

IWaad

Annual Report
2019/20

*yes
we care!*

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About IWAA

IWAA is a not for profit organisation aiming at providing a wide range of services to the community.

With a specialist focus on delivering services to the Culturally and Linguistically Diverse community, IWAA provides Aged Care, disability support services, community development and settlement support services through receipt of funding from state and Federal Government.



President Report

In my first year as President of IWAA I am extremely proud of the achievements that have been made by IWAA this year. As the president of the organisation, not only am I involved in governance meetings regarding the management of IWAA, but also attend quality meetings and the committee members were also actively involved in the recent NDIS audit. As such we have an appreciation for the wide body of work achieved by IWAA staff under the strong leadership of Founder and CEO - Galila Abdelsalam.

Many of the members on the Management committee are clients or carers for clients of IWAA services, thereby ensuring that we have firsthand knowledge of the valuable services provided by IWAA and an opportunity to input into decision-making.

Fiscally IWAA has continued to grow and is in a strong financial position experiencing growth of 38.71% over the previous year. This will allow the organisation to acquire bigger premises in Sydney to accommodate our growing staff numbers. Most importantly this growth has not come at a cost of quality, with clients continuing to provide positive feedback about the services they are receiving.

The appointment of a quality manager and clinical care co-ordinators in 2019/20 have also been key steps towards ensuring the delivery of services that are responsive to client needs and compliant with legislation.

This has also helped IWAA to successfully deliver services in a post COVID-19 world.

I look forward to our continuing success in 2021.



Mona Obeid - President

CEO Report

Despite the impacts of COVID -19 during the last quarter of this year (March – June 2020), IWAA has continued to grow and expand. The Sydney Aged care Service has grown by 93% from the previous year and is aiming to overtake the Brisbane office by the end of next financial year.

Other major changes this year have included the merger with Sakina Women’s Refuge and purchase of a refuge to accommodate CALD women (and their children) escaping Domestic Violence. Sakina was officially launched in February this year at Parliament House and has provided an in-demand resource within the community, especially in the aftermath of COVID-19.

I am very proud to also report that IWAA has successfully been audited as meeting the NDIS standards and recommended for re-approval. Financially, the organisation continues to grow and flourish as our sound financial practices allow us to self-fund community ventures such as the purchase of a women’s refuge in order to respond to community needs. Although COVID-19 had an initial impact on services, with many clients being fearful of accessing services, our consistent and comprehensive infection control measures, use of PPE and constant communication with clients in their own language, gave them the confidence to continue to receive relevant services.

Although 2020 has been a difficult year for many, I would like to take this opportunity to thank the staff and clients of IWAA for continuing to trust and support an organisation that has their best interests at hand.



Galila Abdelsalam - CEO

Our Mission

Making a difference to people with diverse needs

Our Vision

We aim to lead and deliver quality services to empower and support individuals and communities

Our Motto

yes we care!



Our Values



ACCESSIBILITY

Our Services are accessible to all irrespective of race, gender culture and faith



INTEGRITY

We ensure confidential, accountable and ethical practices



CARE

We are committed to assisting individuals to make positive changes in their lives



RESPECT

We provide a welcoming service where everyone is treated with fairness, respect and justice



INNOVATION

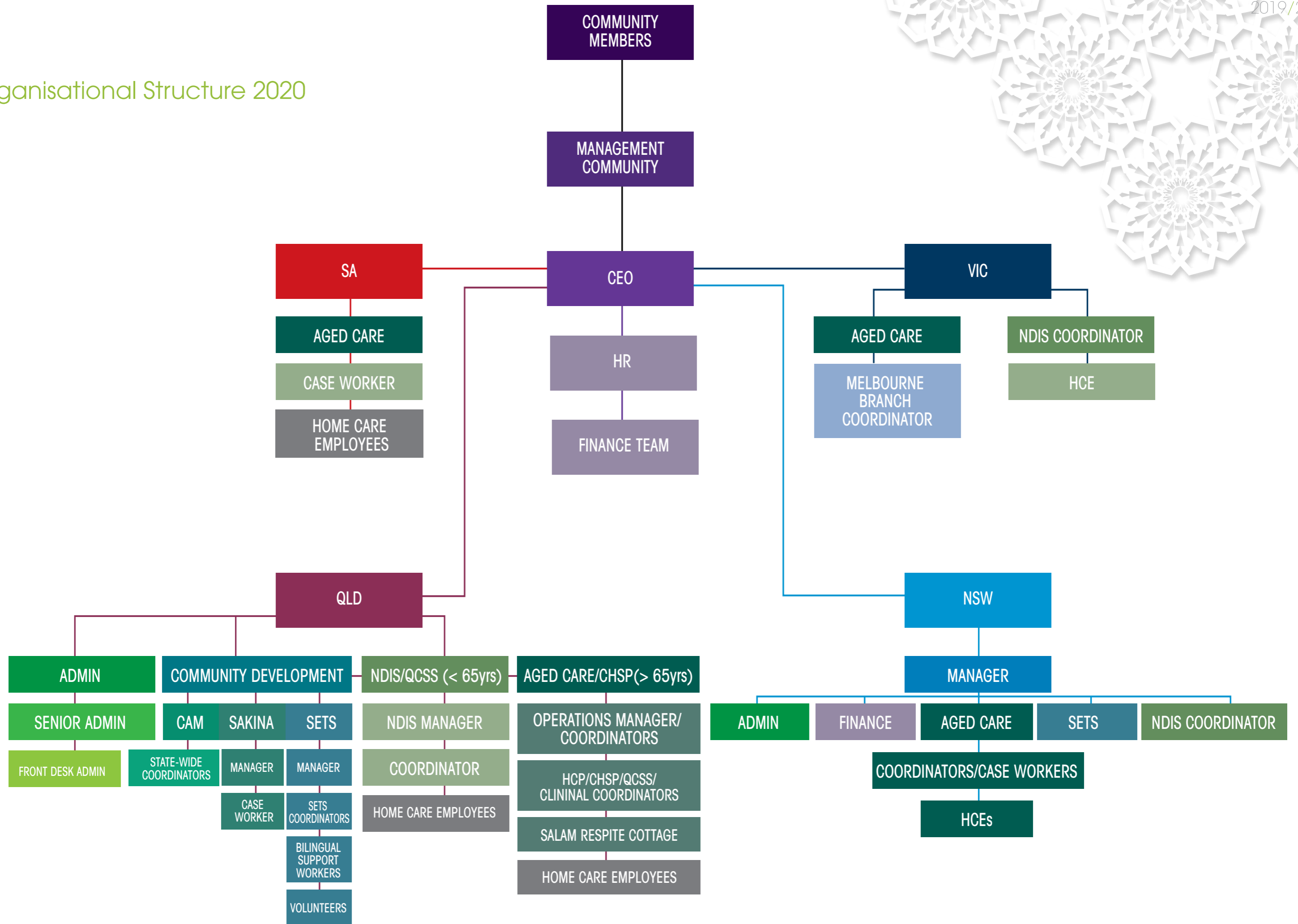
We are creative and imaginative in achieving the best outcomes for communities



QUALITY

We are committed to delivering quality services and ensuring continuous improvement

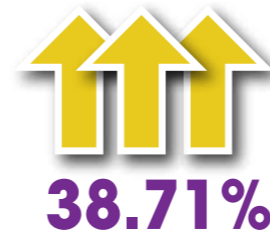
Organisational Structure 2020





Finance Report

Over the past year as our client numbers and services have grown across the three Eastern states, IWAA has been building its asset base in order to respond to increasing needs for office and meeting room premises and our ever expanding vehicle fleet. A major focus in 2020/21 will be the purchase of a new office to accommodate our growing Sydney Staff.



Revenue

The revenue for the 2019/2020 financial year was \$13,224,457 an increase of 38.71% over the previous year. The majority of income is from Government funding including Home Care packages and NDIS (\$12,050,249), while the remaining income of \$1,174,208 is from IWAA services and income generation activities.



