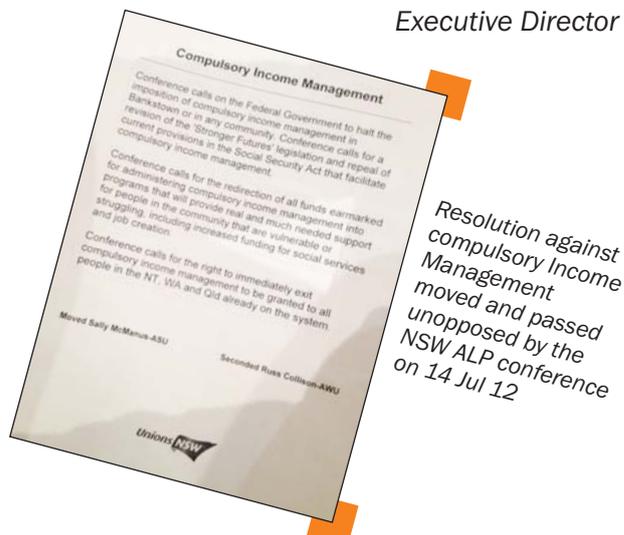
All this year's accomplishments of which we are proud could not have been achieved without the enormous dedication of Council staff and Board. My sincere thanks go to each staff member for bringing life and reality to our work. I extend my gratitude to the Board of Management for the leadership and ongoing contribution to this organisation and the community. Council's reputation as a principled, credible, focused and hard working organisation is a credit to you all.

Finally, to our outgoing Chairperson, Dr Rosemary Suliman. I wish to extend my deepest regards for her commitment over the past three years. Dr Suliman can be proud that her leadership, support and contribution have left a deep and sustainable legacy in this organisation.



The Executive Director at her desk

**Randa Kattan**  
Executive Director



# Administration and Information

This has been an active and rewarding year for the Administration Unit. While our regular duties continued to be performed efficiently, two notable activities took place during this period. The first was Council's endorsement as a Public Benevolent Institution by the Australian Taxation Office in July 2011 and the second was Council's accreditation for continuous quality improvement by the Quality Improvement Council in February 2012.

There was a marked increase in the enquiries received by the Unit from both within and outside Council. These included information about Council, its activities, programs and its services – particularly about the two emergency relief services. There were enquiries about the Arabic speaking background community; contact details about organisations in NSW and other states, room bookings, and financial services to name a few.

This Unit handles wide ranging day to day administration duties such as clerical and reception duties which include responding to incoming enquiries over the telephone and face to face. We 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, Board, organisations and members with the required information.

As well as providing administrative support to the Executive Director on a number of fronts, this Unit 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.

A crucial activity during this year that required a high level of energy was the preparation of information for Quality Improvement Council (QIC) 2011 Review Cycle. The Administration Unit Manager coordinated the collation of the Journal and evidence for the review. The External Review took place on 16 and 17 November 2011 and Council was once again accredited for quality improvement.

This Unit is responsible and continues to deal with services and goods suppliers from cleaners, security, to electricians, 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 2010 - 30 June 2011	
Type of Activity	Frequency
Major Events	7
Meetings	339
Training Sessions	5
Workshops, Sessions etc	65
<b>Total</b>	<b>418</b>



Forum of Say No to Government Income Management at Council

Administration staff are responsible for liaising with enquiries from community groups and agencies for venue hire for conducting their activities (eg. workshops, training and information sessions etc). In this respect, the unit organised all aspects required to hold activities within Council premises.

## 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.

Administration staff's role is to manage the handling of documents for translation from the point of enquiries until they reach the client.

During this period, the Translation Service handled 16 documents, from personal to more complex translations.

## Emergency Relief Projects

The Food Aid Project and EAPA vouchers which Council started three years ago continue to operate. There is now wider awareness in the community about these services and the demand has increased during this period.

The Administration and Information Unit staff are responsible for maintaining all records for both emergency relief services.

1 July 2011 to 30 June 2012	
Food Aid Project	
Total number of families served	68
Total number of parcels given	1020
EAPA vouchers	
Total number of clients served	193
Total number of vouchers given	981

1 July 2011 to 31 October 2012	
Food Aid Project	
Total number of families served	29
Total number of parcels	480
EAPA vouchers	
Total number of clients served	147
Total number of vouchers given	673

## Accounting & Bookkeeping

One of the core responsibilities performed by this Unit is Council's day-to-day financial bookkeeping which 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 Executive Director on accountability deadlines.

The unit also ensured that the Workers Compensation, Public Liability and other insurances are up to date and renewed yearly.

## Salary Packaging

Following Council's endorsement as a Public Benevolent Institution by the Australian Taxation Office in July 2011, the Administration Unit in liaison with Salpac, (the company responsible for administering the salary packaging and sacrificing), set up new system for Staff salary packaging. This has been operating efficiently since we started.

## Students on Placement & Volunteers

We have continued to provide support, training and supervision to volunteers who are either self-referred or referred by employment agencies and to High School students on placement to help them develop their skills in their particular area of interest.

We continue to liaise with Canterbury Bankstown Career Connections to provide work experience and placement opportunities for students from High Schools.

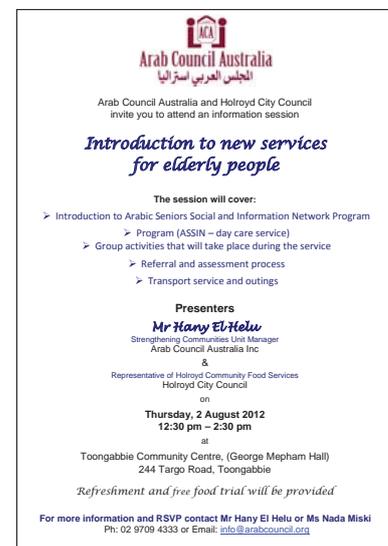
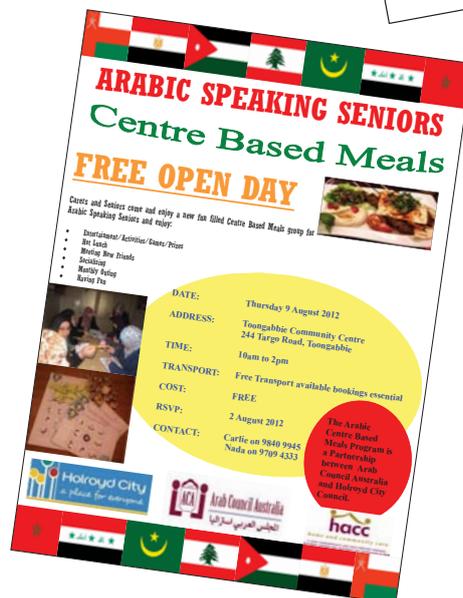
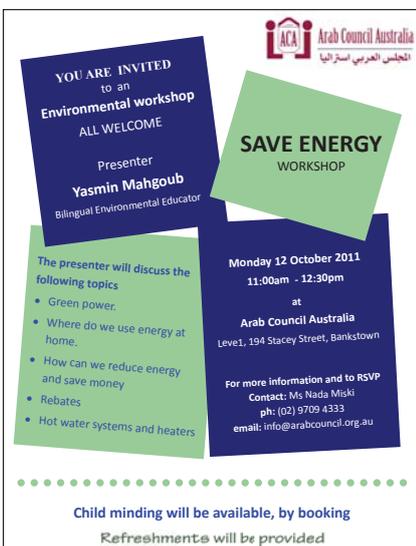
TAFEs, AICL College, Internship in Australia under the Skilled Migration Internship Program and Universities institutions have also referred Social Sciences and Welfare students to Council and we have linked them with various projects and units. The names of students and volunteers are acknowledged in the relevant section of this report.

Finally, we offer thanks to the Board and staff for their work and support. As always, our special thanks and utmost appreciation to the Executive Director for the guidance, the encouragement, the learning, and above all for her leadership.

**Pauline Oshana**  
Unit Manager

**Nena Al-Bazi**  
Administration Officer

## Some of our promotional flyers



# Imagine Bankstown – from imagining to building

Writes **Maram Ismail**

*“Imagine Bankstown brings together the people of Bankstown, key local government and community organisations to work collaboratively to cultivate hope and civic engagement in a variety of cross cultural and intergenerational initiatives,” says Ms **Randa Kattan**, Executive Director of Arab Council Australia.*

Imagine Bankstown is a project which was initiated by Arab Council Australia. It harnesses the ideas, imagination and dreams of the people of Bankstown for public good. Younger and older people are engaged in creating hopeful futures for their families and communities through both discourse and action. It focuses on the assets that exist in the Bankstown community rather than the needs and the problems.

