

IWaa

Annual Report

2020/21

Rising To The Challenge

*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.



Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands on which we operate; the Yugambeh and Jaggera people (Logan City and Gold Coast), the Turrbal people (Brisbane), Giabal and Jarowair Toowoomba), the Dharug, the Dharawal (Tharawal) and the Gandangara people (Western Sydney) and the Wurundjeri and Bunurong people (Melbourne).

President Report

I think I can speak for everyone in saying that 2020/21 has been a very challenging year. This has been particularly the case for the aged care, CALD, Refugee, Migrant, and Domestic Violence sectors all of which sit within the IWAA portfolio.

I am extremely proud to be the president of an organisation that has successfully weathered this storm, while continuing to keep everyone safe and providing valuable services to the community. Much of this has been possible through Galila's meticulous focus on risk management planning, which has allowed IWAA to implement its contingency plans whenever an unplanned disruption has occurred.

Not only has IWAA dealt with these challenges, but it has continued during this period to grow both its client and funding base.

IWAA has a strong focus on supporting and retaining its staff and I was recently please to attend an event to celebrate Muna Ibrahim's 25 years as an employee with IWAA. This is representative of the commitment that staff have to the organisation.

While all of the staff should be congratulated for the great work they have done this year, I would like to particularly recognise the CEO, Galila Abdelsalam. In addition to her strong leadership, I am most impressed by Galila's ability to go above and beyond for IWAA and its clients. It is not unusual for Galila to visit clients after hours and on weekends (either in Brisbane or when she is in Sydney) , particularly those who are isolated or unwell .

The IWAA motto is "Yes We care" and this attitude is exemplified by the CEO and all of the staff in this caring organisation.



Mona Obeid
President

CEO Report

2020/21 was a challenging year for most governments, businesses and individuals across Australia due to the impact of COVID-19 and its impact economically and emotionally on the health and wellbeing of our community. Fortunately, IWAA already had in place a strong planning framework and risk management practices that has allowed it to manage the impacts of closures and also to continue to provide a service to our vulnerable clients. While other aged care services have struggled to recruit aged care staff, our Home Care Employees have grown by 81% and we have also experienced a growth in Home Care Package clients. Our recruitment strategy has involved a deliberate tactic to introduce younger people into our workforce, while we have also offered our existing staff flexible work arrangements during COVID lockdowns and offered personal support and counselling to assist staff to deal with the stressors of the Pandemic.

Perhaps the greatest impact for many of our clients (older people and people with a disability) was the social isolation caused by periods of lockdown and the fact that they were classed as the most vulnerable and at-risk groups. Therefore, in 2021 IWAA was able to safely host a number of events to support and connect socially isolated community members. These included International Women's Day, Harmony Day, Iftar and Eid, as well as extending our centre based social groups and outings.

2020/21 also offered an opportunity for IWAA to continue to strategically plan the future of IWAA over the next three years. We held a staff and management committee strategy planning workshop on the Sunshine Coast in 2020, followed by a National operational planning day in 2021. The strategic goals that IWAA will focus on for the next three years include:

1. High visibility and well regarded in the community
2. Clear and respectful communication between staff and consumers/stakeholders
3. Capable people delivering responsive services
4. Expand and grow IWAA and its services
5. Working smarter and more efficiently



Achievement of these goals will enable us to provide increased services to those in need in the community, during these difficult times, while not losing sight of our motto...

Yes we Care!

Galila Abdelsalam (OAM)
CEO

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

Our Motto

*yes
we care!*

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

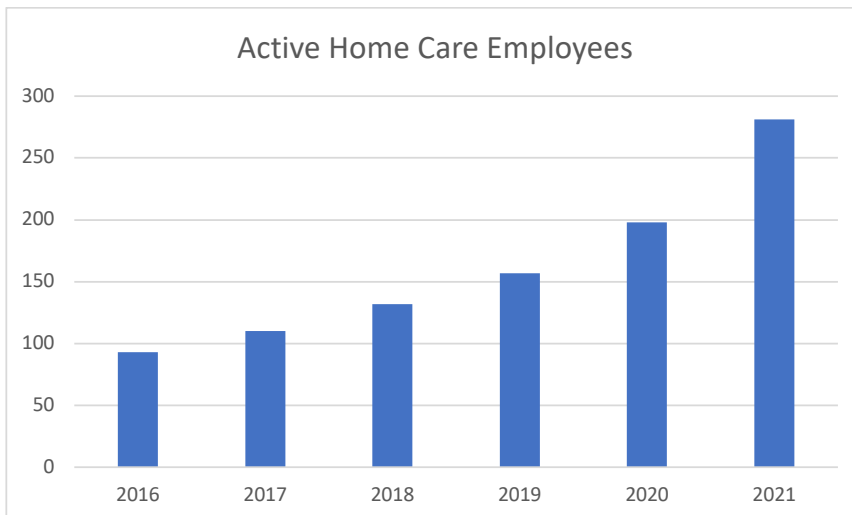


Staffing Profile

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.

Home Care Employees

IWAA's casual pool of home care employees HCE's have grown by 300% in the last 5 years with the total number of HCE's sitting at 279 staff. In the last year alone our HCE pool has grown by 81%

