

MIGRANT WOMEN'S SUPPORT & ACCOMODATION SERVICE INC



ANNUAL REPORT

2007- 2008

BẢN BÁO CÁO HẰNG NĂM • ROCZNE SPRAWOZDANIE • TAUNANG PAGPAPAHAYAG
INFORME ANUAL • ΕΤΗΣΙΟ ΔΕΛΤΙΟ • RELAZIONE ANNUALE • GODIŠNJI IZVEŠTAJ

www.migrantwomensservices.com.au

MIGRANT WOMEN'S SUPPORT & ACCOMMODATION SERVICE INC.

MISSION STATEMENT

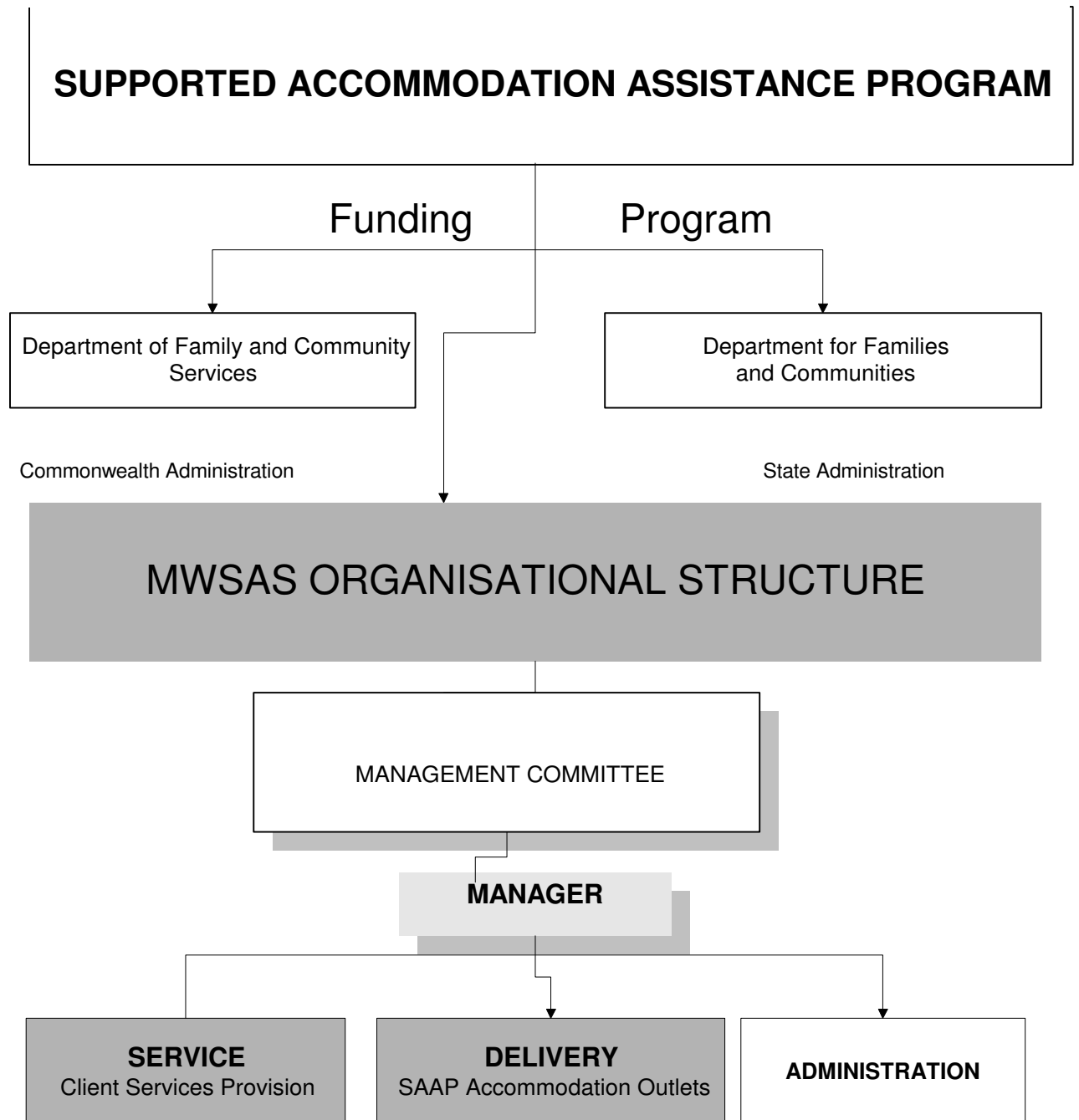
To promote the basic human rights of women and children from N.E.S.B.
so that they may live free of domestic violence,
and offer them culturally responsive services within a social justice
framework, which will enable them to achieve
their maximum potential as members of Australian multicultural society.

