











ARABIC SOCIAL SERVICES

لخدمات الاجتماعية العربية في فكتوريا

25th
ANNUAL REPORT
2011

SERVING A DIVERSE ARABIC COMMUNITY

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Mission Values

VASS Mission

The Victorian Arabic Social Services (VASS) is dedicated to addressing the social, cultural and welfare needs of the Arabic Speaking Background (ASB) communities in Victoria.

Our Vision

Our vision is for a more inclusive Victorian community that values the strengths of Victoria's vibrant and diverse ASB communities.

Organisational Values

- VASS is committed to serving ASB communities by remaining non-political, non-religious, non-sectarian and inclusive of all ASB community groups.
- VASS recognises the cultural, religious and regional diversity of ASB communities.
- VASS acknowledges the common threads that bind members of the 22 Arabic speaking countries located in the world.
- VASS's work is underpinned by community development principles which aim to develop the citizenship status of ASB communities through improved access to services, decision making and civic participation.
- VASS supports and adheres to the Victorian Charter of Human Rights and Responsibilities.

عممتنا

إنّ الخدمات الاجتماعية العربيةَ في فيكتوريا تُكَرِّسُ نفسها لمُعَالَجَة الاحتياجات الثقافية والاجتماعية و الإنعاش الاجتماعي للجاليات الناطقة بالعربية في فيكتوريا.

رؤيتنا

نسعى لإيجاد مجمتع أكثر شمولية يقدر نقاط قوة المجتمعات الناطقة بالعربية في فيكتوريا وتنوعها وحيويتها.

قىَمنا

- إننا لا ننتمي إلى أي دين أو حزب سياسي معين أو طائفة بعينها. بل نسعى لخدمة جميع أفراد الجاليات الناطقة بالعربية في فيكتوريا على اختلاف مللهم ومشاربهم.
- نعترفُ بالتنويعِ الإقليميِ والدينيِ والثقافيِ للجالياتِ ذات الأصولية العربية
- نَعترفُ بالخيوط المشتركة التي تَرْبطُ بين أفرادَ الدول الـ22 الناطقة باللغة العربية.
- إن عملنا يستند إلى مبادئ تنمية المجتمع التي تهدفُ إلى تطوّر منزلة مواطنة الجاليات الناطقة بالعربية من خلال تحسين الوصول إلى الخدمات والمساهمة بالقرارات والمشاركة المدنية.
- إننا نَدْعمُ ونَلتزمُ بالدستورِ الفيكتوريِ لحقوقِ ومسؤوليات الإنسان.



Family Services

- Intake, Assessment and Referral.
- · Mediation and conflict resolution.
- Play groups and parenting support programs.
- Centre based support for families and individuals.
- Support and educational services to help those dealing with problem gambling and other addictive behaviours, domestic violence.
- A range of support groups that are gender appropriate and culturally relevant.

Refugee and Settlement Services

- Provide cultural and linguistic orientation to cultivate self-reliance and accelerated integration into wider Australian society.
- Referral of individuals to mainstream service providers.
- Develop and implement promotional plans to raise awareness of funded projects.
- Develop and strengthen networks with mainstream service providers, such as Adult
- Assist and educate the broader community to create a greater understanding of new arrivals and their needs.
- Complex Case Support (CCS) for refugee and Special Humanitarian Program Entrants who fit CCS eligibility criteria.

Aged Care Services

- Home and Community Care Program (HACC) to assist older persons to live and be supported in the home and community setting.
- Community Partners Program (CPP) to increase access of Arabic Speaking Communities to Aged Care Facilities.
- Volunteer Social Support Program (VSSP) to provide social support and respite to older persons.

Youth Services

- Programs and activities aimed at improving young people's employment prospects and in advancing their educational aspirations.
- A range of recreational, mentoring, personal and skill development activities aimed at promoting civic participation and a sense of inclusion.
- Activities engaging young people in crime prevention and community safety, leadership development and media training.
- Positive body image and healthy life style activities and programs for young men and women.
- Anti Racism Action Band (A.R.A.B): A community development, youth performing arts project.
- 3 Al Hawa and Shabab Sawa community radio

Other Services and Activities

- · Cross-Cultural training
- Research
- Advocacy
- Arabic Community Directory
- Participation and contribution to projects and events concerning ASB communities in partnership with a range of service providers, government, and businesses.
- Volunteer recruitment and student work placements.



Chairperson's Report



On behalf of the Board I am pleased to report that the Victorian Arabic Social Services (VASS) has successfully completed another year of service provision to the Arabic Speaking Background (ASB) communities of Victoria. VASS has been responding to the needs of the ASB communities through the provision of culturally and linguistically appropriate services delivered across metropolitan Melbourne. The last financial year has seen VASS face a number of challenges including the Family Services Funding Campaign and the move to the new Broadmeadows Head Office which has disability and wheelchair access so that all members of the community are able to access the service.

This year VASS has continued its dedicated work in addressing the needs of community members that come from member States that are part of the 22 Arab League through settlement, family, youth and aged care services. VASS has continued to build on strong links with other culturally and linguistically diverse (CALD) communities through partnerships, and joint initiatives. VASS has been able to raise awareness of the ASB issues while also being able to understand those of other CALD communities. This is evinced in VASS' distribution of cultural kits which includes the Calendar of Cultural and Religious Festivities, partnerships through Multicultural Events and Cross Cultural Training.

The organisation has also seen the buildup of a relationship between VASS and the neighboring Pacific Islander community of the Northern region through the exploration of artistic and cultural mediums such as the Anti-Racism Action Band. VASS workers through years of experience, ongoing training and cultural awareness are ever enhancing the organisations abilities and empowering communities to become active and relevant in the cultural tapestry that is mainstream Australian society.

VASS recognises diversity within its own organisation, amongst its volunteers, students, staff and supporters and the unique knowledge and skills that these people bring to the organisation. VASS personnel hail from areas as diverse as Iraq, Lebanon, Sri Lanka, Syria, Sudan, Pakistan, New Zealand and locally in Australia.

I would like to take this opportunity to thank the many agencies which have provided funding and donations to VASS in the 2010-2011 financial year enabling VASS to continue to deliver its services. These agencies include:

Angazi Trust Arts Victoria Attorney General's Department City of Greater Dandenong Darebin City Council Department of Families, Housing, Community Services and Indigenous Affairs Department of Health and Ageing Department of Immigration and Citizenship Department of Human Services Department of Innovation, Industry, Science and Department of Innovation, Industry and Regional Development Department of Planning and Community Development Department of Justice Dubai Duty Free Foundation Helen Macpherson Smith Trust Hobsons Bay City Council Ian Potter Foundation Moreland City Council Norm Anderson Young People's Trust Newsboys Foundation R.E. Ross Trust VicHealth Whittlesea City Council

VASS extends its gratitude to those who have worked in partnership with us and sought our expertise and involvement in activities that have concerned the ASB communities. The support has assisted VASS and the ASB through another successful year.

Finally, I would like to extend a special thanks to all past and current VASS staff for their endless professionalism, dedication, commitment and time to the organisation and the community. Further gratitude is to be extended to the VASS Board and volunteers, without your support this organisation could not continue to grow and flourish.

Ali Mustapha





Premier of Victoria



MESSAGE FROM THE PREMIER

I am pleased to have this opportunity to congratulate the Victorian Arabic Social Services (VASS) on another successful year of supporting Victoria's Middle Eastern community.

VASS has long had an important role for members of the Arabic-speaking community in Victoria, providing services and assistance in a range of areas, including aged care, family services and youth engagement, and promoting the benefits of volunteer assistance programs.

The Victorian Government encourages all of our communities to share their heritage with others, enabling Victorians from all backgrounds to experience the rich multicultural and multi-faith society that we are fortunate enough to enjoy in this State.

VASS's efforts in promoting Arabic culture and values, and the work the service does for our society, are admirable, and I commend VASS for the positive contribution it has made over the years.

On behalf of the Victorian Coalition Government, I again congratulate the Victorian Arabic Social Services and wish the service, its organisers, its team and its community, continuing success for the coming year.

Ted Baillieu MLA Premier







Ali Mustapha Chairperson



Mustafa Ashkar Vice Chairperson



Mona Abdulla Treasurer



Samira Zeno Secretary



Leila AlloushPublic Officer



Rani Al-Gaznakhi Member



Mohamad Elturabi Member



Mohammed Tabiaat Member



Mohamad Alman Member



Zahra Baho Member





Victorian Arabic Social Services Staff List

Broadmeadows Head Office

Manager

Leila Alloush

Aged Care Worker

Mesko Ayouz

Aged Care Worker

Lina K.Hassan

Family Service Coordinator

Shireen Francis

Settlement Services & Project Worker

Reta Ando

Youth Services Coordinator

& Project Worker

Lisa Tribuzio

Project Worker

Aman Souki

Aged Care Team Leader

Ninawa Younan

Project Worker

Mouna Fouda

Finance Officer

Chandima Balasuriya

Finance Assistant

Gothami Balasuriva

Settlement Services Worker

Sueheyla Abou-Eid

Project Worker

Eman Ali

Aged Care Worker - CPP

Babel Odicho

Kalam TV Coordinator

Jim Selim

Kalam TV Worker

Zeinab Alloush

South East Dandenong Office

Play Group facilitator

Nadia Faheem Abu-Duhou

Family Service Coordinator

Iman Allaf

Project worker & Assyrian Chaldean

Women's Group Facilitator

Manehel Hurmez

Project worker & Arabic Women's

Group Facilitator

Maisaa Olabi

Newport Sub-Office

Youth Group facilitator

Yasmine Nasser

Aged Care Worker

Laila Houli

Students & Volunteers

VASS would like to extend its gratitude to the following students and volunteers for their hard work in the past financial year. VASS recognises the importance of the diverse fields and expertise in which these students have offered to our organisation.

Youth & Family Services

Erin Fahq-Hampton Taghrid Eissa Hanan Eilo Gladys Karroum Joulvana Jeriees Amar Kerbatieh Manal Mansour Tony Nammour Amer Shahen Tatiana Zoghbi Adam Aziz Angela Moshy Catarina Gorgis Indiana Saad Isaac Mouris Fman Ali Hana'a Shimoon Marcelia Khano Abeer Hakki Ann-Marie Fox Rana Youkhana Vivian Samir Dawood Steven Younan

Aged Care Volunteers

Berlenti Gorgees Nana Hassan Laila Mohammad Wafa Karime Wadad Hassoun Raafat El Kashef Asmary Polis Alber Áyouz Faheema Hanna Yazi Boghadh Lia Stefan Nazy Toma Traizia Zora





The Hume Leader has always prided itself on helping to make the community a better place. But this year we took a huge step forward.