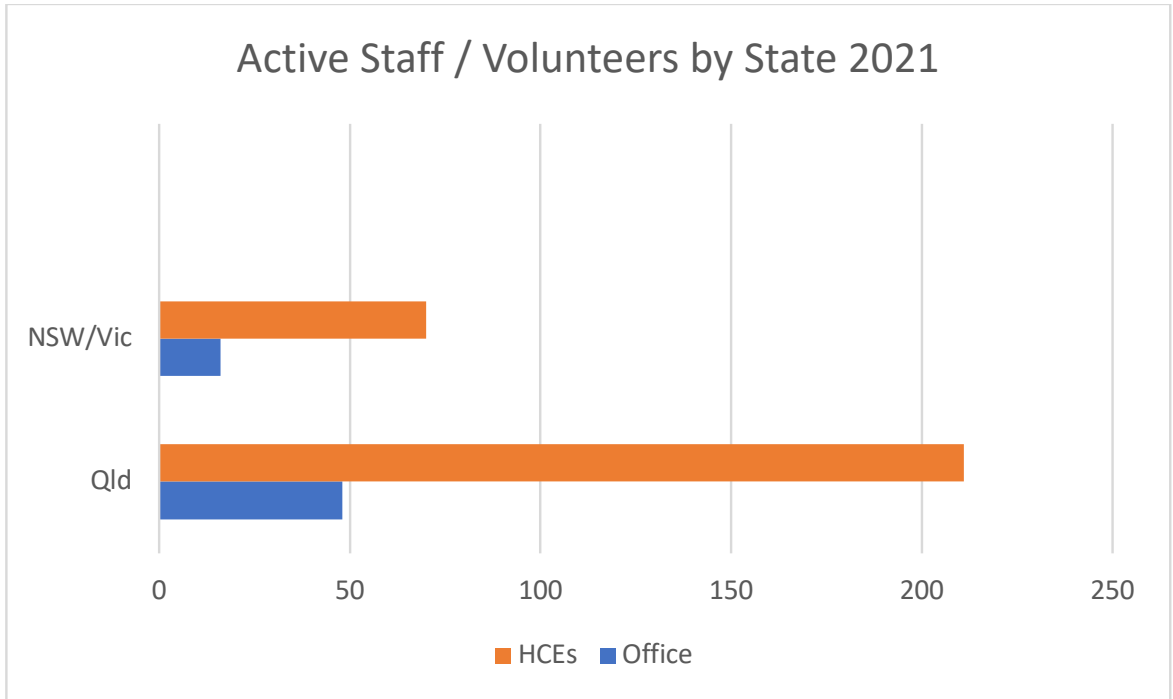


GROWN
300%
279
STAFF



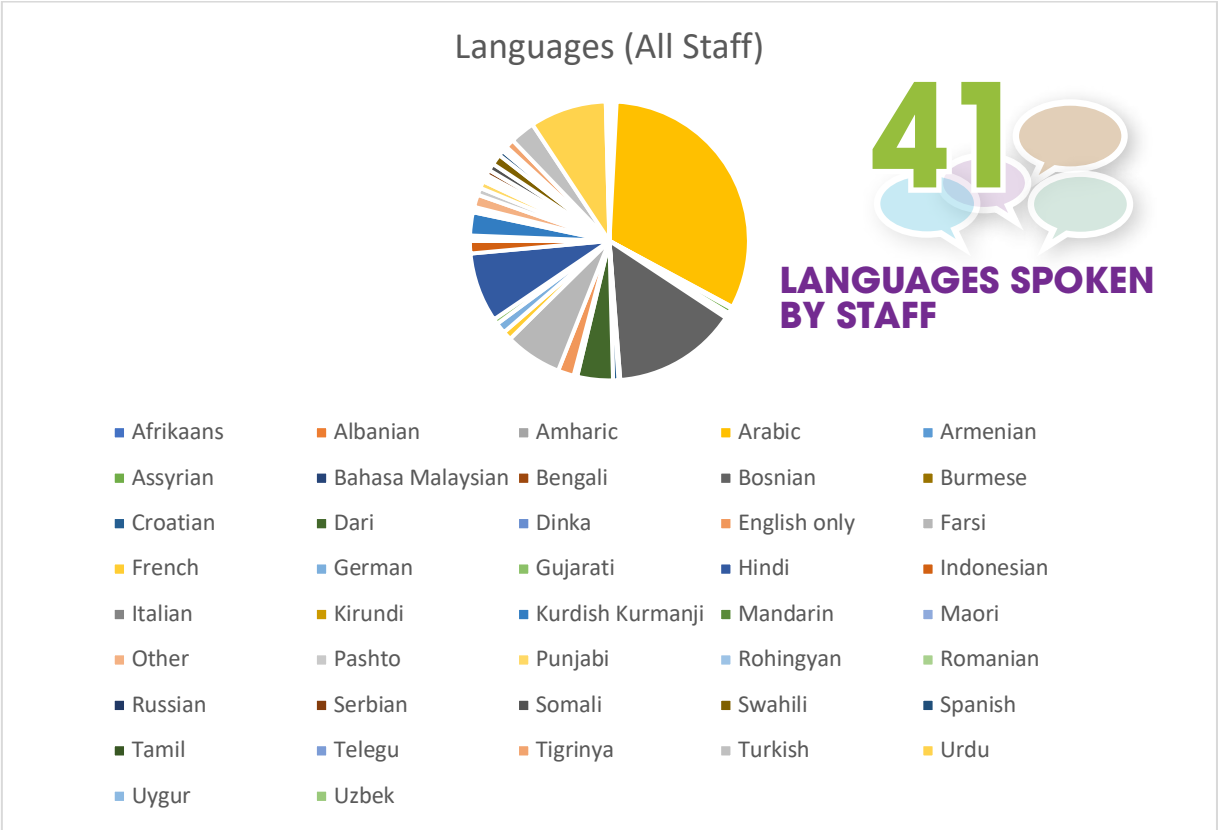
Active Staff/Volunteers by State:

A further 64 staff are employed in office roles



Staffing – Language

Staff speak a total of 41 languages, with the main languages being Arabic (155 staff), followed by Bosnian (70), Urdu (43), Hindi (39), Farsi (32) and Dari (20).







Senior Social Group Outing

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 was the purchase of a new office to accommodate our growing Sydney Staff and in 2021/22 we will focus on office premises on the Gold Coast

Revenue

The revenue for the 2020/2021 financial year was \$18,029,799 an increase of 37% over the previous year. The majority of income is from Government funding including Home Care packages and NDIS (\$15,388,221), while income of \$919,523 is from IWAA services and income generation activities.

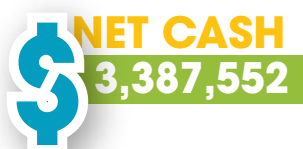
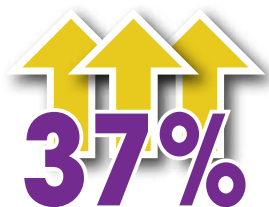
Expenditure

Total expenditure for 2020/21 was \$13,264,230 resulting in a surplus of \$2,469,783 which will go back into delivering services to the community. As a service focused organisation, the majority of funds was expended on salaries and wages - \$8,658,557. This means that we are delivering on our commitment to support and assist CALD people into employment.

Balance Sheet

IWAA's net cash position is \$3,387,522 (excluding provisions, liabilities and unspent grant funds) and takes into account the sale of our Callam Rd Property, with the proceeds to be used for the major renovation of our new property in Sydney.

Our property plant and equipment assets have been costed at \$5,831,763 and includes the current Brisbane and Sydney Offices, Salam Respite, Sakina Refuge and the new Sydney office. 2020/2021 also saw an expansion of the motor vehicle fleet which now includes 22 cars and 4 buses.



Settlement Engagement Transition Support (SETS)

SETS Snapshot

IWAA SETS Program 2020-2021 Highlights

In the last 12 months we have assisted:

461

**INDIVIDUAL
CLIENTS**

238 **SYDNEY
CLIENTS**

223 **QUEENSLAND
CLIENTS**

370 new clients entered the program during 2020/21

Major Activities

New South Wales

- Employment Pathway
- School Etiquette and Respectful Relationships
- Barriers to settlement
- Health information session
- Public transport session
- Tobacco information session
- Community Leaders consultations

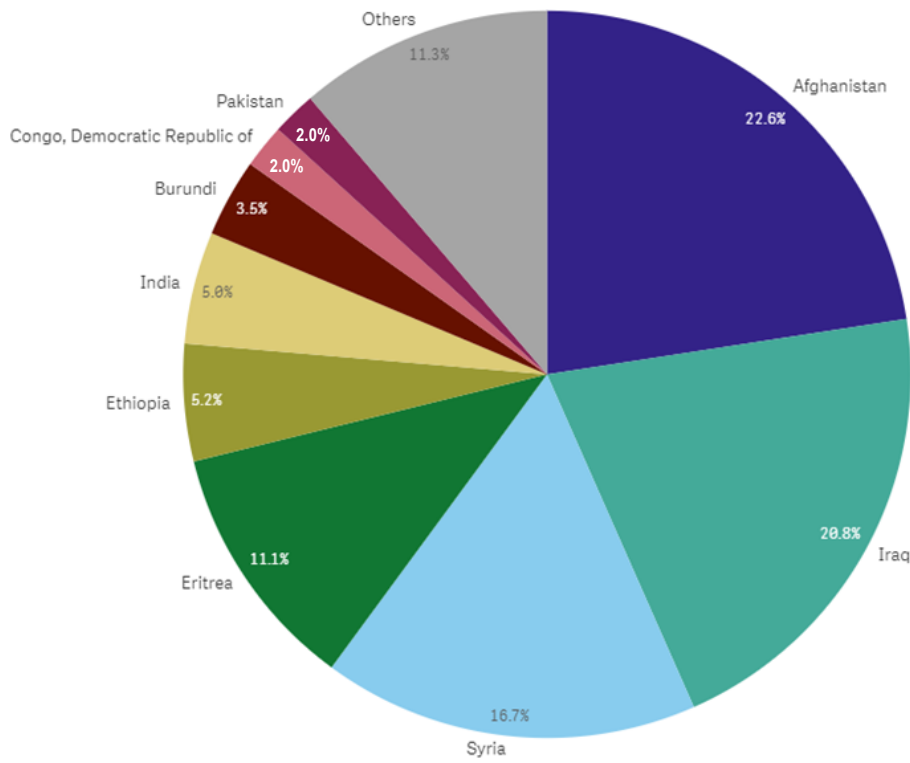
Queensland

- Harmony Day celebration
- Housing session
- Crafting Conversations
- Refugee Week celebration
- COVID-19 information sessions via Whatsapp
- Community Leaders consultations