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Meeting held on Thursday, 19 th September 2007.	

**M.W.S.A.S.'
SERVICE
AGREEMENT**

(Funding & Service Agreement's extract)
FOR THE PERIOD 1 JULY 2008 TO 30 JUNE 2009



MWSAS' Memberships:

- Multicultural Communities Council of SA
- Migrant Women's Lobby Group
- Migrant Resource Centre
- Coalition of Women's Domestic Violence Services of SA
- Women's Emergency Services National Network-WESNET
- Homelessness Australia
- Homelessness SA
- Australian Institute of Judicial Administration
- Community Employer's Association
- Shelter SA

**M.W.S.A.S.'
COMMITTEE
OF
MANAGEMENT
2007 - 2008**

M.W.S.A.S.' COMMITTEE OF MANAGEMENT

2007 - 2008

<i>Chairperson</i>	MARTA LOHYN	Coats Lohyn Psychologists
<i>Secretary</i>	JACKY DAKIN	Halifax House Consulting
<i>Treasurer</i>	LAN NGUYEN	Vietnamese Community Association SA Chapter Inc.
<i>Committee Members:</i>	MARGARET BAKO	Migrant Health Service
	ROSICA BLAGOJEVIC	Consumer Representative
	TRACEY MOODY	SA POLICE
	MARIA SCICCHITANO	Women's & Children's Hospital
	RENE WEAL	SA FGM Program
	ELE WILDE	Riverland Domestic Violence Unit
	ABIDA YOUSAFZAI	Uniting Care Wesley Brompton
<i>Senior Staff</i>	MILENKA VASEKOVA	M.W.S.A.S.
<i>Staff Representative</i>	CORALIA DOMINGUEZ	M.W.S.A.S.

