

Contents

Vision, Mission & Values	2	Strength Based Approach.....	21
Chairperson’s Report	3	Interstate Transfers.....	22
Director’s Report	4	Information Sessions	22
Community Services Unit.....	5	Achievements.....	22
Information, Referral, Advocacy		Refugee Action Program (RAP)	23
& Support Services (IRASS)	5	History of Refugee Action Program	23
Generalist Case Worker.....	5	Purpose.....	23
Trends and Issues	5	Key Features.....	23
Emergency Relief (ER)	6	Steering Committee.....	23
School Relief Packages.....	6	Program Partners	23
Household Bills Fund.....	6	Enabling Funds.....	24
Toy Shop.....	6	Tier 2 Communities.....	24
Client Statistics	7	Achievements.....	24
Volunteer Program	11	Employment Services Unit.....	25
Facts and Figures	11	Job Services Australia (JSA).....	25
Specialised Volunteers.....	11	Youth Services at YouthLinks.....	27
Employment Pathways.....	12	Welcome to YouthLinks.....	27
Training	12	YouthLinks Official Launch	27
Volunteer Experience at SCAAB	12	Drop-in Service.....	28
Funding.....	13	Supported Accommodation Assistance Program (SAAP).....	28
Thanks.....	13	Employment, Education & Training Program (EET)	29
Child Support	15	Intensive Case Management (ICM)	29
Service Model	15	Binge Drinking Community Level	
Outcomes for the Program	15	Initiative Project	30
Child Support Debt.....	15	- Pasifika Youth Musika Program	30
Debt Due to Estimated Income	15	- Te Waka One Ocean Touch Rugby Program.....	30
Assistance with Form Filling	15	- Youth Links Leadership Program	30
Family Assistance.....	16	- Cooking Safari Project.....	30
Legal Issues	16	SGP African Youth	30
Holistic Approach in Managing Cases	16	African Young Women’s Camp	31
Community Education.....	16	Springvale Monash Legal Service	
Keeping up to date with changes.....	16	information for young people	31
Service Initiatives	16	Operations.....	32
Financial Counselling	17	Quality Improvement & Community	
Case Work.....	17	Services Accreditation (QICSA).....	32
Community Financial Education	17	Summary of “Living, Learning, Working”	
No Interest Loans Scheme (NILS)	18	Collaborative Internet Innovation Fund Project	33
Stats and Trends	18	Partnerships	34
Community Development	18	Cairnmillar Institute	34
New No Interest Loans Scheme		South Eastern Migration Advisory Service (SEMAS)	34
(NILS) Program	19	Co-located Services.....	35
Settlement Grants Program (SGP).....	19	The Federation of Chinese Associations Victoria	
Casework	19	Australian Vietnamese Women’s Association	35
African SGP	19	Consumer Affairs Victoria	36
Generalist SGP	19	Governance	37
Complex Case Management.....	19	Thank you.....	39
Issues.....	20	Farewell and Welcome	41
Community Development.....	20	Financials	42
Information Sessions	20	Income and Expenditure Statement	42
Community Consultations.....	20	Assets and Liabilities Statement.....	43
Leadership Dialogue.....	20	Cash Flow Statement.....	44
Housing.....	20	Notes to the Cash Flow Statement.....	45
Advocacy.....	20	Notes to the Financial Statements.....	46
Other Projects	20	Statement by Members of the Committee.....	50
Achievements.....	21	Independent Audit Report.....	51
Case Study	21		
Integrated Humanitarian			
Settlement Strategy (IHSS).....	21		
Overview of Service Delivery.....	21		
Housing.....	21		

Springvale Community Aid & Advice Bureau Inc.

Springvale Community Aid and Advice Bureau (SCAAB) is a non-profit community based organisation, serving the southeast region of Melbourne since 1971. Services currently offered include support for refugees and newly arrived migrants, Employment Services, Child Support Program, Counselling Services, Emergency Relief, Financial Counselling, a Volunteer Program as well as several Youth Specific Services including a Housing Support service. These services are delivered by our Youth, Employment and Community Service Units.

Our model of service provision ensures that information provision and crisis intervention work undertaken by us is reviewed for emerging patterns and trends, and that issues requiring structural change or political intervention are identified and addressed through advocacy, community education, social policy and social research initiatives. Advocacy and social policy work, in turn, informs the development of new services at SCAAB.

Vision

A socially just community, in which all people have access to resources, are empowered and have their human rights respected and protected.

Mission

To provide information, connection and support services as a gateway into the broader community service system for people in the City of Greater Dandenong and surrounds.

Values

Respect, Dignity, Compassion, Quality, Innovation, Choice, Diversity, Partnerships



Chairperson's Report

As SCAAB moves forward into a more competitive environment, it is vital that our basic ethos doesn't change. We have now and into the future the ability to provide our increasing client base with a large range of services, commensurate with our aims.

In my last year's chairman's report, I commented that we were seeking QICSA accreditation, which we have this year undertaken. The Committee of Management appreciates the enormous input of staff into this vital process.

Our staff must additionally be acknowledged for their work in handling the increased and complex demands in emergency relief and financial counselling programmes. I should especially like to thank the No Interest Loans Scheme volunteers for the professional manner in which they have dealt with the many and varied enquiries we have received.

SCAAB has excellent relationships with all local and state government instrumentalities as well as the Springvale Monash Legal Service (with whom we cotenant), the Springvale Learning and Activity Centre and the Springvale Neighbourhood House.

In terms of sustainability, the board supported a new management structure, which is now in place and I should like to thank my COM colleagues for their assistance in both the application and employment process in producing what I consider to be an excellent result.

One of the challenges facing us into the future is certainly the physical infrastructure, in an ageing building, which stymies our further development. With this in mind, we will have continuing discussions with the City of Greater Dandenong in order to resolve this problem.



We are fortunate indeed to have Anna Hall as our Executive Director. The COM is confident in her ability to take SCAAB into its next phase.

I am not re-nominating for the position of Chairperson and would like to thank my colleagues for their advice, counsel, assistance and input in rising to the many challenges we faced. I am confident that the commitment of the COM working with our Executive Director augers well into the future.

Roz Blades
Chairperson

Director's Report



I begin my report by once again acknowledging the continued support and encouragement of community. This year I will focus on the key achievements under each of our three key Strategic Outcome Areas.

Advocacy

SCAAB staff advocate continuously on behalf of individuals experiencing hardship. Financial hardship for example, can mean daily juggling of which bill to pay, which creditor to appease, which necessity to forgo. IRASS and the volunteer team negotiate ways through this for individuals, providing relief and support to get through. Our financial counsellors assist people to budget their funds, negotiate repayment plans, and fight unjust contracts. Caseworkers advocate on behalf of clients constantly on an enormous range of issues. Cast your eyes over the statistics reported this year to get a sense of the diverse range of issues presenting through our services.

We have continued our membership of key advocacy bodies such as the Consumer Utilities Advocacy Committee (CUAC) on its Domestic Issues Group, which tackles inequity and price disadvantage experienced by sectors of the Victorian community. We continue to support peak bodies such as VCOSS and ACOSS in their campaigns and projects to change public policy. We join other partners locally and at State and Federal level to advocate for systemic change to address such issues as housing affordability. Our membership of the Migrant Settlement Committee (MSC) and the Housing Local Area Service Network (LASN) has contributed to work done by both committees in the area of housing and homelessness. We have also supported young African background people experiencing racism, and assisted positive campaigns to address intolerance and ignorance about migration and asylum seekers.

Community Support and Development

Our Emergency Relief and NILS programs are designed to tackle the effects of poverty and disadvantage for the community. We provide a full range of information and support to community

members and we endeavour to make this relevant, accessible and always in the language of choice.

Community development outcomes have been particularly strong through our Refugee Action Program (RAP) where the new and emerging communities we work with are growing in strength and confidence. The other particular area of strength with regard to community support and development is in our Youth Links provision. The binge drinking initiative has been very strong in assisting young people to gain life skills and confidence and programs such as the Young African Mother's Camp have assisted young parents with their own self care and parenting skills. These seeds sown throughout our local community will grow in time and hopefully contribute to the positive development for communities and individuals who live in the wider South East of Victoria.

A strong, creative and sustainable organisation

The outstanding achievement towards this strategic outcome has been the successful review against the standards for Quality Improvement & Community Services Accreditation (QICSA). SCAAB Committee, staff and volunteers worked incredibly hard to prepare for the review in early June 2010 and the results have been terrific. We can be very proud of how we have met the majority of standards and exceeded two in the area of community connectedness, with only two partially met and recognition that we are well on the way to clearing these as met. Thanks also to Kathy Desmond and Russell Jaffe for their help in getting us over the line, but special thanks to our staff members and volunteers, particularly Anne Forwood (QICSA Officer) for her great assistance with the project.

Last but not least towards this aim has been the restructure of our Management Team with the recruitment of four new Managers. I am delighted to welcome four experienced, enthusiastic and committed women to the Management team, Anne Catanese, Rita Battaglin, Denise Goldfinch and Ellen Ward. We are all committed to taking SCAAB into its next phase of development and ensuring it remains relevant, innovative and responsive to the community we serve.

In closing, thank you for a great year once again. I hope you continue to demonstrate your interest in us and your support for the work we do.

Anna Hall
Executive Director

Community Services Unit

Information, Referral, Advocacy & Support Service (IRASS)

(funded by the City of Greater Dandenong and Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA))

The Team:

Anne Catanese, Jill Wilson, Robyn Fricsons, Mary Argy, Eileen Blake, Helen Byrne, Sandy Collingwood, Terry Gordon, Julia Di Giovine, Bernadette Blake, Esther Ndirangu, Samuel Kuot, Neeru Dhir, Jennifer Tashakor, Susan Baidawi, Albert Aliander, Zorica Kovacic, Soe Soe Moe, Joyce Nallathamby, Candice Ward

IRASS continues to provide a wide range of assistance for all the community and operates as a doorway to other SCAAB based services. We aim to provide an accessible and responsive service giving assistance via telephone, drop-in and appointments. IRASS operates daily and is staffed by paid and volunteer workers: both volunteers and students are vital to direct service provision to clients.

Generalist Case Worker (GCW)

One of the most significant developments in IRASS in 2010 was the introduction of the Generalist Case Worker position.

Funded by the Department of Families and Housing, Community Services and Indigenous Affairs and the City of Greater Dandenong, the Generalist Case Worker is a member of the IRASS team. There are strong links with other services at SCAAB including Financial Counselling, Settlement Grants Program, Child Support, No Interest Loans Scheme and the Settlement Grants Program (SGP). The GCW works collaboratively with workers from these programs and builds relationships with relevant external services. The major source of referrals is clients presenting for emergency relief who demonstrate a complex range of needs exacerbated by their financial situation often resulting from unemployment or underemployment.

This service focuses on the complex needs of individuals and their families in financial crisis and delivers financial knowledge, capacity and skill building, service referral/brokerage and case coordination.

In addition, the GCW provides an outreach service to Monash Oakleigh Community Information Service, where the GCW is establishing an internal referral process for youth and families presenting in

financial crisis who are socially disconnected. This service will focus on building financial resilience and wellbeing for the medium to long term and deliver financial information, capacity and skill building, service referral/brokerage and case coordination to overcome social disconnection.

Trends and Issues

During the last year IRASS assisted approximately 5100 people with a wide range of issues. One client in eight was new to the service. Records show that friends and family are a major source of new clients, followed by Centrelink, schools and other programs at SCAAB. Approximately one person in four returned within a month for further assistance.

The majority of service users live in the City of Greater Dandenong. However, there was a 5% increase from those who live in Noble Park since last year, while service users from other suburbs remained similarly represented.

The service continues to see slightly more women than men and over a third, the largest group of clients, was singles. This reflects the statistics from previous years and adds weight to the fact that those living alone find it more difficult to manage. The other groups most likely to seek help are single parents and couples with children. The records also show an overall increase in the number of people with some kind of employment needing support.

The most significant age groups seeking assistance are those under 17 and people between 26 and 60 years of age. It is of interest that people over 60 and young adults from 18 to 25 years of age are not highly represented in the statistics.

Our clientele come from over 45 different birth countries and this reflects the diversity of the local community. Around one third are Australian born which includes a small number of indigenous Australians. Those from Sudan and other African countries, Burma, Vietnam and Afghanistan are the largest groups represented. There has been an increase in the number of Burmese families seeking assistance since last year.

The cultural and linguistic diversity within the City of Greater Dandenong means that interviews are conducted using interpreters or bi-lingual workers as needed by service users. The more common languages for these interviews have been Burmese, Vietnamese, Arabic, Nuer, Dari and Khmer.

The statistics identify financial hardship under six issues. These are emergency relief, utilities (electricity, gas and water), telephone account,

Community Services Unit (cont.)

basic financial difficulties, debt management and budgeting. These issues account for well over half of those raised by service users of which more than two thirds is emergency relief. Debt management issues are a mere 1.3%, which indicates that the cost of day to day living is the cause of most people's hardship.