Expenditure

Total expenditure for 2019/20 was \$11,851,183, resulting in a surplus of \$1,373,274 for the year. As a service focused organisation, the majority of funds was expended on salaries and wages - \$7,096,432. This means that we are delivering on our commitment to support and assist CALD people into employment.



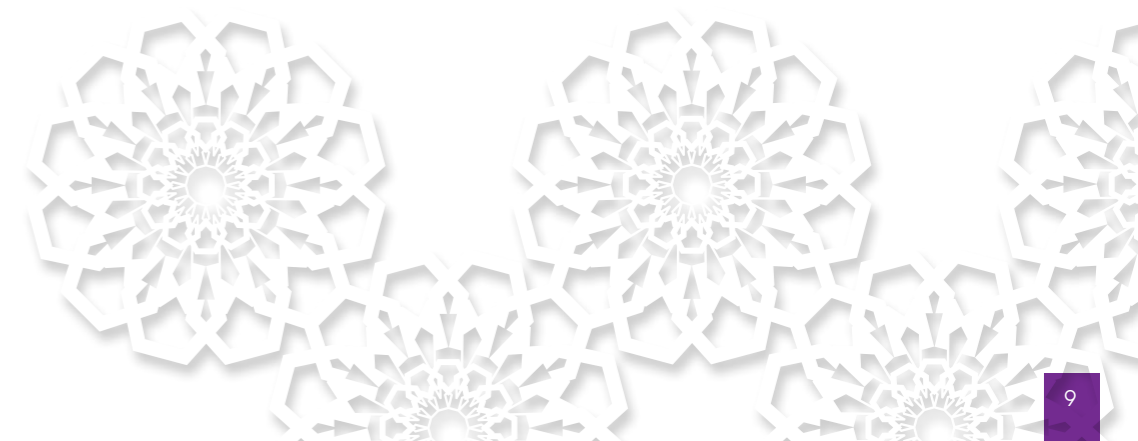
Balance Sheet

With the net profit of \$1.174 M Funds for the 2019/20 financial year, IWAA's net cash position is \$2,721,757 (excluding provisions and unspent grant funds) which has been prioritised to purchase new office premises in Sydney to meet the needs of our expanding client base and staffing numbers.



Our property plant and equipment assets have been costed at \$4,702,311 and includes the current Brisbane and Sydney Offices, Salam Respite Cottage and Calam Rd Property. A recent acquisition in 2019/20 was the purchase of a property for Sakina Refuge.

2019/2020 also saw an expansion of the motor vehicle fleet which now includes 22 vehicles.



Staffing Profile

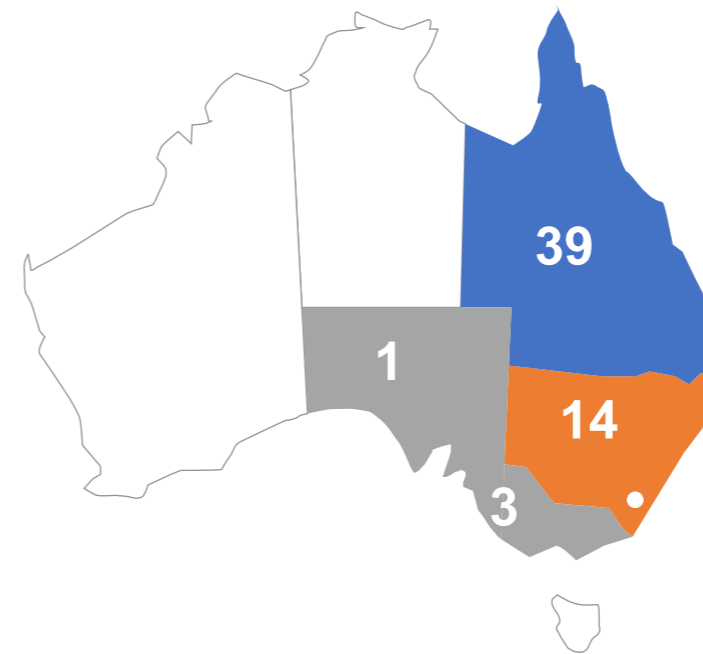
The IWAA staff numbers continue to grow, providing important employment pathways for newly arrived migrants and refugees especially women including those at risk with children.



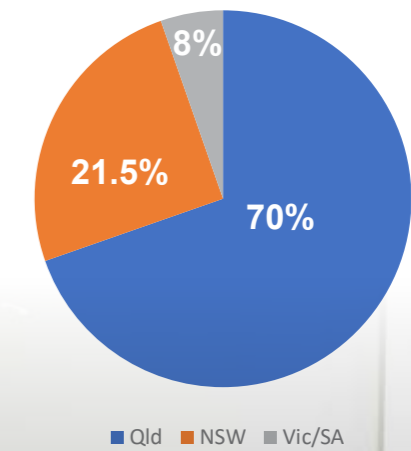
Nadia & Zahra - Cooking up a storm

Active Staff/Volunteers by State:

A further 56 staff are employed in office roles



	Office	HCEs	HCEs	HCEs
Qld	39	171	0.706612	70%
NSW	14	52	0.214876	21.50%
Vic	3	18	0.07438	7.50%
SA		1	0.004132	0.50%
		242	1	100%



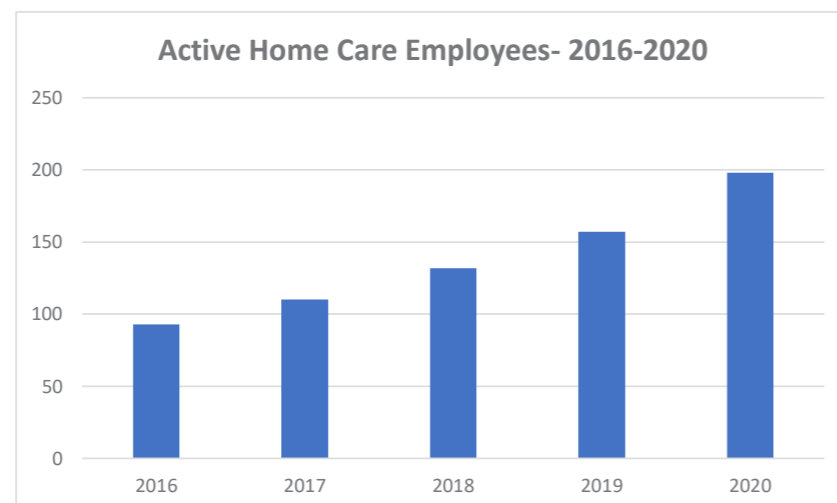
GROWN

112%

198
STAFF

Home Care Employees

IWAA's casual pool of home care employees (HCE's) have grown by 112% in the last 4 years with the total number of HCE's sitting at 198 staff