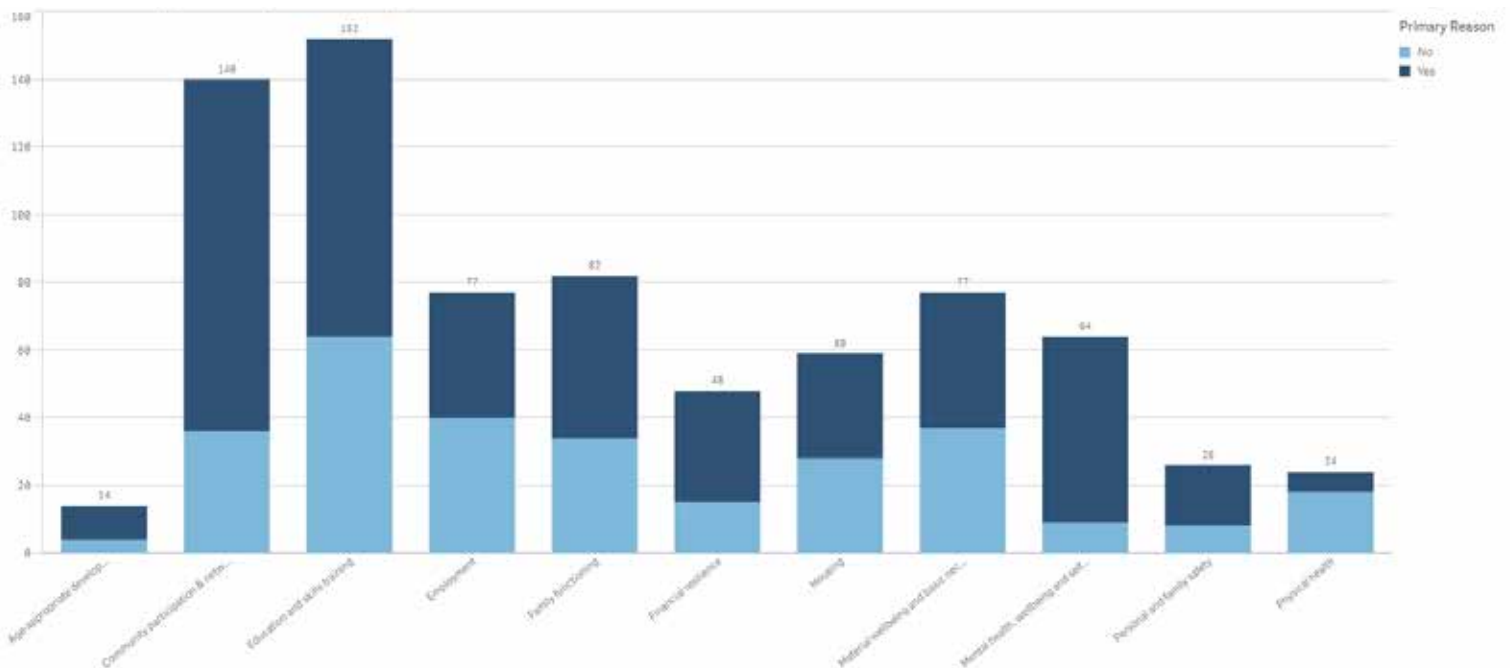
SETS Client Overview

Individual Clients and Support Persons by Country of Birth (Top 10)



Reasons for seeking Assistance

The major reasons for people seeking assistance was



Good News Stories

Good News Story 1

Zainab

Country: Afghanistan Language: Farsi Family Composition: 3 Visa: Humanitarian

Client decided to move from Inala to Logan reserve with a relative. The location was isolated as transportation, schools and shopping are not accessible around the area.

Client's children were unable to start school after 3 weeks.

I was able to enrol client's children at Marsden state school. I provided information to client about an organisation "Motherly Have" that is responsible for picking and dropping children from home to school and back home.

I also contacted Inala and Loganlea TAFE so that client can transfer to local TAFE to continue her English language course. Client has started attending Loganlea TAFE and is very appreciative of the support provided by IWAA.

Good News Story 2

Huda

Country: Syria Family Composition: 2 Visa: 309

Huda is a 25-year-old Syrian woman who arrived in Australia on 16/05/2018 under the 309 Partner visa, joining her husband who is an Australian citizen. Huda was referred to IWAA's SETS program in April of 2021 from Domestic Violence Action Centre (DVAC).

Huda lived with her husband and in-laws when she arrived in Sydney, Australia and later moved with them to Ipswich, Queensland. She moved to live independently to a house with her husband, near to where her in-laws were living. Shortly after, her husband started to abuse drugs and became verbally and physically abusive towards her. She stopped attending TAFE, had no independence and low English communication levels. Her mental health and wellbeing were also affected by the abuse. Huda then started being supported by DVAC and was assisted in getting a protection order against her husband, who had moved into his parent's house.

Huda was socially isolated and lived in fear from her husband's family who live in the same area. She had no access to public transport and didn't know how to live independently as she was prevented from doing so while living with her husband. She contemplated going back to Syria, but after speaking with her family in Syria and reassurance of her safety from IWAA SETS case managers, she decided to stay.

In May, Huda advised that she was looking at moving to Adelaide, as she has family residing there. She was assisted with support from IWAA and DVAC to prepare for the move. Huda stated that she prefers to be referred to an Islamic support organisation similar to IWAA. The Muslim's Women Association of South Australia (MWASA) was contacted and the referral was complete in mid-May.

Huda is satisfied by the support she received while she was a participant at IWAA. She hopes to gain some independence through being connected to relevant support organisations. Huda hopes to re-enrol into TAFE, improve her English language skills, practice her driving and eventually gain employment in the near future.

Settlement Support Excursions



IWAA SETS in partnership with Bankstown Senior College organised a fun filled day at The Royal National Park engaging new and emerging communities.

Community Action for a Multicultural Society (CAMS)

While IWAA has had to adapt its program to respond to the impact of COVID -19, including the introduction of online presentations and workshops, we still managed to exceed our KPIs

Key outcomes

1 – Education programs regarding Islam

Target KPI

Actual Achievement



Outcomes: 95% of participants indicated that as a result of attending the presentation/ workshop they now have an increased knowledge of Islam and Muslims.

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



2 – Family Violence Prevention/Respectful Relationships Workshops

Target KPI

Actual Achievement



Outcomes: 95% of attendees have indicated that they have a better understanding of the meaning of DFV and what constitutes DFV 90% stated they have gained an increased awareness of being a bystander and what they can do to ensure safety for all, including themselves, should they need to be an active bystander

“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 understanding on the topic”

“wow, I never knew that coercive control was domestic and family violence”



Workshop
Mt. Gravatt TAFE

3 – Healthy Family Relationships Workshops – parenting between cultures

These workshops facilitated by experienced social worker and family therapist, offers a space for parents and carers to connect and share parenting experiences, skills and tools in a safe and non-judgemental manner. It demonstrates ways in which parents can teach children through their own example, how to maintain positive and healthy relationships and function, respectfully side by side with each other at home and in the wider community.