A variety of responses meet the needs of community members who request assistance. Whilst direct emergency relief was provided for more than 34% of service users, other significant assistance was provided with information, by advocating and negotiating on their behalf and providing appropriate referrals. During this reporting period nearly 10% of requests were unable to be met but only 1% of these were for emergency relief.

Emergency Relief

SCAAB receives base funding for emergency relief which is delivered as food vouchers and backed up with pharmaceuticals, travel tickets, petrol vouchers and nappies. In addition, over the last two years funds have been provided by the federal government as part of the Global Financial Crisis (GFC) support package. These funds, which are distributed for household bills and assistance with school costs, will be fully expended after the next financial year. Further emergency relief is provided as Telstra vouchers and phone cards, court funds, donations and money from private trust funds.

During this reporting period, we assisted 3,409 individuals and families with emergency relief which is 643 more than the previous year. The increase is directly related to the availability of GFC funds.

School Relief Packages

Ensuring children can participate fully in education is most important. Children need to have the required books, stationery and uniforms to fully participate in their education and to feel socially included. This will give them the best chance to complete their schooling and participate as an adult in society.

School Relief Packages assist low income families in the City of Greater Dandenong with school costs. Allocations of \$80 for primary school students and \$180 for secondary students were available.

Funds were allocated from the Global Financial Crisis package. In addition, other funding was received as private donations and from the South Eastern Business Network.

Outcomes

- 84 families were assisted with packages
- 131 children in total were assisted: 86 primary school children and 45 secondary school students, this is 48 more families (53 children) than in 2009
- A total \$18,749 was spent.

Household Bills Fund

The Household Bills Account has received a boost this year with funds from the Global Financial Crisis package.

Financial pressure on households is evident in the range of bills for which clients seek assistance. These included utilities, telephone, medical bills and car registration. IRASS does not assist with rent.

In the first instance we support a client to arrange extensions, payment plans or registration with hardship programs. However, the ongoing costs can be difficult to manage and a one-off payment can help clients take responsibility for future bills. Applications are considered on a case by case basis.

Outcomes

- 218 individuals and families were assisted; an increase of 140 on last year
- 61% of applications were for utility bills
- 39% of applications was equally distributed between phone bills, car registration, medical items and employment/education costs
- A total of \$35,540 was spent

Toy Shop

We have continued our partnership with the Brotherhood of St Laurence to distribute toys at Christmas holiday time to low incomes families. In December we assisted 102 families and provided gifts to over 273 children.



Toy Shop Christmas 2009 – Sarojini, Adjin, (volunteers), Eileen (Acting IRASS Coordinator) Bahagya (volunteer)

Community Services Unit (cont.)

Client Statistics 2010/2011

Total client contacts for Information, Referral, Advocacy & Support Services: 5,100

IRASS collects information about the issues bringing people to us, the demographic characteristics of our clients, and the kinds of service we provide to them. A SCAAB-wide statistical program gathers and aggregates this information. The data below is related primarily to our IRASS program:

Table 1: Type of contact

	Number	Per cent
Bureau visit	3,914	72
Telephone	777	14
Other	768	14
Total	5,459	100

The majority of service users attend for appointments or drop-in. The remaining quarter were divided equally into those who phoned and those who needed another worker or person to contact IRASS on their behalf.

Table 2: First contact or previous service-user

	Number	Per cent
First contact	652	12
Previous - new issue	1073	20
Previous - continuing issues	2157	39
Unknown	1577	29
Total	5,459	100

Table 3: Time since previous contact

	Number	Per cent
1 month or less	1395	26
1 to 2 months	825	15
2 months or more	950	17
Unknown	2,289	42
Total	5,459	100

Table 4: Suburb of Residence of Service Users

	Number	Per cent
Noble Park	2,406	44.1
Springvale	1,398	25.6
Springvale South	504	9.2
Clayton South	466	8.5
Dandenong	126	2.3
Keysborough	62	1.1
Mulgrave	41	0.8
Other	456	8.4
Total	5,459	100

82% of our clients reside in the City of Greater Dandenong. Our designated postcodes for emergency relief are Clayton South, Springvale, Springvale South and Noble Park.

Community Services Unit (cont.)

Table 5: Gender of Service Users

	Number	Per cent
Female	2,856	52
Male	2,603	48
Total	5,459	100

Table 6: Age of Service Users

	Number	Per cent
0-17	1,318	24
18-25	689	13
26-40	1,556	28
41-60	1,525	28
61-99	371	7
Total	5,549	100

Table 7: Year of arrival of service users

	Number	Per cent
Aus born/pre 1989	3,854	71
1990 - 1999	410	7
2000 - 2007	812	15
2008 - 2010	383	7
Total	5,549	100

Table 8: Birthplace of Service Users

	Number	Per cent
Australia	1,667	30.6
Sudan	301	5.5
Vietnam	235	4.3
Burmese	200	3.7
Afghanistan	183	3.4
Other Africa	160	3.0
Sri Lanka	140	2.6
Cambodia	126	2.3
New Zealand	123	2.3
Other Europe	121	2.2
Mauritius	99	1.8
Ethiopia	94	1.7

	Number	Per cent
India, Bangladesh, Pakistan	93	1.7
Cook Islands	79	1.5
Bosnia	54	1.0
Serbia	52	1.0
Samoa	46	0.9
China	35	0.7
Turkey	39	0.7
Other Asia	37	0.7
Lebanon	31	0.6
United Kingdom	32	0.6
Australia – Indigenous	67	0.5
Greece	29	0.5
Iran	27	0.5
Iraq	24	0.4
Philippines	22	0.4
Croatia	18	0.3
Italy	17	0.3
Poland	17	0.3
Somalia	15	0.3
Spain, Portugal	17	0.3
Chile	17	0.2
East Timor	9	0.2
Fiji	12	0.2
Syria	5	0.2
Other Pacific Islands	7	0.2
Other South American	12	0.2
Thailand	7	0.2
El Salvador	5	0.1
Eritrea	2	0.1
Korea	3	0.1
Laos	3	0.1
South Africa	8	0.1
Other Central America	4	0.1
Singapore	1	0.0
Taiwan	1	0.0
Other / unknown	1,155	21.3
Total	5,459	100

Community Services Unit (cont.)

Table 9: Family type

	Number	Per cent
Single	1,975	36
Couple family	331	6
Couple + children	900	16
One-parent family	859	16
Carer	49	1
Other	1,345	25
Total	5,459	100

Table 10: Language spoken at the interview

	Number	Per cent
English	3,558	65.2
Burmese	103	1.2
Vietnamese	61	1.1
Arabic	27	0.5
Dari	19	0.4
Khmer	19	0.4
Nuer	22	0.4
Bosnian	16	0.3
Amharic	12	0.2
Dinka	10	0.2
Mandarin	13	0.2
Serbian	9	0.2
Spanish	9	0.2
Cantonese	7	0.1
Croatian	6	0.1
Farsi	6	0.1
Singhalese	4	0.1
South Sudanese	6	0.1
Other African	7	0.1
Other Asian	6	0.1
Portuguese	1	0.0
Tamil	3	0.0
Turkish	2	0.0
Other European	3	0.0
Other	1520	28.0
Total	5,459	100.0

Table 11: Types of family income

	Number	Per cent
Centrelink other	2,411	44.1
Centrelink Unemploy'm't	1,222	22.4
No income	143	2.6
Employment, part-time	109	2.0
Employment, full-time	42	0.8
Employment, self	24	0.4
Overseas pension	20	0.4
Workcover or TAC	14	0.3
Superannuation	13	0.2
Other/unknown	1,461	26.8
Total	5,459	100

Table 12: Types of accommodation

	Number	Per cent
Private Rental	2,509	46.0
Public Housing	353	6.5
Owned/Buying	192	3.5
Rooming House	156	2.9
Homeless	130	2.4
Caravan	125	2.3
Boarding	100	1.8
Supported Housing	82	1.5
Other	84	1.5
DIAC	1	0.0
Unknown	1,727	31.6
Total	5,549	100.0

Table 13: Services Requested

	Number	Per cent
ER assistance	4,370	50.4
Advice and information	1,498	17.3
Advocacy and negotiation	965	11.1
Counselling, support, mediation	567	6.5
Assistance with form filling, letters	100	1.2
Crisis intervention	101	1.2
Other	1,063	12.3
Total	8,664	100

**Some clients request multiple services*

Community Services Unit (cont.)

Table 14: Services Provided

	Number	Per cent
ER assistance	3,409	34.2
Advice, information	1,589	15.9
Referred elsewhere	1,157	11.6
Unable to assist	967	9.7
Advocacy, negotiation	925	9.3
On-going	767	7.7
Counselling, support, mediation	540	5.4
Completed forms, letters	83	0.8
Crisis intervention	70	0.7
Other	469	4.7
Total	9,976	100

**Some clients requested or required a number of different services*

Table 15: Issues bringing service users to the agency

	Number	Per cent
Emergency relief	4,020	38.9
Financial basic	637	6.2
Health	558	5.4
Personal support counselling	550	5.3
Utilities electricity	475	4.6
Housing	380	3.7
Utilities gas	369	3.5
Telephone account	263	2.5
Employment/ unemploy/ workplace	234	2.3
Utilities water	209	2.0
Family, children	184	1.8
Education, training	156	1.5
Budgeting	132	1.3

	Number	Per cent
Centrelink payments or appeals	135	1.3
Financial debt management	138	1.3
Legal	117	1.1
Toy Shop	113	1.1
Drug and alcohol	72	0.7
Child support	66	0.6
Family violence	65	0.6
Immigration	60	0.6
Marriage, relationship	69	0.6
Dispute, mediation	50	0.5
Psychiatric	55	0.5
Tenancy	48	0.5
No interest loan	42	0.4
Consumer	29	0.3
English language classes	31	0.3
Explanation of Mail	26	0.3
Settlement	18	0.2
Taxation	18	0.2
Discrimination, harassment, vilification	10	0.1
Gambling	14	0.1
Municipal services	10	0.1
Rehabilitation	16	0.1
Superannuation	8	0.1
Volunteering	10	0.1
Workcover	5	0.1
Work experience	7	0.1
Rates	5	0.0
Sexual abuse	4	0.0
Other	929	9.0
Total	10,337	100

Clients present with multiple issues

Community Services Unit (cont.)

Volunteer Program

(funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA))

The Volunteer Program promotes the SCAAB vision for a socially just community in which all people have equitable access to resources, are empowered to participate and have their human rights respected and protected.

2009-2010 saw the official end of the (FaHCSIA) funded Volunteering Gateways Project at SCAAB and the implementation of ongoing work under the Volunteering Gateways to Inclusion project.

This program addresses the issues of unemployment, low income and social isolation. Continuing the valuable ideas and programs developed during the Volunteering Gateways Project. Our ongoing project provides capacity building opportunities for members of the community through a unique volunteering approach.

Facts and Figures

During the project period we had 150 people contact us wanting to volunteer. Seventy-four of these proceeded to interview and 43 commenced volunteering. This is a 29% conversion rate from enquiry to actual volunteering.

Of the 43 new volunteers, 37 were from CALD backgrounds (80%) and 21 of these had arrived in Australia within the last 5 years.

In addition to their contributions in the new volunteering areas outlined above, volunteers continued to be involved in areas previously established. These include: home volunteering with refugees and humanitarian entrants who have been in Australia less than 6 months; administrative tasks in that program and general organisational administration at both sites; reception at 5 Osborne Avenue; Tax Help; Toy Shop; and interviewing in our IRASS service which includes distribution of emergency relief.

"I am already retired ... and I thought I should do something, three things, in the coming years. First, I want to live a healthy life; second, keep myself active and be a useful person; thirdly, contribute service which can be a benefit to other people in the society. " Volunteer

Some of the services provide by SCAAB, such as the distribution of emergency relief, would not be possible without the support of volunteers. During this past year the time volunteers have given to SCAAB, for the period July 2009 to June 2010, has been 7331 hours.

Although some of the one-off events involved a one day activity (Refugee Week Celebration; Diversity Day stall), most were more substantial special projects that occurred over many months. For example: assisting the organisation over a 6 month period to develop a more integrated orientation program for staff and volunteers; development of a resource booklet for volunteers and staff assisting new arrivals in private rental searches.

In addition, the following have become ongoing, with new volunteers matched to these programs regularly:

- Home Volunteering in Settlement Grants Program
- Settlement Grants Program Administration
- Reception
- Finance/Administration
- Information, Referral, Advocacy & Support Service (IRASS) casework
- No Interest Loans Scheme (NILS) interviewing volunteers and assessment panel
- South East Migration Advice Service, admin support and migration agents
- Administration support for Child Support and Volunteer Programs
- YouthLinks Tutoring
- YouthLinks Interviewing

Specialised Volunteers

Establishment of new opportunities and support to volunteers benefits both the community and volunteers substantially. For example eight volunteers have been recruited to the NILS program since it commenced in 2008. And in 2010, volunteers have gained skills in helping people to do budgets; increase knowledge of loans and financial resources in the community; and interviewing skills.

Community Services Unit (cont.)