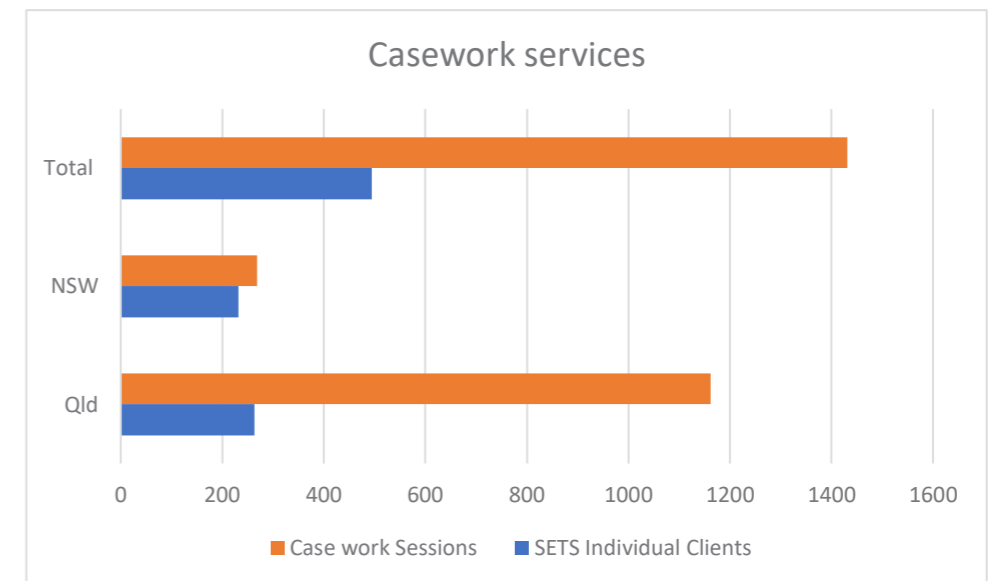


SETS Client Overview

NEARLY
500
CLIENTS
ASSISTED

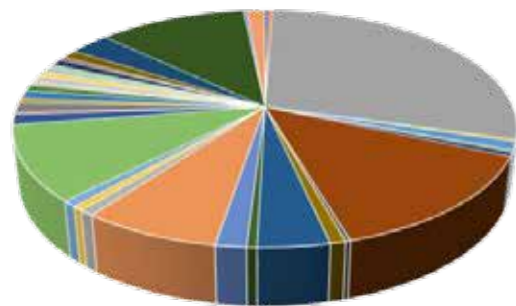
In the last 12 months of SETS (Refugee Settlement) delivery at IWAA, we have assisted nearly 500 clients achieve wonderful outcomes in their settlement journey, either through casework or attendance at our life skills workshop throughout the year.

A number of successful clients' stories, include a few clients who have survived domestic and family violence and received assistance from us to help them settle into more stable and longer-term accommodation with the necessary furniture and white goods to allow for better family functioning. We continue to assist these clients navigate the employment and educational pathways on their way to empowerment and independence.



The majority of clients assisted were from the Iraq (32.1%), Syria (18%) Afghanistan (12.6%), followed by the African countries of Eritrea (10.2%), Ethiopia (4.8%) and Congo.

Staff Languages



Staffing – Language

Staff speak a total of 38 languages, with the main languages being Arabic (105 staff), followed by Bosnian (50), Urdu (41), Hindi (37), Farsi (27) and Dari (14).

- | | |
|------------------|------------------|
| ALBANIAN | AMHARI |
| ASSYRIAN | BAHASA MALAYSIAN |
| BURMESE | CROATIAN |
| ENGLISH ONLY | FARSİ |
| GUJARATI | HINDI |
| KURDISH KURMANJI | MANDARIN |
| ROHINGYAN | ROMANIAN |
| SOMALI | SPANISH |
| ARABIC | ARMENIAN |
| BENGALI | BOSNIAN |
| DARI | DINKA |
| FRENCH | GERMAN |
| INDONESIAN | ITALIAN |
| PASHTO | PUNJABI |
| RUSSIAN | SERBIAN |
| SWAHILI | TAMIL |

Our Reach

38
LANGUAGES SPOKEN
BY STAFF

5143
SOCIAL MEDIA
FOLLOWERS

439
INSTAGRAM
FOLLOWERS



SETS 2019 - 2020 CLIENT DEMOGRAPHICS

Country of Birth	Individual Clients and Support Persons
 Iraq	148
 Syria	83
 Afghanistan	58
 Eritrea	47
 Ethiopia	22
 Congo, Democratic Republic of	17
 Pakistan	12
 Sudan	10
 Burundi	9
Others	55

Reasons for Seeking Assistance

The major reasons for people seeking assistance was family functioning (140) followed by Education and Skills Training (131) and Employment.

A few of the clients have attended our small business program and are exploring ideas of starting their own small business offering services such as catering and beauty therapy. Moreover, we have also been able to assist a number of other clients (not DFV related) find emergency and longer-term, or more suitable accommodation such as NRAS, thereby preventing homelessness. This also greatly assisted in better family functioning and mental health.

Working very closely with TAFE Queensland, we have encouraged our clients to shift their thinking about AMEP. Clients who come to us, seeking immediate employment, are advised to focus on gaining English fluency first, thereby making this their 'occupation' at the moment. We have explained that completing their AMEP and attending our 'Crafting Conversations' (b-weekly and weekly informal English conversation practice sessions) will not only assist in gaining English fluency but may ensure that they achieve better outcomes in their search for meaningful employment. In this process we also work closely with employment agencies to allow for a more holistic approach to assist our clients.

Reason for Seeking Assistance	Primary Reason	Individual Clients and Support Persons
Age-appropriate development	No	1
Community participation & networks	No	16
Community participation & networks	Yes	43
Education and skills training	No	46
Education and skills training	Yes	85
Employment	No	48
Employment	Yes	63
Family functioning	No	108
Family functioning	Yes	32
Financial resilience	No	30
Financial resilience	Yes	13
Housing	No	22
Housing	Yes	27
Material wellbeing and basic necessities	No	50
Material wellbeing and basic necessities	Yes	35
Mental health, wellbeing and self-care	No	13
Mental health, wellbeing and self-care	Yes	26
Personal and family safety	No	32
Personal and family safety	Yes	74
Physical health	No	3
Physical health	Yes	9



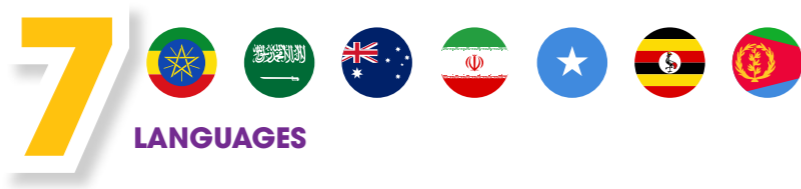
COVID-19 Support

Like other SETS providers, COVID-19 forced us to do 'business' differently. With our risk assessment and business contingency plans in place, we wanted to ensure that our clients were not made more vulnerable than they already are. Beyond the safety measures we enacted to ensure everyone's safety, we contacted every single client by phone to assure them that we were still available to assist them, to the best of our capacity, during these challenging times.

One of the things which became immediately apparent was the need to provide timely and factual information about COVID-19 to our clients in an accessible format to allay fears. We recognised that many of our clients may not be literate in their own language and, thus, we cannot presume that the glossy factsheets in written form would convey the pertinent information.

Hence, at the beginning of April 2020, IWAA SETS team created 7 Whatsapp groups in order to deliver audio and visual messages concerning COVID-19, in language, to participants of the SETS program. The groups were divided into 7 languages: Amharic, Arabic, English, Farsi, Somali, Swahili and Tigrinya. The materials that were distributed were mainly English-based resources from Queensland Health and the Queensland state government. These resources were then translated by Bilingual/Bicultural workers and recorded as audio files and disseminated into the groups. Feedback from clients were overwhelmingly positive.

One client stated that she felt so valued as an individual, that someone would take into consideration that she was not literate in her preferred spoken language and wanted to ensure she had access to information to keep her safe.



Completed artwork from SETS Crafting Conversations Workshops

In May of 2020, IWAA SETS were contacted by the Refugee Health Network Queensland (RHNQ) as they were also creating COVID-19 audio messages in a number of languages and publishing them onto their website. The RHNQ began collaborating with IWAA in the distribution of culturally appropriate audio messages.

Other community services providers were also providing similar resources to their communities in a number of different languages. As the work that was undertaken was similar to other providers, this allowed for an opportunity for collaboration between the various providers.

A number of collaborative meetings were held between IWAA and a number of organisations (including: Multicultural Australia, QPASTT, RHNQ, Mater and QACC). These meetings facilitated creative and collaborative approaches in sharing and disseminating COVID-19 messages to the general public and in particular, to the culturally and linguistically diverse communities.