“It recognises that every single person has capacities, abilities, gifts and ideas which once shared can contribute to the well being of the community. Meaningful opportunities then exist for people to discover a place to belong and a way to contribute their considerable gifts to the communities in which they live,” says Ms Kattan.

The incredible level of energy that was experienced throughout the life of the project served to maintain the enthusiasm and engagement of a number of agencies. The project also worked well in teaching community agencies the Asset Based Community Development (ABCD) as opposed to the traditional community development approaches, which were later on integrated in some of the agencies work.

“There were some practical and creative projects that have emerged from Imagine Bankstown. Beyond the Bankstown’s Local Government Area (LGA), there was increasing interests by a number of NGOs and government agencies for training and experiencing ABCD approaches”

“We have listened to more than 400 people across the Bankstown area. We have heard a multitude of stories, issues, ideas and suggestions that reflect what people want to change and work on,” says Ms Kattan.

Through these listening conversations, people were involved in the Imagine Bankstown project and decided how to liven their ideas, hopes and changes in the Bankstown community, these resulted



Some of the participants during the video shoot

Group of young people with seniors after interviewing Bankstown residents



Young people in discussion with older people



in a number of activities and projects such as 'Youth leadership training' and the establishment of a 'women's café' - a project that started with a small group of women and has continued to reach a large number of women in planning and working together for themselves and for the overall good of women in Bankstown.

Community and Neighbourhood Connections' is another project which came out of Imagine Bankstown and aimed to build connections between people particularly at neighbourhood levels. Young people from two high schools established connections with Bankstown elderly people. They visited the Bankstown Elderly Community Housing and interviewed the elderly and wrote short stories about their lives' experiences in Bankstown. The young people focused their questions on what older people want to pass on to the younger generation from advice and ideas to building a better Bankstown.

The most recent project is 'Women Let's Get Healthy and Educated'. This is managed by a group of women who have decided to pass on their experiences about getting healthy to others in the Bankstown area. They produced a script for a short video and filmed it to ensure their message is widely spread to other women. This short video presents their health improvements after participating in the Imagine Bankstown fitness program.

They recently identified particular assets, talents and resources that exist within their group.

Two of which are skills in using computers and the internet. Subsequently, they decided to focus on inviting other women of Bankstown from all backgrounds to join in this initiative. They will teach other women how to use computers and internet to improve their social life and to search the web on any topic that might be of interest.

The Imagine Bankstown project won two awards in 2011: The Zest Award and The Building Inclusive Communities Award. These two awards highlight how significant this project has been to Bankstown and also to other areas in terms of innovation, inclusiveness, engagement and sustainability.

"Imagine Bankstown continues to live in organisations in this area as it does in our organisation. Its principles influence how we deliver our services and programs. It is all about going from imagining communities to building them. We look forward to keep imagining and building communities within Bankstown and beyond," concluded Ms Kattan.



◁  
Young people interviewing an older woman



▷  
Young and old imagining Bankstown



◁  
Interacting during the video shoot

Mr Mohamed Derbas, one of Council's Deputy Chairpersons with Mr Migliorino and Mr Kassim Abood

Dr Ramzi Barnouti, Board member with a guest



Sydney Alliance Assembly at Sydney Town Hall in October 2012

Seniors group during a trip to the farm



Pink Ribbon Day



Staff during First Aid training

# 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.
- Arabic Seniors Social and Information Network Project funded by NSW Ageing and Disability and Home Care.

## 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 (financial difficulties, relationship breakdown, mental health)
- Information sessions to promote awareness about problem gambling
- Advocacy and referrals to relevant service providers

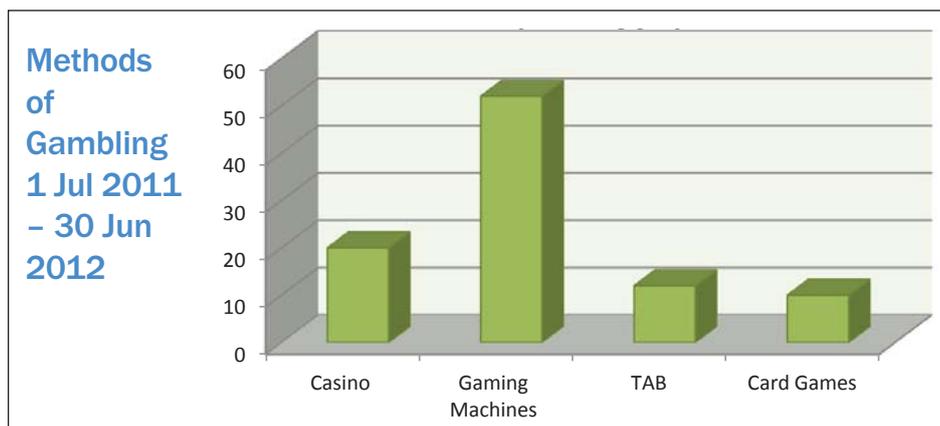
Clients received face-to-face, telephone counselling and support. A number of clients were referred to other units within Council or to other service providers for further assistance related to other issues e.g. legal matters, mental illness, drug and alcohol counselling services, income support, etc.

The main sources of referrals were from Bankstown and Fairfield Probation and Parole, Star City Casino, G-Line, Centrelink, Multicultural Problem Gambling Services, followed by other Government and non-Government agencies as well as self referrals from family and friends.

The service continued to provide counselling using Cognitive Behavioral Therapy Model and Solution focused Model as the main treatment therapy for problem gamblers and their families. Counsellors also used other therapy methods depending on each individual case.

During this period, the service was actively involved in producing a DVD "What's gambling really costing you?" and a Problem Gambling 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	<b>58</b>
Total number of Families/Friends of clients	<b>11</b>
Total number of counselling sessions	<b>595</b>
Total number of files closed	<b>51</b>



## Community Education about Problem Gambling

The service continued to conduct community education activities targeting Arabic speaking problem gamblers, their families and the 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 seventeen information sessions were delivered, eleven of which covered Problem Gambling topics and six covered Problem Gambling and Financial Counselling topics 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.

Information Sessions Topics	Target group	Attendance
Problem gambling impact on families/Budgeting tips and money plan	Auburn Centre for Communities	17
Introduction to Problem Gambling	Fairfield Students (Navitas)	15
Problem gambling impact on families	Iraqi speaking families (Fairfield)	18
Problem gambling impact on families	Arabic speaking families (Melkite)	7
Introduction to gambling	Students (Navitas)	19
Problem gambling impact on families	Students (Navitas)	16
Introduction to Problem Gambling/Money management skills	Arabic speaking women (St George)	16
Introduction to gambling	Students (Navitas)	10
Problem gambling impact on families	Students (Navitas)	15
Problem gambling impact on families/Budgeting tips and money plan	Students ((Navitas)	8
Introduction to gambling	Students (Navitas)	22
Problem gambling impact on families	Students (Navitas)	25
Problem gambling impact on families/Bankruptcy	Granville Boys High School	6
Problem gambling impact on families/Miss use of credit cards	Belmore Boys High School	11
Problem gambling impact on families	Birrong Boys High School	10
Introduction to Problem Gambling/Money management skills	Punchbowl Boys High School	10
Problem gambling impact on families	Liverpool Students (Navitas)	18

## Networking and Representation

The service was promoted through advertising in Arabic newspapers i.e. El-telegraph and other local newspapers such as Canterbury Torch, Fairfield Champion and Macarthur Advertiser.

In addition, media interviews were conducted with the bilingual Counsellor in Arabic and English to raise awareness on gambling issues with the broader community and to promote the Council's problem gambling service. Four interviews were conducted, one with SBS (Arabic Program), one with Assyrian radio, one with Bankstown Auburn Community Radio Incorporated and one with Sawt El-Ghad.



Problem Gambling Information Session

In addition, Counsellors also promoted the service at different forums (Arabic Workers Network, Multicultural Problem Gambling meetings, Metro Problem Gambling Forums, etc).

Close links were initiated and/or maintained with Wesley Mission, Multicultural Problem Gambling Service of NSW, Bankstown and Fairfield Probation & Parole services, Migrant interagency Networks, Arabic workers Network, Police Advisory committee, Centrelink, Department of Housing centres, Bankstown Community health Centre and Transcultural Mental Health Centre.