When we discovered in June that VASS would lose \$150,000 annual State Government funding used for an intake and referral service, we scratched our heads.

At the time, the service had 1020 clients and had helped more than 10,000 people in two years, and the local population of people born in the Middle East and North Africa continued to grow.

But suddenly culturally-sensitive language and social support was being pulled off the table.

We met Akhlas Kurkis, who along with her husband and four children was at risk of losing support that had helped her settle in to the Broadmeadows community after arriving in 2006 as a refugee with no English.



VASS had helped with everything from filling in forms to teaching the family about road safety.

Without support for complex social and cultural issues, VASS feared that families of new migrants, such as the Kurkis family, could fall through the cracks.

We partnered with VASS and Broadmeadows MP Frank McGuire to highlight the need for the funding to continue and pressure the Government to commit to renew the funding through a campaign, Save Arab Aid. It was a team effort by journalists Kate Swan, Paige Mason and Elizabeth Allen, photographer Kylie Else and editor Paige Ricci.

The response was incredible. We received calls, emails and letters from people eager to share their stories about how VASS had changed their lives.



Two of these people were orphaned teenagers Ramy and Wassim, who spoke of the way VASS had helped them cope with the death of their father.

Community health services, academics and politicians took notice, culminating in Multicultural Affairs minister Nicholas Kotsiras paying a personal visit to VASS.

In October the Government offered VASS a 12-month grant of \$75,000 to support young people from Arabic-speaking backgrounds.



The success of the campaign shows the importance and power of community newspapers, and how we can work together to make a difference.

Kate Swan

Editor, Leader Community Newspapers



The past financial year has been another challenging, yet progressive year at the Victorian Arabic Social Services. On behalf of all the VASS Board, Staff, Volunteers and Students, I would like to thank you all for your support in the 2010- 2011 financial year.

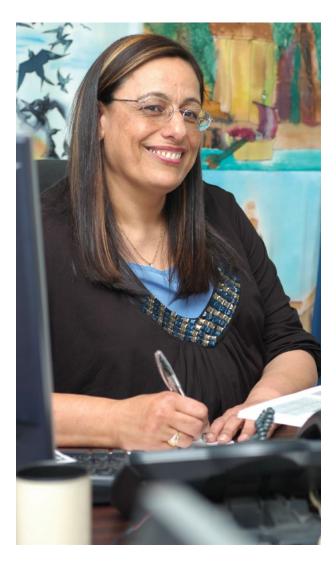
Firstly, VASS' head office relocation to Broadmeadows allowed us to make our services more responsive to meeting Arabic Speaking Background (ASB) community needs. VASS is a not for profit, community based organisation with heavy demands on its services from a range of clientele, ranging from individual clients, the ASB community, community groups, research institutes and a range of other organisations. Hence, VASS must rely on heavily on financial and practical support from a variety of sources to sustain our current programs, allowing us to continue to expand and develop new initiatives that will help the ASB and broader communities. Recent funding circumstances have seen VASS tap into its home community, negotiating with local Members of Parliament, other local government personnel and most importantly, the community itself for financial and moral support. Furthermore, I would like to thank all who have supported VASS in its pursuit of funding to allow us to carry out our increasingly important community work.

VASS has continued its innovative work during the 2010-2011 financial year, including, however not limited to:

- Increase in demand on VASS casework services to both individuals and families
- VASS increased its referral of clients to mainstream and other service providers using comprehensive and clear referral systems and guidelines.
- Provision of culturally and linguistically sensitive orientation and life skills information to community groups with high representations of Arabic Speaking backgrounds participants.

Topics included:

- Community safety
- Road safety
- Community Harmony
- Alcohol and drug use signs and impacts of drug and heavy alcohol use (for people using and also parents), laws and social responsibility and access to mainstream services



- Human rights
- Consumer rights and responsibilities
- Women's health
- Family violence
- Family Relationship
- Media skills training for youth to give them a voice through VASS mentoring programs and Kalam TV and youth radio. Kalam TV is now going through to its second season on Channel 31, with an audience of over 100,000 people.
- Youth leadership programs, designed around the needs of the young people (secondary school students) and driven by them, focusing on creative expression, leadership skills and effective community participation.
- Youth performing arts projects, most notably A.R.A.B. which now represents youth from over 50 ethnic backgrounds and now with over 250 members.



VASS has further strengthened existing relationships with specialized organizations to increase avenues for two way secondary consultation in areas of: Drug and alcohol; Family Violence; Mental Health, Housing, Employment and Education Services. Driver education information sessions focused on getting (and renewing) a licence, road safety, insurance, Australian Law and the role of the police. Network and build relationships with mainstream agencies through attendance at interagency, advisory and consultative forums.

VASS has also held parenting information sessions, for clients, both females and males on:

- Setting limits
- Building confidence
- Understanding emotions of oneself and one's children
- What underpins problem behaviour
- Australian child protection system
- Australian education system

Running on another successful year, VASS has been awarded national, state and local community awards for its excellent community development and services work that it has delivered throughout the year. These span across a range of programs from visual arts to youth services. This proves VASS' ability to deliver multicultural services of excellence, proving the last year to be a successful one. Despite its success, VASS continues to provide services to people of all walks of life; the aged, infants, newly arrived couples and individuals and families. Each initiative stems from VASS' mission to address the cultural, social and welfare needs of the ASB community of Victoria and issues facing this target population.

I hope you enjoy reading the VASS 2010 - 2011 Annual Report and hope that you will continue to support us in 2011 - 2012 towards the growth of Australia through the growth of the ASB communities.

Thank you,

Leila Allaush

Leila Alloush Manager





New Community Centre Relocation

With over 24 years of service to the community, the Victorian Arabic Social Services decided for a relocation to maximise office space, placing itself in the heart of Hume. This move enables VASS to better serve its Arabic Speaking Background community, now allowing disability access. With a large structural space, VASS' new community centre allows for increased on-site engagement with an increasing number of men, women, youth and elderly accessing VASS' services.

A fundraising dinner was held at Aurora Reception on 10th March, 2011, inviting people to enjoy a great night out for an important cause. The night was successful in gaining much needed support for the move, and VASS' current location in Broadmeadows illustrates the success of VASS' hard work. VASS would like to thank all staff, members of the community, clients and all who for their donations and ongoing support for this successful relocation.



"With a large structural space,
VASS' new community centre allows for
increased on-site engagement"



South East Report

VASSCA Project

The broader aims of the VASSCA project that ran from October 2010 til May 2011 were to assist elderly residents of Arabic heritage, to access services, in the City of Greater Dandenong and its surrounds. In order to achieve this another objective of training 20 bilingual Arabic speaking background ASB person, of existing volunteers, and the recruitment and training of "new" bilingual Arabic speaking volunteers to assist the ASB community was undertaken. VASSCA was a success, achieving both these aims within its duration.

Further objectives of VASSCA included:

- Trained volunteers to offer disadvantaged residents, transport to medical appointments, hospital visits and will assist with shopping.
- To provide advocacy and vital support that is not available through other means.
- New immigrants being offered similar support to register with services such as Centrelink, Legal Aid, and Community Aid and Advice Bureaux and Health Services.

20 Bilingual volunteers trained in basic Home and Community Care and First Aid to work with aged and disadvantaged clients.





Volunteers and residents were provided with an opportunity to attend twelve monthly information sessions focusing on disease prevention and management, from key Health Industry and charitable organisations such as the Heart and Stroke Foundations, Diabetes Australia etc. were delivered locally, and were organised by VASS South East Office

Further achievements are seen in more than 100 ASB person individuals attending the sessions. Furthermore, 15 new volunteers were recruited and two volunteer drivers obtained a license for driving heavy vehicle, allowing them to drive hired buses seating 20 people, making the transportation of people much easier. Other achievements include:

- Increased referrals to and from service providers
- Increase in volunteerism, increased community involvement
- Increased client satisfaction
- Prevention or at least reduction in chronic health problems /better management of same.
- Healthier lifestyle choices and safer "work" practices





VASSY Project

The VASSY project was run by the South-East Office and generally aimed to assist youths from ASB to enjoy and participate in extra curricula information sessions and activities, developing their sense of belonging, purpose and community spirit whilst learning valuable life skills. Community engagement was encouraged and maintained and this demonstrated the opportunities and support mechanisms that were readily available to youths and their parents in the region.

VASSY incorporated talents of a variety of presenters from Government to Non-Government agencies, not for profit and charitable organisations, recreational and emergency services as well as private enterprise. 32 ASB youths participated in workshops, held over 6 Saturday afternoons during term time to address themes that have been identified as critical by the CALD project advisory committee. As well as being introduced to team building and leadership work, including career opportunities, healthy living and personal development, other crucial issues included:

- Health & Emotional Wellbeing
- Personal and Community Safety
- Accessing Services and Settlement Services
- Education and Employment
- Youth Participation and Engagement

Notable Workshops were conducted by Victorian Legal Aid and Springvale Community Aid, Victoria Police and Centrelink Country Fire Authority (CFA), Defence Force cadets and the South East Local Learning & Employment (SELLEN). The Australian Electoral Commission (AEC) also explained the Australian political system, extending the participants' understanding of civic life. Additionally, the Honorary Alan Griffin MP distributed Youth Information Kits for all participants.

A School Holiday Program was also conducted, aiming to maximise experience and life-skills. This involved 35 young people from ASB taking part in the program over three days. Running over three days and supervised by qualified youth workers, the program included basketball coaching, both traditional Arabic dance and hip-hop workshops. Furthermore, Lifesaving Victoria held a beach safety and skills program, YMCA Oasis offered supervised pool activities



and Regional Arts Victoria held an 'Impro' Theatre Sports program.

Young people were involved in the development of the project through discussion via a program for families. Young people were asked what they wanted to do, what they were interested in and what they wanted to learn about.

This helped the engagement of young people when it was time to run the project as they knew it was coming and that it was going to provide the activities that they had asked for. Because the project responded to what young people asked for, they participated well. One group established during the project is still going.

In engaging youth, a school holiday program was conducted aiming to maximise experience and life-skills. This involved 35 young people from ASB taking part in the program over three days. Running over three days and supervised by qualified youth workers, the program included basketball coaching, both traditional Arabic dance and hip-hop workshops. Furthermore, Lifesaving Victoria held a beach safety and skills program, YMCA Oasis offered supervised pool activities and Regional Arts Victoria held an 'Impro' Theatre Sports program.

Respecting cultural norms were especially important when working with youth of ASB communities. An important means of building trust with families was to provide activities that connect young people with their culture, while also supporting integration. Once trust is established with parents and they believe that the programs are safe, the range of programs provided can be expanded, as VASSY's success proves.