The evaluation of this collaboration and resources is set to begin in the next few months, with the Australian Centre For Health Services Innovation (AusHSI) heading the evaluation process.



Sakina Refuge

Sakina Inc was established in 2014 to provide safe shelter, empowerment and advocacy for Islamic CALD women affected by domestic violence. Along with preventative and early intervention programs to address domestic and family violence, IWAA provides crisis accommodation and social support for women and children under the Sakina Refuge Program at Islamic Women’s Association of Australia (IWAA).

In 2019, Sakina was merged with IWAA and in July 2019, a new refuge was purchased to provide ongoing crisis Accommodation for CALD women and children escaping domestic and family violence.



Inspirational Speech by DV survivor at Sakina launch



Art work auctioned at the Sakina Launch to raise funds for the refuge

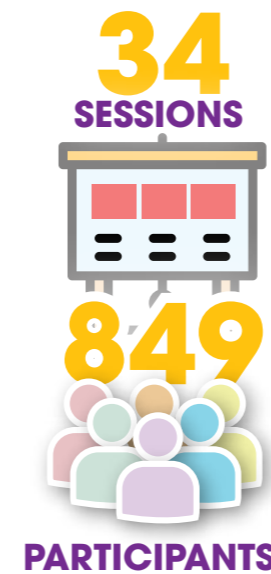
Community Development (CAMS)

The 2019-2020 year has been quite positive for the CAMS project despite the challenges faced in the early part of 2020 due to COVID-19. The key activity delivered under CAMS in 2019/2020 was:

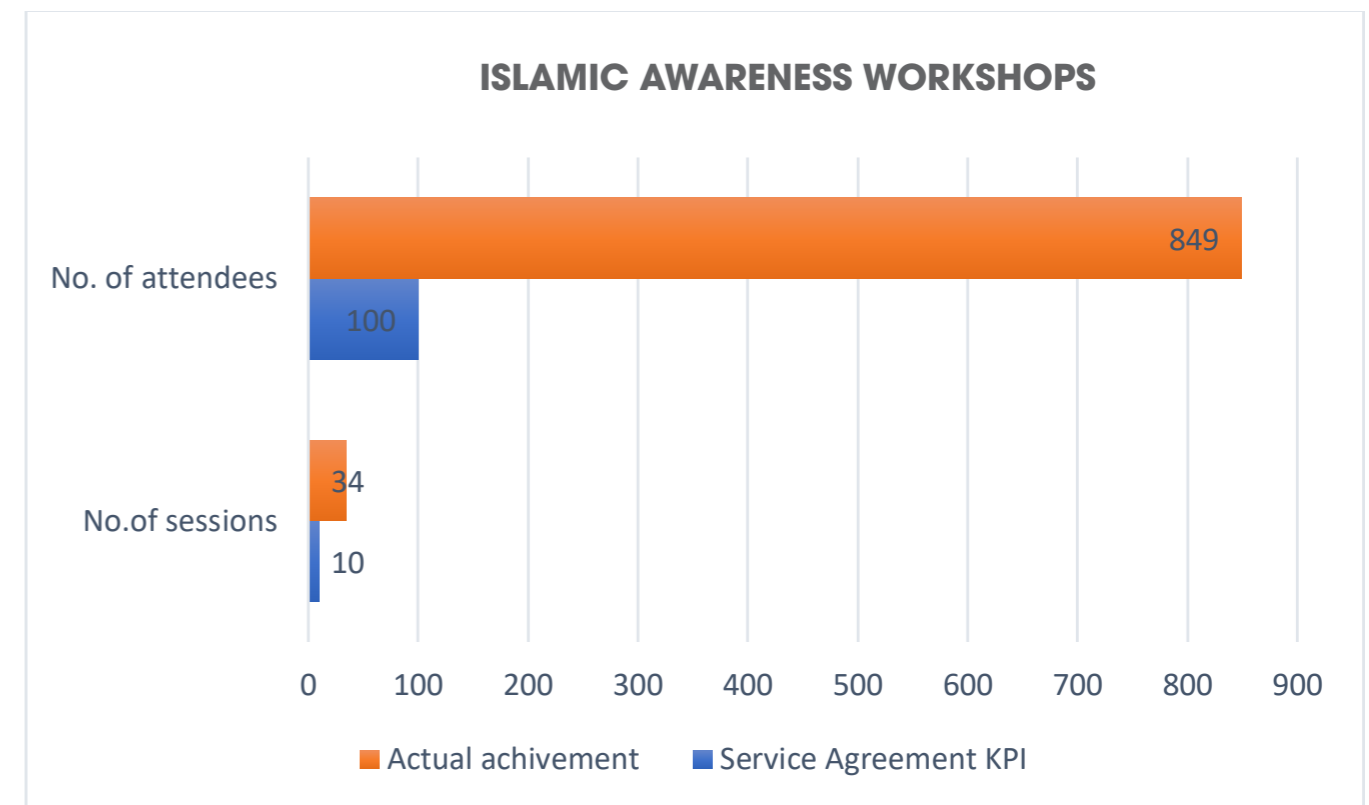
1. Address discrimination and promote education to increase the community’s understanding of Islam.

Although funded to deliver 10 sessions to 100 participants, a total of 34 sessions were held throughout Brisbane Metro and Logan City including schools, churches, workplaces, community halls and libraries. There were 849 participants (496 females, 353 males).

This was the most sought-after activity leading to early completion of the activity. There were requests for more information sessions and speaking engagements, then capacity to deliver. In addition, participant and session numbers exceeded expectation.



“Thoroughly enjoyed your session and insight you provided gave a much deeper understanding of being a practising Muslim in Australia”





Students from Grace Lutheran College at Rochedale Mosque

6
WORKSHOPS

212

PARTICIPANTS



3
zoom
CONFERENCES

2. Family Violence Prevention/support Respectful relationships workshops

While originally funded to deliver 3 workshops for 60 participants, A total of 6 workshops were held with 212 attendees including 3 that were held via Zoom interface.

Participants were from different cultural and linguistic backgrounds including Afghanistan, Sierra Leone, Indonesia, Sudan, Syria, Ethiopia, Eritrea.

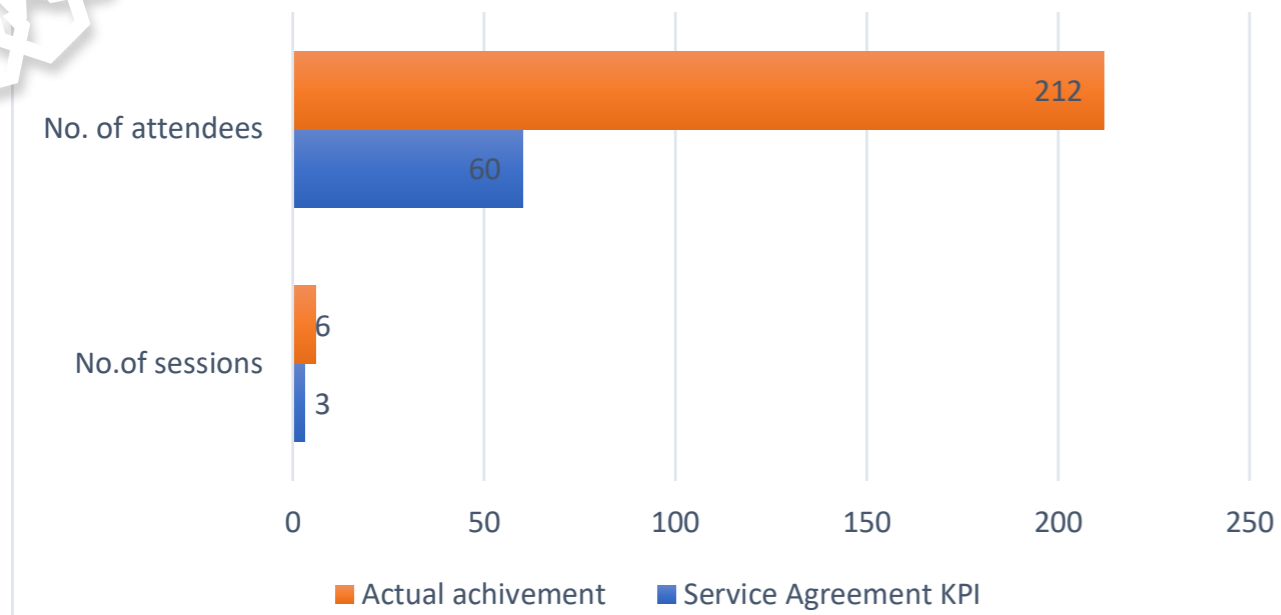
"IWAA gave the students some questions to respond to, which I thought was an excellent way to maintain their interest in the topic. The more interaction there is on ZOOM the better you can ascertain their level of understating on the topic"