Also the service was actively involved in organising Problem Gambling in your Language Open Day at Yagoona Citizen Centre on 8 of September 2011 in Partnership with Auburn Asian Welfare Centre, Italian Association of Assistance (Co.As.It), Greek Welfare Centre, Vietnamese Community in Australia and Multicultural Problem Gambling Service for NSW.

In addition, the project participated in forums and seminars that addressed the issues faced by problem gamblers and their families.

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

<b>Meetings, Consultations etc</b>	<b>Purpose of Activity</b>
Catholic Care	Promoting the service
Arabic workers network	Promoting the service
Creating Links (Bankstown)	Promoting the service
Fairfield NAVITAS	Promoting the service
RGF Conference (2 Days)	Networking with P/G counselors and gain new techniques and knowledge.
Sydney Metro Gambling Forum	Networking with RGF organisations
Melkite Welfare Association	Promoting the service
MPGS Meeting	Building rapport with RGF organisations
Bankstown TAFE	Promoting the service
Centrelink MAC Meeting	Promoting the service
St George MRC	Promoting the service
NSW Multicultural Health Communication Service	Consultations and networking with RGF organisations to produce Problem Gambling promotional materials (DVD, Arabic Gambling Calculator and Problem Gambling Booklet)

## **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 by one of the counsellors who is also an accredited Financial Counsellor.

In addition, another accredited volunteer Financial Counsellor provides this service to other clients once per week.

The services offered by the Financial Counsellors include:

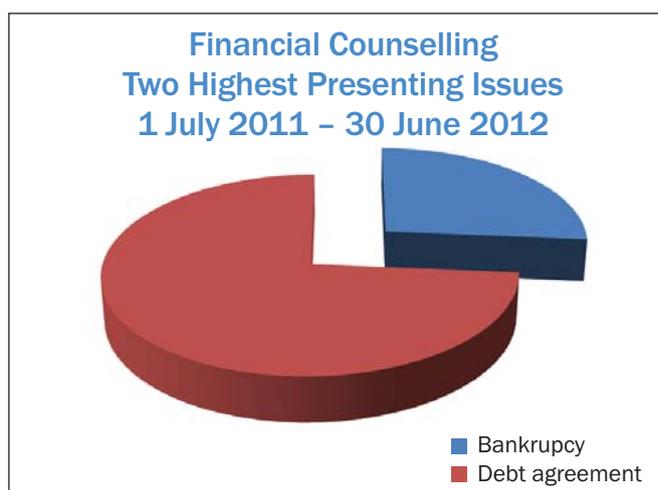
- Financial counselling and casework support for individuals and families experiencing financial hardship.
- Full assessment of client's financial situations and compilation of a money plan.
- Provision of information and options for change and improvement.
- Negotiation with credit providers, government agencies and other business providers on client's behalf.
- Advocacy and paralegal work for the benefit of clients.
- 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.

Clients were provided with face to face financial counselling. A number required further assistance with legal matters, referral to treatment for mental illness, problem gambling etc.

The main source of referrals were from creditors such as money lending companies, Banks, Insolvency Trustee Service Australia (ITSA), GE money, Energy Australia, Westpac, self referral, Financial Counsellors Association NSW, Creating Links among others.

1 July 2011 to 30 June 2012	
Total number of clients	<b>36</b>
Total number of counselling sessions	<b>268</b>
Total of client's files closed	<b>54</b>



## Community Education related to Financial Counselling

The project delivered education activities targeting the Arabic speaking community. The topics were based on identified community and client needs. Six sessions were conducted together with the problem gambling information sessions with an overall 90 per cent positive feedback being received. The table below shows the information sessions that were delivered during this period.

Topic	Target group	Attendance
Misuse of credit cards/ Problem gambling impact on families	Fairfield students Navitas	22
Money management skills /Introduction to Problem Gambling	Arabic speaking women (St George)	16
Budgeting tips and money plan/ Problem gambling impact on families	Iraqi speaking women (Fairfield)	18
Consumer credit law and bankruptcy/Problem gambling impact on families	Arabic speaking families (Merrylands)	18
Budgeting tips and money plan/ Problem gambling impact on families	Students (ACL)	15
Misuse of credit cards/ Problem gambling impact on families	Arabic speaking women (Melkite Welfare Association)	7

## Networking and Participation

The Financial Counselling Service was promoted through advertising in Arabic newspapers and 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

Arab Council Australia has received funds from the NSW Government's Family and Community Services: Ageing, Disability and Home Care (ADHC) and at present the Council is working in partnership with UnitingCare Ageing to implement the Arabic Seniors Social and Information Network.

Council has set up an Advisory Committee as part of establishing this new service, the Committee meets monthly every second Wednesday of the month. Project Coordinator, two Community Care officers and Community Bus Driver have been recruited to run four elderly support groups in four LGAs. The Council purchased a community bus to transport the elderly clients to and from the care centre.

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, flower arrangement, 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 Youth Centre

The main sources of referrals were from Aged Care Assessment Team, Holroyd and Parramatta Migrant resources Centre, Sydwest, Mount Druitt Community Health Centre, Mount Druitt Ethnic Communities Agency, Merryland's Community Health Centre, followed by other Government and non-Government agencies as well as self referrals from 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 Community Health Centre and Mount Druitt Ethnic Communities Agency.



Seniors group at an outing to Warragamba Dam

Mt. Druitt Hub Group Activity Plan – October 2012								
Date / Time	10:00-10:15	10:15-10:30	10:30-11:0	11:00-12:00	12:00-12:15	12:15-13:00	13:00- 14:00	
Friday: 05/10/2012		Katoomba Flower Festival We will leave at 10:00 am sharp						
Friday: 12/10/2012		Nurraging Reserve, Knox Rd. Doonside We will leave at 10:00 am sharp						
Friday: 19/10/2012	Arrival Socialising	Gentle Exercises	Morning Tea	Session on Safe Use of Medicine and Vitamins By Dr. Samal Barnouli	Short Break	Bingo	Lunch	
Friday: 26/10/2012	Arrival Socialising	Gentle Exercises	Morning Tea	Session on walking safely by Maral Community Care Officer	Short Break	Pass the parcel	Lunch	

## Information Sessions

Ten information sessions were organised during this period:

- 'Introduction to new services for older people in Mount Druitt' presented by Arab Council Australia on 18 April 2012. (Attendance 13)
- 'Introduction to new services for older people in Auburn' presented by Arab Council Australia on 16 May 2012. (Attendance 5)
- 'Settlement in Australia' presented by Arab Council Australia on 11 August 2011. (Attendance:19)

## 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: Canterbury-Bankstown Regional Migrant Advisory Committees, HACC Forums, Centrelink Regional Migrant Advisory Committee meetings and Arabic Workers Network meetings (AWN).

Close networks were established through these meetings and clients were linked to different services such as Wesley Mission Australia, South Sydney Legal Rights Centre, Multicultural Problem Gambling Service for NSW, Community Health Centres, Department of Housing, Financial Counsellors Association of NSW, Bankstown Community Health Centre, MRC Riverwood, Catholic Care, St George MRC, Campsie Library, Melkite Welfare Association, Sydney West Area Health Service, the Anti-Discrimination Board, the Immigration Advice and Rights centre, Welfare Rights Centre, Legal Aid, Fairfield ACL, Salvation Army, Human Rights and Equal Opportunity Commission, Southern Sydney Regional Tenant Resource Centre and others. 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:

- Street connections In Bankstown.
- Consultation with professionals from NSW Ageing and Disability and Home Care and other health and community organisations re disability-related issues in the Arabic speaking community.
- Consultation with Fairfield City Council re Recreational area in Fairfield.
- Consultation re Problem Gambling DVD organised by Arab Council and Why Documentaries.