Community Partners Project

The Community Partners Project (CPP) is initiated by the Victorian Arabic Social Services and the Department of Health and Ageing to expose participants from an ASB to different community mechanisms, aiming to further engage them with their home communities. Furthermore, the program aims to teach notable community bodies and individuals of the needs of the ASB community. A number of different programs were conducted in order to achieve this:

In 2011:

- A number of older people from ASB visited Regis residential care facilities. A brief was run on the Arabic Culture with staff from the facility.
- 10 women toured with VASS to a Coptic Hostel in Hallam, learning of the facilities and eligibilities to access the hotel, with a cultural dinner.
- 15 women, along with VASS toured the ISOMER Retirement Village, Lysterfield. Information of the facilities offered was given and culturally appropriate services provided for residents from Non-English Speaking Backgrounds.
- 2 Information sessions on home modification and safe use of medications to ASB

- The VASS CPP worker has been engaged with 3 groups in the South East region to discuss issues related to aged people, discussion has been around the issues of home and community care services, residential care and activities for socially isolated people and means of transporting older people.
- Iraqi & Chaldeans Group in the South East
- Arabic Men Senior Group
- Antiochian Senior Group.

A CPP worker has been also in consultation informally with other groups and leaders in the Arabic speaking community such as the Druze women group. However in putting such talks into practice the Arabic Reference Group in Aged Care, consisting of 8 women and men from the south East has been formed to discuss issues related to older person needs.

Furthermore, an invitation was extended to 2 CPP project workers and 10 people from their community to attend a celebration for the end of Ramadan in September. The event will be was part of a festival, in the City of Greater Dandenong. VASS held a stall and folk dancing groups presented on stage.





Family Support Program

VASS' Family Support Program has 4 core aims:

- To engage and support Arabic families
- To empower families through up-skilling
- To encourage families to seek employment
- To promote positive relationships within Arabic families

Achievements of the Family Support Program include social groups, playgrounds and planned activity groups. This has been illustrated through the following successful groups:

- 2 Playgroups in the S.E. Region one in Dandenong and one in Dandenong North
- Arabic Senior Mens group S.E.
- Arabic Senior Women Group in Noble Park North
- Assyrian Chaldean Groups in Dandenong
- Arabic Women's support groups in Dandenong.
- Assyrian Chaldean groupin Dandenong

Furthermore, education and training sessions have been given on varieties of topics, allowing VASS clients to be further engaged with their community, rights and their citizenships, and reciprocally assisting local service providers to better understand the issues facing Arabic

speaking families leading to more responsive services

These have been achieved through information sessions on the following topics:

- -Family Law,-Consumer Affairs
 - -Child Protection-Road rules/laws
 - -Court systems-Victoria Police-Legal Aid
 - -Life Saving Victoria Athletics Victoria
 - -Army and Navy Cadets Scouts Victoria
- -Federal Police -Local TAFE
 - -AMES Education-SELLEN
 - -Dandenong Library Services
 - -Youth Services
- -Women health and family health covering Diabetes education, podiatry, relaxation, alternative medicines and dietician
- -Education on Home and Community Care services

Furthermore, the program has allowed for the referral of families and children to relevant local service providers, and to culturally appropriate services.



Australian Government

Department of Families, Housing, Community Services and Indigenous Affairs

Future Projects

Alzheimer's Australia Initiative

The aim of this program is to establish a sustainable partnership between VASS (Southeast) and Alzheimer's Australia to work together to conduct a successful community forum about ageing well and use of support services for people with dementia and memory loss. Supporting Alzheimer's Australia the project, with the "CALD best practice in support services" explores sustainable partnership that promote better access to support services by developing a cultural model that best suits the

needs of Arabic-speaking seniors, primarily those suffering memory loss and dementia and their carer. Another objective of the program was to assist in developing an Arabic Speaking Communities Dementia Action Plan to implement as part of the project. A series of community sessions targeting carers will be held at the Jan Wilson community centre facilitated by AAV counsellor. The first forum was held on 3 March 2011. 50 elderly persons attended.



Nordic Exercise for Women

This program is run in partnership with Arthritis Victoria. The aims of this particular program are to conduct activities and programs with Arabic speaking women & diverse communities as part of the Discover Parks Program.

Furthermore, the program seeked to promote healthy eating and increased levels of exercise in order to tackle chronic health problems such as heart disease and obesity. Hence it encourages 'at risk' group members to actively participate in parks and gain health benefits. 2 volunteers from VASS took part in training on water based exercise, in order to run a program with women's groups in the future.





Ongoing Programs

Arabic Women Seniors Group

Meet on Thursday 11am-1pm except on school holidays

Social meeting, games, gentle exercise food and music

Venue: Jan Wilson Community Centre, Halton Rd Noble Park North

Contact: ImanAllaf 0421990216

Arabic Women Group

Meet on Wednesday fortnightly 11 am-1 pm except on school holidays

Social meeting: information sessions, food and fun

Venue: Dandenong Netball Association Club,

Greaves reserve Dandenong Contact MaisaaOlabi 97985227

Iraqi Chaldeans Women Group

Meet on Thursday fortnightly 11 am-1 pm except on school holidays

Social meeting: information sessions, food and fun

Venue: Dandenong Netball Association Club,

Greaves reserve Dandenong

Contact: Manahel Hurmez, 0431047044

VASS Playgroup

Meet on Tuesdaymorningexcept on school holidays Social and parenting skills developing

Venue: Menzies Ave Hall- Menzies Rd Dandenong Contact Nadia Abu Duhu 0407050515

Ongoing programs are funded by the City of Greater Dandenong, Philanthropic organisations & the Victorian Arabic Social Services

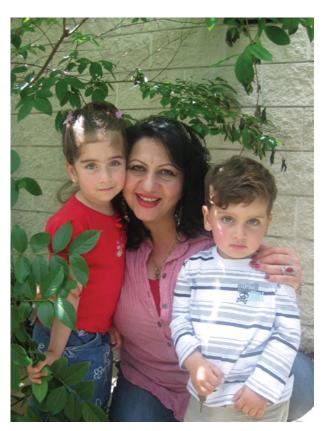


Family Services Program

"Family Support Workers deal with a range of issues..."

VASS Family Support Services Coordinator role:

VASS' Family Support Services provide intake, referral, direct service (case management and counseling), information and support to families from an ASB. VASS aim is to strengthen the capacity of clients to deal with their individual problems and systems in general, to refer to other relevant services and to provide culturally-sensitive case management and Arabic-speaking workers where necessary.





All VASS workers have police and Working with Children checks. Family Support Workers deal with a range of issues, some which can affect Arabic people just as they do the wider community and others which are specific to these cultural groups. These include: Family violence, gambling, mental health issues, relationship issues, new migrant and settlement issues, trauma and torture, family or parenting crisis, Drug and Alcohol issues, gang related violence, housing/homelessness issues, disability and aging, economic crisis, family separation and early school leaving.

Role of the Arabic Families Services Coordinator

- Case management of Families and Elderly
- Coordinate the Intake and Referral of Arabic Families and individuals
- Network with stakeholders in support of Arabic families
- Provide supervision and case management training to appropriate VASS staff and student and volunteers on placements within family services – inclusive of appropriate laws and policies and procedures.
- Coordinate the Annual Tax Help Program
- Provision of workshops and forums addressing topics of importance to this target group and including participation from representative of other relevant services



Aged Care Services

VASS provides a number of or services and programs under Aged Care Services, focused primarily in the Northern and Western regions. The most significant programs are:

- -Planned Activity Group (PAG)
- -Community Partners Program (CPP)
- -VASS Supported Access Pilot Project (SAPP)
- -Volunteer Social Support Program (VSSP)
- -CALD Senior Surfers Program



Planned Activity Group - (PAG)



The Planned Activity Groups (PAG) aims to develop, implement and evaluate alternate options for the planning and delivery of activities for people from Arabic Speaking Background communities that are eligible for Home and Community Care (HACC).

Laila Houli coordinates a group of elderly women which meet every Tuesday at the VASS Newport office (16 Oxford St, Newport).

PAG assists aged, frail and disabled Arabic Speaking clients and their carers by:

 Helping them to be continually independent thereby preventing admission to long term residential care and hospitals



- Encouraging participation in broad community life
- Promoting physical and mental health and enhancing quality of life
- Providing respite and support for carers

ACHIEVEMENTS

PAG offers opportunities for the frail, aged and disabled in the Arabic community to socialise with other people of similar background

- Sharing of useful information
- Computer training accessing the internet
- Wise use of medication
- Participation in health and well for life activities i.e. healthy eating and food preparation activities, gentle exercises, internet training
- Participation in recreational activities i.e. art craft, sewing, swimming, walking activities in beach or park areas
- Information sessions on blood pressure, cholesterol, nutrition, dementia, diabetes, heart disease and the ambulance service

Transport to and from the VASS office can be arranged by the VASS Group Facilitator. Taxi vouchers and VASS bus in the region of Hume or Social Support Volunteers in the North West areas of Melbourne can assist in transport.



Cummunity Partners Program - (CPP)

Community Partners Program (CPP) aims to support and increase access for Arabic Speaking Background communities to Aged Care Services and provide the community with information to enable them to make informed decisions.



Service provision and development

- Support Aged Care facilities in the recruitment of bilingual Arabic speaking staff
- Support Aged Care facilities by assisting interview panel for new bilingual staff members
- Inform staff within VASS on CPP aged care issues
- Organising forums on issues facing the ageing ASB communities including dementia
- Developing best practice model with Aged Care clients from ASB
- Visit Aged Care facilities and deliver cultural briefing to staff

Resource Development

- Develop cross cultural training model specifically addressing the diversities within the ASB communities
- Development of a Calendar of Culturally significant dates
- Develop a phonetic Arabic/English and Assyrian/English 'Frequently Used Terms' sheet
- Develop a Culturally Appropriate Foods document for aged care facilities.
- Conduct and collate surveys, identifying Aged Care facilities that cater for ASB communities
- Map out list of Aged Care facilities that cater to the diverse Arabic speaking communities

Networking

- Promoting of the CPP Project in both local and Arabic speaking media including SBS radio, articles and interviews
- Develop list and purpose of relationships with Aged Care facilities, community organisations, media and other organisations
- Utilise networks with Arabic Speaking media and Aged Care facilities to advertise positions to the Arabic Speaking communities

Training

- Targeted education of ASB community leaders on aged care facilities through meetings
- Deliver training to Aged Care services using the ASB specific cross cultural training model

ACHIVEMENTS

Expansion to South East Region

- 33 elderly women attended three Aged Care facility tours in the South East.
- 50 elderly women and mothers attended two information sessions on the safe and wise use of medicine and managing pain – South East.
- 60 elderly women and mothers attended four information sessions on the safe and wise use of medicine and managing pain – North West Region.
- 11 information sessions on healthy living North West Region.
- Developed and distributed CPP South East brochure.
- Continued to distribute CPP Brochures North West Region.
- Radio broadcast on CPP program in the North West, South East and expansion into Shepparton and Geelong.
- South East CPP worker been engaged with 3 groups in the South East region to discuss issues related to aged people.
- Arabic Reference Group formed in the South East.
- One cultural briefing was held at Regis Residential Care in Dandenong



VASS Supported Access Pilot Project - (SAPP)

SAPP explores and develops mechanisms that will assist Home and Community Care (HACC) eligible people from Arabic Speaking Background (ASB) communities that require extra support to access and negotiate HACC and other related services. It also works effectively in the HACC service system to provide specialist cultural knowledge, information and advice, assisting generic agencies in developing culturally appropriate service responses for ASB specific clients.