Islamic Awareness workshop on zoom



Family Violence Prevention workshop



3. Parenting between cultures

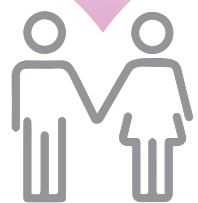
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This was the first time a dedicated couples' parenting program was delivered. A total of ten parents attended the workshop (target was 8). Based on the experiential model of learning, participants not only chose the topics they wanted covered, but shared and learned from one another guided by the facilitators. In particular, participants observed (from feedback provided) that they felt a stronger connection with their partner and their children, that they were partners in their parenting journey. They are more aware of their own responses to trying circumstances and have more empathy, compassion, mutual respect and understanding.

They have also been made aware of the importance of feelings (especially of their children's) and that children are individuals with specific and diverse needs, and that it is okay to be different. Moreover, there was a better understanding of the challenges faced by their children growing up in a western country and that parenting in one's culture may not necessarily be applicable to circumstances of parenting here in Australia, such as those which relate to child safety.

10
PARENTING
PROGRAM
DELIVERED



4. Passion Café Series Workshop.

This activity aims at challenging the stereotypical narrative of Muslim women as the victim, while at the same time empowering women to share their passion. It provides a culturally safe public platform to strengthen speaker ability in Muslim women to narrate stories and deliver powerful messages in front of a live audience. 8 participants attended the workshop.

"There definitely need to be more of this kind of workshops for sisters, to help better our mind, spirit and body health"

5. Peace Circle

The peace circle aims to engage and empower women in their role as creators of peace at every level of society; to pre-empt violence by addressing the roots of conflict in and around us; to encourage and connect existing 'peace builders' and to build just, caring and inclusive communities for all. 10 participants attended the workshop.

"I learnt that I need to not judge or assume, but instead let people tell me their own story; I need to work on my own inner peace, before I can create peace for others; No act is too small. I do have the power, however little, to create peace; It is okay to be vulnerable and trust; Believe in the impossible; Being compassionate is not a weakness, it is a strength"



Aged Care

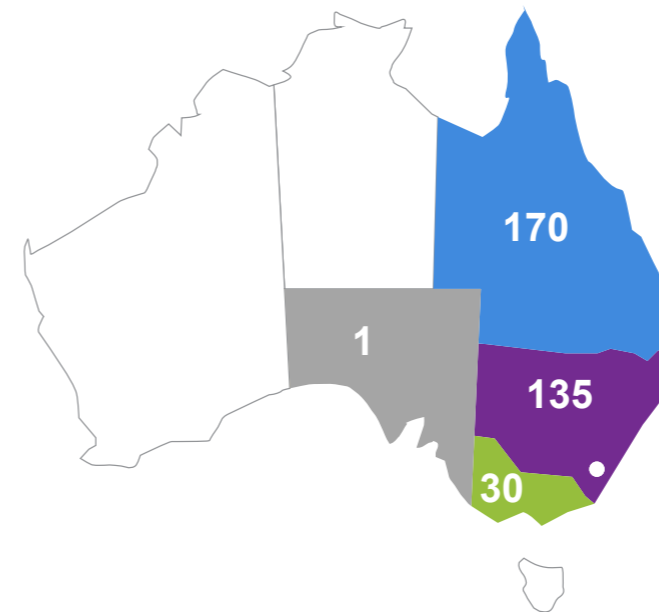
Aged Care services were delivered to over 825 clients and included domestic care, personal care, purchase of equipment, social support, social groups, transport, meal preparation, aids and equipment, home maintenance and allied health support. Key activities undertaken this year include:

- Client Carer Dinner
- Toowoomba Carnival of Flowers Bus trip
- Gold Coast Trip
- Iftar
- Harmony Day
- International Women's Day



Home Care Packages (HCP)

IWAA now delivers 336 Home Care packages across Australia.



Number of Home Care Package clients Nationwide as at 30/06/20:

QLD	170
NSW	135
VIC	30
SA	1

Home Care Package growth from previous year



Home Care Package Clients by Level:

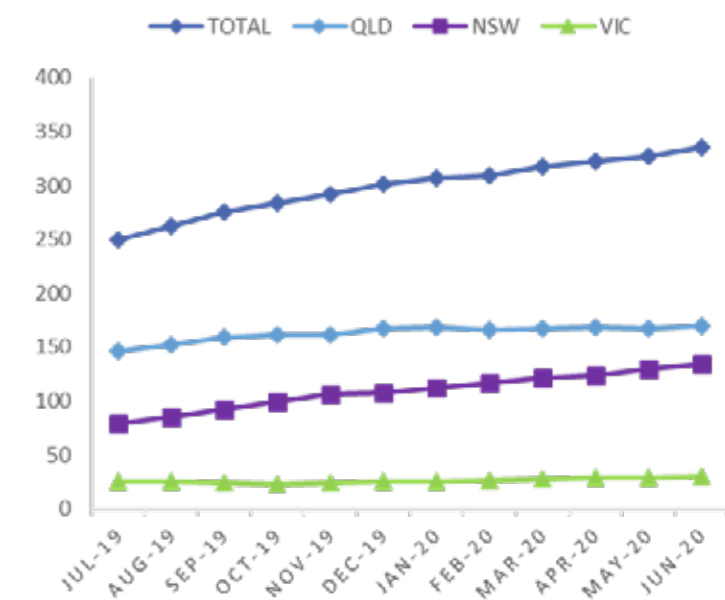
Level 1	39 (12%)
Level 2	114 (34%)
Level 3	92 (27%)
Level 4	90 (27%)
TOTAL	335 (100%)