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
- Arabic Reference Group meeting at Department of Family and Community Services NSW - Ageing Disability and Home Care - Metro South Region.
- Centrelink Multicultural Advisory Committee meetings in Canterbury/Bankstown.
- Affordable Housing Committee Meetings.
- Multicultural Problem Gambling Service Meetings (MPGS).
- Financial Counselors Association Training and General Meeting.
- Sydney Metro Gambling Forum.
- NSW Multicultural Health Communication meeting.
- 

## Promotion and other Public Relations Activities

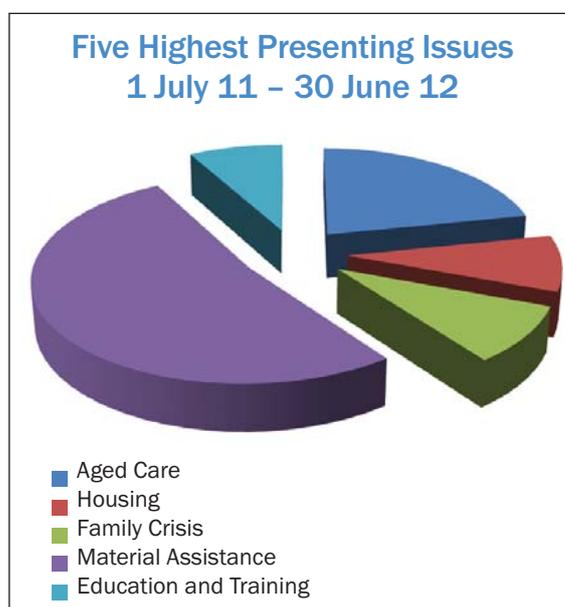
Promotional material about the project were distributed and publicised through SBS Radio (Arabic program) and Ahl El Beit Radio and through Arabic language newspapers such as El Telegraph. Some of the events also involved interviews.

The projects were also promoted through various agencies, interagency and network meetings: such as HACC forums, Arabic Workers Network, Centrelink Multicultural Advisory Committee meetings, local interagencies among others.

## 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 2011 – 30 June 2012	
Issues	Occasion of Service
Aged Care	504
Family Crisis/Social	211
Conflict Resolution	85
Education and training	187
Employment	28
Form filling	56
Health	164
Housing	206
Immigration	7
Income support/ Material Assistance	1207
Learning English	8
Legal	83
Settlement Issues	167
Torture/trauma/anger management	86
<b>Total</b>	<b>3007</b>



## Other Unit Initiatives

### Safe Use of Medicine Seminars

Three Safe Use of Medicine seminars were held during this period to promote safer use of medicine with the aim of helping seniors to get to know their medicines. The seminars have been funded by the National Prescribing Service in partnership with the Federation of Ethnic Communities' Councils of Australia. Support materials such as Medimate brochure, medicine list, Multilingual Webster-Pak, etc) were distributed to participants during the seminars. All three sessions were well attended and highly successful with clients expressing great satisfaction with the delivery and content. Another set of three seminars will be delivered in the beginning of the coming financial year.



*Safe & Wise Use Of Medicine Seminars in Mount Druitt*

Safe Use of Medicine Seminars 1 July 2011 – 30 June 2012		
Location	Number of Participants	Average age of participants
Holroyd	19	40 to 80 years plus
Bankstown	21	35 to 70 years plus
Parramatta	20	40 to 80 years plus

## Long Term Projects

Council has a longstanding partnership with Affordable 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
- Organise social activities and excursions
- Organise information sessions and other community development activities
- Assist clients to access mainstream services

## Professional Development of Unit Staff

Training sessions attended by the unit during this period were:

Financial Counselling Training	Orientation to Aged Care services
Basic Counselling Skills Training (as part of Financial Counselling training)	Imagine Bankstown – ABCD and Appreciative Inquiry Training
Fire Safety Training	Minimum Data Set Reports
Problem Gambling Ethics and Legal Issues	Why work with concerned significant others
Being Trauma Informed	Suicide Risk Assessment and Treatment for CALD Clients
Using SMS to Extend Therapeutic Conversations Gambler	Sentencing the Problem
Forensic Financial Counselling	Borderline Personality Disorder
Overcoming Client Resistance	Change Management and People Performance



Seniors group at Olympic Park



Seniors group of Blacktown



Seniors group celebrating Carers Week

**Hany El Helu**

Unit Manager

**Heshmat Shahid**

**Zeinab Hourani** (Mat leave from Jun 12)

**Wafa Ibrahim**

Counsellors

**Nada Miski**

**Manal Abdel-Malak** (Nov 11 – Oct 12)

**Vera Achkar**

Community Care Officers

**Nehme Mrish**

Community Bus Driver

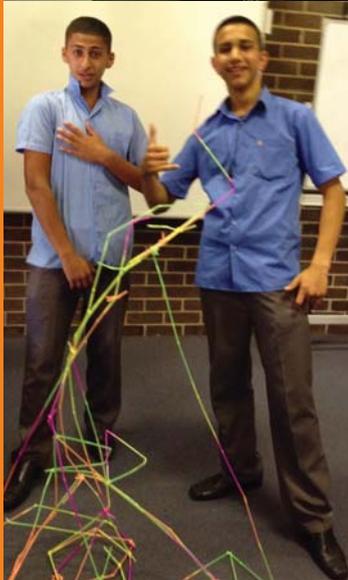
Executive Director thanking walkers at Council's inaugural Walkathon event on 17 November 2012



End of Wellness for Women Project party



Links to Learning Participants during a creative arts workshop



Seniors with staff during an excursion to the Museum of Fire in Penrith



Guests at Council's International Women's Day 2012 event

Staff and Colleagues during Fire Safety Training



# Strengthening Families Unit

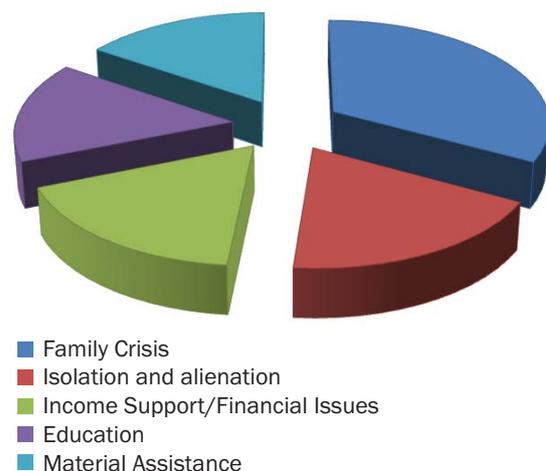
The Strengthening Families Unit works on providing support to Arabic speaking background families and to women, children and youth within those families. The unit's activities promote wellbeing, social inclusion and advocacy by providing casework and support services and community development which include activities aimed at strengthening families. The main services provided by this unit are funded by the NSW Family and Community Services. Other funding was received from Roads and Maritime Services to run the Graduated Learners Scheme and Child Restraint workshops.

## Casework

We provided casework both at Council's premises and through home visits for clients who are unable to attend our offices for various reasons; staff accommodate clients various needs to make their experience with our service both easier and effective. The identified issues for which the unit provided services during this period are outlined in the table below.

1 Jul 2011- 30 Jun 2012	
Issues	Occasion of Service
Aged Care	69
Child Care	42
Conflict Resolution	0
Domestic Violence	60
Drugs and Alcohol	23
EAPA vouchers	157
Education	171
Training & Development	143
Employment	91
English Classes	117
Family Crisis	360
Food Aid	117
Physical Health	31
Mental Health	83
Housing	131
Immigration & Settlement Issues	47
Isolation and alienation	202
Income Support /Financial Issues	190
Legal	56
Letters & Form Filling	161
Material Assistance	169
Youth and Family Information	15
Quit smoking	17
Torture / Trauma	3
<b>Total</b>	<b>2455</b>

Five Highest Presenting Issues  
1 Jul 2011 – 30 Jun 2012



## Community Development Activities

The unit has been involved in various community development initiatives throughout the year. A number of groups and events were held successfully. Some of these are as follows:

### Positive Parenting programs – Triple P in both English and Arabic language

The seminars and sessions were delivered to the parents of younger children aged between 2 and 12 years. We covered effective parenting styles and how to address challenging and complex behaviours. The program was delivered on a periodical basis in Council's premises and at other venues in the Liverpool and Fairfield LGAs; covering topics related to best practices in parenting styles such as discipline, family harmony, communication styles, child's safety, self-esteem, quality time and healthy eating. The Positive Parenting Program was presented by accredited staff.

### Women's Groups

Our Women's groups have grown progressively and have become small hubs for women of Arabic speaking backgrounds. The groups have developed through the asset based community development model whereby participants tap into existing assets such as skills, talents and resources and from there build on what they do not have. We have continued to provide the women with information about life skills, educational activities and information on mainstream services. The groups gained valuable information on women's health issues, mental health, positive parenting, healthy eating, and accessed knowledge on appropriate available services. The Women's groups also continued to attend community forums and meetings as part of the Sydney Alliance and Imagine Bankstown.