Target KPI

Actual Achievement



Outcomes: 100% of participants agreed with the statement “as a result of the program, I feel more confident about parenting. “Participants stated that they now had more patience and were less hard on themselves”



“This course opened my eyes to the sheer wealth of concepts and information and strategies out there to improve family dynamics. But also, how a change in mindset is necessary for us as ethnic migrant parents if we are to raise confident secure Australian Children.”

4 – Muslim Young People

These forums provide an opportunity for Muslim young people from across south-east Queensland to identify key issues of concern and brainstorm strategies to address them.

Target KPI

Actual Achievement



Outcomes: “Since the program , what has changed has been my attitude towards life choices, how to handle difficult situations and that its not a bad idea to seek help”

“ I loved how real it was and how deep we went into the issues. The speakers didn’t shy away from the difficult issues (DV, drugs, alcohol, consent, mental health and relationships).”



Taste of Culture

5 – DFV Awareness with Religious and Community Leaders – Peacebuilding Tool kit

The project resulted in the development of a Peace-builders Code of Ethics and toolkit Practice.

Target KPI

Actual achievement



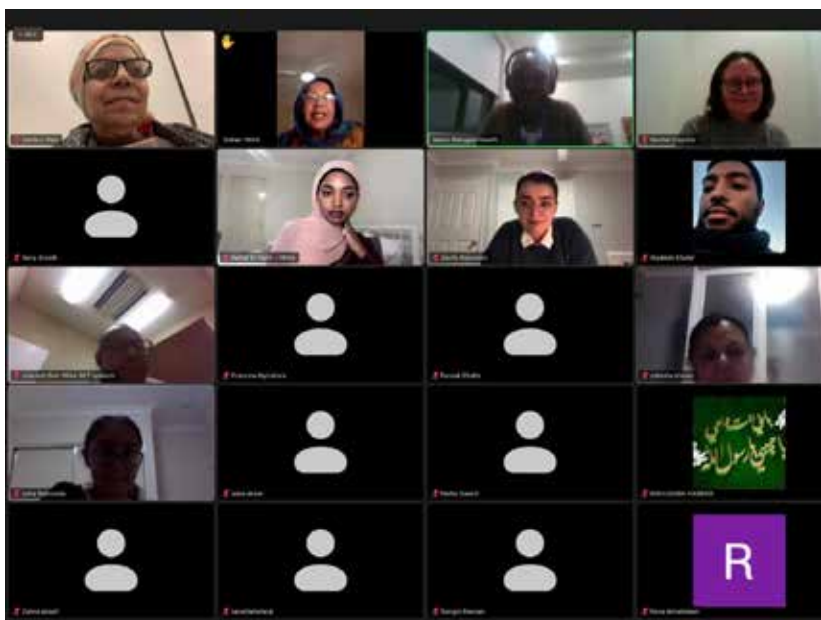
Outcomes: 100% of participants felt more confident to engage with police and to use new communication skills, nearly 90% were more confident to speak to men who use violence; and 80% were more aware of when to use Dispute Resolution Branch Services.

“I found it very helpful. We used to work with limited knowledge but through the family peace session I was able to follow up with the skill I have got and I’m able to help solve the problem”

6 – CALD Communities - Co-ordinated Engagement

IWAA QLD SETS & CAMS Project presented a Community Leaders Forum via Zoom on Monday the 28th of June 2021.

The focus of the forum was the COVID-19 vaccine and how it will be rolled out in Queensland. The session was presented by two speakers from the Mater Refugee Health team.



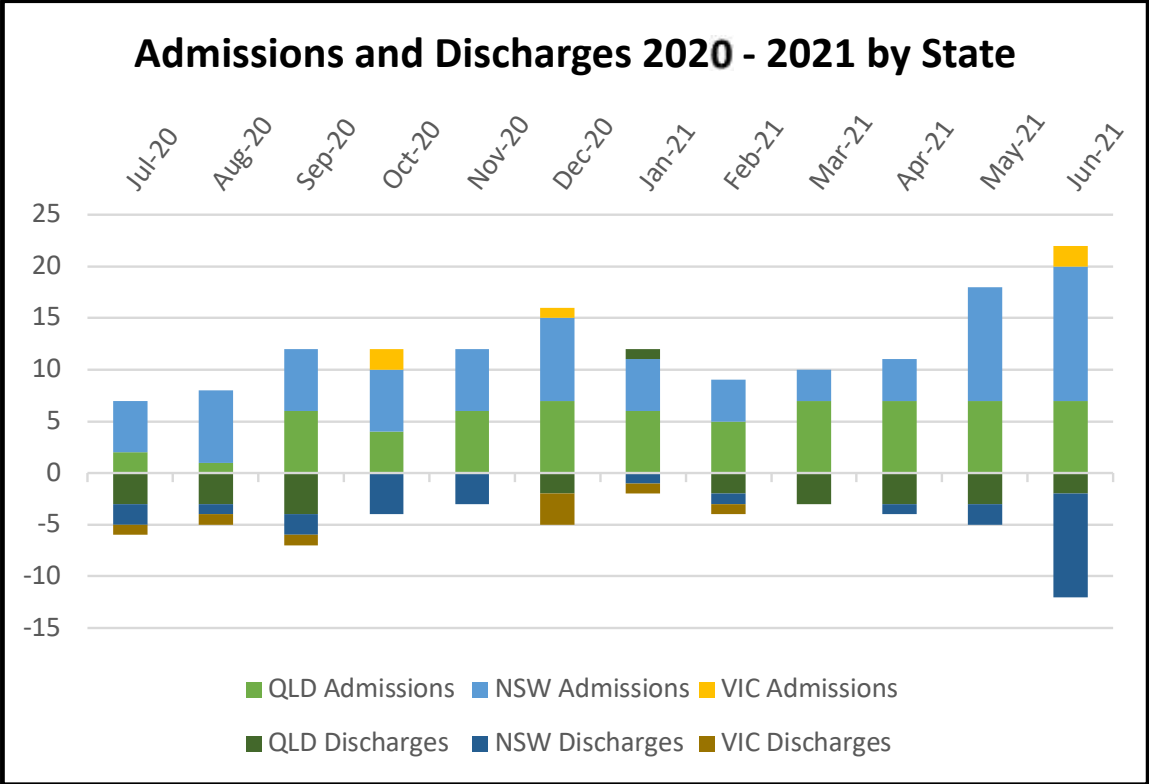
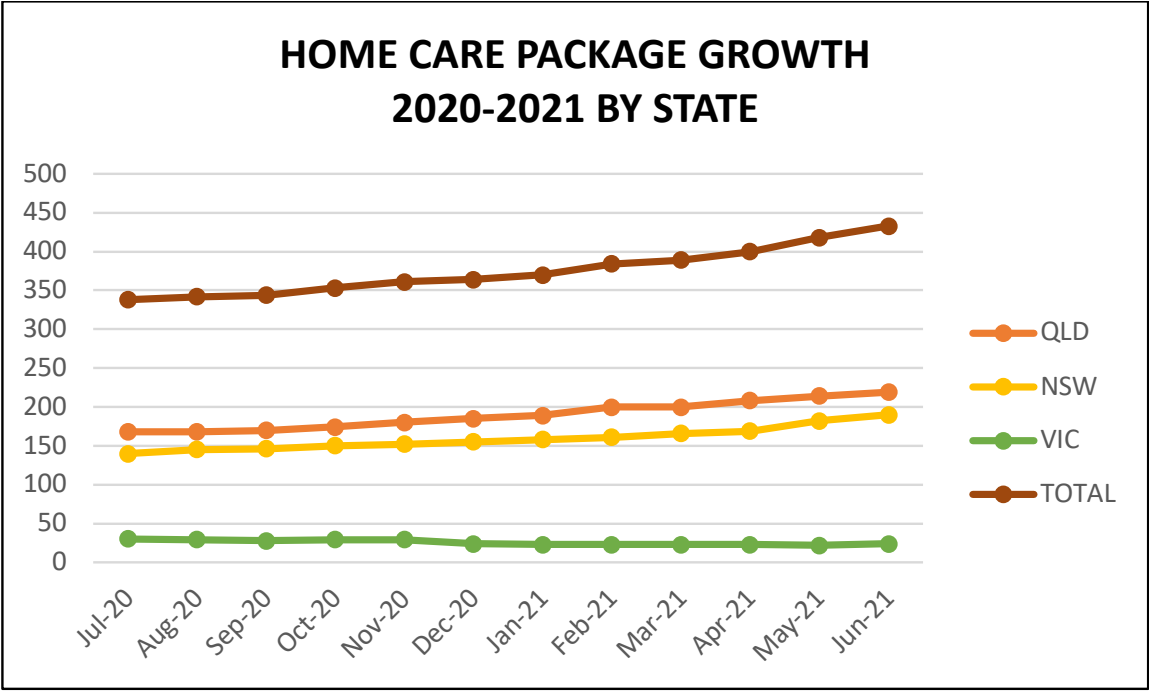
Community Leaders
Online Forum