Supported Access Project aims to:

- deliver improved access to a range of services for Arabic and Assyrian Chaldean clients who are eligible for HACC services
- provide support for ASB people in need of assistance to negotiate the HACC and related service system
- strengthen the capacity of the Victorian Arabic Social Services (VASS) in responding to the needs presented to their agency.
- improve generic agency understanding of ASB people, their needs and difficulties in accessing services
- strengthen the capacity of VASS to further develop the knowledge and skills to participate in the wider service system

- strengthen the capacity of generic agencies processes to work effectively with VASS and improve access for ASB people.
- strengthen the capacity of councils and other generic agencies to provide services in response to the needs of ASB people.



ACHIEVEMENTS

The Supported Access Project workers assisted 60-80 Arabic Speaking Background clients every quarter through referrals (general and in-service), home visits, follow up support, initial and quarterly needs assessment, information on HACC and other services, acting as interpreters and support persons. The workers also attend relevant training provided by HACC to continue working via an Active Service Model approach.

Volunteer Social Support Program - (VSSP)



The Volunteers Social Support Program (VSSP) is a Home and Community Care program developed to prevent isolation by providing social links and support for older people and people with disabilities and their careers.

Helping people stay active, involved and doing as much for themselves as possible is proven to help people stay more independent with a greater sense of wellbeing.

Benefits to You Through VSSP

- Information via media articles, websites, flyers, brochures, Arabic radio programs, talk-back discussions to keep you informed on health issues and aged care services
- Provision of social and recreational activities such as park visits, camps, tree planting days and multicultural events to reduce isolation and increase social belonging
- Encourage the use of mainstream aged care services
- Advocate for culturally appropriate services on your behalf
- Provision of culturally sensitive respite services through regular visits to your home
- Assist you in maintaining independence
- Supporting ASB people who are ageing or who have a disability, and their families, through the provision of culturally appropriate



CALD Senior Surfers Program

Information Technology & Arabic Seniors Arabic Speaking Background (ASB) volunteers undertook a train-the-trainer course so that they can provide introductory internet training and ongoing support to older people in the Arabic and Assyrian language.

This project builds on the Multilingual Senior Surfers pilot project that the Office of Senior Victorians undertook in partnership with Vicnet.



The aim of the pilot project was to increase interest in using the internet among older people from ASB communities and to pilot a range of approaches to awareness raising and training. The project also aimed to raise awareness on the special needs of culturally and linguistically diverse seniors among local training and internet providers, to encourage

more creative and inclusive approaches to training and mentoring. CALD Senior Surfers is a Victorian Government initiative, designed to help CALD seniors learn how to access and use the Internet in their own language, in a supportive community environment.

This program was launched on 16th of May 2008 at the VASS Newport office. The program has been very successful and continues to be an ongoing activity in both the Northern and Western regions of Melbourne, continuing as an activity for both volunteers and clients, with training conducted by three staff members and three volunteers.



Ongoing Programs

VASS Hume Assyrian Chaldean Women's Group

Providing support and activities to disadvantaged, isolated and/or refugee migrant women.

Time: Thursday 10am - 1pm

Venue: Lynda Blundell Community Centre,

185 - 225 Blair Street, Dallas.

VASS Hume Arabic Senior Men's Group

Providing support and activities to disadvantaged, isolated and/or refugee migrant men.

Time: Thursday 9.30am - 1pm

Venue: Lynda Blundell Community Centre,

185 - 225 Blair Street, Dallas.

VASS Arabic Women Seniors of Moreland Group

Providing support and activities to disadvantaged, isolated and/or refugee migrant women. The group is centred on the Moreland City Council community.

Time: Monday 10am - 12pm

Venue: Coburg Library Meeting Room, Corner Victoria and Louisa Streets, Coburg

VASS Darebin Arabic Women's Group

Providing support and activities to disadvantaged, isolated and/or refugee women, centred on the community of Darebin Council.

Time: Thursday 10am – 2pm Venue: Reservoir Civic Centre, 23 Edward Street, Reservoir.





VASS Dandenong Arabic Women's Support Group

Providing support and activities to disadvantaged, isolated and/or refugee women, primarily focused on the Dandenong and surrounding South East areas

Time: Wednesday 10.30am - 1.30pm

Venue: Dandenong Netball Club, Bennet Street,

Dandenong

VASS Dandenong Assyrian Chaldean Women's Support Group

Providing support and activities to disadvantaged, isolated and/or refugee migrant women. Focus on Assyrian/Chaldean culture and language and centred in the South East suburbs area.

Time: Thursday 10am -1pm

Venue: Dandenong Netball Club, Bennet Street,

Dandenong

VASS South-Eastern Arabic Senior Women's Group

Providing support and activities to senior members of the community.

Time: Friday 9.30 - 11.30am

Venue: Jan Wilson Community Centre, Halton

Road, Noble Park North

VASS South-Eastern Arabic Senior Men's Group

Providing support and activities to disadvantaged, isolated and/or refugee migrant men of the community.

Time: Tuesday 10am - 12pm

Venue: Keysmain Shed, Keysborough Learning

Centre, Keysborough

VASS Newport 'PAG' Funded Group

Planned activities for elderly. Providing support to disadvantaged, isolated or refugee women from Arabic speaking backgrounds.

Time: Tuesday 10am - 12pm

Venue: VASS Newport Office, 16 Oxford Street,

Newport.

VASS 'Women for Education' Group

Providing information and support for Arabic Speaking women and parenting support.

Time: Tuesday 10am - 12pm.

Venue: 21-27 Hudson Court, Meadow Heights

VASS Young Men's Activity Group

Providing information sessions and activities for male youth

Time & Venue Variable, please contact Head Office.

VASS Young Women's Fitness Group

Providing a safe environment for young women to exercise and socialize.

Time

Venue: VASS Newport Office, 16 Oxford Street.

Newport.



CONTACT

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OTHER PROGRAMS

Education Seminars for Arabic Speaking Diverse Seniors on safe and Wise Use of Medicines and Sleep and Ageing



VASS provided 8 information seminars from 1 March and 30 June 2010: supported by the National Prescribing Services (NPS). The seminars were delivered in Arabic, with a total number of 140 participants, with an average age between 55 – 65. Four bilingual health professionals presented during the seminars.

VASS found that there was an enthusiastic response to the seminars, with many participants giving positive feedback. Given the misconceptions and difficulties caused by the language barrier many of the participants experience in dealing with health issues and health professionals, we believe the workshops were very useful. VASS would be eager to organise and promote any other health related workshops which we felt were relevant to our client group and the senior Arabic speaking background community in Melbourne.

TASTE TO REMEMBER

Taste to Remember in partnership with Alzheimer's Australia Victoria raised awareness about the changes to memory which may occur during the ageing process through the delivery of an information session and activities involving cultural food. The women that attended the session came from Lebanon, Yemen, Morocco, Egypt, Syria and Palestinian backgrounds.

Date: 28th June 2011 Time: 9:00am-5:00pm

Location: 16 Oxford Street, Newport 3015

Attendance Number: 70

The event was held to raise awareness about changes to memory and how we can keep the brainpositively functioning. This was done through an activity that involved a display of favorite cultural foods. Questions discussed by the facilitator included:

- What is your earliest memory of this food?
- How was it prepared?
- Was this food a treat?
- What other special memories about this food do you have?
- Did you share the food with others?
- What did it smell and taste like?



Participant feedback:

"The information was useful especially in the Arabic language"

"Great event, showing education, socialising and enjoyable"

"The exercise and warm up activities were very gentle and great fun, we all enjoyed it"





HARMONY DAY

Harmony Day is celebrated annually around Australia on the 21st March.

It's a day where all Australians celebrate cultural

The day is also the United Nation's International Day for the Elimination of Racial Discrimination. The continuing message for Harmony Day in

2011is that Everyone Belongs, which means all Australians are a welcome part of the country,

regardless of their background.

Date: 26th March 2011 Time: 10:00am-2:00pm

Location: Homestead Learning Centre

Attendance Number: 200

The event was held to encourage different community groups to participate in the event that promoted cultural diversity. Members from the Assyrian Chaldean community attended Harmony Day to support and welcome different community groups.



Achievements

Developed partnerships with:

- Community Health Service & Community Health professionals.
- Local Government services
- Macedonian Community Welfare
- Finnish Friendly Visiting Services
- City of Hobson Bay
- Bayfit Altona
- Victorian State Library

Iraqi elderly from the Chaldean, Assyrian and Islamic communities that mostly reside in the northern region, emerging elderly group.



VASS Partnerships, Committees and Networks

home and community care A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Action on Disability in Ethnic Communities Adult Migrant Education Service Australian Croatian Community Australian Multicultural Community Services BanyuleNillumbic Primary Care Alliance Finnish Friendly Visiting Services BanyuleNillumbicWhittlesea Managers of Volunteers Network Bayfit Altona Centrelink Advisory Committee City of Hobson Bay CMY interagency meeting Community Action Forum North West Melbourne Darebin Community Health Services Darebin Managers of Volunteers Network Division of General Practice ECCV Aged Care Advisory Group Filipino Community Council of Victoria Foundation House Australian Greek Welfare Hobson's Bay Interagency Network

Hume Aged Care Network Hume City Council

Hume Volunteer Gateway Steering committee Indo-Chinese Elderly Refugees Association Victoria Inner Western Settlement Advisory Network Meeting (IWSAC)

Macedonian Community Welfare Association Inc Maltese Community Council of Victoria Merry Community Health

Moreland City Council North West ACAS

North West CALD Partnership (NWCP) Executive Committee

Service Coordination and Practitioners Meetings Spanish Latin American Welfare Centre (CELES) Spectrum MRC

MRC- South Eastern Region State Library of Victoria Whittlesea Aged Care Network WCF Positive Ageing Cluster

Primary Health & Coordinated Care - Southern Metropolitan Region

Commonwealth Respite & Carelink Centre Southern Region- Alfred Health

Ambulatory & Community Care Services | Southern Health

City of Greater Dandenong





Settlement Program

"These projects aim to enhance community participation and self- reliance among Arabic Speaking Clients"

The settlement program is funded by the Department of Immigration. This is the 2nd year Vass has been involved with the settlement program. The settlement program works with immigrants who have been in Australia less than five years and aims to get them involved in different activities, aiding in their settlement to Australia.