DEMOGRAPHICS

2007 – 2008

2007 - 2008

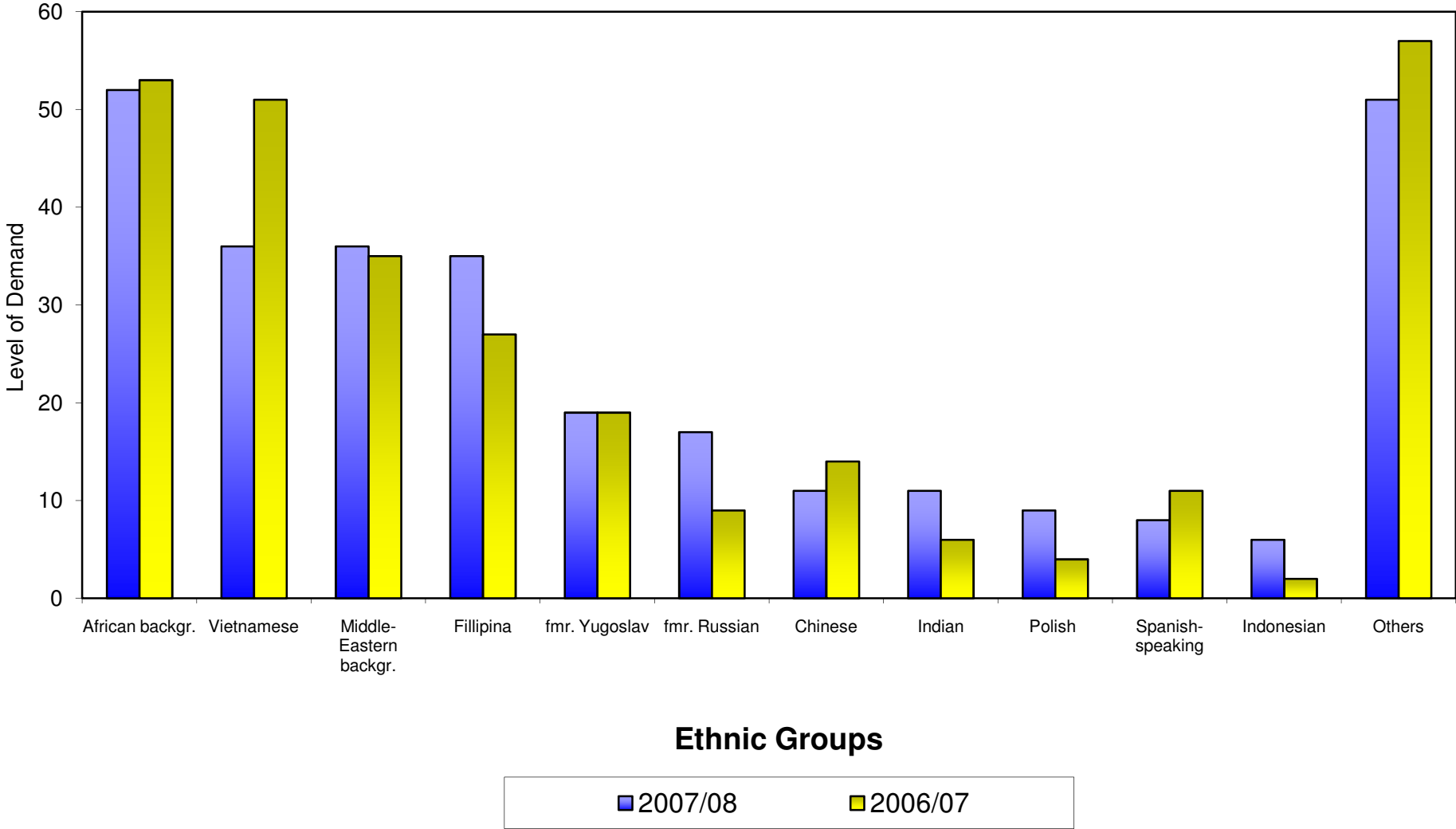
MWSAS' ANNUAL OUTPUT LEVELS

OUTPUTS	OUTREACH SUPPORT	ACCOMMODATION ASSISTANCE		TOTAL
		MWSAS' Cluster Housing <i>(3 units)</i>	Independent SAAP <i>(MWSAS' Transition Houses:9)</i>	
ANNUAL				
Aimed	168 clients & children	24 clients & children	48 clients & children	240
Actual (July '2007 - June 2008)	190 clients & 190 children	26 Clients & 34 Children	75 clients & 106 children	291
VARIABLE	+ 22 clients & children	+ 2 clients & children	+ 27 clients & children	+ 51