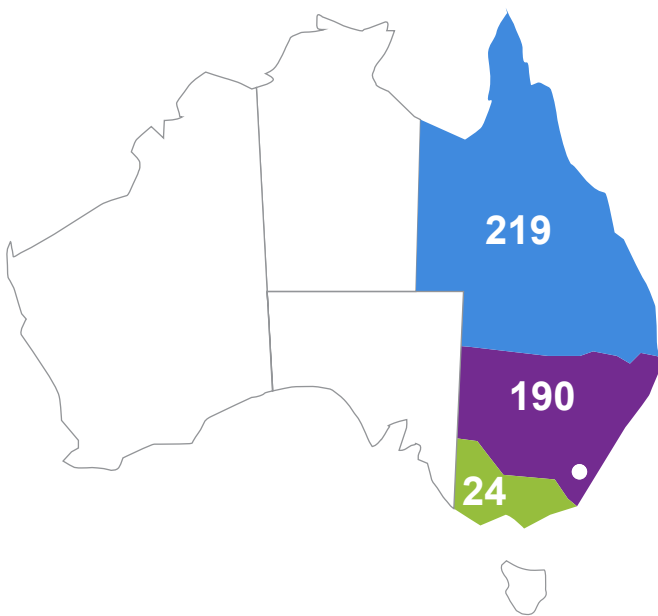
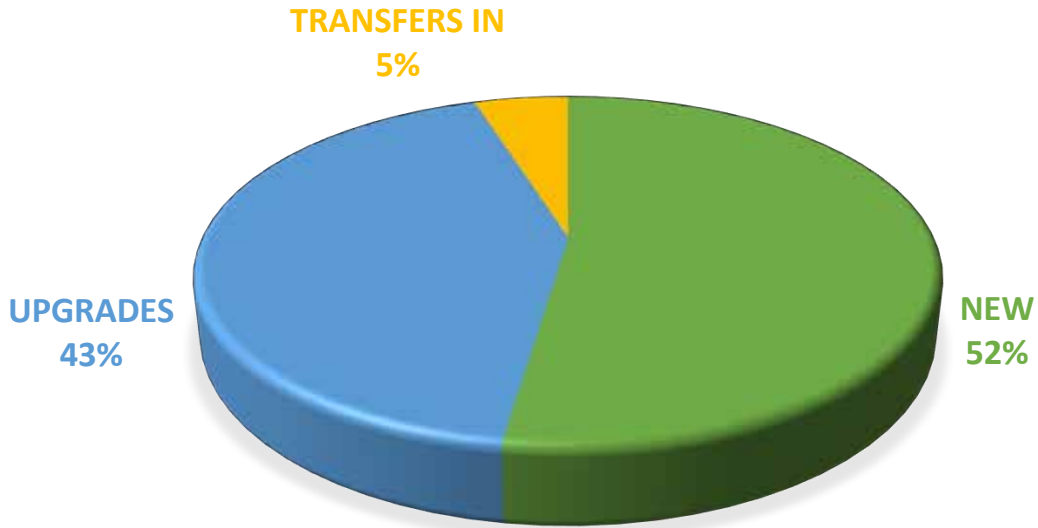
Aged Care

Home Care Packages

In the financial year 2020-2021, IWAA delivered services to 433 Home Care packages across Australia.