Casework is the essential core of this program. As a settlement support worker most of the issues which are dealt with are, but not limited to:

- Housing issues
- Documents help
- Referrals
- Writing Support Letters
- Other work, helping clients settle into Australia.

A Settlement support worker's role is to help clients settle in Australia and provide information on how to access mainstream services. Some of the projects that VASS was involved in this year were Kalam TV, Information sessions on understanding Australian Law, how to obtain a licenses, family relationships and many more. These projects aim to enhance community participation and self- reliance among Arabic Speaking Clients. Settlement receives incoming



referrals and refers clients onwards, and the top categories of services provided include document help, financial support, language & life skills help and using centre facilities and broader community engagement. The Settlement service has contacted with clients 352 times in the past financial year.

As well as helping clients through contact, the Settlement service also aims to promote wider knowledge through information sessions. Between February and June 2011 alone, 167 attendees attended 10 information sessions, covering issues such as Family and Relationships, Alcohol and Drug Use and Domestic Violence.



Youth Services

We Are One Project

The We Are One Project is a two year initiative funded by the Department of Immigration and Citizenship, through the Diversity and Social Cohesion Program. The program commenced in October 2009 and will continued up until December 2011. We Are One addresses the negative contributions of disempowerment, anger, helplessness and frustration within the Muslim Arabic Speaking Background (ASB) community within schools and the broader community. Furthermore, the project addresses pressing issues such as racism, anti-social behaviour, community and domestic violence and susceptibility to radical and extreme attitudes. Both are available on our updated Publication Order Form.

Significant outcomes for this financial year included:

• The VASS Summer School Holiday Program operated from 24th-29th January 2011. It engaged fifteen young people from a variety of schools and five mentors from VASS. The program aimed to address the boredom that students have expressed during the Summer School Holiday period and the social isolation felt and expressed by students and to develop students social



- and life skills through confidence building and team building activities. Activities included public speaking and rapping workshops, football clinics and mentoring, art mosaic workshops by the Australian Federal Police and canoeing to encourage team building.
- Across March and April 2011 meetings were held with Inner Nothern Local Learning Employment Network (INLLEN) and Hume Whittlesea Local Learning Employment Network (HWLLEN) advocating for a multicultural voice in the strategy. Consultation with INLLEN and changes were made in the Moreland Youth commitment strategy to include families from Non-English Speaking backgrounds. Presentations about racism in schools were held. Network meetings involved the Department of Education and Early Childhood Development, teachers, school staff in the Moreland municipality, local council staff, community organisations and Victoria Police. HWLLEN and the We Are One Project Coordinator strongly advocated for a multicultural focus in the Hume Youth commitment as majority of young people from Hume come from Non-English Speaking Backgrounds. Her views were noted in the minutes and will be followed up in the future network meetings.
- VASS hosted a Family School Holiday Program engaging 6 parents who have children in secondary school and they were provided with education about the school system and linked to VASS for support if needed.
- A 6 week hip-hop program commenced in March 2011 involved 15 young women in partnership with Cultural Infusions – topics explored the sexual nature of women in hiphop and the messages given to young people in hiphop culture such as racism, misogyny, drug and alcohol and power relations, swearing and violence.





- In association with Craigieburn Secondary College, six weekly youth leadership football programs operated with 13 at risk young men and this was hosted by Essendon Football Club Multicultural Unit between February until April.
- Harmony Day Celebration to 150 students and teachers in April 2011 was showcased in the local Leader newspaper with guests from VMC. Rap artist mentoring was held over two sessions to create a school song –involving 14 young people who created a school harmony rap which they presented at a festival to year seven students as part of the Day's celebrations.
- The "We are One" Human Rights Forum held on the 10 August 2010 gave young people an opportunity to develop ideas about social change and build peace among fellow students in the school environment and their own communities. The forum enabled the young people to alter their behaviour based on changes in cognition through weeks of preparation for the forum. Feedback from two teachers involved in the forum reported that the students had a positive vision about tackling racism in their community based on the outcomes of the forum.
- With Preston Girls Secondary College a 16 week young women's self-esteem and personal development program commenced in March and ended in August 2011. Topics explored included Family issues, racism in

- school and in the community, cross-cultural relationships and family expectations, body image and self-esteem. A fashion parade run by the young women is scheduled for October 2011 including a welcoming ceremony for the new Principal at Preston Girls.
- At Isik College an AFP art and cybercullying workshops were conducted in 2010 with 20 young women.
- At Ilim College art classes were held with the Australian Federal Police and VASS, involving 25 young men. Topics of Australian identity and belonging were explored by representing their ideas in an image. This topic was further understood in the workshop and the young men identified where racism occurs in their lives. VASS plans to further explore the themes of racism in the media which the young men identified themselves and linking them with Kalam TV, VASS' youth led television show on Channel 31.
- With Australian International Academy a Young Women's short film and human rights program with Brunswick Women's Theatre during March 2011. A total of 26 young women participated which resulted in the creation of a short film which is on the VASS website. Issues explored included family roles, feelings of wearing the hijab in public and visions of peace in their local and global community.





• VASS referred 6 boys from Bayside Secondary College to Metropolitan Fire Brigade Camp. The young men all reported positive feedback from the camp and strengthened their relationships with Firefighters. As a follow up some of the young men who attended the camp worked with VASS youth workers and a mosaic artist on a mosaic piece which they showcased at the school assembly as part of Harmony Day event at the school in September 2011

Relevant local community groups and services have been identified and engaged in the program. The number of community partners involved is unlimited as the VASS is often the linking agency between schools and the wider service system. Complementing the program, VASS has also published a number of kits for both teachers and parents. The Teacher Resource Manual aims to curb racism in schools, a guide to multicultural services, information sheets regarding a range of issues centred on responding to racism in schools and a multi-faith holiday calendar. Another kit addressing parent engagement for secondary schools provides a comprehensive interview about education systems and multicultural integration within the education sector. Furthermore, it provides a numerous materials that have been translated to Arabic, allowing for issues to be addressed by others than education personnel.

The following community organisations were involved in being a part of the We Are One Project overall:

Victoria Police Australian Federal Police Foundation house Department of Education and Early Childhood Development Essendon Football Club Richmond Football Club Metropolitan Fire Brigade The Brotherhood of St Lawrence MacKillop Family Services Kalam TV - Channel 31 Inner Northern Local Learning and Employment Network Hume Whittlesea Local Learning and Employment Network Brunswick Women's Theatre Free Debate Inc. Richmond Football Club Lifesaving Victoria Anti Racism Action Band - VASS Initiatives of Change

Schools in partnership with ongoing partnerships and relationships sustained:

- 1. Craigieburn Secondary College
- 2. Bayside Secondary College
- 3. Roxburgh College
- 4. Illim College
- 5. Isik College
- 6. Australian International Academy
- 7. Preston Girls Secondary College
- 8. Hume Central Secondary College





Kalam TV

Kalam TV is a ground breaking national Arabic-Australian educational youth television show that explores the traditions of the Arabic people. It is an award-winning series and one of the first of its kind to be produced in Australia and is aimed at the 18-35 year old demographic.

The current format of the show has a different theme each episode (such as media, food, sport etc) where it's split into regular categories consisting of an Arabic culture interview, vox pops, Arabic lifestyle segment, Arabic music and Arabic trivia. The series has also interviewed many notable Arabic Australians who can beconsidered role models. They range from successful Arab teachers, doctors, community social workers. leaders. entertainers. journalists, youth leaders, business owners, sports people, musicians, singers and artists. Kalam TV has been proudly supported and funded through VASS to providea service to young people and the Arabic community who so often aremisrepresented and sensationalised by the mainstream media, particularlytelevision.

One of the series objective's is to give a voice to young people who have not been seen or heard in the media and to provide a positive view of the Arab community. Over 200 people have been involved in the production of the series, either as cast, crew, guests, community television network representatives, VASS representatives, TV studio representatives, public relation companies and various business and community organizations. A sizeable proportion of those involved in the project have been young people who form part of the core cast and crew of Kalam TV that make it happen. These young people who came to the series





with little or no broadcasting and television experience have emerged as confident and media trained leaders who have something to say and can make a difference in the world.

These young people who would also normally find it challenging to participate in the exclusive world of television, have gained valuable experience in this highly competitive industry as a positive outcome of being involved in Kalam TV. Some of the areas that the young people have been trained in include video camera operation, television presenting, television interviewing, research, floor managing, studio lighting, audio, guest liaison and general production assistance. Fundamentally Kalam TV is also about educating the public about the Arabic-Australian culture like never before. It provides an insight into one of the most talked about regions in the world, where the incredible hospitality, friendliness and contribution of the Arabic-speaking people is on display.

Among the achievements that Kalam TV has had over the last two seasons include being awarded the High Commendation Award for Multicultural/Ethnic Youth Program of the Year 2010, becoming a national program and airing on Channel 31 Melbounre, Brisbane, Sydney and Adelaide, covering the TV Week Gold Logie Awards 2011, reporting on the Tutankhamen and the Golden Age of the Pharaohs exhibition and producing music videos for notable Arabic musicians. Kalam TV has also been seen by easily over 100,000 people making it a big project.

In terms of the future, we hope to produce DVD copies of the series to be used as an educational resource for people wanting to learn more about the Arabic Australian culture and what it has to offer.



'Stay Cool, Think before you Drink'

The "Stay Cool" Project ran from January 2009 til March 2011 and used a range of strategies to address and reduce binge drinking in our community. In particular, our key methods were: The delivery of education and information sessions (for youth and parents separately); the development of resource materials in Arabic; staff training; family/youth counselling and referrals; and preventative strategies for youth that promote resilience and social inclusion, through sport, performing arts and other group activities.

The main goal of the project was to address underage drinking (ages 12 – 17) among Arabic Speaking Background (ASB) young people in a culturally appropriate way and to educate and provide Arabic-speaking parents with information and resources in ways that are culturally sensitive and engaging. We aimed to raise awareness amongst the ASB communities of Victoria but will not neglect the underlying causes/reasons of, as well as the co-occurring risk factors that precipitate & perpetuate harmful levels of drinking. For that reason we employed preventative strategies that promote resilience, social inclusion, participation and overall youth well-being. Young people already involved in binge drinking, encountering peer pressure or exposed to issues around binge drinking, will be educated in responsible drinking and in the services and strategies available to them.