Employment Pathways

SCAAB has many volunteers who, due to their recent arrival in Australia and the countries from which they come, have limited knowledge and understanding of concepts and language associated with the community services sector. However their second language skills are of great value to the sector if appropriate training is available. Given the expansion of career opportunities in the sector we wanted to find ways in which we could unlock this untapped resource and thus enable them to find pathways to work and civic participation.

Training

In line with best practice standards in the field, our volunteer community information workers in IRASS are required to complete a 50 hour accredited unit titled Assess and Deliver Services to Clients with Complex Needs (CHCCS416a). During the period of this project, 17 volunteers undertook this course. We partnered with CIVIC to provide one course in our area and with them and Dandenong CAB to provide another. We also linked our volunteers into three other courses held at different times and in neighbouring areas to ours. We provided three orientation sessions (with 25 attendees) and another 12 training events on topics such as: Using Interpreters, Mental Health First Aid, Money Management, Tenancy, Energy Hardship, Utility Relief Grants, Writing Case Notes, and Statistics Form refresher. Fifty-one people attended these specific issues training sessions. Quarterly volunteer support group meetings were also held where a variety of issues were discussed and volunteers contributed ideas to be included in future training plans. Average attendance at these meetings was 12.

Volunteering at SCAAB is an essential part of our service priorities. Without the diverse range of experience that volunteers contribute, we would struggle to meet community demands and would be in danger of losing contact with the diverse and varied elements of our community, the high level corporate skills and the cultural and language skills that our volunteers bring from the world to SCAAB.

*Anna Hall,
Executive Director, SCAAB*

Volunteer Experience at SCAAB

An independent evaluation by Monash University (2008-2009) that collected and collated the entry and exit surveys from volunteers shows that 62 of the 147 volunteers completed an entry questionnaire (42%). The majority of respondents (61%) volunteered as Community Information Workers with the next largest group being in administration (32%). 28.5% of respondents volunteered in more than one area.

In terms of what respondents reported they got from their experience of volunteering:

- It has increased their adaptability to life in Australia a lot and others said it did so somewhat.
- Some reported that feelings of belonging had increased a lot and for others it had increased somewhat. Many also said that it increased their ability to combat isolation experienced.
- Respondents said their readiness for employment had increased a lot, and some said it had increased somewhat.
- In terms of readiness for education/training, some said it had increased a lot and for others it had increased somewhat.
- Respondents said their confidence had increased a lot and some said somewhat. Participants were also able to clearly articulate the values required in their work and felt volunteering had:
- Increased their understanding and tolerance of people's different values and the importance of being non-judgemental
- Led to greater understanding and tolerance of ethnic diversity and the differences in values various ethnic groups might hold
- Enhanced their sense of the importance of community service
- Increased compassion

Community Services Unit (cont.)

Funding

Willingness of the funding body to allow us to commit funds to evaluation which enabled external consultants to undertake evaluation of the program from both the staff and volunteers' views. This highlighted a number of issues that needed to be addressed e.g. more support and training for staff who take on volunteer training and supervision; clearer delineation of responsibilities of the volunteer co-ordinator viz a viz the program staff; lack of funds for reimbursement of volunteers for travel to and from the organisation is at times prohibitive to volunteering.

Investment in evaluation has facilitated and encouraged continuous quality improvement.

FaCHSIA have currently committed to one more year of funding to June 30th 2011. Ensuring

“Volunteerism is often promoted as particularly likely to contribute to social capital, the bonds of trust and reciprocity created in social networks. However, volunteer work may only lead to such beneficial outcomes when certain conditions are met. A functional approach to volunteerism (Snyder, Clary & Stukas 2000) suggests that individual outcomes, such as volunteer satisfaction and retention, are more likely when volunteers are able to meet their important goals and motives for their service in their actual activities. In a small survey of Australian volunteers, we examined whether social capital outcomes, such as generalised trust in others and psychological sense of community, were similarly related to the match of motivation and available benefits. Our results support such a contention and we discuss its implications and the need for future empirical research on the creation of social capital.”

ongoing funding remains a constant challenge for this valuable program and having a full-time

volunteer co-ordinator would assist in meeting the targets of the program. The funding only covers three days per week at this stage and the workload involved in recruitment, training and support of volunteers is substantial especially due to a high turnover in numbers of volunteers following volunteering as a pathway to work and study.

Thanks!

We value volunteers from other cultures both in our formal vision and mission and also in the way we work. This is reflected in the following comment from Max Liddell's report:

“[The volunteers] appreciated the open culture and diversity in SCAAB itself and although the term 'role modelling' was not used, the comments certainly indicated that they found the culture of SCAAB one which did reflect the kind of values the organisation saw as important.”



Volunteer Anthony (IRASS/NILS) hard at work



Ann Francis retired after 23 years of volunteering here at SCAAB. We presented Anne with a plaque and rose bush – located outside the main entrance of SCAAB.

Community Services Unit (cont.)

We warmly thank all our volunteers who worked at SCAAB in the 2009/10 financial year:

Mohamed Mohamed	Anna Klein	Rukni Abhayawarsa
Ann Francis	Anna Atkin	Jiaying Jiang
Beverley Williams	Judi Fraser	Achinie Karumaratne
Elizabeth Hess	Shane Brunning	Shereen El Ali
Merisa Chong	David Don	Barbara Tauti
Nicholas Alexander	Jackie Corentin	Tea Wolfe
Sarojini Asiruatham	Anthony Yeo	Tracy McQuaigue
Melissa Aveling	Jasmine Hou	Nathalie Nieto
Christine Ysenbruk	Shirleen Van Dort	Kim Chen
Deepa Srinivasan	Prema Kodikarage	Miriam Fonua
Joy Meng	Anne Forwood	Dorothy Ivey
Bhagyalakshmi Etta	Dharshika	Anila Anwari
Julie Klok	Adjin Velic	Jessica Zhao
Byron Kingsley	Dimuthu K	Hushang Jamaly
Pierre Mwale	Kristina Tantau	John Duong
Joseph Ladicani	Jemal Wariyo	Jesna Jayarat
Thuy Formosa	Julie Klok	Ann Francis
Stevo Milosevic	Michael Dealey	Elaine Smith
My Phuong Nguyen	Noleak Som	Kim Hua
Amelia Poole	Varsha Jadhav	Mei Sze Goh
Tony Mokdissi	Cheryline Arcena O'Brien	John Guestella
Dino Christodoulou	Lee Koh	Masuda Begum
Erika Bartz	Bhargavi Paidi	Bill Hardie
Devika Lallbeeharry	Myra White	Shofina Hosne
Hal Keegel	Elizabeth Hess	Aman Adem
Marlene de Quadros	Sita Namaratne	



Volunteer Week Celebration 2010 – Mayor Jim Memeti presented Certificates

Community Services Unit (cont.)

Child Support Program

(funded by Family Law and Assistance Division of the Commonwealth Attorney General's Department and Victorian Legal Aid Commission)

The Child Support Program aims to provide a holistic service to parents who have separated and are responsible for their children.

The service is culturally and linguistically sensitive and provided in a way that maximises the relationship between parents and the benefit to the children.

Providing child support services to the community has been always a challenge. Even though child support information and materials available to the public are user friendly, understanding the concepts involved is still very daunting for many clients, especially if they are from CALD communities.

Service Model

The Child Support Worker liaises with Centrelink, the Child Support Agency and Financial Counsellors and provides ongoing support in the form of Case Management, budgeting assistance and Community Education. Administration tasks performed by the worker comprise of assisting clients with form-filling; advocacy; referrals; preparing reports; and organising Financial Assistance.

Outcomes for the Program

Throughout the year, we have provided child support services that include information, advocacy and case management.

Information Activities	212
Advice Activities (includes face to face, telephone, mail and e-mail)	146
Clients from Culturally and Linguistically Diverse background	65%
Gender	52.05% female
Low Income customers	72.05%
Child Support Cases	31
Age	30 – 60 75%

Child Support Debt:

This year the program has seen a higher proportion of clients with debt escalating after receiving a redundancy package.

Due to the recent economic and financial situation and instability in employment, many clients were made redundant. Many in this situation did not understand that they still have to meet the child support obligations.

Unfortunately due to the lack of knowledge of the system, many clients who receive a redundancy package spend the money on paying extra off their mortgage, going on long awaited holidays or paying their credit card bills.

Many of them did not understand that Centrelink considers their redundancy payout as an income earned for the year, resulting in a delay in Centrelink payments. The Child Support Agency also calculates the payout as earned income. The Child Support Program helps people to calculate and negotiate payments.

Debt Due to Estimated Income

This is another area where clients are accumulating child support debt. Due to the current economic and employment situation, many clients are in casual, on-call or part time employment. Clients find it difficult to estimate their accurate yearly income. However, at the end of the year when they lodge their tax return the annual income can show a higher earning. The gap is then taken into account when new child support assessment is calculated.

One to one education has been provided to clients to help them avoid accumulating child support debt.

Assistance with Form Filling

Regardless of English language proficiency, many clients find it very hard to comprehend the details of the child support application forms, especially when applying for Change of Assessment. Fortunately, the Child Support Agency Change of Assessment Reform Group is improving the application forms to make them more user friendly

Community Services Unit (cont.)

Family Assistance

When a parent has not taken reasonable action to receive child support from the other parent after the separation, their Family Assistance can be affected. Some parents do not know that they are receiving a lower Centrelink payment. The information and options are given to the parent on Family Tax Benefits and some take action.

Legal Issues

Occasionally an unresolved child support issue can become a major legal issue. SCAAB is fortunate to have Springvale Monash Legal Service (SMLS) under the same roof. All child support legal cases are transferred to SMLS lawyers who are qualified in family and child support law.

Holistic Approach in Managing Cases

The Child Support Program at SCAAB takes a holistic approach. We provide case management for clients who have multiple issues around child support.

Complex issues of debt, culture, conflict and crisis are not uncommon amongst child support clients. Typically, when the problems start to escalate, the client's clear thinking declines. Clients are unable to rationalise their actions in following a direction.

Clients are assisted with such things as housing and tenancy information, emergency relief, referral and basic emotional counselling. This enables them to stabilise their situation and the children benefit from this stability.

Community Education

We have conducted eight community workshops and eleven one to one secondary consultations on Child Support Information. This year there were two education sessions on child support issues presented to an African Women's group. A session about SCAAB's Child Support structure and identifying potential Child Support clients was also conducted.

One to one education was provided for staff such as; financial counsellors; social workers; and volunteers.

Individual clients are counselled so that they understand their responsibilities, procedures and expectations of the scheme and they are assisted with record keeping, supporting documentation and details of payments.

Keeping up to date with changes to Child Support and Family Law legislative changes.

Workers actively participate in regular Child Support Stakeholders meetings, Legal Liaison and Child Support Working Groups to understand the current and up coming legislative changes to child support. Workers also attend local network meetings such as Dandenong Regional Welfare, and South East Integrated CALD Network as well as participating in the reference group meetings conducted by Family Relationship Centres at Chadstone and Berwick.

Service Initiatives

- Child Support brochures in Vietnamese and Arabic printed
- Collaboration with providers to improve the child support services to Culturally and Linguistically Diverse communities
- Planning future collaboration with organisations such as schools, neighbourhood houses and other community organisations in providing community education to better understand child support issues
- Planning to improve the money management of clients in order to meet their child support obligations without stress.
- Promoting the program widely to increase community participation
- Working closely with relationship centres and mediation centres on child support issues

Community Services Unit (cont.)

Financial Counselling

(funded by Department of Families, Housing, Community services and Indigenous Affairs and the Department of Justice)

Case Work

It is rare to find a program that is funded across two levels of government, but this is the situation with SCAAB's Financial Counselling Case Work which is funded by both the federal and state governments. This collaboration enables us to deliver a seamless service to clients. New to the SCAAB Financial Counselling program is a full-time, federally funded position that each week provides three days case management services at Osborne Avenue and two days at YouthLinks.

The majority of clients seen by Financial Counselling presented with multiple debts. These cases were complex and led to protracted negotiations with creditors in an attempt to achieve a result that was in the best interest of the clients.

Most of these clients had little or no understanding of consumer credit law and thus they were extremely vulnerable to unrealistic demands for payment from credit providers and debt collection agencies. In particular, recipients of social security payments feared that their payments would be reduced if legal action was commenced.

A steadily increasing number of clients presented with debts from 'pay day' lenders. These are lenders who lend small amounts to people primarily on social security payments. The initial interest rates plus administrative fees can lead to effective interest rates of 100% or more. Clients who take out these loans must agree to the repayments being direct debited and can therefore find themselves without any funds to pay for utilities and food after the repayment has been deducted.

Case Studies:

1. Client X was a long term recipient of the disability support pension. She lived in public housing and had no assets apart from her household belongings. The creditor was demanding repayments that were equivalent to 30% of her Centrelink income and threatening legal action if she did not comply. The Financial Counsellor explained what protection she had under the law and was then able to assist her in applying to the creditor to reduce the repayments to an affordable amount.

2. There were also clients who, after considering all of their options, chose to bankrupt. For these clients this was a positive and empowering decision that enabled them to take back some control of their lives.

The appointment of an additional Financial Counsellor in April 2010 has meant that clients living outside the City of Greater Dandenong have been able to access the service. In addition, the expanded service has led to a drop in the waiting time for clients to see a Financial Counsellor.