HCP ADMISSIONS BY TYPE



Home Care Packages
growth from previous year

34% Nationwide

29% Queensland

41% New South Wales

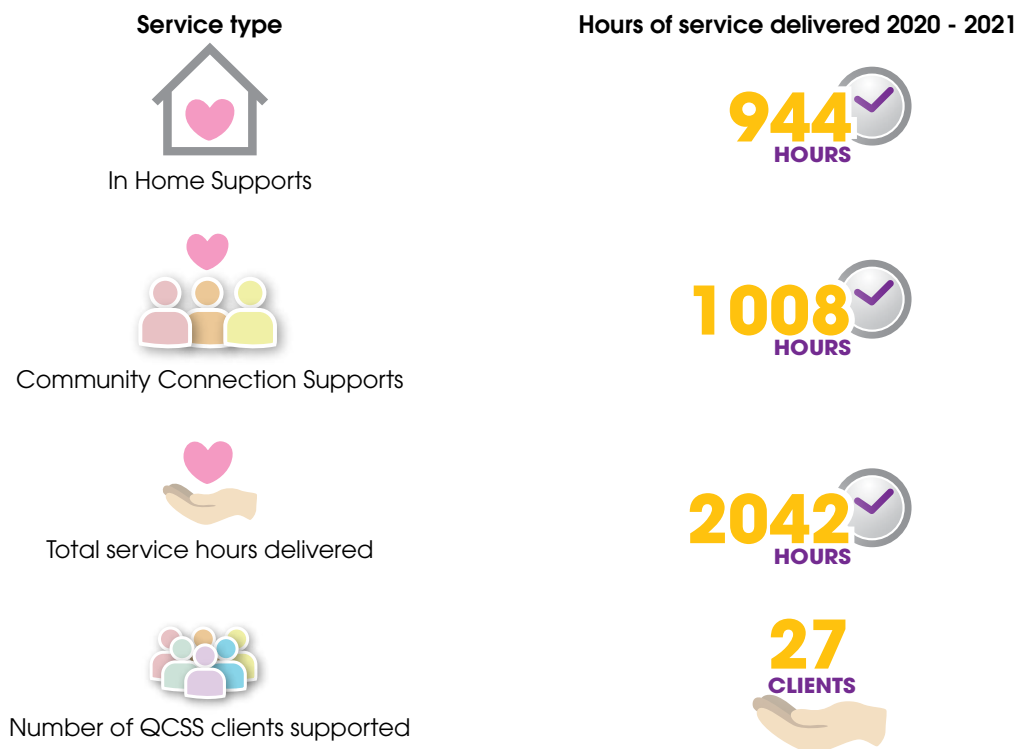
0% Victoria



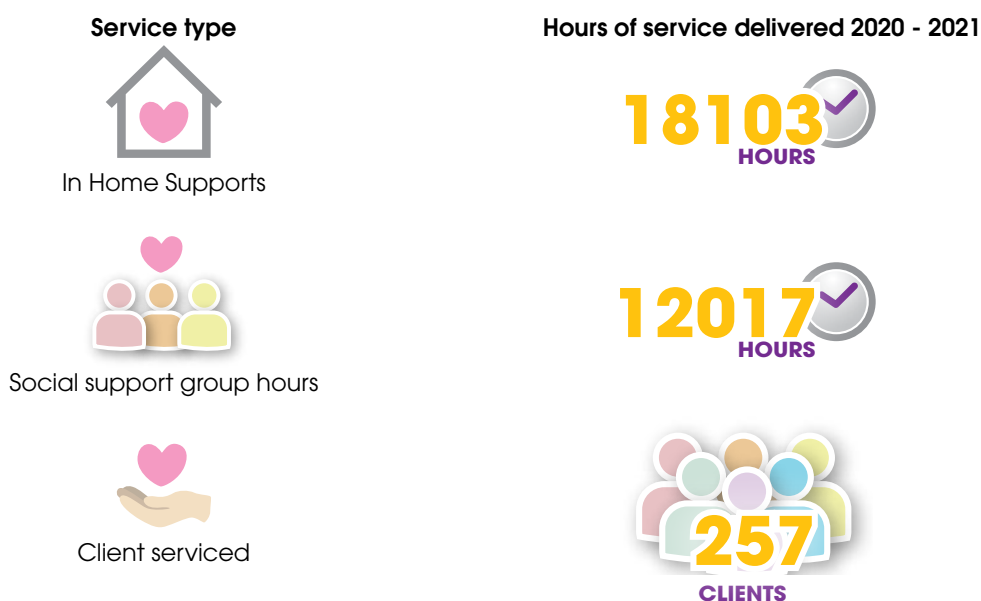
Toowoomba
Flower Festival

Queensland Community Support Scheme (QCSS)

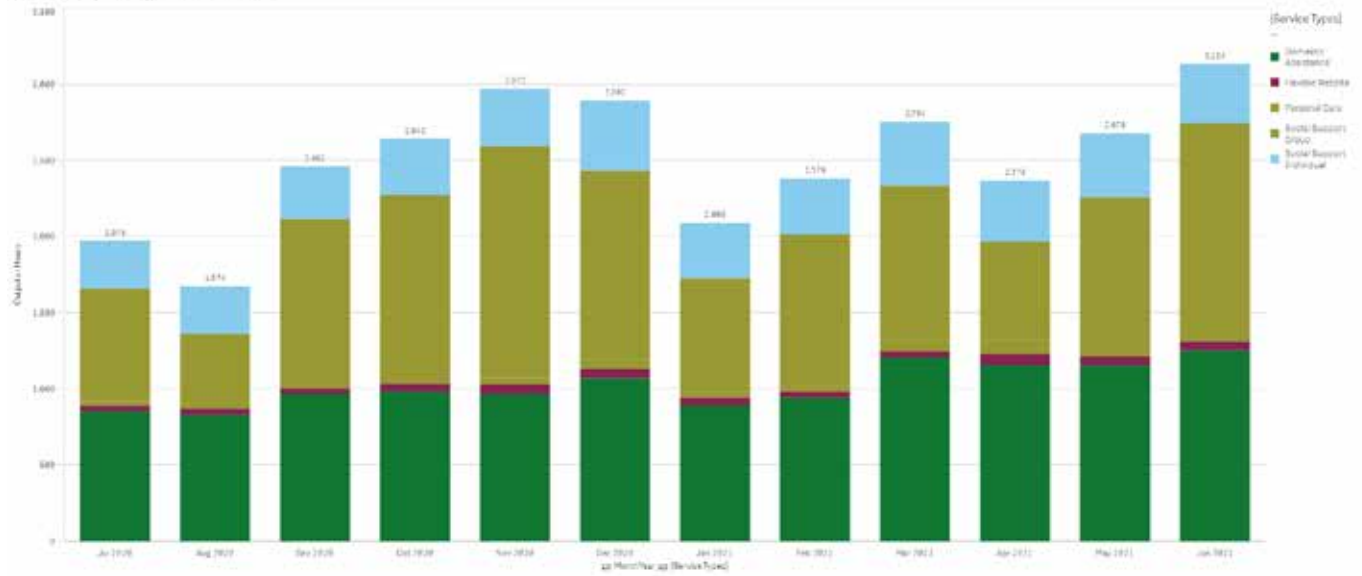
Beginning in July 2019, IWAA joined a consortium of 3 members which included Co.As.It, GOC Care and IWAA, to deliver supports under the Queensland Community Support Scheme funded by the Qld Government.



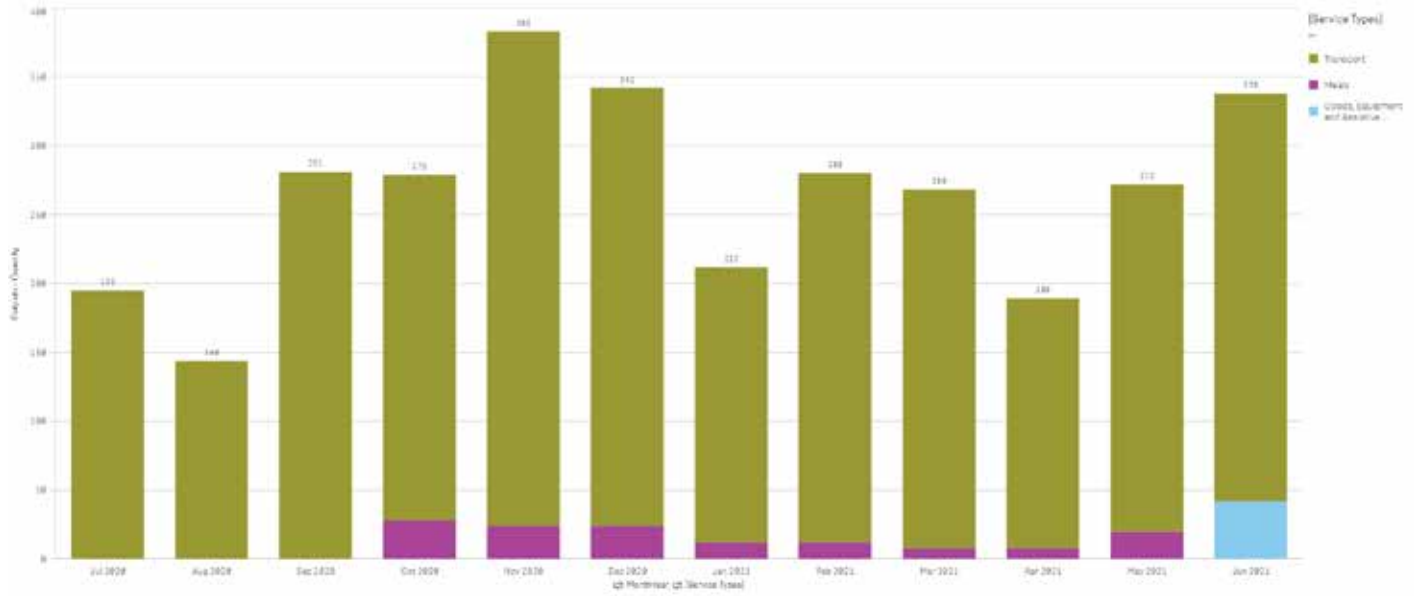
Commonwealth Home Support Programme (CHSP)