The need for this project has come from the large numbers in the community that are requesting that the Government and organisations such as VASS play a major role in shaping new services to battle this addiction in society. This is a unified voice from families, individuals and friends, VASS has seen an increase in the incidence of binge drinking in the Arabic community and the effects that this has had on the immediate and extended family. Whilst the effects of drinking are guite similar over the whole of the community, there are specific issues that relate to the Arabic speaking community, issues such as religious background and place of origin will be discussed further in the report. Government departments and organisations are providing



the support and information to the community, at the moment it is a blanket effect, trying to engage all communities with one school of thought, understandably it is a huge task to dissect each and every community and work out action plans to engage these communities, but until steps are taken to achieve this we will have the issues that have arisen in the Arabic community and that is that the general population will not access the services that are provided, in the form that they are at the moment.

The current project 'Stay Cool, Think before you Drink' focused on three tiers that work on community, family and individual levels:

- Education and Information sessions for both young people and parents; as well as staff training so that more Arabic community workers are aware of issues around binge drinking and how to deal with them
- Social, recreational, sporting and/or performing arts programs that engage young people through their own popular culture (rap, hip hop dance, soccer, youth radio etc)
- Direct practice with clients (both youth and parents) through Case Management and referrals if necessary, in particular for Arabic Speaking families and newly arrived migrants.



Arabic Youth Radio - 3al Hawa & ShababSawa

The Arabic Youth Community radio programs are ongoing radio programs that aim to engage Arabic youth. The two programs, 3Al Hawa and ShababSawa provide Arabic youth with a public forum to voice their opinions and ideas.

3AI Hawa aims to engage Arab youth including those who are disadvantaged or marginalised, and raise awareness of current issues through community talk-back. The presenters are encouraged to research areas relating to youth that they are interested in, discussing the issues and solutions during the show. They also discuss current news and events and advertise other VASS events. Every month there is also a special hip-hop program hosted by Phillip Pandongan from the youth band A.R.A.B.

The ShababSawa program features material relating to Arabic youth culture. The program includes interviews and the latest in popular Arab music. Not only provides a public forum for Arab youth to speak out, but also gives them the opportunity to volunteer on air. To encourage this VASS offers potential volunteers a free training program in order to educate and encourage youth to be a part of this program.



In 2011, the Kalam TV executive producer, Jim Selim, joined the 3al Hawa team to become a radio presenter, adding to a total of 6 volunteers for 3al Hawa altogether. The volunteers conducted various interviews onair, and put much effort into researching their topics of interest for discussion on the shows. The ShababSawa program is now opening its doors for volunteers interested in & ready to commit to presenting on radio in Arabic.

Future Directions in Youth

- The We Are One Project will continue to expand, foreseeable programs include 'Peace building Youth Ambassadors Program'. Furthermore, VASS will attend the 'From My School to Your School' Forum to engage in dialogue specifically related to parent engagement in schools, student welfare and their broader issues. VASS will be joined by educational advocates and staff.
- The Young Men's Soccer Camp will be conducted to focus on issues of belonging and team-work. Immense planning has been conducted during the past financial year and this program aims to support youth in confidence, team-building and feelings of acceptance.





- Kalam TV's success will be seen when it launches a second season to be aired on Channel 31.
- 4. Above all, VASS will continue to work with young people on programs promoting community belonging, confidence and self-esteem and peacebuilding programs, promoting a mutual learning between staff and youth.



Anti-Racism Action Band (A.R.A.B.)



Photograph by Jeremy Angerson

The Anti Racism Action Band (A.R.A.B) is VASS's highly successful sought after community development youth performing arts program with a long-term vision for positive social change for youth, their families, schools and local communities in the Northern region. The program works with youth aged 12 - 25 of any cultural background as a proactive initiative to raise self-esteem, increase confidence, challenge racial tensions and promote social inclusion whilst imparting performance skills, generating employment, mentoring opportunities, life and social skills. A.R.A.B currently works with approximately 250+ youth participants from over 50 cultural backgrounds drawn from 11 school, community agencies and local council partners. Around 10% of participants have a disability, approximately 10% are from refugee backgrounds and 90% of participants are from low income households. A.R.A.B produces 1-2 major artistic works per year and has performed at over 400 public and community events from the Social Studios International Fashion Festival to Moreland City Councils 'Dance Sister Dance' event. A.R.A.B's audience reach averages 15,000 -20,000 annually.

The past year has seen significant changes in the growth and development of the program with the implementation of an events database system, additional staff, new partnerships, the expansion and development of our permanent Sound and Music Hub and the Fawkner dance workstation along with the variety of special projects, performances, events, gigs, employment and training opportunities.

The main artistic work of 2010 'Northern Trax' was a huge success in the Melbourne International Arts Festival. With over 26 site specific shows (performance installations, 'flashmobs' and secret random Northern Traxenticedand entertained over 4,600 audience members from October 8th - 23rd. A.R.A.B achieved a fabulous 'cross over'made up of even numbers of festivalgoers, general public, northern suburbs community, family and friends. Audiences enthusiastically soaked upa cross fertilisation of art forms including belly dance, Jamaican dance hall, hip hop, krump, break, jerk, urban chamber music, classic Indian vocals, body percussion, stand up comedy, monologue, dramatic action, sound, lighting, costume and new media design. The performances were presented in and around Flinders Street Train Station, De Graves Lane and Platform Artist Space and the Queensbridge Square precinct.



The new and ongoing dance workstations (Reservoir, Broadmeadows and now Fawkner) and the Sound and Music Hub (Brunswick, Coburg and now Reservoir) have resulted in new participants joining the A.R.A.B program and past participants stepping up onto other performance platforms. The ongoing work in the workstations has given participants the opportunity to perform in professional arenas and develop useful skills to open other employment pathways including working and touring with dance crews and companies, selfmanagement, event planning and audiovisual servicing.

"A.R.A.B was incredibly pleased to receive an Australia Council for the Arts – Creative Community Partnership Initiative triennial partnership grant."

Other highlights this year included performing at the 2010 Viva Festival, City of Port Phillip Bay Young Peoples Leadership Breakfast, Yarra Ranges – Youth Summit on Cyber Bullying andthe Australian Drug Foundation's 3-Day International Drug and Youth Conference. In addition to this A.R.A.B was incredibly pleased to receive an Australia Council for the Arts – Creative Community Partnership Initiative triennial partnership grant.

Funding Partners:

Australia Council for the Arts, VicHealth – ArtsAbout Us, Arts Victoria, City of Melbourne, Moreland City Council, The R.E. Ross Trust, The Ian Potter Foundation, Bennelong Foundation, Dubai Duty Free Foundation, Newsboys Foundation, Inner North Community Foundation, Salter Foundation, Kimberley Foundation, Helen MacPherson Smith Trust, Pilotlight, Castan Family Foundation, The Panel Christmas Wrap.

Special thanks to our teacher, local council and community partner team: Liam Walsh, NurayJarkan, Heather Wilson, Andy Moore, Mark Hynes, Jackie Bonis, Kris Nelson, Adam Aziz, Simon Harvey, KristernVersteegebrown, DelwynCastellano. Liesel Marshall, Tamara Macanovic and Alexandra Douglas.

A HUGE THANKS TO A.R.A.B's 250 + youth ensemble for all your hard work!



Photograph by Jeremy Angerson

A.R.A.B Staff:

Marline Zaibak (former) Program Manager

David Ralph
Program Coordinator / Tawasal Events
Producer

Debby Maziarz Program Mentor and Strategic Management

Kate Gillick Creative Producer – Programming

Jeremy Angerson Creative Producer - Projects

Irine Vela
Creative Producer -Soundand Music

Jessica Wraight (former) Cultural Community Development Worker

Hala Saba Community Cultural Liaison Worker

StephKukula Program Administrator

Artist/mentor/tutors: Deon Nuku, John Gray, Melissa Cristina, Cat Sweeny, Cayce Hill, Phil Pandongan



Complex Case Support

Complex Case Support (CCS), funded by the Department of Citizenship and Immigration delivers specialised and intensive case management services to humanitarian entrants with exceptional needs. The CCS Program at VASS provides flexible, tailored and localised responses to meet the individual needs of each case. CCS is specifically targeted at supporting clients whose needs extend beyond the scope of core settlement services and this is primarily focused on the three main client groups:

- Refugee entrants;
- Special Humanitarian Program entrants; and
- Protection visa holders and persons who hold or have held a Temporary Protection visa.

Artworks by Lina Hassan's & Mesko Ayouz's Aged Care Groups

Through the case management plan, the Complex Case Service CCS support worker encourages the clients to work hard to improve their circumstances and to be a cooperative client, to overcome many hurdles to get far in their life, also to determine to not let their setbacks since arriving in Australia have a lasting negative impact on their life.

The CCS Program enabled its clients to have more than a choice to work on their goals and stability to achieve goals by the time of exiting the case. CCS helps its clients to address their issues also to help them to build great resilience in adapting to their new environment.

VASS has successfully delivered 3 Complex Management Plans during the year of 2011. The clients were highly satisfied with the outcomes they could achieve through this program also with the support of VASS staff.





Pathways to Employment: Re-engaging Youth at Work

"Six young people found full time employment and 50 were assisted through education, training and support."

The project was initiated by the Victorian Arabic Social Servicers and funded under the Department of Innovation, Industry and Regional Development to assist youth of an Arabic Speaking Background to gain sustainable employment by assisting youth to undertake prevocational training, pre and post employment support and offering peer support. Young people found employment as Pool Lifeguards, Engineers, Ticketmaster sales representatives, Customer Service and in Social Services. Other young people were trained in

Certificate IV in Training and Assessment, First Aid and Leadership courses and enrolled in TAFE and University courses.

The project also offered young people work experience opportunities and placements to further their knowledge and communication skills and increase their chances of gaining employment in their preferred industry.

Six young people found full time employment and 50 were assisted through education, training and support.

Though the project ended in May 2011, the Victorian Arabic Social Services continues to support young people through mentoring, leadership courses and support, resume building, general support on new initiatives, work experience and placements and casual work opportunities.

Tax HELP Program

Under the Tax HELP program assistance has been provided to the Arab community in terms of fulfilling their taxation obligations. Understanding what is required of them is one of the goals of the Australian Taxation Office (ATO). The Tax HELP program provided by VASS through the ATO, seeks to educate the community in an end goal that members wishing to complete their own tax obligations can do exactly that via programs such as Tax HELP and online services like E-Tax. These services are free to utilise and encourage members of the community to take advantage of these services so as to gain an understanding of the tax system in Australia.