Community Financial Education

Two money management workshops were conducted for both the Burmese and Sudanese communities, in conjunction with SCAAB Settlement Services. Another workshop on borrowing money was conducted for the Burmese Community at Noble Park AMES and another on money management for the general public.

NILS and Do Not Knock Stickers were promoted to AMES Springvale students.

A letter was written by the Committee of Management to the Transport Minister, Tim Pallas, asking that car registration be able to be paid in fortnightly installments for low income earners.

Community Services Unit (cont.)

No Interest Loans Scheme (NILS)

(funded by the Department of Justice and SCAAB)

The 2009/10 financial year saw the first full year of operation of the NILS program. The employment of the NILS Worker was funded by the Department of Justice and the National Australia Bank (NAB) provided the no-interest loans to successful applicants. Without the generous support of the NAB there would be no loans.

SCAAB and Dandenong Community Advisory Bureau have received funding to ensure that the work over the past two years to establish NILS at SCAAB will continue.

As both organisations have similar goals in respect to the development and sustainability of NILS in Greater Dandenong, the funding has been used to employ one project worker to work over both programs and closely with other local NILS funded organisations.

The role of the new NILS worker will guide the development of the NILS programs to further expand the program through promotional strategies that meet the needs of our local community. Also to develop workable links with local retailers and other community agencies and streamline training to volunteers and improve delivery processes to ensure the future of our programs.

The catchment area for the NILS program was extended so that it is easier for clients to access the service. SCAAB opened its NILS program to residents of Clayton and Mulgrave, as access is much easier than East Burwood. After consultation with Dandenong Community Advisory Bureau (DCAB), it was agreed that SCAAB would accept clients from Dandenong and Keysborough, if they found it easier to access SCAAB than DCAB.

Stats and Trends

Overall there were 181 people who enquired about NILS loans. From this, 71 progressed to enquiry interviews, 49 application interviews were held and 36 loans were approved. Some of the enquiries were for purposes that were not suitable for NILS, such as debt reduction (5) and buying a car (3). Some of the enquiries (19) were from people who did not reside in our catchment areas so they were referred to other NILS programs. There were also a large number of clients who were booked for interviews but changed their minds about applying. A large number of NILS

clients (23) were referred to the Home Wise Grant scheme. Some were referred to other welfare agencies for furniture.

All NILS loans are currently being repaid; however some clients are behind on repayments as they stopped paying for some time or have reduced their repayments. No loans were written off this year.

Table 1: Loan purpose for NILS enquiries 09/10

Loan Purpose	No of Enquiries 09/10
Whitegoods	60 (31%)
Other Household Appliances	20 (10%)
Furniture	21 (11%)
Medical/Dental	15 (8%)
Computer	28 (15%)
Course Fees/Books	7 (4%)
Pay Bills/Debt Reduction	5 (3%)
Cars- Buy, Repairs	11 (6%)
Car Registration	7 (4%)
Other	19 (9%)
Total	191

***Total number of people who enquired was 181. Some applicants enquired about more than one item*

The NILS Assessment Panel met fortnightly to assess NILS loan applications and to decide on changes to our NILS policies.

NILS Volunteers have been trained in all aspects of the NILS program and some are competent in all areas. It was decided that all NILS volunteers should have IRASS training as there was considerable overlap in services provided to clients. Without NILS Volunteers the program could not be delivered. Thank you!

NILS staff have active membership in the Victorian NILS Network and the South East Regional NILS Network.

Community Development

A joint multilingual NILS brochure, translated into seven community languages, was produced in conjunction with Dandenong CAB and printed with funding from Good Shepherd Youth and Family Services.

New No Interest Loans Scheme (NILS) Program

(funded by The Good Shephard Youth and Family Services)

SCAAB along with DCAB have received funding to ensure that the great work that has been fostered over the past two years to establish NILS at SCAAB will continue to grow.

As both organisations have similar goals in respect to the development and sustainability of NILS in Greater Dandenong the funding has been used to employ one project worker to work over both programs, and will also work closely with other local NILS funded organisations.

The role of the new NILS worker will guide the development of the NILS programs to:

- Further expand the program through promotional strategies that meet the needs of our local community
- Develop workable links with local retailers and other community agencies
- Streamline training to volunteers and improve delivery processes to ensure the future of our programs

My hot water service blew up and I don't have the money to buy a new one. It would take 6-8 weeks to get a new one through the Home Wise Program. I don't want to be without hot water in the middle of winter. I appreciate being able to get a loan for a new hot water service.

(NILS loan recipient)

I have only been in Australia for about a year and my children need a computer for school. I am happy to be able to get a loan to pay for it.

(NILS loan recipient)

Settlement Grants Program (SGP)

(funded by Department of Immigration and Australian Citizenship)

Casework

Throughout this financial year the Settlement Grants Program (SGP) has continued to receive a steady flow of new casework referrals. The main presenting issues have been housing, accommodation, utilities, financial and material assistance, mental health, family health issues, document help, migration advice, domestic violence and other family issues.

African SGP Program

SGP Online System for Comprehensive Activity Reporting (OSCAR) data indicates that 203 client contacts were achieved this year. Accommodation represented 17% of the issues presented. OSCAR also indicated that 214 referrals to external organisations were made this year and we feel confident that our clients have been linked to mainstream services and continue to receive support.

Generalist SGP Program

SGP OSCAR data indicates that 479 client contacts were achieved this year. Issues presented were: accommodation, tenancy issues, health issues, family violence, legal and immigration, financial support, income support and family relationships and a range of other different but related issues. OSCAR also indicated that 637 referrals (formal and informal) were made.

Complex Case Management

SCAAB was established as a provider of Complex Case Management (CCM) services in the 2008/09 financial year, funded by the Department of Immigration and Citizenship, via our partnership with AMES Integrated Humanitarian Settlement Services (IHSS). The CCM program provides short-term intensive and specialist support to families and individuals from refugee backgrounds experiencing multiple complex barriers to settlement.

This year has seen the CCM program consolidate and expand to provide services to 10 individuals and families. These cases have presented a diverse range of issues including homelessness,

Community Services Unit (cont.)

family breakdown, domestic violence, legal, early parenthood and supporting a child with a disability. SCAAB continues to receive referrals for CCM services both internally and through partnerships with external community organisations.

Issues

Housing still remains one of the top issues for our clients; however we have seen an increase in the number of our clients presenting with family relationship/violence issues. Material / financial aid were also issues as we saw an increase in the number of clients requesting emergency relief. Our clients are needing more support in the area of general and specialist health services/appointments particularly with Generalist clients.

Community Development

We have delivered a range of community development projects during the last financial year including information sessions.

Information Sessions

We provided 10 information sessions on topics such as Family Relationships/Mediation, Money Management, Victorian Legal System, Family Violence, Immigration, NILS and an overview of SCAAB services and volunteering.

With our Money Management sessions some of the feedback gained is as follows:

Information was very useful because we know not to sign any contract if we don't understand. Also understand about interest.

All good. This training was very useful for us. We learnt a lot.

Clients have requested more information on migration matters because of their desire for family reunion. These matters can overwhelm clients and the group sessions are an extremely effective strategy for imparting information and for specific communities to support and assist their members from within.



Community Consultations

We conducted community consultations on issues affecting the Nuba Mountain community.

Leadership Dialogues

We organised six Leadership Dialogues on various topics requested by the Sudanese and Burmese Community Leaders, including:

- Victorian Legal System
- Child Support
- Family Relationship Centre (family mediation)
- Child Protection

From our observations it appears that some communities are more confident in this area. The community leaders are also able to independently organise community events and invite mainstream service providers.

Housing

We organised a forum in conjunction with Centrelink, WAYSS and Consumer Affairs Victoria. We have continued to advocate on the issues of housing for our client groups.

Advocacy

We created an information pack for real estate agents in our area. The pack contained information on SCAAB services, SGP program and the client supports available as well as information on the Telephone Interpreting Service (TIS). The packs also contained contact numbers for agencies and workers that could be contacted if the agents are having difficulties working with our clients.

Other Projects

We trained two female community leaders from the Burmese community to conduct surveys to establish and develop a better understanding of the Burmese women's strengths, goals, dreams and ambitions. As a result of this, the two leaders have been supported and are currently exploring applying for the Women's Leadership Grants in 2010-2011. SCAAB workers will support them in their application if required. If successful, they will use the grant to run their own groups and social activities for Burmese families, including celebrations, women's groups, playgroups and homework support.

Community Services Unit (cont.)

Achievements

Through our case work and community development projects our clients have increased their knowledge and understanding of Australian mainstream services. Many of our clients are now able to access many mainstream services independently.

We have assisted many individual clients to resolve settlement issues, through better knowledge and confidence, which has enabled them to successfully access other services. Through our advocacy we have achieved better outcomes for our clients in respect of housing. For many of our clients we were able to:

- Advocate on various settlement issues
- Build more links with mainstream family support services through networking
- Build trust and relationships with individual clients and with community leaders.

Case Study

One of our African clients presented at SCAAB requesting assistance with housing.

This client had come to Australia on a family visa 202. Due to the breakdown in family relations, our client became homeless with her children, moving through a series of short stays with friends or family. We were able to advocate for our client to be put in Transitional Housing Management (THM) accommodation because she was unable to secure private rental as a result of the many other complex issues she faced. Workers then advocated for the client with the Office of Housing for public housing. We completed a housing application for her and the application under Segment 1 was approved.

Within months she was able to move to secure public housing. We have also supported her to address other complex issues such as health, family breakdown, and social isolation. Workers empowered her with information and linked her to other mainstream services.

We have since observed positive changes in her. She has become more confident and is able to deal with issues more independently. We have also observed that she has improved her language skills after she was supported to attend her language classes.

The client has stated that the secure housing has changed her life and she feels very happy and greatly appreciates the support provided to her by her worker and SCAAB.

Integrated Humanitarian Settlement Strategy (IHSS)

(funded by Department of Immigration and Citizenship, in partnership with the AMES Consortium)

SCAAB in partnership with AMES consortium has been delivering the IHSS program since the beginning of this current IHSS contract in 2005. The IHSS program is funded by the Department of Immigration and Citizenship and provides intensive settlement support and assistance to refugees and special humanitarian entrants in their initial settlement in Australia for a period of six months and up to twelve months after arrival. The IHSS consortium partners include Adult Multicultural Education Services (AMES), Springvale Community Aid and Advice Bureau (SCAAB), the Brotherhood of St Laurence, Redback Services and Foundation House.

SCAAB and AMES provide case coordination, information and referral. Redback Services provides on-arrival reception and accommodation. The Brotherhood of St Laurence is responsible for the provision of basic but comprehensive household goods packages to entrants whilst Foundation House's role is the provision of short term torture and trauma counselling.

Overview of Service Delivery

The first half of this financial year saw a rapid increase in the referrals to the IHSS program. This increase has necessitated an increase in the IHSS staffing levels to meet with the increase in referrals, mainly due to the 866 visa holders from Christmas Island. The period also witness a higher than the normal level of interstate and intra-contract transfers.

Housing

Housing has been an issue for IHSS clients and particularly in the last three years. However, despite the competitiveness of the rental market, IHSS has successfully placed an overwhelming majority of its clients into long term accommodation.

Strength Based Approach

In December 2009, AMES Settlement Services held reputedly one of the most successful IHSS conferences ever. One of the major outcomes of the conference was the introduction of the strength based model to replace the outcome based model. The strength based model places clients in the centre of case coordination, positively exploits the client's strength and potential, and involves working with clients in the design and delivery of the service to best suit their needs. This approach was highly applauded by the participants in the conference and has since been employed in the delivery of the IHSS service to clients.

Community Services Unit (cont.)

Interstate Transfers

There have been a significant number of interstate/ intra-contract transfers to IHSS at SCAAB in this financial year. Most of the transfer cases are the 866 visa holders. Because the majority of these visa holders are single men who left their families behind, they are constantly on the move searching for employment opportunities, hence moving across states. This unfortunately creates an additional administrative load for IHSS workers. Some clients miss out on services as they cannot be located, particularly when the original IHSS provider is not aware of a client’s movement.

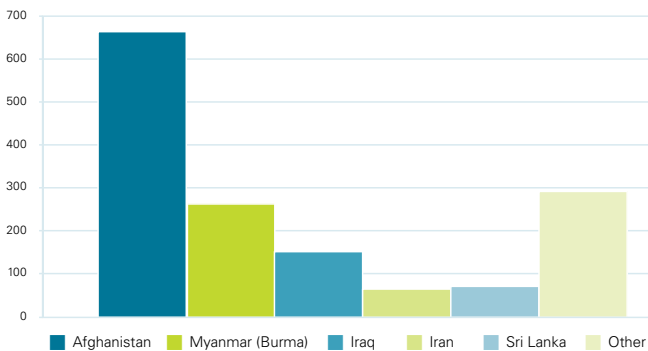
Information Sessions

The IHSS program has organised two “Proposers” information sessions for the Burmese community in the South East region. The two sessions had speakers from Centrelink, Migration Advice, Mediation, the Refugee Health Nurse, and Housing and Employment. All talked about the services they provide and how IHSS clients can benefit from their services. Migration advice has emerged as the subject of interest to most of the attendants at the two sessions and IHSS is planning to hold another migration session in the near future.