*Pink Ribbon Day*

### Youth and Family Support groups

Youth and family information sessions and workshops were provided in Bankstown, Liverpool and the Fairfield areas. We continued to provide services for the groups such as case management, advice and educational sessions for youth and their parents. This service also provided home visits and general support for youth and their families. We received referrals from government and non-government Agencies, families and friends, and clients on occasions self-refer.

### Wellness for Arabic Speaking Women

The project was successful and concluded as planned on the 28 October 2011, with a sustainable healthy lifestyle for the women who completed the program. The feedback given from over 60 participants was that the skills they learnt through this program such as healthy eating and exercise were things that they were able to incorporate into their lives well after the program had finished.



*Wellness for women end of project party*

## English for Adults Tutorials & Homework Support

We continued to provide English Tutorials for Adults as well as home work support for Primary and High school. The English classes were aimed at providing everyday conversational English needs and the Home work support was aimed at providing students with assistance in their numeric and literacy needs.

## Activities and Information sessions

We continued to provide information sessions and activities for the community on current needs and wants of the clients that are serviced by the Council in a variety of subjects. The topics were based on consultation with clients and their current needs and current issues of concern.

There were a total of 87 information sessions and/or activities which were held during the financial year period. The following are information on the type of activities and the target groups.

Topic	Target Group	Attendance
Helping learner drivers become safer drivers	Community workers	211
Women's health	Women	25
Parent engagement	Parents	30
Play group	Parents	10
English for Adult	Everyone	90
Outing	Women's group	20
The biggest morning tea	Community	40
Wellness for Women's program end of project party	Women's group	40
Positive parenting program seminar	Parents	30
Fitness class	Women's group	288
Home work support group	Children	6
International women's day	Women	30
Child Restraint Workshop	Community	54
Consultation	Women's group	25
Street Gathering	Elderly people	16
ACA services presentation	Community	63
Positive parenting program	Parents	165
Facilitated the income management campaign at Council.	Families	75
Clean Energy future	Families/Community	55
Facilitated Save Energy Workshop	Families	45
Facilitated Pink Ribbon Day	Families	20
Cyber bullying and online safety for parents of youth 12 to 18 years old	Youth & Families	55
Love bites session for year 10 students	Youth & Families	20
Stress management for parents of teenager.	Youth & Families	25
Facilitated Save Energy Workshop	Families	45
Parenting workshop at Fairfield high school about development in teens for parents of teens	Youth & Families	20
Physical development and health parents of teenagers	Youth & Families	40
Parenting workshop for parents of teenagers at Fairfield high school	Youth & Families	20
School for parents of teenagers on health and wellbeing.	Youth & Families	20

## Community Involvement

During this financial year, the service participated in a number of meetings, focus groups and consultations to enhance the level of information exchange and to raise awareness on available services to the community:

Advisory groups, representations, partnerships
Centrelink Multicultural Service
NSW Department of Community Services
SBS Radio, Arabic program
Bankstown Multicultural Network
Families NSW
Cancer Council of NSW
Padstow TAFE
Bankstown Community Resource Group
Triple P Focus Group
Bankstown Interagency Group
Australian Taxation Office
Bankstown's Annual Children's Week Dance party
TRI Community Exchange
BAMN
Multicultural Access Committee - Bankstown Hospital
Prince of Wales Medical Research Institute
Ethnic Communities Council
Greenacre Neighbourhood Centre
NSW Communities Sports and Recreation Participation Program
Bankstown GP Division
Multicultural Area Health Unit, Cumberland Hospital
SWAHS, Multicultural Access Program
Multicultural HIV/AIDS & Hepatitis C Service Committee
Multicultural Health Communications
NSW Department of Community Services Multicultural advisory group
Women's Initiative Network
Women's Café group
Western Sydney Community Forum
Social Justice Project

Networking, consultations, focus groups
Muslim Women Association
Australian Taxation Office
University of Sydney
MTC Work Solutions
Ultimo TAFE
Arabic Workers Network
Sydney Alliance
Lifecare Counselling and Family services
Benevolent Society
Save the Children
ACL Employment
Fairfield High School: Intensive English Centre
Hurstville City Council
Creating Links
Metro MRC
Bankstown City Council
Melkite Welfare Association
Human Rights and Equal Opportunity
Uniting Church
Catholic Care
The Aged Care Research Unit at Liverpool Hospital
Crisis Support Services
Legal Aid
Sydney Legal Rights Centre
Family Relationship Centres
Mills Oakley Lawyers
Muscular Dystrophy New South Wales
Welfare Rights Centre
Salvation Army



Budgeting Consultation



Some participants at a Wimwalk meeting

## Students and Work Experience

The unit provides work placement, work experience and volunteering opportunities for students. During the financial year period, 3 TAFE welfare students were in the process of completing or completed their placements with the service. In addition 35 students and 2 volunteers were assigned to the project for development and various tasks.

## Professional Development

The staff of the Arabic Family Support Service attended various training to increase their skills and knowledge in working with the families and the community. The table below shows the type of training the staff undertook during this financial year.

- Cultural Awareness Training
- Continued Development Triple P Training
- Keep Them Safe – Mandatory Report
- Human Services Training
- Sydney Alliance Building Institute
- Practical Legal Compliance
- Love Bites Training- NAPCAN
- Imagine Bankstown Training



Child Restraint Workshop

**Dina Abouesh** (Jun 10 – Oct 12)  
Unit Manager

**Hala Al Duleimi**  
Child and Family Support Officer

**Rhonda Issaoui**  
**Nada Miski** (May 11 – Dec 11)  
Family Development Officer

**Suzanne De Sousa Barbosa** (Apr 11 – Aug 12)  
Youth and Family Support Officer



During International Women's Day



Clean Energy information session

▽ Staff members of Council



▽ Birthday celebration for one of the seniors



▷ Walkers during Council's Walkathon



▷ Cycling program for seniors in Auburn

▷ Links to Learning Participants



▷ Women's Group celebrating International Women's Day 2012



# 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 the Department of Education and Communities.*

## Links to Learning Project

Links to Learning is designed to assist young people to remain engaged in their 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	90	4
Group Workshops	131	15
Preparation and liaison	34	51
Individual support	131	131
Follow up	60	60
Literacy and Numeracy	131	149

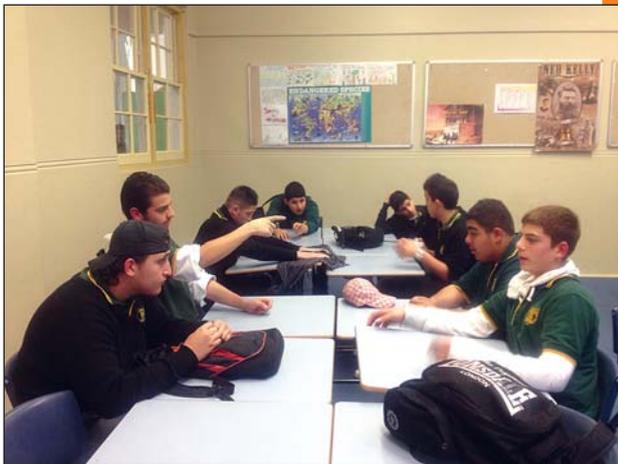


Students and Tutors at Powerhouse Museum

## Industry Visits, Workshops and Excursions

A number of excursions and outings 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.

Activity	Service Provider	Objective
Audio and Visual Techniques	Powerhouse Museum	For students to express their views through creativity and music
Sports Activities	Arab Council Australia	To build on students' fitness levels, sport rules and to meet new young people
Luncheon	Local Restaurants in Granville and Punchbowl areas	To show appreciation to the students for their hard work
Graduation Picnic & BBQ at Georges River	Arab Council Australia	To bring together Links to Learning participants as a farewell end of year gathering



Students in group discussion



Powerhouse Museum Industry Visit



Luncheon at local restaurant in Punchbowl

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 on 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 painting and drawing.
Crime Prevention	NSW Police Service from Granville Police	Inform young people about potential crimes which can arise from group violence
Drugs & Alcohol Awareness	Arab Council Australia, Links to Learning Project	Description of the affect of abusive consumption of alcohol and use of drugs awareness
Gambling Workshop	Arab Council Australia. Problem Gambling Project	How to handle money and risks caused by gambling.
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 the domestic violence against women and how to make white Ribbon for White Ribbon Day.
Youth Step Up	Arab Council Australia, Links to Learning Project	Assistance for young people in identifying employment needs and skills



*Creative Art workshop*



*White Ribbon Workshop*



*Hep C Workshop*

## Links to Learning Graduation 2011

To conclude the year, the End of Year Graduation for the Links to Learning participants of 2011 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: Bass High School, Birrong 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. Some were offered with special awards such as: Most Dedicated Award, Most Improved Student Award and Most Committed Student Award.