The Tax HELP program runs across our state and volunteers are sought and trained by the ATO to assist communities in completing their tax obligations. The program runs for a period of four months, over the past three years that I have been a part of it, it has grown and assisted the Arab community and continues to grow. More members of the community are becoming

"More members of the community are becoming aware of these services provided by VASS and the benefits of understanding and learning the taxation requirements that are applicable to them."

aware of these services provided by VASS and the benefits of understanding and learning the taxation requirements that are applicable to them.

The Tax HELP program evidences some of the many drawbacks that the ASB community face with the language barriers. VASS and the Tax HELP program have illustrated a successful overcoming of this set-back, further helping the ASB community.



VASS Financial Report July 2010 July 2011



	Jul '10 - Jun 11	
Ordinary Income/Expense		
Income 4000 · GRANTS (COMMWEALTH) NO RECURREN 4002 · Depart of Foreign Affairs & Tra Kallam TV	20,000.00	
Total 4002 · Depart of Foreign Affairs & Tra	20,000.00	
4005 · Attorney-General's Department NCCPP	14,758.52	
Total 4005 · Attorney-General's Department	14,758.52	
4007 · Australia Council 4030 · Dept of Fam,Hou,Com Se & Ind North West South East	246,000.00 41,000.00 41,000.00	
Total 4030 · Dept of Fam,Hou,Com Se & Ind	82,000.00	
4035 Department of Health And Ageing CPP Stay Cool	76,500.00 75,000.00	
Total 4035 · Department of Health And Ageing	151,500.00	
4045 · DIAC-Dept.of Immig&Citizenship Complex Case Settlement Grants We Are One	5,665.00 70,822.00 60,000.00	
Total 4045 · DIAC-Dept.of Immig&Citizenship	136,487.00	
Total 4000 · GRANTS (COMMWEALTH) NO REC	650,745.52	
4049 · GRANTS (COMM) OTHER 4050 · GRANTS (STATE) RECURRENT 4051 · Department of Human Services HACC Program	2,000.00	
Total 4051 · Department of Human Services	167,015.02	
Total 4050 · GRANTS (STATE) RECURRENT	167,015.02	
4100 · GRANTS (STATE) NO-RECURRENT 4115 · DHS -Dept. of Human Services Family & Child Protection	50,000.00	
Total 4115 · DHS -Dept. of Human Services	50,000.00	
4125 · Department of Innovation, Indust	10,722.00	
4126 · Depart of Business & innovation 4135 · Department of Planning And Comm Almouswat Drive to Succeed	12,034.99 39,600.00 5,000.00	
Total 4135 · Department of Planning And Comm	44,600.00	



Cash Basis

Victorian Arabic Social Services Inc. Profit & Loss July 2010 through June 2011

	Jul '10 - Jun 11
4155 · VicHealth Art About Us Arts Grant Project Building Bridges	9,840.00 30,000.00 48,000.00
Total 4155 · VicHealth	87,840.00
Total 4100 · GRANTS (STATE) NO-RECURRENT	205,196.99
4175 · GRANTS (STATE) OTHER 4180 · GRANTS (LOCAL) OPERA NO- RECUR 4411 · Moreland City Council 4414 · City of Greater Dandenong	2,000.00 16,704.71 11,451.99
Total 4180 · GRANTS (LOCAL) OPERA NO- REC	28,156.70
4185 · GRANTS (LOCAL) OTHER 4200 · GRANTS-OTHER 4205 · Bennelong Foundation 4220 · Dubai Duty Free 4225 · Helen Macpherson Smith Trust 4230 · Ian Potter Foundation 4240 · Inner North Community Foundatio 4270 · Newsboys Foundation 4295 · The Kimberley Foundation 4300 · Grants from other Organisations	3,040.91 18,541.78 15,712.05 24,995.00 40,000.00 0.00 3,000.00 0.00 10,635.49
Total 4200 · GRANTS-OTHER	112,884.32
4500 · DONATIONS RECEIVED 4502 · Angazi Trust 4503 · Dept. of Justice 4504 · Donations & Gifts (Other) 4505 · Norm Anderson Young People's Tr 4506 · R.E Ross Trust	5,000.00 4,750.00 247.95 8,000.00 16,536.00
Total 4500 · DONATIONS RECEIVED	34,533.95
4600 · CONTRIBUTIONS (MEMBER) 4601 · VASS Membership 2010/2011 4600 · CONTRIBUTIONS (MEMBER) - Other	109.09 3,501.88
Total 4600 · CONTRIBUTIONS (MEMBER)	3,610.97
4620 · CONTRIBUTIONS (PUBLIC) 4621 · Fundraising 2010/2011 4620 · CONTRIBUTIONS (PUBLIC) - Other	21,803.68 1,414.00
Total 4620 · CONTRIBUTIONS (PUBLIC)	23,217.68
4700 · TRADING BY ANTI RACISM ACTION B 4701 · Gigs 4703 · Ticket Sales	24,737.27 2,249.50
Total 4700 · TRADING BY ANTI RACISM ACTION B	26,986.77



	Jul '10 - Jun 11
4750 · OTHER SALES	
4755 · Arabic Directory	158.18
Total 4750 · OTHER SALES	158.18
Total Income	1,259,547.01
Gross Profit	1,259,547.01
Expense 6000 · SALARIES & WAGES 6001 · Salaries 6002 · Salary Sacrifice 6003 · Superannuation 6004 · Annual Leave Expenses 6005 · Sick Leave Expense 6006 · Long Service Leave Expense 6008 · Worker's Compansation 6009 · Casual Payments	547,163.01 130,802.59 65,132.02 53,653.98 19,596.41 10,746.61 15,330.15 20,884.49
Total 6000 · SALARIES & WAGES	863,309.26
6010 · Training & Development (Staff) 6100 · VOLUNTEER COSTS	1,228.22
6102 · Volunteer Allowances 6103 · Travel	4,029.66 3,113.46
Total 6100 · VOLUNTEER COSTS	7,143.12
6200 · CLIENT SUPPORT SERVICES 6201 · Training & Education 6202 · Personal Development 6203 · Transport Assistance-Taxi Fare 6204 · Conference Support 6210 · Translation & Interpreting Serv	18,793.27 9,689.46 1,233.59 289.00 527.90
Total 6200 · CLIENT SUPPORT SERVICES	30,533.22
6300 · OTHER PROJECT DIRECT EXPENSE 6302 · Advertising & Promotion 6303 · Project Travel 6304 · Meeting Expense 6305 · Catering Expense 6307 · Training Youth For Dance-ARAB 6308 · Expen for Dance Training- ARAB 6309 · Presenter Fees 6310 · Production Cost (TV) 6318 · Gifts to Presenters 6325 · Fees & Permits	3,979.54 14,236.36 12,613.14 18,551.27 33,027.20 118,172.58 6,583.64 1,813.00 968.45 6,375.34
Total 6300 · OTHER PROJECT DIRECT EXPENSE	216,320.52
6315 · OVERHEAD EXPENSES 6316 · Insurance General	5,557.07



	Jul '10 - Jun 11
6500 · TELEPHONE MOBILE FAX INTERNET 6501 · Telephone 6502 · Mobile 6503 · Fax 6504 · Internet	6,943.18 15,515.05 773.55 2,816.65
Total 6500 · TELEPHONE MOBILE FAX INTER	26,048.43
6525 · Tolls 6526 · Computer Expenses 6529 · Postage & Delivery 6530 · Printing & Stationery 6531 · Audit Fees 6532 · Payroll Service Fee 6533 · Eqiupment Hire 6534 · Business Planing 6535 · Board/Governance Expenses 6536 · Membership Fees 6550 · MOTOR VEHICLE EXPENSES 6551 · Registration 6552 · Insurance 6553 · Repairs & Maintanance	1,549.23 11,824.87 2,274.38 14,224.63 3,197.93 3,577.44 992.76 11,691.00 8,178.37 3,195.15 3,010.73 4,560.69 5,043.21
6554 Fuel & Oil	4,630.34
Total 6550 · MOTOR VEHICLE EXPENSES	17,244.97
6575 · Interest Paid 6579 · Stamp Duty 6580 · Entertainment Cost 6600 · UTILITIES 6601 · Gas 6602 · Electricity 6603 · Water	16,250.69 146.85 400.00 1,827.19 3,225.00 3,346.23
Total 6600 · UTILITIES	8,398.42
6605 · Rates 6625 · Repairs & Maintenance 6626 · Cleaning 6627 · Staff Amenities 6628 · Donations 6650 · DEPRECIATION 6652 · Office Equipments & Furnuture 6653 · Motor Vehicles	1,187.09 3,829.16 153.45 232.79 2,205.42
	9,929.91
Total 6650 · DEPRECIATION	31,024.49
6690 · Legal Charges 6701 · Miscellaneous 6702 · Sales Commission 6703 · Materials & Equipments	881.25 3,453.36 8,431.00 3,819.88
Total 6315 · OVERHEAD EXPENSES	189,970.08



	Jul '10 - Jun 11
6800 · EX ON INCOME GENERATING - ARAB 6801 · Gigs-Anti Racism Action Band 6805 · VASS-Fundraising	18,623.25 13,493.64
Total 6800 · EX ON INCOME GENERATING - AR	32,116.89
Total Expense	1,340,621.31
Net Ordinary Income	-81,074.30
Other Income/Expense Other Income 4800 · OTHER/SUNDRY INCOME 4805 · Profit From Selling 178 Dallas	82,376.45
Total 4800 · OTHER/SUNDRY INCOME	82,376.45
4803 · Interest Received	19,355.60
Total Other Income	101,732.05
Net Other Income	101,732.05
Net Income	20,657.75