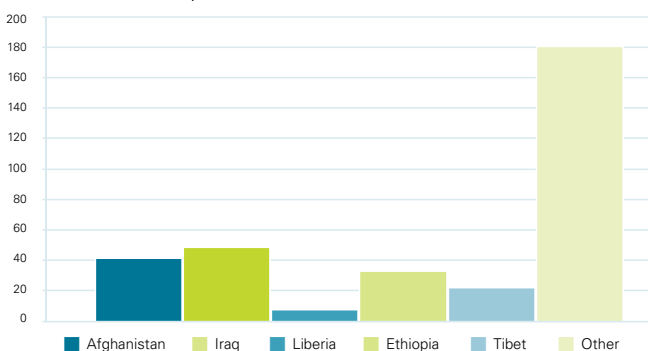
Referral Graph

(July 2009-June 2010)

Country of Origin
Refugees



Country of Origin
Special Humanitarian Entrants



Achievements

2009-2010 is another year of great achievement for the IHSS program. As illustrated in the graph, the IHSS program has exceeded its annual referral quota by a very wide margin. The first half of the year in particular witnessed a rapid rise in referrals, mainly due to the increase in the issuance of permanent residency visa to onshore refugees.

IHSS workers and the Refugee Health Nurse have been working very closely. This collaboration has yielded positive outcomes for clients in faster access to health and allied health services.

Although the majority of IHSS clients are housed in private rental accommodation, there is still a cluster of clients who find it extremely challenging to access affordable private rental accommodation. For this group of clients, IHSS workers have been successful in advocating with housing agencies to place a number of these clients into the early waiting list for public housing. A few of those on waiting list have already moved to properties.

IHSS has delivered two successful information sessions to the Burmese community in the local area. The sessions were well attended and the feedback was excellent.

Community Services Unit (cont.)

Refugee Action Program

(funded by the Victorian Multicultural Commission)

History of Refugee Action Program (RAP)

The Refugee Action Program (RAP) evolved from the Refugee Brokerage Program (RBP), which Springvale Community Aid and Advice Bureau successfully delivered from 2005/06 to 2008/09.

The RAP maintains and builds upon the proven strengths of the RBP while incorporating several of the recommended improvements identified in Victorian University 2008 evaluation of RBP.

Finding from the evaluations included:

- Leveraged and coordinated resources across a range of service providers and other local organisations
- Formed strategic partnerships and linkages between communities and local organisations
- Mitigated social isolation among vulnerable people from refugee backgrounds
- Enabled communities to gain greater access to mainstream services and
- Acted as a catalyst for change and increased community self-sufficiency

Purpose

The RAP empowers communities from refugee and humanitarian backgrounds to:

- More fully participate in and engage with their local communities
- Access existing services
- Identify local issues and concerns
- Plan tailored, community-owned responses and
- Enhance local capacity and improve settlement outcomes

The RAP also provides a point of coordination for service providers as it enables them to better understand and address local needs of communities from a refugee background through direct collaboration with the communities.

Key Features

The South Eastern Refugee Action Program is delivered in partnership with the South Eastern Region Migrant Resource Centre and works closely with the following newly arrived communities:

- Afghan-Australian Women and Youth Association
- Nasir Community Association
- The Association of Hazara in Victoria
- Baai-Bor Women in Australia

- Burmese Welfare Operation
- Australian Burundian Community in Victoria
- Burmese Muslim Community Association
- Newly arrived Sir-Lankan Tamil Community

Steering Committee

The RAP Steering Committee leads the development and implementation of this program and meets regularly to administer and identify community issues and solutions. The Committee is made up of key leaders from the RAP communities with diverse membership including representation from women and youth.



Refugee Action Program Steering Committee

Program Partners

Program Partners involved in RAP meet quarterly to provide the program with collaborative and coordinated support and responses to improve outcomes for the communities. The RAP recognises the contributions of these partner agencies and thanks them for their ongoing support, including:

- Victorian Multicultural Commission
- City of Greater Dandenong Council
- City of Casey Council
- City of Frankston Council
- Kingston City Council
- Greater Dandenong Community Health Service and Casey Cardinia Community Health Centre
- Southern Ethnic Advisory and Advocacy Council
- Foundation House
- AMES Employment
- New Hope Foundation

Community Services Unit (cont.)

Enabling Funds

A significant portion of all RAP funding (at least 25%) is ear-marked as community 'enabling funding'. These funds, which can be used for a wide range of capacity building activities and projects that are community-identified and driven, enable communities to collaboratively determine the means and methods by which they are supported and empowered.

Tier 2 Communities

The Tier 2 Communities were previously supported by the RBP and are provided with limited ongoing support when needed, these communities include:

- Somaliland Women's Association
- Hazara Australian Community Association of Victoria
- Afghan Australian Philanthropic Association
- Nuba Mountains Cultural Society of Victoria
- Australian Chollo Community
- National Sudanese Australian Youth Council
- South Sudanese Equatorial Community Association and
- Somali Cultural Association.

Once a community is relatively sustainable, it is transitioned out of the program or receives less intensive support. Other, perhaps somewhat more vulnerable, newly arrived communities are engaged. This generates a cycle of more established communities transitioning out of the intensive support of the RAP and more vulnerable communities receiving direct support.

Achievements

- SERAP Refugee Week Celebration
- Advocacy to DIAC from the Tamil Community regarding new refugees
- Successful access to funding to develop and build on youth activities in two communities
- Extensive community consultations leading to a comprehensive mapping of local priorities, needs, concerns, stakeholders and potential responses for individual communities
- Information sessions/skill building including;
 - Basic legal rights
 - Family migration



Celebrating refugee week



Employment Services Unit

The Team:

Rita Battaglin, Sue Ellingworth, Daniela Markovic, Beverley Daniels, Richard Dzwonkowski, Jane Sison Versoza, Sarah Meyers, Jennefer Hally, Michelle Nguyen

Job Services Australia (JSA)

(Funded by the Department of Education, Employment and Workplace Relations)

The past year has seen some significant changes to SCAAB service delivery around employment related programs. In 2009 the Personal Support Program (PSP), along with six other separate services was amalgamated into a single employment program, Job Services Australia (JSA).

SCAAB tendered for JSA as part of the AMES consortium, consisting of AMES Employment, Skills Plus, Victoria University and SCAAB. The AMES Consortium was successful in securing two specialised contracts across various employment service areas, for culturally and linguistically diverse and youth clients.

In July 2009 SCAAB commenced delivering JSA in the Bayside Employment Service Area, which spans the region from Box Hill through Springvale, Noble Park, Moorabbin and Dandenong. SCAAB delivers services to Stream 4 jobseekers, who are classed as having the highest level of disadvantage and often were previously eligible for PSP.

The program's focus on employment as opposed to social and non vocational outcomes poses an enormous challenge for Stream 4 clients, as it requires that significant barriers such as language, health, homelessness, drug and alcohol dependency and mental health issues are addressed and stabilised so that they can be assisted to gain and maintain employment. To do this, the focus of service delivery has shifted from concentrating on barriers to focusing on ability

and coping mechanisms to help clients to function and work instead of being isolated or excluded from the community. The program aims to achieve real and lasting change in the lives of the most disadvantaged so that they may participate socially and economically in the community.

SCAAB delivers JSA across three main sites: Box Hill, Springvale and Noble Park with outreach services to Moorabbin and Oakleigh. Our partnership with AMES has enabled us to share resources and expertise and has provided ongoing support to SCAAB as the program was established. As relationships within the consortium deepen, increased collaboration will provide advantages for our clients.

Over the first year of JSA we have established effective working relationships within the consortium and have worked to transition our vulnerable clients to a service with a new focus. Staff are now forging relationships with employers across the south eastern region and towards the CBD to provide opportunities for our jobseekers.

JSA provides both vocational and non vocational support including referral to counselling, drug and alcohol, accommodation and health services as well as vocational training and licenses. The JSA team work in conjunction with SCAAB services such as IRASS, Cairnmillar psychologists, complex case management and financial and accommodation services to assist clients, as well as drawing on community resources such as Foundation House, South Eastern Drug and Alcohol Service (SEADS) and Southern Health Services.

Vocational training is sourced through TAFE and private training providers to update and enhance skills, improve basic language and literacy and to provide qualifications to enhance employability. In line with the federal government's focus on skilling Australia for the future, JSA services provide valuable opportunities for clients to gain qualifications and improve their skills.

Employment Services Unit (cont.)

At YouthLinks in Noble Park, the JSA program is delivered as part of the suite of services offered to vulnerable youth at the site. JSA staff members are working in conjunction with the YouthLinks team and Centrelink Outreach to provide wrap around services incorporating employment assistance, case management and various support services including drug and alcohol counselling and accommodation assistance with a youth focus. This collaboration is producing rapid and encouraging results and young people are reaping the benefits as they make significant strides towards addressing their barriers and beginning to take control of their lives.

The number of clients exiting the service through employment is growing. Some promising relationships have been established with employers such as The Mill Restaurant, who have employed a Youthlinks client as an apprentice chef and Melbourne River Cruises, who have employed two SCAAB clients to date as a general deck hand and a ticket seller. We are also working with various recruitment agencies and apprenticeship brokers as well as tapping into the employer networks of our consortium partners. The collaborative working models established within the consortium allow us to share opportunities among the partner organisations and source placements that suit our clients' circumstances.

Each employment or education placement represents a great achievement for our clients, who overcome significant levels of disadvantage and often display strong determination to move forward in their lives. With the combined resources and support of the AMES Consortium, the dedication of the staff in the Employment Services Unit and the support and assistance of SCAAB and Youthlinks, the number of success stories is expected to increase, producing both social and employment outcomes for our clients and achieving significant change in their lives.



Top: Leslie Bowman, apprentice chef at The Mill Restaurant

Bottom: Members of the Consortium Operations Group. Ben Vasiliou-Skills Plus, Cindy Smythe - AMES, Foon Ng- Skills Plus, Rita Battaglin-SCAAB, Charlie Pagano-VU, Cathy Hendy- Skills Plus

Youth Services at YouthLinks

The Team:

Denise Goldfinch, Martin Sykes, Samuel Kuot, Hung Truong, Garrett Teters, Giota Angelides, Norma Goyenechea, Jennefer Hally, Oliver Maboreke, Dashnie Dealey, Anna Atkin

Welcome to YouthLinks

YouthLinks is the home of the Youth Services Unit at SCAAB. Based in Noble Park, YouthLinks provides a range of services to young people and a place to hang out, catch up with friends, meet other young people in the area and access computers.

YouthLinks Official Launch

YouthLinks found a new home in Douglas Street Noble Park this year. The new site was officially opened in April by City of Greater Dandenong Mayor Cr Jim Memeti. Over 100 people attended the opening at the new YouthLinks site. The event was well supported by Youth Links clients, the local communities, Noble Park RSL, Victoria Police, CFA and various colleagues from youth agencies in the region. The Lions club of Noble Park and Keysborough did a great job providing the food and we were royally entertained by the excellent Pacific Islander music and dance group.

The launch was followed by a concert at the Paddy O'Donoghue Centre, where over 150 people were entertained by traditional Oromo and Afghani dancing, a fashion parade, a Springvale Monash Legal Service (SMLS) skit about driving offences, singing and rap music (Freeza). We are proud to say that virtually all of the participants in the concert are clients of Youth Links. We thank City of Greater Dandenong Council (CGD) Youth Services (Freeza), SMLS and Southern Community Health youth service from Springvale for their support in presenting the concert.



Roz Blades launching YouthLinks



YouthLinks concert

Youth Services at YouthLinks (cont.)

Drop In Service

(funded by Office of Youth)

The YouthLinks Drop In service operates from 2pm to 5pm Tuesday to Friday. The service provides information, referrals, personal support, crisis intervention, advocacy, emergency relief and other practical support to young people aged 14 to 25.

The Drop In service experienced a significant increase in demand for services in the 2009/10 financial year with 4,087 young people receiving services compared to 2,242 young people in the previous financial year. In this financial year, YouthLinks Drop In service exceeded the contracted service target by 1362%.

Sixty percent of young people accessing the Drop In service were of African background. Fifty-four percent of young people accessing the Drop In service were unemployed. Sixty Percent of young people presented for emergency relief as part of their Drop In access.

The most common presenting issues at Drop In have included debt, parental issues, family breakdown, difficulties accessing mainstream services, housing, drug and alcohol issues, family violence and legal issues.

Although only 9.1% of young people accessing Drop In identified as being homeless, we are confident that this percentage is significantly higher in reality due to several notable issues. We have worked closely with young people to explore their views of homelessness and what would constitute being homeless in an effort to develop the right questions to gain the most accurate response from clients about their accommodation status. Interestingly, the vast majority of young people who access YouthLinks services will not identify as being homeless if they are able to move around different friends houses and sleep on their couch. Whilst the majority of young people we service do not identify as being homeless, we now find that over 41% of them don't know where they will be sleeping in 3 days time. This 'hidden' homelessness impacts significantly on young people and our Drop In services have been expanded to address some of the resulting issues.