OVER
211

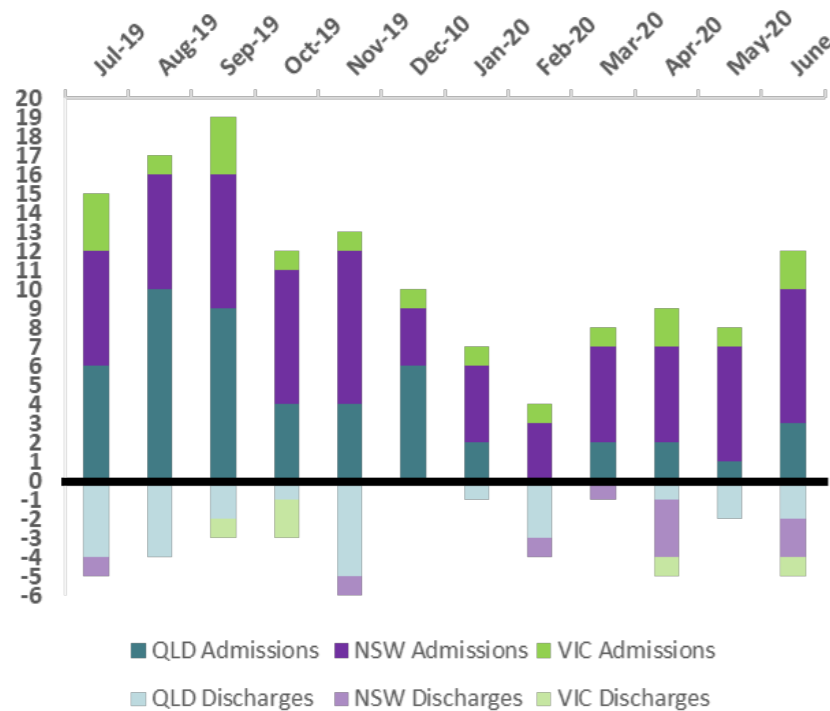
ASSISTED REFERRALS
TO MY AGED CARE

HOME CARE PACKAGE GROWTH 2019-20 BY STATE

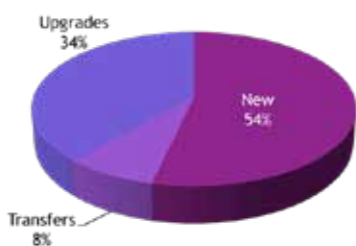


HCP Admissions & Discharge

**Admissions and Discharges 2019 - 2020
by State**



HCP Admissions by Type



Admission Type

New	134
Transfers	20
Upgrades	96

HCP Admissions and Discharges



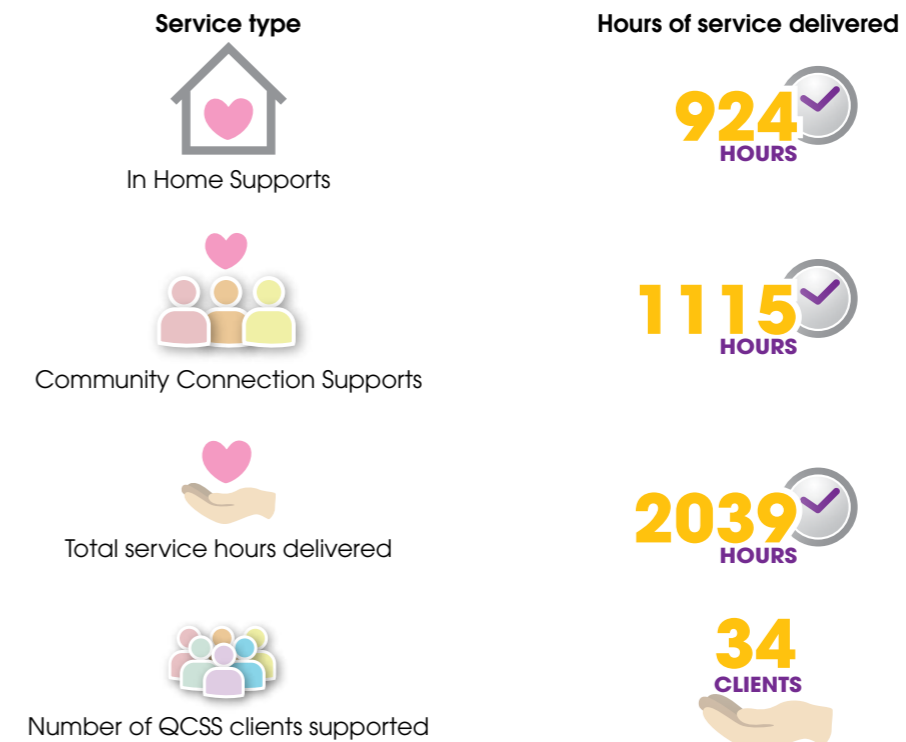
Discharge Type

Passed away	17
Other service provider	18
Nursing home	5
Other	1

Each month... **12** new clients
3.25 clients exit

Queensland Community Support Scheme (QCSS)

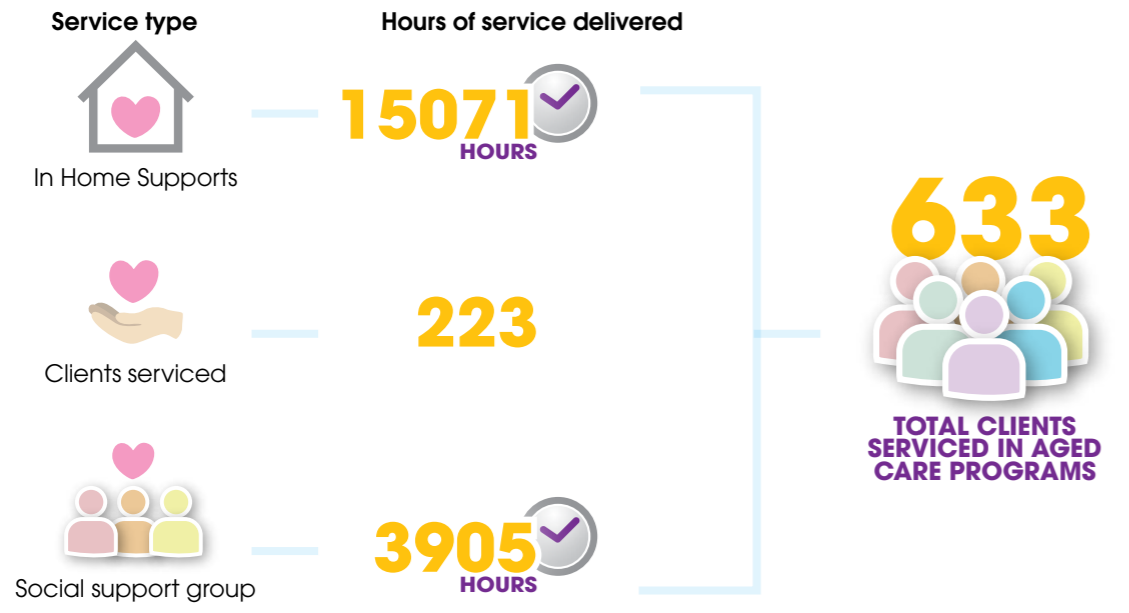
Beginning in July 2019, IWAA joined a consortium of 3 members which included Co.As.It, GOC Care and IWAA, to deliver supports under the Queensland Community Support Scheme funded by the Qld Government.



The most in demand service was domestic assistance which provided: 7827 hrs of support, followed by social support groups (3905 hrs) and social support Individual (2870 hrs), followed by flexible respite (249 hrs) and Personal Care (221 hrs)



Commonwealth Home Support Programme (CHSP)



Gold Coast Group Outing



NDIS

IWAA's disability services has grown significantly since we started providing services under the NDIS program. IWAA is a registered NDIS service provider and provides services under the following:

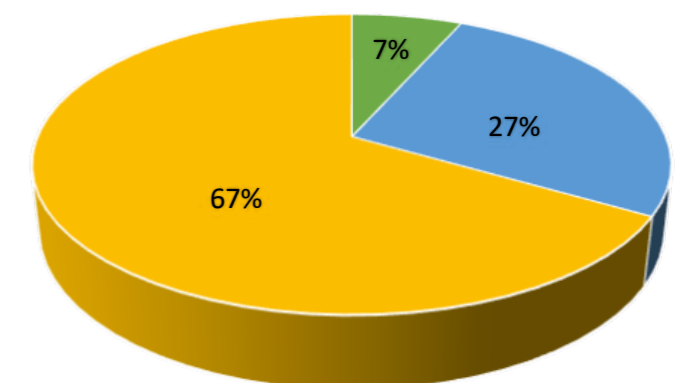
- Participation In Community, Social And Civic Activities
- Daily Personal Activities
- Household Tasks
- Group And Centre Based Activities
- Support Coordination
- Plan Management

In 2020 IWAA's NDIS services were audited by external consultants. Our stage 1 and stage 2 audits against the NDIS standards were assessed as achieving "conformity" in all areas.