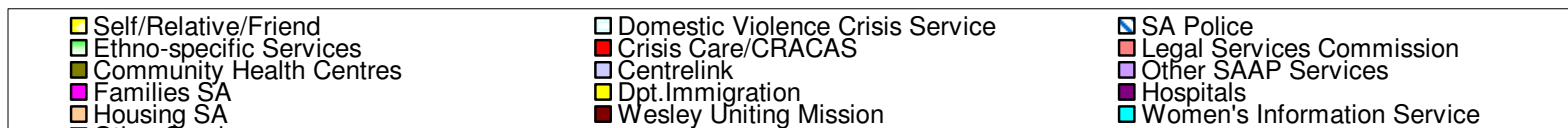
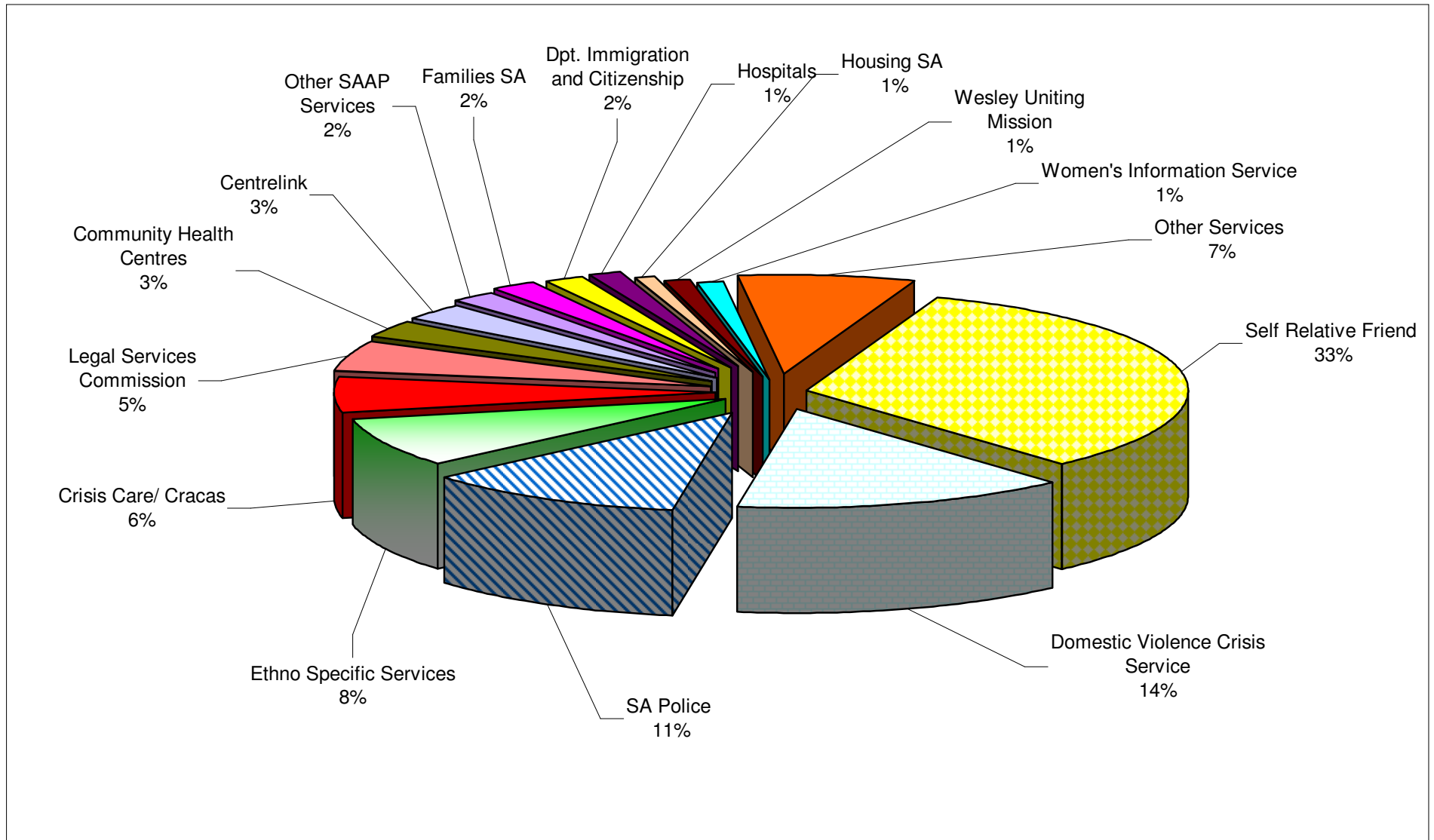
2007 - 2008 PROFILE OF SERVICE USERS - Proportion of Ethnic Groups Served