Supported Accommodation Assistance Program (SAAP)

(funded by Department of Human Services)

SCAAB's SAAP Team assists homeless and at risk of homelessness young people to overcome and reduce the challenges to obtain and maintain suitable and affordable housing. The SAAP program aims to provide the best possible service to meet individual client needs by encouraging young people to make informed choices and decisions, to learn independent living skills and to take control of their lives.

During financial year 2009/2010, the program's achievements include:

- Assisting 137 young people, most coming from African countries
- Meeting the Program target of 159 support episodes

Youth housing support workers have observed ongoing challenges facing young people attempting to access limited housing options due to:

- Limited emergency housing for young people in the region
- Private rental market increasingly unaffordable for low income young tenants
- Public housing becoming less of an option for single young people

The impact of insecure housing and homelessness on young people's health, wellbeing, education, employment and social life cannot be overstated. SCAAB's SAAP Team endeavors to assist young people who are amongst the most in need and disadvantaged in our community. We provide a range of services and supports to young people experiencing or at risk of homelessness to minimise the long term impact on their lives.

Employment, Education and Training (EET)

(funded by Department of Human Services)

The EET program provides important support for young people experiencing or at risk of homelessness. This program offers support services and brokerage funding to young people to assist them to remain in education or employment. When homelessness or unstable housing leads to disengagement from education and employment, the EET program works with the young person to get them back on track and minimise the impact on their future.

We are very proud to have assisted 49 young people to engage in education and employment pathways in the 2009/10 financial year against a target of 10.

Intensive Case Management (ICM)

(funded by Department of Human Services via Hanover Welfare Services)

The aim of the Intensive Case Management (ICM) initiative is to assist young people, aged between 18 and 25 years, who have multiple high and complex needs. The ICM program provides an avenue for clients who experience recurring homelessness to be adequately supported in addressing the multiple and complex issues by allowing the time, flexibility and case work capacity to work intensively with clients.

The outcomes we have achieved in this program are directly related to the fact that we are able to invest the high level of time and support that many young people need to gain the confidence, life skills and personal resources they need to reach their full potential.

Case Study:

Client X is a 20 year old woman from a refugee background. She has no family support and has been estranged from her family for a number of years as a result of family conflict and family violence.

Issues faced by her have further been impacted by the resettlement process, for example the client has had disrupted education; has limited English language skills and had limited understanding of the Australian culture and service system. In addition to issues relating to resettlement, the client has also experienced trauma relating to her experience as a refugee and as a victim of family violence and domestic violence.

She has experienced recurring homelessness since arriving in Australia and has resided in more than fourteen properties in the past five years including youth refugees, boarding houses, couch surfing, the family home and emergency accommodation. Since becoming homeless, the client has had limited and sporadic engagement with support services.

Working intensively with her has enabled the ICM worker to assist with advocacy and support with Centrelink, stabilising client's current form of income. This client has now been assessed as requiring stream four support from Job Services Australia and as a result the client has been linked to the appropriate services so they can re-engage in education and employment.

Youth Services at YouthLinks (cont.)

Binge Drinking Community Level Initiative Project

(funded by the Federal Department of Health and Ageing)

Pasifika Youth Musika Program

This is a 10 week community music recording program to engage young people from the Pacific Islander community. This initiative provided an opportunity for the young people to express and share their culture through music and dance. The program works to increase the young people's self esteem and confidence in their talents and abilities. Facilitators for the program are drawn from elders from the Pacific Islander community, community artists, YouthLinks, Southern Health and local media organisations. This program ultimately aims to strengthen young people's connections to peer groups, family, community and support services in the region.

Te Waka One Ocean Touch Rugby Program

YouthLinks supported this program run through Southern Health and One Ocean. Up to 14 young people participated in this 6 week program. This was a program that promoted self awareness, cultural identity, health and social well being among young people.

YouthLinks Leadership Program

This has been one of the most innovative programs this year. The program aims to motivate young people to take up leadership roles and ownership of initiatives in their community through increased participation. The group consists of 15 young people with 6 youth mentors from YouthLinks and Springvale Monash Legal Services (SMLS). The group meets on a Thursday every fortnight for planning meetings. The YouthLinks Leadership Group was very active in planning the YouthLinks launch in April, a Youth Social Sausage Sizzler and are currently planning for a Sport for All event to promote community engagement and interaction between peers in the latter part of the year.

We look forward to supporting this very committed and talented group of young people to become even more active next financial year.

Cooking Safari Project

This was a holistic early intervention cooking program for young people in independent transitional housing, at risk of leaving school or generally disengaged. This 10 week program was delivered by YouthLinks and Chisholm TAFE thanks to a donation from the William Angliss Charitable Fund. Twelve young people from Keysborough College Springvale participated. Guest chefs from local agencies like South East Migrant Resource Centre, City of Greater Dandenong and The Leader Newspaper all provided motivation to the young people. All young people actively participated in the cooking and group empowerment activities. The young participants are due to graduate and will receive food handling certificates.



Cooking Safari participants

Settlement Grants Program African Youth Service

(funded by Department of Immigration and Citizenship)

The Settlement Grants Program (SGP) African Youth Service provides settlement support services to young people from African backgrounds in their first 5 years in Australia. Eligible young people are assisted with education via homework assistance, cultural knowledge through group based programs, intergenerational issues through personal development programs, employment assistance through job clubs, housing through advocacy and emotional support through case work and case management.

One of the new activities introduced this year was the African Young Women's Camp.

Youth Services at YouthLinks (cont.)

African Young Women's Camp

(in partnership with South Eastern Centre Against Sexual Assault (SECASA))

In April 2010 SCAAB and the South Eastern Centre Against Sexual Assault collaborated to run the African Young Women's Camp for eleven women and their 12 children. The women were aged between 19 to 25 years, from a mix of Sudanese tribes and languages, and, have been in Australia varying lengths of time. Their children aged from 4 months to 4 years. Despite these differences, the shared experience of being mothers bonded the group together. By the end of camp, all participants were exchanging phone numbers and planning more social events.

The camp ran for three days at Camp Manyung in the coastal location of Mt Eliza, and provided an environment where the participants could discuss relationships, parenting and health. Indoor and outdoor activities were run, interwoven with educational discussions, along with an art-therapy session conducted by an art therapist.

Childcare was provided on camp which allowed the women to enjoy self care activities and take part in a giant swing. For many participants, it was the first opportunity to attend a camp, visit the beach, and participate in outdoor adventure activities.

The women's response to the camp was overwhelmingly positive. Participants said they enjoyed talking and laughing as a group of friends, eating meals together, enjoyed the outdoor activities, and benefited from discussions and sharing experiences about parenting and

re-settlement. Participants reported making new friends while on camp who they have remained in contact with since camp. Based on participants feedback and the facilitators observations, the camp was successful in providing links with formal and informal supports, increased knowledge of parenting, decreasing social isolation, increased connection and pride to personal identity of being a mother, and, trust and rapport built between the group and service providers involved.

The consensus from participants was that they are excited to participate again in such a camp, would like the camp to be longer, incorporate more activities and more participants. Everyone is looking forward to a second camp later in the year!

Springvale Monash Legal Service (SMLS) – legal information for young people

For the second year, SMLS has outposted legal services at YouthLinks every second week. Monash University students under the supervision of a solicitor have based themselves at YouthLinks offering a drop in service for young people. This has allowed initial contact to be made in a space where young people are comfortable and familiar with. Being on site to provide information and advice about legal matters has addressed many of the issues that have, historically, prevented young people from accessing these services.

We would like to thank SMLS for their continuing commitment to YouthLinks and the young people they assist.



African mum's camp enjoying some time out

Operations

The Team:

Ellen Ward, Eddie Bautista, Dharshie Ratnasingham, Anne Forwood, Phyllis Cisternino, Hilda Saultry, Lyn Haden, Caroline Dann, Ruben Ramdhony, Rebecca French, Chris Mitchell, Rosemary Campbell (PA to Executive Director)

Quality Improvement & Community Services Accreditation (QICSA)

Last year SCAAB commenced the process towards accreditation against 18 HASS (Housing Assistance Service Standards) and 17 Health and Community Service Core standards. This action was prompted by the fact that our Supported Accommodation and Assistance Program is required by its funding body to undertake the HASS accreditation process. It was decided that simultaneous accreditation of the whole of SCAAB against the Health and Community Service Core standards would require relatively little additional effort for considerable benefit in terms of program improvements, reputation and potential funding.

The SCAAB QICSA review was conducted by a Review Team of four on June 1, 2 and 3 2010. At the end of the last day the Review Team provided verbal feedback, their draft written report to be forwarded within six weeks. The three possible levels of attainment against 18 HASS standards are Met; Met in Part; and Not Met. SCAAB achieved Met against all 18 of these standards. The four levels of attainment for the 17 Health and Community Service Core standards are Exceeded, Met, Met in Part, and Not Met. SCAAB achieved Exceeded against two standards, Met against 13, and Met in Part against two. Those standards against which Exceeded was achieved are 2.3 Ensuring cultural

safety and appropriateness, and 3.4 Community and professional capacity building, reflecting the strength of SCAAB's core programs. The two standards Met in Part are 1.5 Knowledge Management and 1.7 Legal and regulatory compliance. The Review Team acknowledged that SCAAB was well on the way to meeting these and SCAAB was granted a three month "period of grace" in which to demonstrate that it has plans in place to adequately address the two Met in Part standards. This information will also form part of the Quality Workplan, the set of written priority continuous improvement projects, agreed between QICSA and SCAAB, to be achieved between now and the next review in three years time.

The QICSA Review Team was highly complimentary about our results, commenting that SCAAB's considerable achievements have been recognised in its local service environment and that the organisation demonstrated a firm commitment to remaining relevant to its communities while undergoing a significant change process in order to maximise opportunities for organisational growth and development.

Summary of “Living, Learning, Working” Collaborative Internet Innovation Fund Project

The “Living, Learning Working” project is a two year initiative (January 2010-December 2011) that has been funded by Multimedia Victoria’s Collaborative Internet Innovation fund. SCAAB and its project partners, AMES, New Australia Media (NAM) and Monash University, are working with a number of culturally and linguistically diverse community groups in the City of Greater Dandenong to develop a community channel. The channel will be a web-based interactive service that will facilitate communication within, between, and to, these groups. The channel will utilise a range of web 2.0 technologies, such as social software, blogs, wikis, and video and audio functionality, to encourage community members to share stories, news and information with each other and to create and respond to their own content.

There will also be an opportunity for SCAAB, AMES and other service providers to contribute content and ideas. Content and interaction will be available in English, as well as a number of community languages and support alternative scripts, such as Arabic. Solutions will be developed to enable access to the channel from mobile telephones.

This community channel aims to provide CALD community members, newly arrived migrants and refugees as well as more established communities, with a space where they can share information and stories about living in the City of Greater Dandenong, in particular the issues they face as CALD community members, such as securing housing, employment and education. The initiative has a particular focus on providing training to community members in basic and advanced IT skills, for example how to create and edit a web video, as well as content creation.

After a lengthy funding submission phase throughout July-October 2009, SCAAB and its partners were advised that the submission was successful in November 2009. The project has now been running for six months. During this time, we have successfully engaged with five community groups around their training needs, and how they would like the community channel to function. A group of four students from Monash University have been developing the technical aspects of the community channel site, to be ready by the end of 2010.

The project aims to engage community groups with technology in ways that will benefit them but also the wider community, and to encourage communities to collaborate and support each other as they engage with the new technologies on offer.

Partnerships

Cairnmillar Institute

SCAAB's and Cairnmillar's partnership has entered its fifth year and the internship program continues at full capacity. This financial year we have placed two Provisional Psychologists on placement which has increased our counselling hours to the community. The high quality of their work and their genuine interest in the psychological welfare of clients reflects the students' and Institute's high service standards. Referrals for counseling come externally through the IRASS program and internally through Settlement, Youthlinks and Employment. Internal supervision has been provided to the students on placement in the spirit of supporting their role and work. We hope to continue the partnership arrangements with Cairnmillar into the next year and beyond.

South Eastern Migration Advisory Service (SEMAS)

(joint project with SMLS – funded by the Bennelong Foundation Philanthropic Trust)

SEMAS continued to respond to community needs amidst uncertainty about the future of the program due to lack of funding. Even with funding from SMLS and SCAAB, the program was forced to scale down its services to the community. As alternative funding was not forthcoming, the program was mostly confined to servicing existing clients during the financial year. The program also underwent a number of staff changes including the resignation of Migration Agent Daniel Moya.

Unaccompanied Refugee Minors

Despite these setbacks, the program was able to support 34 young refugee minors in their application for family re-unification. These young persons needed intensive and sustained support as their applications were affected by a series of ad hoc changes to immigration processing procedures. In assisting these young persons SEMAS worked closely with the Department of Human Services Refugee Minor Program, AMES and the Consortium for Unaccompanied Humanitarian Minors.