Congratulations to all Participants of the L2L 2011!

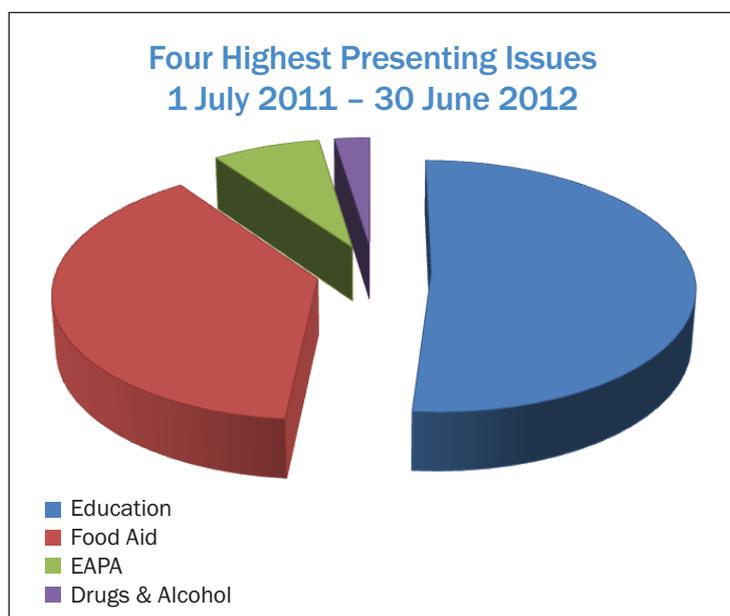
## Other Unit Services

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
Education	275
Food Aid	207
EAPA Vouchers	40
Drug & Alcohol	13
Housing	3
Family Crisis	3
Assessment & Planning	3
<b>Total</b>	<b>544</b>



## 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
Australian Taxation Office
Bankstown City Council
Bankstown Multicultural Youth services
BCS LifeCare Relationship Services
Belmore Boys High School
Birrong Boys High School
Birrong Public School
BYDS - Bankstown Arts Centre
Cancer Council of NSW
Clean Energy Future
Community Relations Commission
Community Supporting Youth Network
Department of Education & Communities
Ethnic Communities Council
Granville Boys High School
Greenacre Area Neighbourhood Centre Inc
Legal Aid NSW
Life Care Bankstown
Metro Migrant Resource Centre
Multicultural HIV/ADIS & Hepatitis C Service
Muslim Women's Association
Notre Dame University
NSW Police Service
Punchbowl Boys High School
RailCorp
SEVA International Inc
Sydney Alliance
Ultimo TAFE
Teachers Federation
Youth Connection (MTC Work Solutions)

**WHITE RIBBON DAY NOV23**

**Break the Silence on Violence**

Join us in Bankstown Plaza on Friday 23 November between 3pm and 4pm as we promote the message "Not Violent, Not Silent", encouraging local men to take a stand on violence against women.

There will be a showcase of performances by young men and our local White Ribbon Day ambassadors will urge men not to stay silent about violence against women.

Logos: Bankstown Multicultural Youth Services, BYDS, Mary's Place, Bankstown City of Progress.

**WHITE RIBBON DAY NOV23**

**Work Out to Stand Out**

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

Men in Bankstown are invited to participate in a **FREE WORKOUT** on **Friday 23 November at 7am** in **Paul Keating Park**.

Men will also have the opportunity to sign the White Ribbon Day commitment book to pledge their support for the campaign. The workout will be followed by a free BBQ breakfast in the park.

Registrations are essential, please contact Margaret on 9707 9471 to book your place in the event.

Logos: Bankstown Multicultural Youth Services, BYDS, Mary's Place, Bankstown City of Progress.

## 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. During 2011 AWN aimed 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	
Australian Taxation Office	Metro MRC- Campsie
Bankstown Community Health Centre	Melkite Welfare Association
Bankstown Family Relationships Centre	Multicultural Disability Advocacy Association
Benevolent Society	
Carer Assist	NSW Office of the Director of Public Prosecutions- Campbelltown
Creating Brighter Career Connection	Royal Institute for Deaf & Blind Children
Canterbury City Council	STARTTS
Department of Community Services	St Vincent de Paul Society – Mary's Place
Department of Education and Communities	South Western Sydney Medicare Local Ltd
Guide Dog/ACT-NSW	The Benevolent Society
Marrickville Health Centre	Tripoli and Mena Association

The workshops that were conducted during the AWN's meetings were as follows:

Topic	Service Provider
Community Service Programs	Department of Community Services
SHAM Contracting	Australian Taxation Office
Guide Dogs	Guide Dogs NSW/ACT



Birrong Public School 2012 Expo



AWN (Arabic Workers Network) meeting

## Staff Development

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

Training	Delivered by
Asset Based Community Development	Arab Council Australia - Inspiring Communities
Sydney Alliance -2 day Training	Sydney Alliance
Political Engagement	Western Sydney Community Forum
New Managers and Coordinators	Centre for Community Welfare Training
First Aid	Medilife
Community Investigator	Sydney Alliance
Keep them Safe	Sector Connect
Young People and the Law	Legal Aid
Survival training for youth workers	Youth Action and Policy Association

### **Fadi Nemme**

Unit Manager  
Operations Manager (June 12 – Oct 12)

### **Hiba Ayache**

Youth Development Officer

### **Douha Elassaad**

### **Mariam Kourouche**

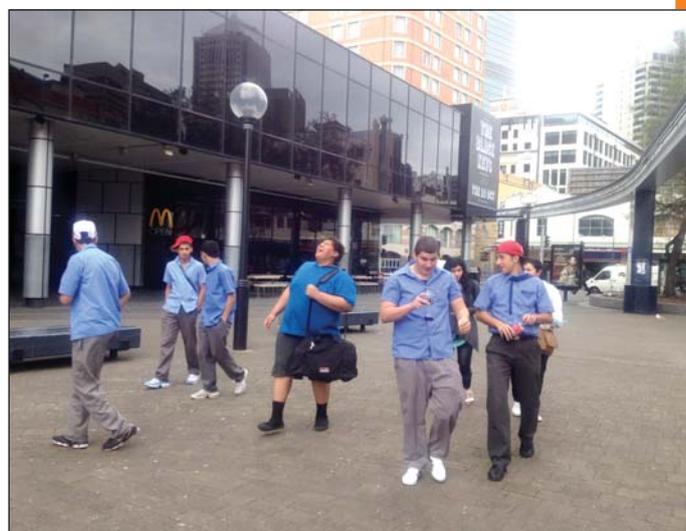
### **Wafa Ibrahim**

**Munther Al-Hinti** (Oct 12 – present)

**Nagwa Alads** (Oct 12 – present)

**Michael Safi** (March 12 – May 12)

**Mohamed Ahmad** (May 12 – July 12)  
Project Officers/Tutors

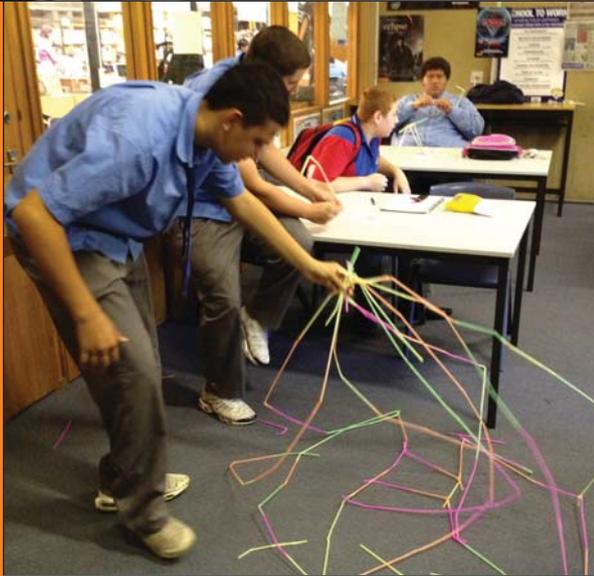


*Links to Learning participants enjoying a day out*

▽ Seniors group doing gentle exercise



▷ Links to Learning participants at a workshop



▷ A Links to Learning participant at a White Ribbon event



▷ Seniors group at La Perouse trip



Links to Learning participants with the Unit Manager at an excursion to Powerhouse Museum

▷ A group of walkers during Council's Walkathon event



# Treasurer's Report

I am pleased to present you with Council's audited financial report for the 2012 financial year.