No	Ethnic Group	No. of Women	Percentage	No. of Children	Total
1	Vietnamese	36	12	55	91
2	Filipina	35	12	29	64
3	Sudanese	24	9	35	59
4	Fmrl. Yugoslav	19	7	22	41
5	Fmrl. Russian	17	6	9	26
6	Iranian	12	4	12	24
7	Chinese	11	4	13	24
8	Indian	11	4	12	23
9	Iraqi	10	3	16	26
10	Polish	9	3	4	13
11	Afghani	9	3	16	24
12	Burrundi	7	2	8	15
13	Rumanian	6	2	5	11
14	Indonesian	6	2	4	10
15	Lebanese	5	2	10	15
16	Thai	5	2	7	12
17	Italian	5	2	4	9
18	Pakistani	4	1	8	12
19	Ethiopian	4	1	6	10
20	Liberian	4	1	6	10
21	Greek	4	1	0	4
22	Korean	4	1	0	4
23	Sierra Leonie	3	1	4	7
24	Peruvian	3	1	3	6
25	Slovak	2	0.75	4	6
26	Zimbabwean	2	0.73	4	6
27	Turkistan	2	0.73	3	5
28	Albanian	2	0.73	3	5
29	Sri Lankan	2	0.73	4	6
30	Cambodian	2	0.73	2	4
31	Ghanian	2	0.73	3	5
32	Moroccan	2	0.73	2	4
33	Colombian	2	0.73	1	3
34	Somali	2	0.73	0	2
35	Laosian	2	0.73	0	2
36	Chilean	1	0.35	2	3
37	Mongolian	1	0.35	2	3
38	Argentinian	1	0.35	2	3
39	Ugandan	1	0.35	2	3
40	Fijian	1	0.35	2	3
41	Maori (NZ)	1	0.35	1	2
42	Bulgarian	1	0.35	1	2
43	Malaysian	1	0.35	1	2
44	Dutch	1	0.35	1	2
45	Tanzanian	1	0.35	1	2
46	New Guinean	1	0.35	1	2
47	Canadian	1	0.35	0	1
48	Bangladeshi	1	0.35	0	1
49	Egyptian	1	0.35	0	1
50	Spanish	1	0.35	0	1
51	Kurdish	1	0.35	0	1
52	Uzbekhistan	1	0.35	0	1
52	TOTAL	291	100%	330	621