Victorian Arabic Social Services Inc. Balance Sheet As of June 30, 2011

	Jun 30, 11
ASSETS Current Assets Chequing/Savings CASH AT BANK-RESTRICTED	257.000.00
1001 · Community Access Account MECU	357,269.20
1002 · National Cheque Account	35,450.78
1003 · NAB AC-Anti Racism Action Band	231,254.17
Total CASH AT BANK-RESTRICTED	623,974.15
1100 · PETTY CASH 1101 · A.R.A.B. Project 1102 · Broadmeadows Office 1103 · Dandenong Office 1104 · Newport Office	613.85 610.79 363.44 14.21
Total 1100 · PETTY CASH	1,602.29
Total Chequing/Savings	625,576.44
Total Current Assets	625,576.44
Fixed Assets 1350 · LAND & BUILDING 1352 · C1 1-13 The Gateway Broadmeado 1353 · C2,1-13 The Gateway Broadmeadow	296,210.21 296,408.07
Total 1350 · LAND & BUILDING	592,618.28
1355 · EQUIPMENTS & OFFICE FURNUTURE 1356 · Office Equipments & Furnuture 1357 · Office Equipment Acc Depn	141,867.08 -123,234.39
Total 1355 · EQUIPMENTS & OFFICE FURN	18,632.69
1360 · MOTOR VEHICLES 1361 · Motor Vehicle at cost 1362 · Motor Vehicles Acc Depn Total 1360 · MOTOR VEHICLES	85,062.32 -43,075.19 41,987.13
Total Fixed Assets	653,238.10
TOTAL ASSETS	1,278,814.54
LIABILITIES Current Liabilities Other Current Liabilities 2020 · GST Payable 2030 · PAYG Withholding Payable 2050 · EMPLOYEE PROVISIONS 2051 · Provision for Annual Leave 2052 · Provision for Sick Leave 2053 · Provi for Long Service Leave Total 2050 · EMPLOYEE PROVISIONS	-35,029.10 -1,059.50 31,571.78 25,865.46 26,369.12 83,806.36
TOTAL 2000 ENT LOTEL TROVISIONS	03,000.30



Victorian Arabic Social Services Inc. Balance Sheet As of June 30, 2011

	Jun 30, 11
2060 · Grants Received in Advance	
4007 Australia Council	54,000.00
4155- VicHealth-Art About Us	20,160.00
4205-Bennelong Foundation	6,458.22
4220-Dubai Duty Free	9,277.95
4240-Inner North Foundation	15,000.00
4270-Newsboys Foundation	27,000.00
4295-Kimberly Foundation	4,990.00
4411-Moreland City Council	2,272.28
Total 2060 · Grants Received in Advance	139,158.45
2065 · Donation Received in Advance	
4506-R.E.Ross Trust	13,464.00
Total 2065 · Donation Received in Advance	13,464.00
Total Other Current Liabilities	200,340.21
Total Current Liabilities	200,340.21
Long Term Liabilities	
2080 · MECU Ltd For Unit C1& C2	429,007.17
Total Long Term Liabilities	429,007.17
TOTAL LIABILITIES	629,347.38
NET ASSETS	649,467.16
EQUITY	
3000 · Opening Bal Equity	348,502.33
3003 · Retained Surplus	280,307.08
Net Income	20,657.75
TOTAL EQUITY	649,467.16



VICTORIAN ARABIC SOCIAL SERVICES INC. REG. NO: A00091730 STATEMENT OF CASH FLOWS For the year ended 30th June 2011

	2011	2010
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from Grants etc.	1,258,545	1,378,578
Receipts from Interest	19,356	12,130
Payments to suppliers and employees	(1,344,522)	(1,168,560)
Net cash provided by (used in) operating activities (Note 2)	(66,621)	222,148
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from (payment for) property, plant, equipment and motor vehicles	(365,531)	(36,651)
Proceeds from (payment for) investments	309,966	(359,942)
Net cash provided by (used in) investing activities	(55,565)	(396,593)
CASH FLOW FROM FINANCING ACTIVITIES		
Proceeds from (payment for) loans	313,498	(7,390)
Net cash provided by (used in) financing activities	313,498	(7,390)
Net increase (decrease) in cash held	191,312	(181,835)
Cash at beginning of year	203,010	384,845
Cash at end of reporting period (Note 1)	394,322	203,010
NOTES TO THE STATEMENT OF CASH FLOWS		
NOTE 1. RECONCILIATION OF CASH		
For the purposes of the statement of the cash flows, cash included cash on hand and in at call deposits with banks or financial institutions, investments in money market instruments maturing within less than two months, net of bank overdrafts		
(a) Reconciliation of Cash		
Cash at the end of the reporting period as shown in the statement of cash flows is reconciled to the related items in the balance sheet as follows:		
Cash on Hand	1,602	
Cash at Bank	392,720	203,010
	394,322	203,010
		=========
NOTE 2. RECONCILIATION OF NET CASH PROVIDED BY OPERATING ACTIVITIES TO OPERATING PROFIT	r	
Operating Profit(Loss) after income tax	20,658	37,300
Depreciation of Non-current Assets	31,024	32,991
Prior Year Adjustments	(3,342)	(59)
Changes in Net Assets and Liabilities:	ACCUSED OF	•
Increase/(decrease) in income in advance	(83,378)	164,270
Increase/(decrease) in creditors	(56,328)	(4,855)
Increase/(decrease) in provisions	24,745	(7,499)
	(66,621)	222,148
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INDEPENDENT AUDITOR'S REPORT

To the members of VICTORIAN ARABIC SOCIAL SERVICES INC

Report on the Financial Report

We have audited the accompanying financial report, being a general purpose financial report, of which comprises the Balance Sheet as at 30th June 2011 and the Income Statement for the year then ended..

Management's Responsibility for the Financial Report

The management of VICTORIAN ARABIC SOCIAL SERVICES INC is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies are appropriate to meet the needs of the members. The management's responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing 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 and fair presentation of the financial report on 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 the management, as well as evaluating the overall presentation of the financial report.



JANET L. COLLYER FCPA
LIONEL R. ARNOLD CA B.BUS
RAELENE LAI CPA B.COM

LIABILITY LIMITED BY A SCHEME APPROVED
UNDER PROFESSIONAL STANDARDS LEGISLATION



Annual General Meeting 21st October 2010 Minutes

Rivoli Receptions, 802 Sydney Road, Brunswick, Victoria, 3057

1. Present attendance: List is on file

2. Apologies: List is on file

3. Welcome Speech: Leila Alloush, Manager of the Victorian Arabic Social Services.

4. Confirmation of 2009 Annual General Meeting Minutes: Leila Alloush

5. Chairperson's Report: Mohamed Alman

6. Treasurer's Report: Mohamad Tabiaat

Moved by: Zahra Baho Seconded by: Rani Al-Gaznakhi

7. Treasurer's Auditor announcements

8. Returning officer – Ninawa Younan presented the newly elected Board of Management



- 9. Introduction of Liz Beattie by Leila Alloush: Ms.Beattie was welcomed, and Premier John Brumby was thanked, further acknowledgement of many community organizations within multicultural societies with VASS growing. Details pertaining to Victorian legislation, renewed policies and multiculturalism were addressed.
- 10. Supporting comments to Liz Beattie: Ms. Lina Hassan.
- 11. Introduction to Paul Windsor: Leila Alloush: introduction of new framework in line with settlement strategy, social cohesion within the broader community, citizenship and an introduction to AMAC's 'People of Australia' report.
- 12. Launch of book 'Satellite TV' by Paul Windsor: Leila Alloush. The book was interpreted to the people attending the Annual General Meeting, with thanks for support of the book.
- 13. Presentation of awards for media and young people: Ali Mustapha.
- 14. Performances: Anti-Racism Action Band and performances by the VASS Iraqi Women's Group and the VASS Assyrian Chaldean Women's Group performing traditional folklore.
- 15. Dinner & refreshments







C1, 1-13 The Gateway, Broadmeadows VIC 3047 T (03) 9359 2861 F (03) 8307 2899 E mail@vas.org.au W www.vass.org.au

ABN 19 633 403 991 INCORPORATION NO. A0009173D

VASS Membership Application or Renewal Form for 2011-2012

I would like to become a member or renew my membership of the Victorian Arabic Social Services

Please find enclosed my annual membership fee of: \$11.00 (GST inclusive) **Individual membership** \$22.00 (GST inclusive) **Organisational membership**

Name:		
Job Title:		
Organisation:		
Mailing Address:		
Telephone:	(BH)	(AH)
Fax:	Mobile:	
Email:		
Enclosed is membership fee	for 2011-2012	
Total: \$		

Please make cheque payable to VASS and send it to the following address:

C1, 1-13 The Gateway, Broadmeadows Vic. 3047 Phone: (03) 9359 2861 Fax: (03) 8307 2899

Email: mail@vass.org.au Website: www.vass.org.au







C1, 1-13 The Gateway, Broadmeadows VIC 3047 T (03) 9359 2861 F (03) 8307 2899 E mail@vas.org.au W www.vass.org.au

ABN 19 633 403 991 INCORPORATION NO. A0009173D

Publication Order Form

Quantity	Publication	Cost (incl. GST)
	Arab-Australians in Victoria: Needs Assessment and Capacity Building	\$31
	Arabic Community Directory	\$22
	Arabic Youth and Families Settlement Program: A Good Practice Example	\$11
	Natural Health and Beauty Therapies	\$6
	Mediation & Conflict Resolution among the Arabic-speaking community in Melbourne 2006	\$31
	"Arabic Communities and Well-Being: Supports and Barriers to Social Connectedness" 2005	\$ 31

	"Arabic Communities and Well-Being: Support Barriers to Social Connectedness" 2005	s and	\$ 31
☐ Please tic	ck if receipt required		
If paying by ch	eque or money order, please make payable	to: 'Victorian	Arabic Social Services
Profession:			
Organisation:			
Title (Mr/Mrs/N	Miss/Ms):		
Name:			
Surname:			
Postal Address	s:		
	r:		
Fax Number:			
Mobile Numbe	er:		
Date of Order:			
Order Taken B	y:		
Date Publication	on sent/delivered:		
Payment Meth	od:		

SERVING A DIVERSE ARABIC COMMUNITY





C1, 1-13 The Gateway, Broadmeadows VIC 3047 T (03) 9359 2861 F (03) 8307 2899 E mail@vas.org.au W www.vass.org.au

ABN 19 633 403 991 INCORPORATION NO. A0009173D

Countries which are members of the Arabic League of Nations:

Algeria
Bahrian
Comoros
Djibouti
Egypt

Iraq

Jordan

Kuwait

Lebanon

Libya

Mauritania

Morocco

Oman

Palestine

Qatar

Saudi Arabia

Somalia

Sudan

Syria

Tunisia

United Arab Emirates

Yemen









Head Office

C1, 1-13 The Gateway, Broadmeadows, Vic. 3047 Tel: (03) 9359 2861 Fax: (03) 8307 2899 Email: mail@vass.org.au

Newport Sub-office

16 Oxford Street Newport, Vic. 3015 Tel: (03) 9391 0195 Fax: (03) 9391 0197

Dandenong Sub-office

South Eastern MRC: Level 1, 314 Thomas Street Dandenong Postal Address: PO Box 1139 Dandenong, Vic. 3175 Tel: (03) 9706 8933 Fax: (03) 9706 8830

VASS - A.R.A.B office

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Fawkner
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Fawkner, Vic. 3060
Ph: (03) 9359 3670
E-mail: a.r.a.b_vass@bigpond.com
www.arab-vass.com