The Participant Group cultural background included Lebanon, Bosnia, South Africa, Indian, Afghanistan, Sudan, Zimbabwe, Iraq, Armenian, Fiji Indian.

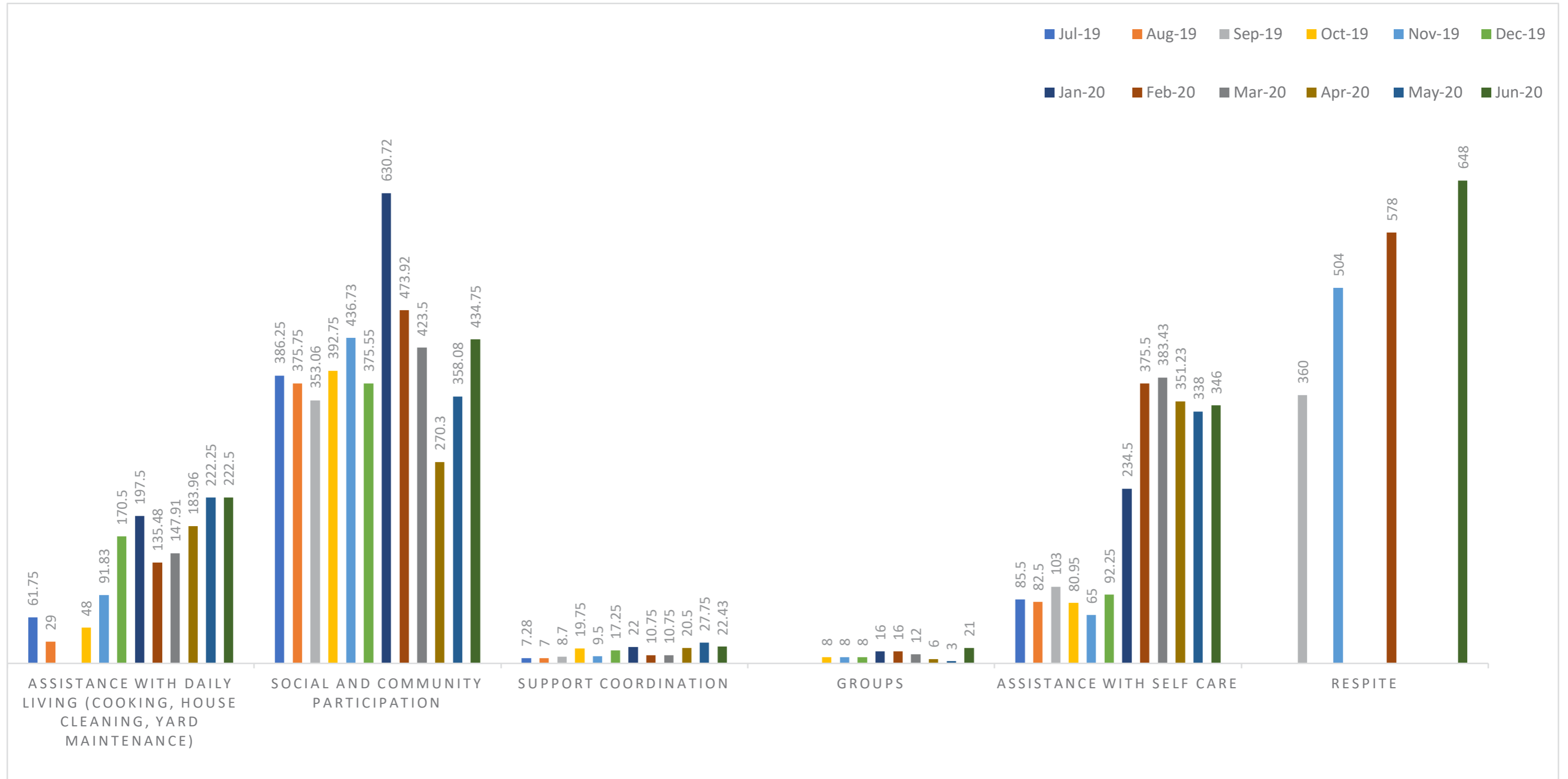


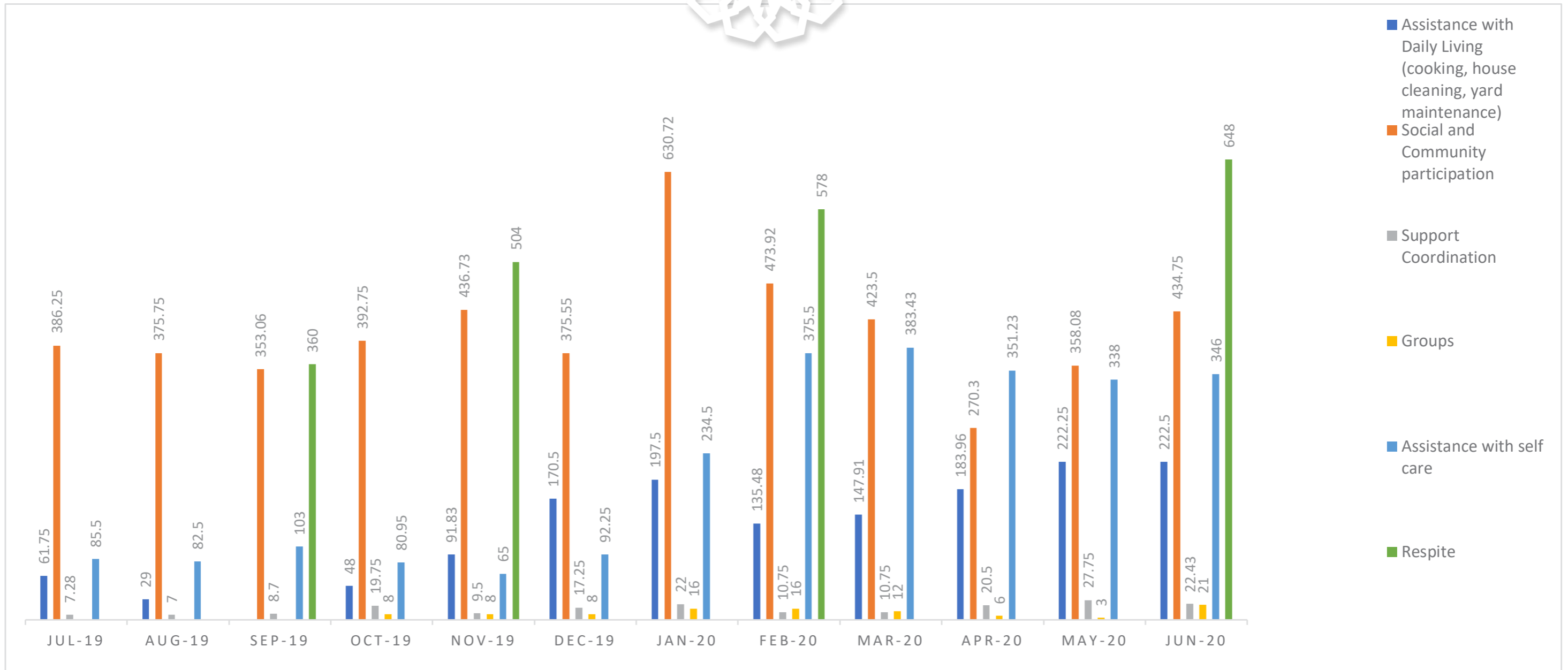
IWAA's participant numbers have increased since commencement of the NDIS program



■ 2018 ■ 2018-2019 ■ 2019-2020







The Future Enterprising Muslims (FEM) Project

This year, IWAA with funding from the Scanlon Foundation completed its three-year Future Enterprising Muslims (FEM) Project providing Muslim women with aspirations and ideas for a small business, the opportunity to realise their dreams.