ETHNIC COMMUNITIES MOST FREQUENTLY ACCESSING MWSAS



REFERRAL SOURCE – LINKAGES



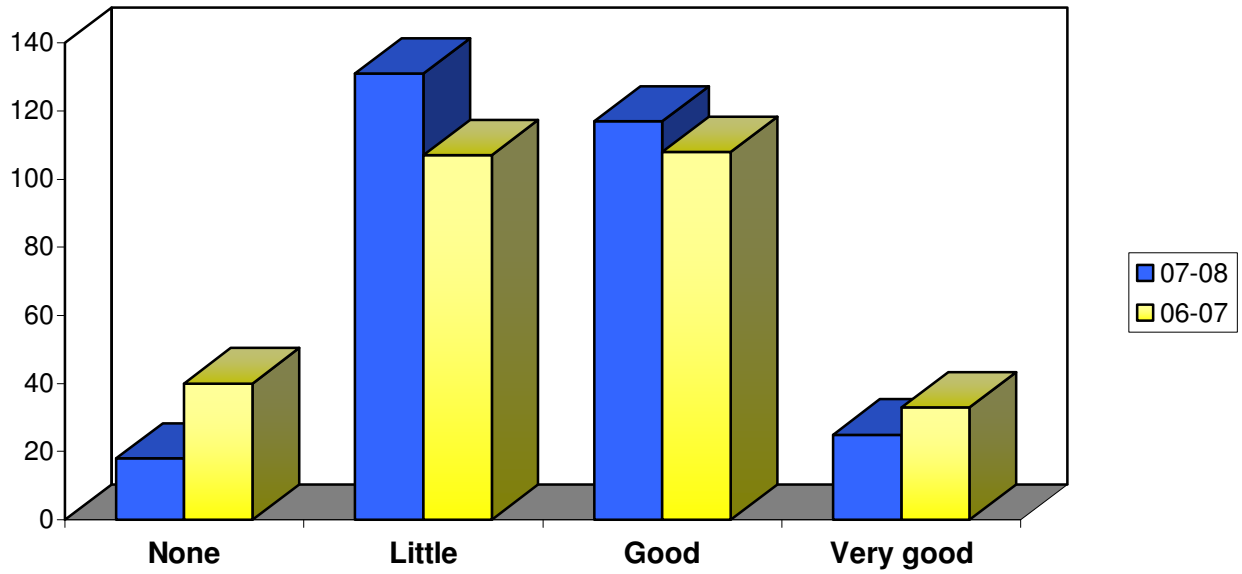
ENGLISH LANGUAGE SKILLS

Ability to communicate in English - language	No. of Service Users	Percentage
* None	18	6
* Little	131	47
* Good	117	38
* Very Good	25	9
Total	291	100%