This report provides an overall view of our financial position and performance for this period and includes 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.

The funding from the Responsible Gambling Fund (RGF) have been extended for an extra year and we continue to provide counseling and support services for people with gambling problem and for those close to them.

We continue to receive funds from National Prescribing Service (NPS) to deliver seminars on safe use of Medicine. We also receive funds from Roads and Maritimes Services (RMS) to deliver workshops on different topics such as Walking Safely for older people, Helping Learner drivers become safer drivers and Child Restraint.

Our new day care service for older people which was funded last year by NSW Ageing, Disability and Home Care through Uniting Care has been operating in a number of Local Government Areas. I am pleased to report that we have purchased a community bus in the first quarter of 2012 and have been providing clients with transport to and from the respective community centres.

A recent feature in our offices is the stair lift. We contracted a company to install this lift at the front entrance to enable clients with limited mobility, older people and people with a disability access to our first floor premises.

On behalf of Council, I would like to extend our sincere thanks to all our funding bodies and government departments for their continued support. This shows that Council's role, work and reputation are well recognised.

I thank our administration staff for their dedication and efficiency in the day-to-day bookkeeping. I also would like to thank our Accountant Mr George Silvino for his expert advice and our Auditor, Mr Edward Chahoud, for his effort in finalising the audits.

I offer my warmest appreciation to my fellow board members, Council's staff and volunteers for their commitment and determination. To our Chairperson, Dr Rosemary Suliman, whom we regrettably farewell, I say I will miss her passionate and unparalleled presence every time she represented Council. It was an honour to work with Dr Rosemary and I wish her all the best.

Finally, I wish to disclose how difficult it is to describe the sheer volume and the cutting edge work our Executive Director, Ms Randa Kattan, has been implementing within Council and beyond. So, I will simply state that Randa confers "Power" to our Council and through it to the community. She adds a new definition to the manner in which "Community Work" should be carried out.

**Jamal Hamdan**  
Treasurer

## FUNDING APPLICATIONS

**Several funding applications were submitted during this period:**

- "Helping Learner Drivers Become Safer Drivers" funded by the Roads & Maritime Services.
- Child Restraint Workshops to the Roads & Maritime Services.
- Safe & Wise Use of Medicine education seminars funded by The National Prescribing Service.
- United in our diversity: constructing social cohesion" program funded by the Department of Immigration and Citizenship.
- Lift me up (Stair Lift) and Lift Me up (Wheelchair Lift- Bus) funded by Bankstown Local Club Grants.
- Three Settlement grant program applications to the Department of immigration and citizenship.
- Gambling Help Counselling and Support Services to the Responsible Gambling Fund.
- GLBTQ support services application to Bankstown City Council.
- Funding application for Cool and Hip: No Binge! to the National Drinking Strategy under the Department of Health and Ageing.
- Rising Stars Cup grant under Multicultural Youth Sport Partnership funded by Australia Sport Commission
- Three applications re Financial Counselling Service to three local government areas to the Office of Fair Trading
- Seniors Week application to Bankstown City Council.



Edward D. Chahoud  
is a CPA Practice

*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 2012, the income statement and cash flow statement for the year ended 30 June 2012, 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 2012 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 26<sup>th</sup> day of September 2012



## Arab Council Australia المجلس العربي استراليا

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Email: info@arabCouncil.org.au  
Website: www.arabCouncil.org.au  
ABN 65 538 322 175

### 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 **30<sup>th</sup> June, 2012** 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
Dr Rosemary Suliman		17 October 2012
Jamal Hamdan		17 October 2012

## BALANCE SHEET AS AT 30 JUNE 2012

<b>Current Assets</b>	<b>2012</b>	<b>2011</b>
C'wealth Bank a/c 10737766	96,753.58	133,782.89
C'wealth Bank a/c	308,199.31	202,734.60
C'wealth Bank Term deposit a/c	84,446.22	80,007.18
	<u>489,399.11</u>	<u>416,524.67</u>
Deposits	10,135.00	10,135.00
<b>Total Assets</b>	<u>499,534.11</u>	<u>426,659.67</u>
<b>Current Liabilities</b>		
Corporate Credit Card	-	14.95
GST payable	2,212.02	14,369.16
Superannuation Payable	4,854.53	4,244.78
PAYG Withholding	6,652.00	9,103.00
Provision for Program costs	102,424.02	4,740.91
Provision for Annual leave	73,334.27	59,703.94
Provision for Annual Leave Loading	12,833.50	10,448.19
Provision for Long Service Leave	46,707.36	33,351.67
Provision for Maternity Leave & relief staff	3,546.34	20,257.95
Provision for Community Bus	37,687.60	-
Provision for Equipment	19,061.46	17,009.64
Provision for Repairs & maintenance	15,500.00	550.60
<b>Total Liabilities</b>	<u>324,813.10</u>	<u>173,794.79</u>
<b>Net Assets</b>	<u>174,721.01</u>	<u>252,864.88</u>

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2012**

<b>INCOME</b>	<b>2012</b>	<b>2011</b>
Grants	1,164,518.84	870,522.38
Fundraising	360.20	210.15
Hall Hire	1,274.54	-
Interest	14,903.75	7,624.31
Membership	243.19	353.18
Other misc. receipts	207.94	6,006.60
Rent	2,600.00	740.91
Training workshops	1,704.05	2,051.66
Translations	641.81	3,550.46
	<u>1,186,454.32</u>	<u>891,059.65</u>
 <b>EXPENSES</b>		
Advertising - Staff recruitment & publicity	970.45	350.92
Artist Fees	1,260.00	-
Audit	3,550.00	3,900.00
Bank charges	997.91	1,131.94
Bookkeeping	1,640.00	1,360.00
Bus Purchase	112,000.00	-
Bus running costs	30,050.00	-
Childcare	100.00	1,350.00
Cleaning	18,868.39	20,147.63
Computer maintenance	27,766.57	22,376.64
Consultants	11,385.55	6,817.00
Electricity	13,595.13	12,867.47
Equipment	2,100.00	19,157.71
Food aid	-	4,817.86
General expenses	4,057.38	3,478.03
Guest speakers	-	2,375.00
Hire of Equipment & Hall	11,042.71	5,460.74
Insurance - General & public liability	9,226.25	15,682.46
- Workers Compensation	20,382.69	15,157.45
Internet	4,036.95	2,218.13
Management & Supervision	4,000.00	-
Meeting exp.	8,130.45	7,290.61
Program activity costs	80,399.38	17,600.56
Postage	927.85	1,303.25
Printing	5,810.00	5,355.45
Prizes & Awards	351.23	859.55
Publications	923.30	531.18
Rent	66,504.72	64,908.49
Repairs & maintenance	21,282.62	5,344.09
Salaries	693,833.43	556,831.18
Security	643.81	697.09
Staff Amenities	3,098.47	3,048.98
Stationery	2,735.69	2,523.97
Subscriptions	5,985.02	2,557.27
Superannuation	59,266.82	48,317.49
Telephone	11,839.52	14,949.03
Training	8,735.46	3,068.18
Translations	810.95	2,934.86
Travel	16,289.49	10,270.65
	<u>1,264,598.19</u>	<u>887,040.86</u>
Operating surplus / (deficit ) for year	- 78,143.87	4,018.79
Brought Fwd Surplus/(Deficit) last year	252,864.88	248,846.09
<b>Accumulated Surplus/Deficit @ 30.6.12</b>	<u><b>174,721.01</b></u>	<u><b>252,864.88</b></u>