The Future Enterprising Muslims (FEM) Project provided business support, training and mentoring to Muslim women to help them commercialise and operationalise an idea into a successful small business.

The course was facilitated by an experienced small business owner, Christine Mukambe from Utano Consulting, and mentor from a CALD background herself. The weekly 4-hour course content included issues on understanding the barriers for Muslim women entrepreneurs and business owners; developing practical strategies to manage the barriers and evolve their business in a way that is culturally appropriate and supportive; beginning the process of developing a business case; understanding the different types of business structures; setting up business systems and processes; understanding business accounting and financial management; marketing the business (including digital); and raising the capital.

Due to COVID, many of the sessions were online. The benefit of this was that there was a much greater focus in the training on selling products online and having a digital presence in the market place.

Some of the success stories this year are as follows:

Jayru Home Bespoke - homewares business - www.jayruhomebespoke.com.au

Ruth is the founder and owner of Jayru Home Bespoke. Ruth has managed to turn her passion for shoes and 3D design into finding a long-lasting solution for women who love shoes. Ruth has designed a modular durable steel shoe rack branded the Shoe Empire Rack. Ruth has more than 15 years successful experience as a mechanical design engineer and a draftsman working for different companies in Zimbabwe and now in Australia. Ruth graduated with a higher National Diploma in Mechanical Engineering.

Ruth was making a number of products that she was lacking focus on the key product, the shoe rack. The main outcome for Ruth was a very strong focus on the Shoe Empire rack which was her key product. Ruth developed a business plan for her business, she also put in a submission for funding to grow and expand the business. Ruth also consolidated her business ideas and her working life to get more balance and more focus on how to grow her business. Ruth is also considering how to launch her products globally, working to sell her products through Etsy and other global market places for homeware arts and crafts.

Fro and Proud - Hair care Line - www.froandproud.com.au

Heather is a professionally trained and qualified hairdresser and she is the founder of her own haircare line Fro and Proud. Heather is a beauty therapist by profession, and she is passionate about hair. Heather decided to start Fro and Proud because she could not find hair products made locally for African women and their families. Heather has been building her products and has a very good product. Her main outcomes were improving her marketing skills.

Heather did not have a digital marketing strategy and lacked the skills and confidence to be the leading face of her brand. Since completing the course, Heather has launched her own Facebook and Instagram page. She has put in place a brand ambassador program with the help of the skills she learnt from the course. She is also launching a new membership package as well as reviewing her go to market strategy and how to launch her products globally.



Testimonials

"Salaams, We would like to provide some feedback on the service we have received from Amena.

Amena has been my mother's IWAA Co-ordinator for a few years now and has always done an exemplary job. She is professional, understanding, and will go out of her way to try her best to satisfy all stakeholders at all times. She thinks outside of the box and manages to deliver prompt efficient outcomes with urgency and empathy.

She really does put her client's needs foremost and also factors in the carer's needs. It is an absolute pleasure dealing with Amena as you know that she will contact you, when she says she will and will try her best to meet the needs at that time, it is never black or white for her. This is what is required when providing aged care services, the willingness to adapt to each client's evolving needs. She truly is an asset to the IWAA team.

Thank you Amena for always being there for us through this challenging time for my mother, may the Almighty bless you for all your hard work, persistence and your innate empathy and kindness."

"Hi, I just received a phone call/survey from ACAT inquiring about service levels i.e. are we happy with service, are staff polite and courteous, do we receive a monthly statement, have you increased your fees due to COVID-19, have you cancelled anything due to COVID-19 etc.

I told them I couldn't be more satisfied with the outstanding, warm, compassionate and caring service you, Zahra and team provide. Ahmet and I are very grateful. I said we couldn't fault the team at IWAA."
(message from IWAA aged Care Consumer)

"Salaams Mirsada, thanks to you and your lovely team for all the care, love and consideration you have shown Mum, thanks for making it easy and manageable for us to take care of Mum.

Taking care of the aged is a gift from Allah for which you will be rewarded both in this world and the hereafter InshaAllah Ameen.

May Allah bless u all with good health to continue doing what you do Ameen.

Remember mum in your Duas. Allah grant her Jannatul Firdoze Ameen."

"I am writing in relation to my feedback for the aged care services from IWAA. IWAA was contacted about three years ago to provide care for my Aunt who has dementia and schizophrenia along with other metabolic disorders. Over a 3-year period, their response was consistently of high standard. Their professionally trained and culturally compatible staff has interpersonal and communication skills. The staff also has exceptional time management skills and can complete tasks within strict deadlines.

IWAA staff was always courteous and willing to offer all needed and sometime extra assistance to my aunt. I must write that, in their work, IWAA staff has demonstrated a high level of professionalism, integrity and commitment. Never have we had another aged care service provider who can assist the elderly with their daily activities while ensuring that they do not feel the dredges of routine. Ever since, IWAA staff took over my Aunt feels lot better and her overall health, in general, and mental health improved substantially.

Last but not the least, administration at IWAA is professionally qualified, honest, and passionate to help their clients. Their presence at the facility made IWAA a well-organized place, having the ability to display professionalism with a touch of kindness to the elderly and people with special needs, which is their strength. IWAA administration/coordination has a profound habit of completing all tasks efficiently and at times even scarify their free time to "to do little more for their old dears." It is my immense pleasure to recommend IWAA for aged care service. I believe that IWAA will be an asset for the aged care sector.

Their work, commitment coupled with associated skills are much above par with that of their contemporaries."

Muhammad Ismail Khan
PhD Casual Academic School of Public Health, Faculty of Medicine,
University of Queensland, Australia

Greetings,
To whom it may concern

Re: Aged care service response from Mohammed and Feroza Mustapha.

"First and foremost we thank Aged Care and Iwaa, and indeed we are grateful for all the kind assistance, home aged care which you support us with, for we are elderly 80 years and 69 years old suffering from physical disabilities and mental strain.

Without your official and personal support, we would be unable to manage on our own. We must mention that all the assistance which we receive through IWAA's management staff and client support personals is outstanding. For example sister Sevkija is most willing to help and advise us with wonderful understanding and excellent knowledge. She always serves with the biggest smile and utmost friendly demeanour. She is a real asset to the IWAA.

The personal care, respite care and social support is tremendous with a kind assistance of Sister Hamdi, who has a beautiful disposition, and Sister Patricia. The meal preparations and domestic assistance rendered by sisters Nazmeen and Lida is of the highest standard. All these kind people serve us with dedication and full commitment and excellent discipline. With good language, interaction and coordination skills. We have the best service with gardening and assistance for most of our urgent needs at home. All this extensive help is facilitating us with good physical, mental and psychological health. Areas to Improve; Better Communication Between your Office Staff, Your Management Staff and the Clients.

This will further enhance coordination, especially when there is a change in works schedule, absenteeism from your staff or from us. Congratulations, IWAA is a well established, committed organisation.

We pray and wish it further continuous success and fulfilment in the community. Thank you for everything."

Yours Sincerely,
Feroza Mustapha and Mohamed Mustapha,
Your happy clients.





Client Survey Results

1. What do you like best about IWAA and its services?

- Easy to communicate with staff and Co-ordinators
- The support efficiency and conduct of staff
- The help from HCEs
- Happy with everything
- Best services I have ever received
- Quick services and always answer our requests
- Very happy with the co-operative staff
- Grateful for the support I receive
- Very flexible
- Great customer service
- Friendly and straight forward
- Motivating and encouraging

2. How would you describe IWAA

- Friendly team
- Great support
- Understands my Culture and needs
- Great service and staff
- Very responsive staff
- Staff are very respectful and always assist whenever we need it
- Best services I've ever received
- Great caring agency
- A great community agency
- A community based organization that is very supportive to anyone
- Flexible, easy to deal with, thinks outside the box

3. Other comments

- I pray for IWAA and thank them for everything they do





*yes
we care!*

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