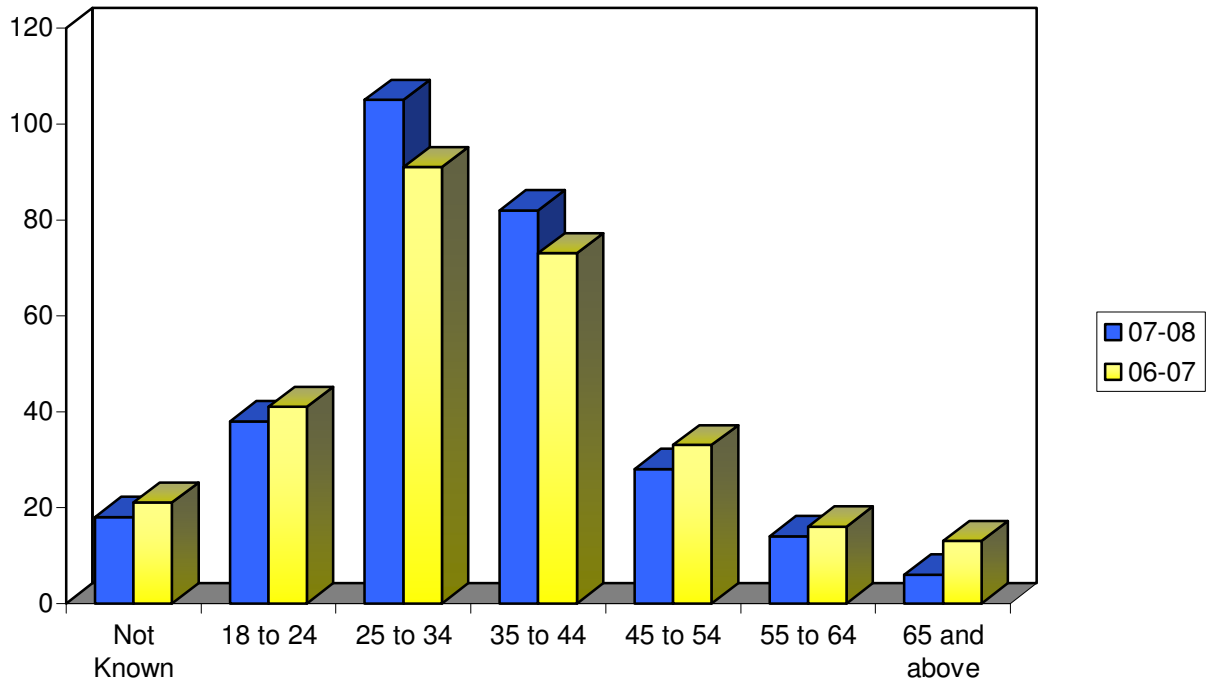
AGE

Age Groups in Years	No. of Service Users	Percentage
* Not known	18	6
* 18 - 24	38	13
* 25 - 34	105	37
* 35 - 44	82	28
* 45 - 54	28	9
* 55 - 64	14	5
* 65<	6	2
Total	291	100%

**Service Users' English Skills Comparison
between 2007- 2008 and 2006- 2007**



**Service Users' Age Group Comparison
between 2007- 2008 and 2006 - 2007**



RESIDENCE IN AUSTRALIA

Period in Years	No. of Service Users	Percentage
* Not known	43	15
* > 1 year	66	23
* > 2 years	42	15
* > 5 years	52	18
* 6 > 10 years	40	13
* 11 > 20 years	34	12
* 21 > 30 years	7	2
* 31 >	7	2
Total	291	100%

DEPENDANTS

	No. of Service Users	Percentage
* With dependent children	241	82
* Without accompanying children	50	18
Total	291	100%

CLIENTS' NEEDS

	No. of Service Users	Percentage
* High / Average needs	265	90
* Casual Clients	26	10
Total	291	100%

REFERRAL SOURCE

No.	Referred by	No. of Referrals	Percentage
1	SELF /RELATIVE/FRIEND	95	33
2	DOMESTIC VIOLENCE CRISIS SERVICE	42	14
7	S.A. POLICE <i>Port Adelaide, Holden Hill, Parks, Salisbury, Sturt</i>	32	11
14	ETHNO-SPECIFIC SERVICES Migrant Resource Centre Migrant Health Service STTARS Australian Refugee Association Vietnamese Community Association /SA Chapter South-East Asia Women's Assoc. NESB DVAG	23	8
15	CRISIS CARE / CRACAS	17	6
16	LEGAL SERVICES COMMISSION	15	5
19	COMMUNITY HEALTH CENTRES Parks Community Health Centre Salisbury Woodcroft	8	3
23	CENTRELINK - Kilkenny, Torrensville, Enfield, Noarlunga	8	3
24	OTHER SAAP SERVICES (including interstate)	6	2

REFERRAL SOURCE *Cont.*

No.	Referred by	No. of Referrals	Percentage
26	FAMILIES SA Kilkenny, Enfield	5	2
27	DEPARTMENT OF IMMIGRATION AND CITIZENSHIP	5	2
29	HOSPITALS Women's & Children's Hospital Queen Elizabeth Hospital	4	1
31	HOUSING SA Parks, Pt. Adelaide	3	1
32	WESLEY UNITING MISSION	3	1
33	WOMEN'S INFORMATION SERVICE	3	1
52	OTHER SERVICES Child and Youth Services Relationships SA Women's Health Statewide Adelaide School of English Disabilities SA HETA Inc. General Practitioner Interpreter Lawyer L.M.E. Midwife Migration Agent Parenting Network SA Salvation Army S.T.A.R. TAFE – Adelaide, Pt. Adelaide, Thebarton College Unknown	22	7
52	TOTAL	291	100%

CRISIS ACCOMMODATION ASSISTANCE 2007 - 2008

SERVICE USERS	SAAP HOUSING		OTHER HOUSING		GRAND TOTAL
	MWSAS		OTHER		
	Transition Houses <i>(Independent SAAP)</i>	Cluster Housing <i>(SAAP)</i>	Other SAAP Services	Alternative Accommodation	
Women	75	26	-	-	101
Carried over from previous year	(9)	(4)	-	-	
Children	106	34	-	-	140
Total	181	60	-	-	241