Outputs - Hours by Service Type and Month Conducted



Outputs - Quantity by Service Type and Month Conducted





NDIS

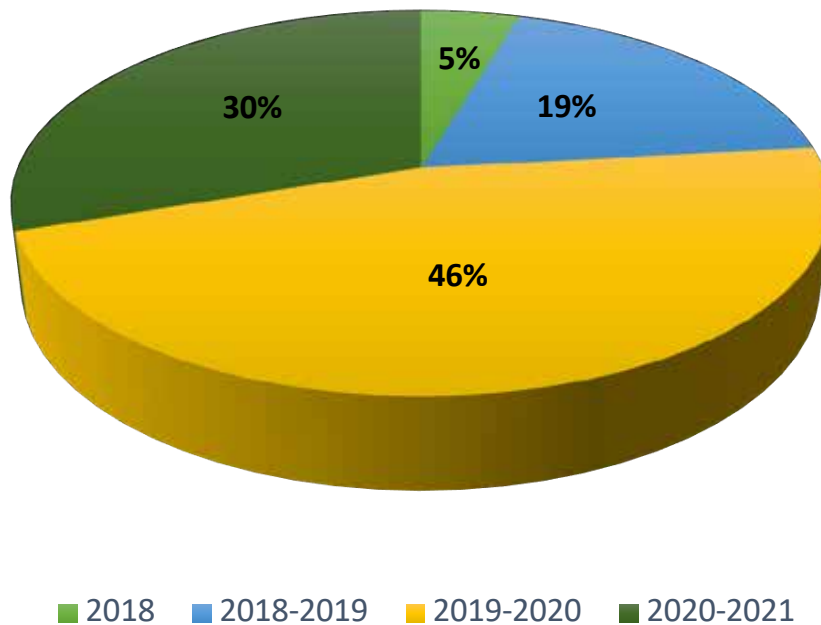
IWAA's disability services has grown significantly since we started providing services under the NDIS program. IWAA is a registered NDIS service provider and provides services under the following:

- **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.

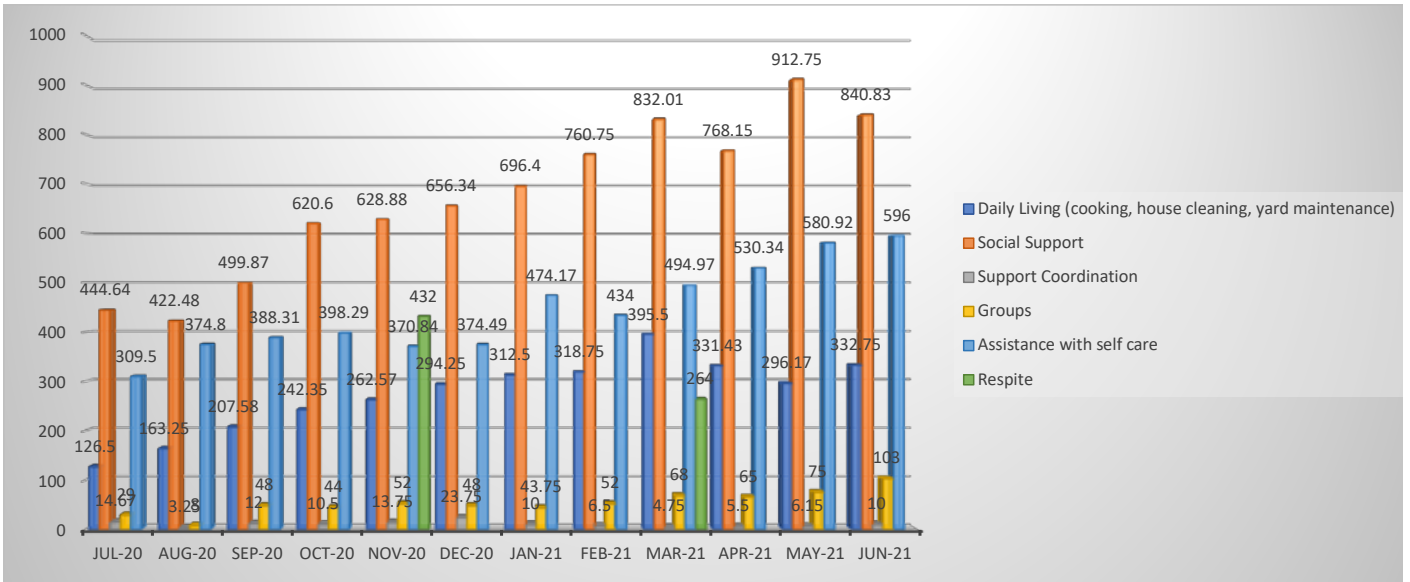
The Participant Group cultural background included Lebanon, Bosnia, South Africa, Indian, Afghanistan, Sudan, Zimbabwe, Iraq, Armenian, Fiji Indian.

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



Currently we have 43 active NDIS Participants.

NDIS 2020/2021 - Hours of Client Service Support Types



Mens Excursion
- Sydney

Salam Respite Cottage

No. of clients – 23 clients have been provided with respite over the last year. 70% have been repeat visitors with two clients having regular respite (3 days/week) over a period of 6 months.

Length of stay on average – the average length of stay was 2 weeks.

Testimonials/Feedback

My Mum – Khatiya spent 5 nights at Salam Respite Home from 9th August to 13th August. She had no complaints and enjoyed her stay. Inshallah she will return again. Thanks.

Client Shamin acknowledged Salam Respite staff and said that she was extremely happy with the care she received at the cottage.



Salam Respite
Cottage

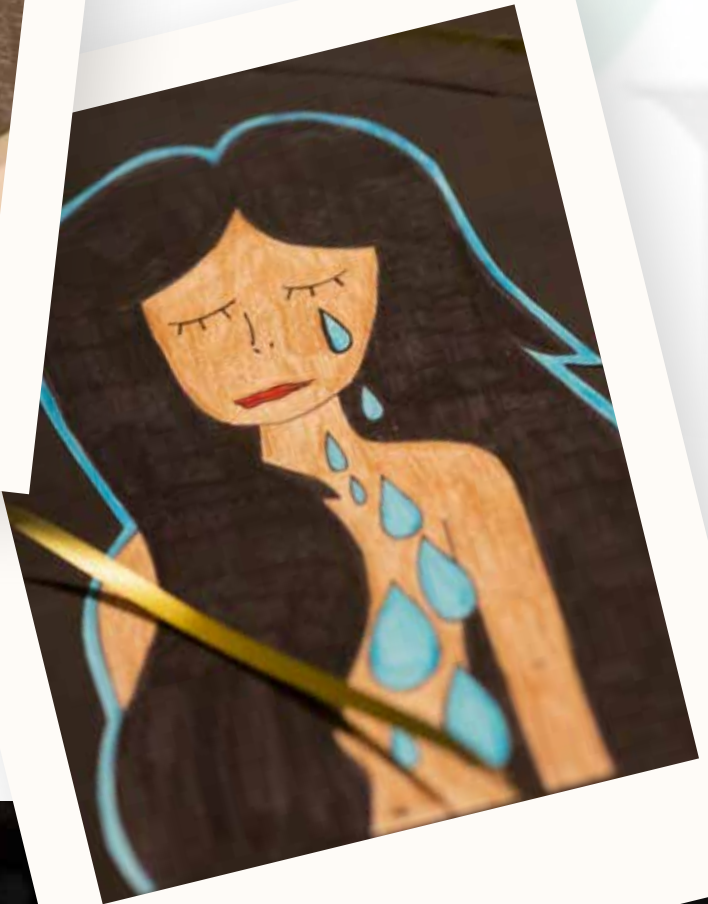


Since its official launch under IWAA in February 2020, Sakina Refuge has received 37 referrals from women experiencing domestic and family violence (DFV).