Impact of Policy Changes

Although SEMAS worked tirelessly to serve some of the most marginalised sections of the community, many of our clients were faced with adverse outcomes to their applications for family re-unification under the Special Humanitarian Program. This was a direct result of the strict quota allocated for humanitarian visas under this Program being applied to new arrivals on Christmas Island. Family re-unification remains

the prime concern for recently arrived humanitarian migrants, and the closing of this option has left many of our clients extremely distressed.

Community Legal Education

A short-term grant from the Victorian Multicultural Commission enabled the program to respond to requests from recently arrived migrants and community workers in the South Eastern region for information sessions on Australia's Migration Program. Ten information sessions were held for the Afghani, Burmese, Sri Lankan, and African communities in Springvale, Noble Park, Dandenong and Morwell in collaboration with other community services. These sessions were attended by over 250 people. SEMAS would like to acknowledge the assistance of former Admin Assistant Janerose Okello, for her help in organising these sessions and Migration Agent May Farah from New Hope Foundation, Melinda Jackson and Dr. Jeannette Shopland for their assistance in delivering these sessions. SEMAS would also like to acknowledge Monash Law Students for their assistance in preparing material for these sessions.

Advocacy/Law Reform

During the year SEMAS was presented with numerous opportunities for advocacy. SEMAS worked closely with Dave Taylor on developing Law Reform projects to address the needs of Burmese Refugees facing difficulties in obtaining exit visas from Thailand. Many problems faced by refugee minors in applying for family re-unification have emerged during the year. Our response included the examination of Australia's obligations in keeping with the Convention on the Rights of the Child.

Appreciations

SEMAS wishes to acknowledge the invaluable contribution of our dedicated team of volunteers. The program has greatly benefitted from their knowledge and expertise. Their support has enabled the program to assist a wider group of clients. In particular, the program would like to thank Dr. Jeanette Shopland, Melinda Jackson, Trang Nguyen, Anne Garner and Mitra Pirouzgar for their valuable and committed assistance. SEMAS would also like to thank Migration Agent Catherine Burnett and Migration Agent and Solicitor Priscilla Jamieson from the Refugee and Immigration Legal Centre for their support and assistance to the program. SEMAS would like to recognise the work of Daniel Moya supported by Janerose Okello in increasing the availability and range of services provided. As a result, our program continues to receive widespread recognition and appreciation from individuals and agencies within the community.

Co-located Services

The Federation of Chinese Associations Victoria

The Federation of Chinese Associations Vic (FCA) is a community organisation which represents 58 Chinese organisations across Victoria. The association provides social services to Chinese migrants in the City of Greater Dandenong, Monash, Melbourne, Yarra, Glen Eira and Brimbank. Currently FCA delivers its outreach services in Springvale, Dandenong, Mount Waverley, Oakleigh and St Albans. The outreach service at SCAAB helped local Chinese migrants with their problem and difficulties, assisted the local Chinese social support group with their community development related needs and linked them with local councils and other service providers. Each year around 300 people use FCA Springvale outreach service to gain help and assistance. Support to groups included government service information sessions, computer training, English study and ongoing activities which enabled local community to develop a social support network and connections with mainstream services so they gain better access.

Counseling Program for Indo-Chinese People Entering Community Correctional Services (INDECOS)

The INDECOS program has provided a worker from the Australian Vietnamese Women's Association who is out-posted at SCAAB. The project assists people with Asian backgrounds completing parole, Intensive Corrections Orders (ICOs) or Community Based Orders (CBO). This financial year, 28 clients were referred from Dandenong and Oakleigh Community Corrections Services Centre and Dandenong Drug Court to this project. Care provided includes:

- Culturally sensitive counselling sessions to enhance client's rehabilitation and reintegration into community focusing on key underlying issues contributing to their past offending
- Practical assistance and support services to encourage clients to access community resources building on their knowledge and network

As the result of this Counselling Program, last year the ratio of breaching reduced from 14% to 8.3%.

Co-located Services (cont.)

Consumer Affairs Victoria (CAV)

Multicultural Consumers Unit (MCU)

The Multicultural Consumers Unit has been providing outreach service at SCAAB in Springvale since August 2006. From March this year (2010), the service has been offered on every Wednesday from 9 to 12 noon. During the last financial year, the outreach workers from the unit had assisted 152 clients in total. Thirty six language/ethnic groups had been represented with the highest representation being from the Australian (18.42%); the Vietnamese (15.79%) and the Sudanese (11.18%) communities. Fair Trading was the main issue (32.89%) followed by Tenancy (29.61%). If the issues presented were not within CAV's jurisdiction, the clients were then referred to appropriate service providers.

The following data provide a summary of service activities for the last financial year.

Language	Number	%
English	28	18.42%
Vietnamese	24	15.79%
Sudanese	17	11.18%
Unknown	12	7.89%
Cambodia	12	7.89%
Chinese	7	4.61%
Spanish	4	2.63%
Russian	4	2.63%
Polish	4	2.63%
Serbian	3	1.97%
Portugese	3	1.97%
Indian	3	1.97%
Burmese	3	1.97%
Turkish	2	1.32%
Malaysian	2	1.32%
Iraqi	2	1.32%
Filipino	2	1.32%
Arabic	2	1.32%
Yugoslavian	1	0.66%
Sri Lankan	1	0.66%
Persian	1	0.66%
Nigerian	1	0.66%
New Zealand	1	0.66%
Mauritius	1	0.66%
Italian	1	0.66%
Indigenous	1	0.66%
Hungarian	1	0.66%
Greek	1	0.66%
Farsi	1	0.66%
Ethiopian	1	0.66%
Dari	1	0.66%
Croatian	1	0.66%
Chillian	1	0.66%
Bosnian	1	0.66%
Austrian	1	0.66%
Afghan	1	0.66%
Total	152	100.00%

Governance

Committee elected for 2009/2010 as follows:

Roz Blades (Chairperson) (COM 5 yrs)

- Many years involvement with SCAAB at committee and councillor /statutory level
- Board Member Springvale Community Health Centre
- Paul Harris fellow
- Membership of service and community organisations various
- Elected City of Springvale 1987
- Mayor City of Springvale 1992
- Elected City of Greater Dandenong 1997
- Mayor of Greater Dandenong 1998
- Member of VMC Standing committee on local government
- Council representative/faith leader City of Greater Dandenong Interfaith Network
- Vice President Noble Park Keysborough Drug Action Forum
- Member Vic Roads Board Public Transport Advisory Council
- Statutory member of Eastern Transport Coalition

Ross Hepburn (Treasurer) (COM 3 yrs)

Ross Hepburn started his working career at ACI Fibreglass in Frankston Road, Dandenong in the late 1970's while living in Springvale and finished his diverse marketing and management career retiring as the Director of Corporate Services for the City of Greater Dandenong in 2007. His connection with Springvale and Dandenong spans some 35 years with connections in sport, business and local government.

He is a former general manager, consultant and company director, and holds degrees in civil engineering and business administration. He served on the council of RMIT University for 13 years with lengthy terms as both deputy chancellor and treasurer. He was an inaugural director of the South East Melbourne Manufacturer's Alliance. He is a life member and past president of Coomoora and Dandenong Cricket Clubs and the Dandenong District Cricket Association. He is also a life member of Cricket Victoria. He joined SCAAB as Treasurer in 2007. He maintains a strong interest in local community affairs.

Deborah Remfry (Vice Chairperson) (COM 6 yrs)

Deborah joined the Committee of Management in 2005. Deborah has a Bachelor of Commerce degree and a post graduate diploma in Town and Country Planning.

Deborah has lived and worked overseas and has worked for local and state government in planning related fields for the past 20 years.

Deborah worked in Dandenong from 2002 to 2009. She worked with the community and government agencies on a range of infrastructure and community building projects in the Greater Dandenong region.

Samar Mougharbel (Vice Chairperson) (COM 5 yrs)

Samar is actively involved and committed to promoting multiculturalism in the community, particularly with migrant and refugee women.

Samar has more than 10 years experience working in the community sector, both in voluntary and paid capacities. Since 2001 she has been committed to community development and social programs aiming to bring positive changes, improvement and empowerment to women from culturally and linguistically diverse background.

Samar is actively involved in various Human Rights and Equal Opportunity Commission forums and discussions regarding racial and religious discrimination against Muslim Women. She is currently the Springvale Neighbourhood House Coordinator where she is involved with more than 50 community groups.

She has held positions with a variety of community organisations dedicated to assisting migrants and refugees.

Samar holds a Diploma in Community Business Management from RMIT, Melbourne

Governance (cont.)

Dennis Wollersheim (Secretary) (COM 2 yr)

- BSW from La Trobe University
- PhD in Computer Science
- Currently Teaching in Health Information Management at La Trobe University
- 10 years experience teaching grassroots peer counselling
- 20 years experience computer programming and systems analysis

Chris James (COM 37 yrs)

Joined the Committee of Management in 1971 and has held position of Treasurer, Vic-Chairperson, Chairperson at various times. Background is in banking and finance with ANZ group and retired in 1997 after 41 years. During that time held various management posts in marketing, sales, audit and training.

Is a life member of the SCAAB and member of Committee of Management of Blind Bight Community Centre, and SVN Inc., an organisation which manages a community bus project. Also, a Fellow of the Financial Services Institute of Australasia.

Youhorn Chea (COM 8 yrs)

President of Cambodian Association of Victoria. Elected as Councillor in the City of Greater Dandenong since 1997 and former Mayor in 2001-2002, 2006-2007. Worked as Welfare Co-ordinator of the Cambodian Association from 1987 until 2001 and Director of the same organisation from 2002 - 2008. Graduated from Monash University in 1991 Diploma of Arts (Human Services Administration).

Sam Navarria (COM 5 yrs)

- Master Educational Policy and Administration
- Master TESOL
- 25 years of management experience in the adult education sector with particular focus on multicultural education
- Education Unit Manager, Noble Park AMES and Springvale AMES Education Centres
- Executive member of CCOEI
- Chairperson Migrant Settlement Committee of Eastern Melbourne

Helen Yandell (COM 5 yrs)

Director of Springvale Monash Legal Service. She has previously worked as a solicitor at the Western Suburbs Legal Service. Before becoming a solicitor, Helen worked for many years in community organisations working with people from culturally and linguistically diverse backgrounds in the adult education sector and prior to that in the disability sector.

She coordinates the clinical legal education program with the Law Faculty at Monash University. Law students work under supervision of the range of lawyers to assist disadvantaged members of the community.

Bernadette Blake (staff representative)

Bernadette began working at SCAAB in 2008 as the No Interest Loan Scheme (NILS) Worker and Community Development Worker in Financial Counselling. Bernadette has completed a Bachelor of Science (Majors in Psychology and Physiology) and a Graduate Diploma in Psychology, both at Monash University. This year she completed a Diploma in Health Counselling. She has run her own small businesses for over 12 years, including a scientific laboratory, retail shop and as a complementary health practitioner/counsellor.

Thank You

A special thanks to all those organisations and individuals who contributed to support our work over the last twelve months.

AMES Consortium – JSA and IHSS
The Berwick Family Relationship Center
Brotherhood of St Laurence (Toy Shop)
Cairnmillar Institute
Centre for Community Networking Research,
Monash Uni: Larry Stillman, Stephanie Kether
Centre for Multicultural Youth (CMY)
Centrelink – Social Workers and Multicultural service
officers (Springvale & Dandenong)
Centrelink, Anne Keneally
Centrelink, Jan Cormack
Centrelink, Margie Pickersgill
Centrelink, Susie Mathews
Chisholm TAFE
City of Casey
City of Greater Dandenong
Coles (Gift Cards Department)
Community Information Victoria
Consumer Affairs Victoria
Consumer Utility Advocacy Centre
Dandenong Citizens Advisory Bureau
Department of Immigration and Citizenship
Foundation House
Good Shepherd Youth & Family Services, Kathy
Landvogt, Susan Blackburn
Haines Muir Hill
Lions Club (Noble Park\Keysborough)
Lyn Cairns, Qudos
Maire Stopes International
Maria Dimopoulos – Myriad Consultants
Meagan Skehill and the South East Team at DPCD
Melbourne River Cruises
Merle & Eric Mitchell
Monash University Social Work Department –
Marija Dragic
Monash Volunteer Resource Centre
Nark Dreyfus, QC, MP
New Hope Foundation
Noble Park English Language School
Noble Park RSL
Refugee Action Program Partners
Relationships Australia
RMIT Social Work Department
Russell Jaffe & Kathy Desmond
SIAG
Simon Crean, MP
Skills Plus
South East Business Networks, Sandra George
South Eastern Region Migrant Resource Centre
South Eastern Region Co-ordinators of
Volunteers Network
South Eastern Volunteer Resource Service
Southern Health, Magda Ziadeh
Springvale Learning and Activities Centre
Springvale Monash Legal Service
Springvale Neighbourhood House
Springvale RSL
The Mill Restaurant
Tim Greenall, Williamson Fellow
VCOSS
Victoria Police, Springvale/Dandenong &
Multicultural Unit
Victoria University
Victorian Human Rights & Equal Opportunity
Commission, Helen Szoke
Victorian Legal Aid
VMC
WAYSS
Wellsprings
Westernport Regional Association of Community
Information Centres
Williamsons Community Leadership Program
Windermere
Woolworths (Wish Cards Department)
YSAS

Thank You (cont.)