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2012

2011	INFLOWS / (OUTFLOWS)	2012
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
883,435	Receipts Grants	1,174,051
<u>863,345</u>	Payments to suppliers & employees	<u>1,116,080</u>
<b><u>20,090</u></b>	Net cash provided by operating activities	<b><u>57,971</u></b>
 <b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
7,624	Interest received	14,904
-	Payment for property ,plant & equipment	-
<u>7,624</u>	Net cash used for investing	<u>14,904</u>
27,714	Net increase / (decrease) in cash held	72,874
<u>388,810</u>	Cash at beginning of reporting period	<u>416,525</u>
<u>416,525</u>	Cash at end of reporting period	<u>489,399</u>
<b>RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO OPERATING PROFIT</b>		
4,019	Operating profit after tax	- 78,144
	Add/(less) items classified as Non-operating activities	
<u>7,624</u>	Interest received	<u>14,904</u>
- 3,606	<b>Cash derived from operating activities</b>	- 93,048
	Add / (less) non cash items	
<u>15,026</u>	Provision for accrued leave	<u>29,371</u>
11,420		- 63,676
<b>Changes in assets &amp; liabilities</b>		
15	(Decrease) / Increase in corporate Credit Card	- 15
6,096	(Decrease) / Increase in GST Payable	- 12,157
606	(Decrease) / Increase Superannuation Payable	610
999	(Decrease) / Increase PAYG withholding	- 2,451
- 2,572	(Decrease) / Increase in insurance recovery	-
- 1,759	(Decrease) / Increase in program costs	97,683
- 1,614	(Decrease) Increase in provision for relief staff	- 16,712
- 6,658	(Decrease) / Increase in repairs & maintenance	37,688
13,556	(Decrease) / Increase in provision for equipment	2,052
	(Decrease) / Increase in provision for repairs & maintenar	14,949
<b><u>20,090</u></b>	Net cash provided by operating activities	<b><u>57,971</u></b>



**Arab Council Australia**  
المجلس العربي استراليا

## **NOTES TO & FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30<sup>TH</sup> JUNE 2012**

### **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 2012**

<b>NOTE 2. GRANTS RECEIVED</b>	<b>2012</b>	<b>2011</b>
<b>DEPARTMENT OF COMMUNITY SERVICES</b>		
1. Arabic Welfare Centre Co-ordinator	88,343	78,960
2. Child, Youth & Family Support Project	299,631	247,537
3. Imagine Bankstown Project	-	99,446
 <b>DEPARTMENT OF EDUCATION AND TRAINING</b>		
1. Links To Learning	187,776	178,550
 <b>DEPARTMENT OF GAMING &amp; RACING</b>		
1. Problem Gambling in the Arabic Community	191,527	184,649
 <b>DEPT. OF AGEING, DISABILITY &amp; HOME CARE</b>		
	353,207	
 <b>MINOR GRANTS</b>		
RMS - Helping Learner Drivers Project	22,484	12,000
RMS - Child Restraint workshop	11,950	
RMS - Seniors Walking Safety Workshop	1,575	-
National Prescribing Service Ltd	3,600	6,800
Auburn City Council- Ageing Arabic DVD project	4,425	35,581
DoCS - Transition to new program one off funding	-	27,000
	<u><b>1,164,519</b></u>	<u><b>870,523</b></u>

**ACCUMULATED FUNDS AS AT 30 JUNE 2012**

<b>Project Name</b>		<b>2012</b>	<b>2011</b>
Arabic welfare Centre	1	-	-
Links to Learning	2	95,489	94,684
Child, Youth & Family Support	7		-
General a/c	9	63,192	63,192
Gambling in the Arabic community	10		-
Food Aid Project	16	569	2,316
Sydney Alliance	17	1,191	2,473
RTA Arabic Workshop	23		1
Imagine Bankstown	26	8,082	8,082
Youth Quiz 10	29	1,876	1,876
Website	30	4,323	7,050
Docs transition to new program, one off	32	-	27,000
Imagine Bankstown project	115	-	46,192
		<u><b>174,722</b></u>	<u><b>252,865</b></u>

## Board of Management

Rosemary Suliman (Dr)	Chairperson
Khaled Al Melham	Deputy Chairperson
Mohamed Derbas	Deputy Chairperson
Wafa Jeha	Deputy Chairperson
Amir Salem	Deputy Chairperson
Dona Issa	Secretary
Jamal Hamdan	Treasurer
Randa Kattan	Executive Director & Public Officer
Bushra Al-Obaidi (Dr)	Board Member
Ramzi Barnouti (Dr)	Board Member
Brian Mubarak	Board Member

## Personnel

Randa Kattan	Executive Director & Public Officer
Pauline Oshana	Administration & Information Unit Manager
	Operations Manager (Apr 11- Jun 12)
Hany El Helu	Strengthening Communities Unit Manager
	Operations Manager (Oct 2012 – Present)
Fadi Nemme	Youth & Leadership Unit Manager (May 11 - Present)
	Operations Manager (Jun 12- Oct 12)
Dina Abouesh	Strengthening Families Unit Manager (Jun 10- Oct 12)
Vera Achkar	Youth & Leadership Unit Manager (Mat Leave from May 11)
	Community Care Officer (started Oct 12)
Maram Ismail	Imagine Bankstown Project Officer
Zeinab Hourani	Problem Gambling Counsellor/Casework Officer (Mat Leave from Jun 12)
Heshmat Shahid	Problem Gambling Counsellor/Casework Officer
Hiba Ayache	Youth Development Officer
Hala Alduleimi	Child & Family Support Officer
Rhonda Issaoui	Family Development Officer (started May 12)
Suzanne De Sousa Barbosa	Youth & Family Support Officer (Apr 11- Aug 12)
Nada Miski	Community Care Officer (Nov 11-present)
Manal Abdel-Malak	Community Care Officer (Nov 11- Oct 12)
Nehme Mrish	Community Bus Driver (Started May 12)
Wafa Ibrahim	Links to Learning Project Tutor (2012)
	Youth Development Officer (July 12 – Sep 12)
	Counsellor/Casework Officer (Started Sep 12)
Mariam Kourouche	Links to Learning Project Tutor (2012)
Douha Al-Assaad	Links to Learning Project Tutor (2012)
Munther Al-Hinti	Links to Learning Project Tutor (2012)
Nagwa Alads	Links to Learning Project Tutor (2012)
Micheal Safi	Links to Learning Project Tutor (2012) (Mar - May12)
Mohamed Ahmad	Links to Learning Project Tutor (2012) (May 12 – Jul 12)
Nena Al Bazi	Administration Officer (Started Sep12)

## Consultants and Contractors

Diala Barsoum	Marketing Consultant, Walkathon Fundraiser
Lopitta Fares	Website Editing
Mohamad Mashkour	Allware Technology, IT Services
Adel Nessem	Cleaning and Maintenance Service
Roxana Rascon	Consultancy Services, funding proposals

## Volunteers

Nena Al Bazi  
Boutros Boutros  
Victoria Jubian  
Charlie Nammour

## Students on Placements

Rabia Elmustafa	Auburn Girls High School
Fadwa Hamdan	Auburn Girls High School
Sahar Ibrahim	Auburn Girls High School
Safa Taha	Auburn Girls High School
Shyman Zerika	Auburn Girls High School
Michelle Tetamanu	Bankstown Girls High School
Mary Nashoor	Bankstown Senior College
Abir Starjalani	Bass High School
Souha Addouj	Beverly Hills Girls High School
Sussan Mansour	Beverly Hills Girls High School
Saraya Abouloukme	East Hills Girls High School
Ashleigh Abreu	Holy Spirit College
Frank Augerinos	Holy Spirit College
Elias Moubayed	Holy Spirit College
Mathew Bounader	Trinity Catholic College - Auburn
Joyce Kalauta	Trinity Catholic College - Auburn
Daniel Takchi	Trinity Catholic College - Auburn
Danielle Shomar	Trinity Catholic College - Auburn
Sarah Ann Ayaoud	Santa Sabina College High School
Amanda Sukkar	Southern Cross Catholic College
Hassan Faris	Strathfield South High School
Aysha Ayyoub	Wiley Park Girls High School
Rania Khaled	Wiley Park Girls High School
Gader Naaman	Wiley Park Girls High School
Hassan Harb	Ultimo TAFE
Natalie Katrib	Ultimo TAFE
Ifdal Nooreldin	Ultimo TAFE
Sylvana El-Hajj	Bankstown TAFE
Geirgina Ishak	University of Notre Dame
May Schibaia	University of Notre Dame
Wahiba Zeidaa	University of Notre Dame
Melissa Abdallah	University of Notre Dame
Jessica Habib	University of Notre Dame
Chris Barretta	University of Notre Dame
Bouchra Howchar	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  
National Prescribing Service

The Executive Director as Chair of the Sydney Alliance with Mr Khaled Al Melham representing Council and Leaders from partner organisations at a Sydney Alliance retreat in Nov 2011



Seniors on a trip to the farm



Mr Pino Migliorino, Prof Ghassan Hage and the Executive Director



Links to Learning participants during a workshop



At the launch of Dr Paul Tabar's book On Being Lebanese in Australia

# 2012 ANNUAL REPORT



**Arab Council Australia**  
المجلس العربي استراليا

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