A large number of those women and their children sought accommodation at the refuge and received intensive casework support including, but not limited to, assessment of needs, action plan, holistic counselling and well-being programs, emergency relief, referral for material assistance, assistance with Centrelink payments, immigration matters, referral to legal support, education support, financial literacy and budgeting, obtaining employment and acquiring suitable accommodation upon exit from Sakina Refuge. Most of the women stay with us for about 3 months and in that time, we provide safe space for them to heal, to be empowered and to independently live a life free from violence.

The Sakina refuge does not receive any funding from any government body and relies heavily on the generosity of the community to provide these services to some of the most vulnerable members of our society.





Small Projects

IWAA – A Taste Of Culture

On Sunday 21st of March 2021, IWAA celebrated Harmony Day by hosting a multicultural event at the Nissan Arena in Nathan, Brisbane. The event commemorated the multiculturalism of Queensland through a cooking competition, cultural exhibitions, dancing and musical performances.

Approximately 230 people attended the event and 9 different cultures presented their traditional foods as well as vibrant cultural exhibitions that displayed the beauty of each country.

Food is a common bonding tool in all cultures of the world. It is used to gain an understanding of the differences and more importantly, the similarities between cultures and people. This event was an opportunity for people to socialise and interact with people from a number of different backgrounds and appreciate that our differences make our community stronger.



Queensland Government

IWAA

A Taste of Culture

Food - Stories - Connections

Come along and join us in celebrating the diversity of Queensland through food.

Nissan Arena
590 Mains Rd, Nathan

SUN 21/03/2021
10 AM - 2 PM

Tickets available on Eventbrite.
www.eventbrite.com.au/e/a-taste-of-culture-tickets-140224498249

General admission: \$10





Ready 4 work

This project provides training and addresses employment barriers to assist newly arrived migrants especially women to gain employment in the indemand aged care and disability services sector. The project commenced in 2021 and will be completed in March 2022.



International Women's Day 2021

Monday 1st March 2021, IWAA Sydney SETS team celebrated International Woman's Day by launching their first Domestic Violence Flyer and hosting a Community Leaders Consultation at Rydges Hotel Bankstown.

It was a well-received morning with guest speakers including Sheikh Bilal Dannoun, CEO of IWAA Galila Abdelsalam OAM, Councillor Nadia Saleh, Multicultural Community Liaison Officer Georgina Zaineddine and CEO of Bankstown Woman's Health Mariam Mourad. International Women's Day is a global day celebrating the social, economic, cultural, and political achievements of women.



Ramadan 2021

Ramadan, the ninth month in the Muslim calendar, is a special time for the Muslim community. As a most blessed month, it is a time for reflection, prayer and renewal of faith.

Fasting during Ramadan is a spiritual regimen and a reorientation for the body and mind. It is intended to instill self-discipline, empathy and compassion in the individual. Muslims are motivated to increase their generosity during this month. They are encouraged to share the blessings that God has provided them by giving generously in charity because wealth is regarded as a trust from God.

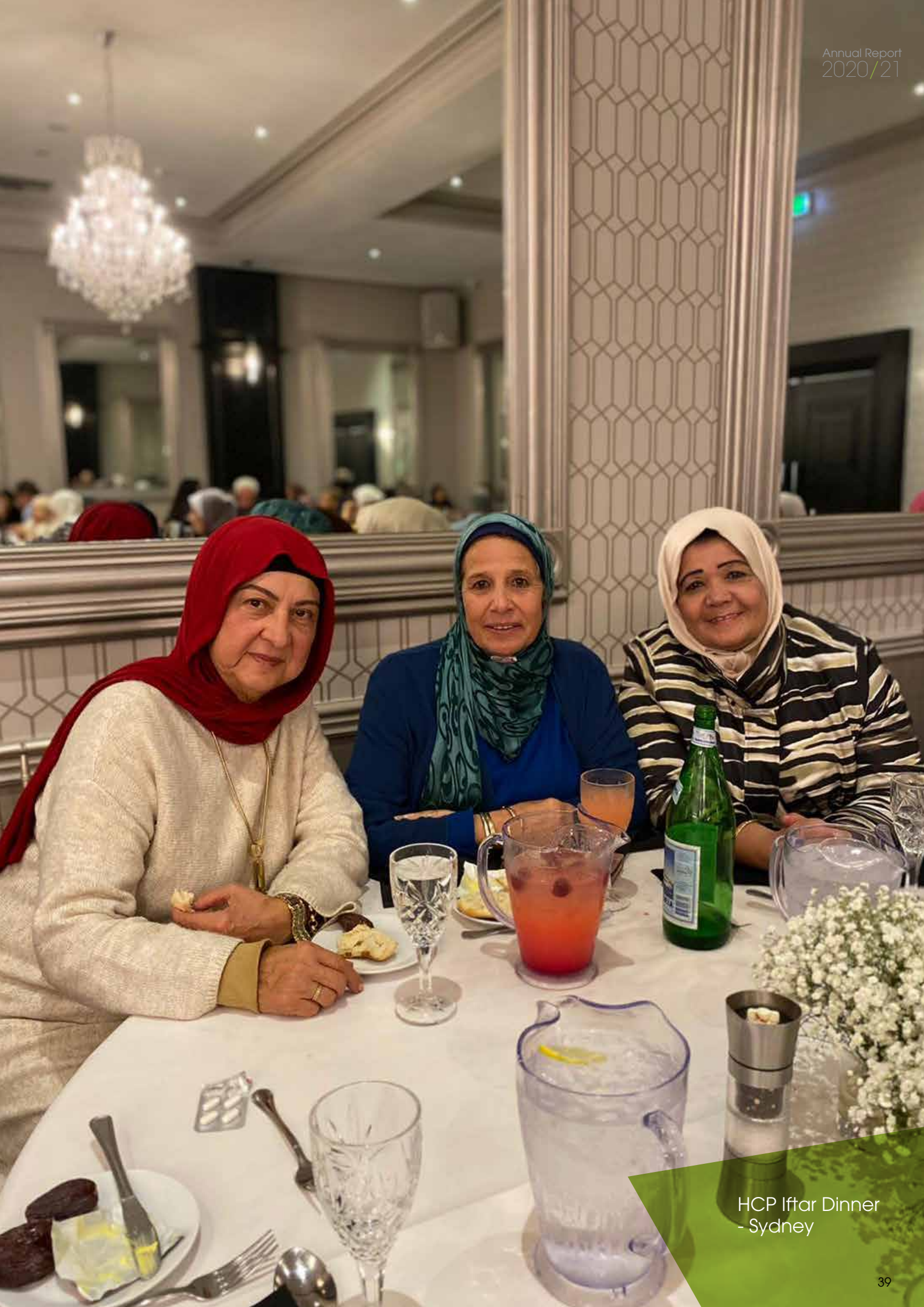




Queensland Day Awards 2021

Congratulations to our Operations Manager, Muna Ibrahim for receiving The Queensland Day Award 2021. This award is in recognition for all your hard work and valuable contribution to the community





HCP Iftar Dinner
- Sydney



*yes
we care!*

iwaa.org.au

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