Government Funding Bodies:

City of Greater Dandenong
Department of Education, Employment and
Workplace Relations
Department of Families, Housing & Community
Services & Indigenous Affairs
Department of Health and Ageing
Department of Human Services
Department of Immigration and Citizenship
Department of Innovation, Industry and
Regional Development
Department of Justice - Consumer Affairs Victoria
Department of Planning and Community
Development, Victorian Multicultural Commission
Victoria Legal Aid

Donations:

Bruce Greenland
Dandenong Magistrates Court
David Carr
Duct Makers
Merle & Eric Mitchell
Noble Park RSL
Peninsula Youth and Family Services
Robin Edwards
Springvale Monash Legal Service
Springvale RSL
South East Business Network (SEBN)
Telstra
The Myer Family Office Ltd.
William Angliss Charitable Fund
Our anonymous donors
Our Community

Farewell and Welcome

This year we have had to say farewell to the following staff, we wish them all the best:

Amanda Barker
Andrea Jackson
Bilijana Komnenovic
Cate Beilharz
Eileen Blake
Jessica Duffy
Jinny McGrath
Kate Wheller
Lauren Duiker
Meagan Skehill
Miriam Magana
Mustafa Najib

We would like to welcome the following staff to the SCAAB team:

Anne Catanese
Anne Forwood
Candice Ward
Denise Goldfinch
Ellen Ward
Goh Mei Sze
Helen Byrne
Jessica Duffy
Jill Wilson
Julia Di Giovine
Michelle Nguyen
Rita Bataglia
Ruben Ramdhony
Susan Baidawi

During the year the following staff were employed on a casual basis:

Bhagya Etta
David Don
Deborah Rosenberg
Deepa Srinivasan
Jason Saultry
Julie Klok
Lee Koh
Linh Nguyen
Lizzie Hess
Prema Kodikarase
Rebecca French

Financials

Springvale Community Aid & Advice Bureau Incorporated Income and Expenditure Statement For The Year Ended 30 June 2010

	Note	2010 \$	2009 \$
OPERATING REVENUE			
Grants	2	1,843,853	1,991,120
Outcome-based fees	3	999,052	719,678
Interest		91,332	107,407
Outposted workers fees		15,990	15,690
Donations		19,438	34,001
Write off contractual obligation		8,343	-
Other income		26,780	30,088
Total operating revenue		3,004,788	2,897,984
OPERATING EXPENDITURE			
Salaries and staff related	4	2,168,221	1,969,686
Emergency relief and client support		306,050	191,559
Professional fees		87,500	82,918
Auditor remuneration		11,507	11,121
Building rental and maintenance		81,874	49,119
Depreciation		45,499	43,627
Telephone, light, gas and power		65,464	63,691
Printing and supplies		42,322	42,428
Consortium Partner Costs		40,758	-
Brokerage		32,921	57,074
Other expenses		94,921	91,416
Provision for grant refund		124,781	126,553
Total operating expenditure		3,101,818	2,729,192
SURPLUS/(DEFICIT) FOR THE YEAR		(97,030)	168,792

The accompanying notes form part of this financial report.

Financials (cont.)

Springvale Community Aid & Advice Bureau Incorporated Assets and Liabilities Statement As at 30 June 2010

	Note	2010 \$	2009 \$
CURRENT ASSETS			
Cash on hand and in bank		93,887	111,105
Short term investments		1,765,387	1,783,778
Receivables		142,564	132,853
Prepayments		17,230	16,360
Total Current Assets		2,019,068	2,044,096
NON-CURRENT ASSETS			
Property, plant and equipment	5	82,936	83,701
Bond		4,811	1,786
Total Non-Current Assets		87,747	85,487
TOTAL ASSETS		2,106,815	2,129,583
CURRENT LIABILITIES			
Creditors and accruals		212,661	234,046
Provision for employee entitlements	6	129,208	151,049
Provision for grant refund		315,767	210,218
Total Current Liabilities		657,636	595,313
NON-CURRENT LIABILITIES			
Provision for employee entitlements	7	281,364	269,425
Total Non-Current Liabilities		281,364	269,425
TOTAL LIABILITIES		939,000	864,738
NET ASSETS		1,167,815	1,264,845
EQUITY			
Accumulated surplus, beginning		1,264,845	1,096,053
Operating surplus/(deficit) for the year		(97,030)	168,792
Accumulated surplus, ending		1,167,815	1,264,845
TOTAL EQUITY		1,167,815	1,264,845

The accompanying notes form part of this financial report.

Financials (cont.)

Springvale Community Aid & Advice Bureau Incorporated Cash Flow Statement For The Year Ended 30 June 2010

	Note	2010 \$	2009 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts			
Grants and fees		2,968,074	2,788,032
Interest		74,003	110,965
Other receipts		68,655	75,792
Payments			
Staffing costs		(2,168,502)	(1,902,148)
Emergency relief, client support and brokerage		(339,841)	(257,413)
Other creditors/costs		(359,828)	(169,953)
GST remittance		(233,436)	(237,794)
Net cash inflow from operating activities	1(b)	9,125	407,481
CASH FLOWS FROM INVESTING ACTIVITIES			
(Increase)/decrease in short term investments		18,391	(438,787)
Purchases of plant and equipment		(44,734)	(29,632)
Net cash outflow from investing activities		(26,343)	(468,419)
Net decrease in cash held		(17,218)	(60,938)
Cash at the beginning of the reporting period		111,105	172,043
Cash at the end of the reporting period	1(a)	93,887	111,105

The accompanying notes form part of this financial report.

NOTES TO THE CASH FLOW STATEMENT

Note 1(a) Reconciliation of Cash

For the purposes of the Cash Flow Statement, cash includes cash on hand and cash at banks. Cash at the end of the reporting period as shown in the Cash Flow Statement is reconciled to the related items in the Balance Sheet as follows:

	2010	2009
	\$	\$
Cash on hand	510	1,662
Cash in bank	93,377	109,443
Total	93,887	111,105

Note 1(b) Reconciliation of net cash from operating activities

Operating surplus/(deficit) reported in the Income Statement	(97,030)	168,792
Add/(deduct):		
Depreciation	45,499	43,627
Increase in receivables	(9,711)	(71,635)
Increase in prepayments	(870)	(222)
Increase in bond	(3,025)	-
Increase/(decrease) in creditors and accruals	(21,385)	71,682
Increase/(decrease) in staff provisions	(9,902)	64,985
Increase in grant refund provision	105,549	130,252
Net cash inflow from operating activities	9,125	407,481

Notes to the Financial Statements For the Year Ended 30 June 2010

Note 1: Statement of Accounting Policies

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act 1981 in Victoria. The Committee has determined that the association is not a reporting entity within the terms of the Accounting Standards.

The financial report has been prepared in accordance with the requirements of the Prescribed Associations Act in Victoria and the following Australian Accounting Standards and other mandatory professional reporting requirements.

AASB 101 Presentation of Financial Statements

AASB 107 Cash Flow Statement

AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors

AASB 110 Events after the Balance Sheet Date

AASB 116 Property, Plant and Equipment

AASB 117 Leases

AASB 118 Revenue

AASB 1031 Materiality

No other applicable Accounting Standards or other mandatory professional reporting requirements have been applied.

The financial report has been prepared on an accrual basis and is based on historical costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

a) Provision for Employee Entitlements

Provision is made for the Bureau's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those entitlements.

Contributions are made by the Bureau to various employee superannuation funds and are charged as expenses when incurred.

b) Income Tax

The Bureau is exempt from income tax under Section 50-5 of the Income Tax Assessment Act 1997.

Notes to the Financial Statements

	2010	2009
	\$	\$
2. Grants		
Commonwealth Government		
Department of Families, Housing, Community Services and Indigenous Affairs		
Emergency Relief	120,884	119,553
Emergency Relief (Global Financial Crisis Supplement)	70,599	85,716
Volunteering Gateways Project	60,000	-
Commonwealth Financial Counselling	60,000	-
Generalist Case Worker	33,500	-
Local Answers Program	-	59,232
Department of Immigration and Citizenship		
Settlement Grant Program	298,479	296,179
Department of Education, Employment and Workplace Relations		
Job Placement, Employment and Training	-	333,960
Attorney-General's Department and Victoria Legal Aid		
Child Support Scheme	72,093	70,529
Commonwealth One-off Funding	-	20,000
Department of Health and Ageing		
Community Level Initiative Project	91,962	68,970
State Government		
Department of Innovation, Industry and Regional Development		
Collaborative Internet Innovation Fund (CIIF) - Stage 2	181,540	-
CIIF Business Plan - Stage 1	20,000	-
Department of Justice		
Financial Counselling	83,634	81,280
Smart Shopping and Money Matters Project	-	111,574
Department of Human Services		
Supported Accommodation Assistance Program	306,199	294,570
Department of Planning and Community Development		
Refugee Action Program	75,000	-
Refugee Brokerage Program	-	105,000
Youth Participation and Access Program	30,690	36,300
Multicultural Community Centre Project	3,000	27,000
Men's Health Program	36,000	-

Financials (cont.)

Notes to the Financial Statements

	2010	2009
	\$	\$
State Library of Victoria		
Public Internet Access Project	-	6,750
Local Government		
City of Greater Dandenong		
Information, Referral and Support	197,976	192,210
Other Grants		
Hanover Housing Services	85,000	60,000
Relationships, Australia (Vic)	17,297	17,297
Good Shepherd Youth and Family Services	-	5,000
Total Grants	1,843,853	1,991,120
3. Outcome-Based Fees		
Department of Employment and Workplace Relations		
Job Services Australia	496,429	-
(In consortium with Adult Multicultural Education Services)		
Personal Support Program	-	447,140
Department of Immigration and Citizenship		
Integrated Humanitarian Settlement Services	413,055	272,538
(In partnership with Adult Multicultural Education Services)		
Complex Case Management Support	89,568	-
(Sub-contract with Adult Multicultural Education Services)		
Total Outcome-Based Fees	999,052	719,678
4. Salaries and staff related		
Salaries and wages	1,816,023	1,709,643
Superannuation	201,090	186,422
Other on-costs	13,725	13,490
Staff training and development	24,408	21,462
Staff travel, mileage and allowances	28,000	14,974
Advertising and staff procurement	31,090	3,444
Contract Labour	53,885	20,251
Total salaries and staff related	2,168,221	1,969,686

Notes to the Financial Statements

	2010	2009
	\$	\$
5. Property, plant and equipment		
Motor vehicles at cost	48,255	48,255
Less provision for depreciation	37,557	27,906
	10,698	20,349
Office furniture & equipment at cost	314,583	289,812
Less provision for depreciation	260,752	226,460
	53,831	63,352
Leasehold Improvements at cost	19,964	-
Less provision for depreciation	1,557	-
	18,407	-
Total property, plant and equipment	82,936	83,701
6 Staff Provisions (Current)		
Provision for annual leave	105,300	117,208
Provision for long service leave	23,908	33,841
Total staff provisions (current)	129,208	151,049
7 Staff Provisions (Non-Current)		
Provision for redundancy	233,022	223,076
Provision for long service leave	48,342	46,349
Total staff provisions (non-current)	281,364	269,425

Statement by Members of the Committee

Springvale Community Aid and Advice Bureau Inc. Statement by Members of the Committee

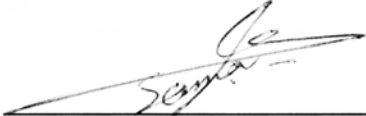
The Committee has determined that the Bureau is not a reporting entity.


The Committee has determined that this special purpose report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the Committee, the financial statements as set out on the Income and Expenditure Statement, Assets and Liabilities Statement, Cash Flow Statement and notes thereto

1. Present fairly the financial position of the Springvale Community Aid and Advice Bureau Inc. as at 30 June 2010 and the results for the year ended on that day.
2. At the date of this statement, there are reasonable grounds to believe that Springvale Community Aid and Advice Bureau Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

VICE-CHAIRPERSON:  (Samar Mougharbel)

TREASURER:  (Ross Hepburn)

EXECUTIVE DIRECTOR:  (Anna Hall)

Dated: 5 October 2010 .

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SPRINGVALE COMMUNITY AID AND ADVICE BUREAU INCORPORATED

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Springvale Community Aid and Advice Bureau Inc, which comprises the assets and liabilities statement as at 30 June 2010, the income and expenditure statement and cash flow statement, summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporation Act 1981 (Victoria) and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing 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, as described in Note 1, 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 in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the

reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting under the Associations Incorporation Act 1981 (Victoria). We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report of Springvale Community Aid and Advice Bureau Inc. presents fairly, in all material respects the financial position of Springvale Community Aid and Advice Bureau Inc. as of 30 June 2010 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.



HAINES MUIR HILL
Chartered Accountants

888 Doncaster Road
Doncaster East Vic



ALAN J MUIR
Partner

Dated this 5th day of October 2010