MWSAS' TRANSITIONAL AND CLUSTER HOUSING: CLIENTS' ETHNIC PROFILE

1	Vietnamese	18	Women	31	Children
2	Sudanese	12	Women	25	Children
3	Russian	8	Women	3	Children
4	Filipina	7	Women	7	Children
5	Formerly Yugoslav	6	Women	14	Children
6	Greek	4	Women	-	Children
7	Afghani	4	Women	9	Children
8	Indian	4	Women	7	Children
9	Burundi	4	Women	6	Children
10	Indonesian	3	Women	8	Children
11	Other	31	Women	30	Children
34	Ethnic Backgrounds	101	Women	140	Children

Length of Stay in Crisis Housing

Time	2007 – 2008	2006 – 2007	2005-2006
Average length of stay	53 days	49 days	46 days
Maximum length of stay	385 days	353 days	222 days
Minimum length of stay	1 day	1 day	1 day

The Duration of Tenancies Completed During 2007-2008 and 2005-2006

FINANCIAL YEARS	2007-2008	2006-2007	2005-2006
Number of tenancies less than 3 months	52	65	77
Number of tenancies between 3 months and less than 6 months	33	30	26
Number of tenancies between 6 months and less than 12 months	13	3	1
Number of tenancies between 12 months and less than 18 months	3	1	-
Total	101	99	104

REPORTS

- **CHAIRPERSON'S REPORT**
Marta Lohyn
- **MANAGER'S REPORT**
Milenska Vasekova
- **TREASURER'S REPORT**
Lan Mong Nguyen
- **AUDITOR'S REPORT**
Henson Lloyd
Chartered Accountants

CHAIRPERSON'S REPORT

It is again with pleasure that I present my report to the Annual General Meeting. As usual, MWSAS has had a busy and effective year responding to the needs of non English speaking women and their children who are leaving violent relationships. Our agency has been operating now for some 23 years and the demand for our unique and specialist services has not only grown over this time but for many years, has exceeded targets set by our funding body. This year we provided assistance to 291 women and 330 children and housed 101 women and 140 children which involved MWSAS responding to 52 ethnic groups. Our web site which was launched at last year's AGM now provides access via some 17 languages. While it is a source of pride for us that MWSAS continues to evolve and provide such a unique service, it is at the same time, sobering to realise that the need for our services is so prevalent in our community.

An important event this year for MWSAS and many other agencies was the 5th National Homelessness Conference held in May 2008 in Adelaide. The government launched its Green Paper on the needs of homeless people. MWSAS participated in consultations and submission preparation, with particular focus of course on the needs of migrant women and children. We are hopeful that this government will acknowledge and remedy the fact that domestic violence services have in general been under funded; it is not clear whether the current world financial crisis will lead to some benefits for our clients as governments talk about increasing spending in some areas to stimulate economic activity, or whether the opposite will occur. In any event, whatever the consequences of the current crisis, it remains the case that MWSAS will continue to not only respond as we have for many years to our client group, but also to advocate where and when appropriate on its behalf.

As many agencies know, one area of great need for those caught in homelessness is the matter of exit points from crisis accommodation. There are still major shortages in medium and long term housing for people leaving crisis accommodation and hopefully this will be properly addressed by the government's response. An approach which does so will be especially important for MWSAS clients, who in our experience can have inordinate problems finding appropriate housing after they leave our service.

I note that in my report in 2004, I first spoke about migrant women who have left a violent relationship and have no permanent residency yet. These women are not entitled to any financial support from the government and are at the highest risk of homelessness, not only because of lack of financial resources but also because as relative newcomers to this country, may have language barriers as well as few social or familial supports. Hopefully the government's strategy regarding homelessness will take the needs of this group into account, as this has not been the case for some time. As I have reported previously, MWSAS and other agencies do the best we can to assist where possible.

I also note that unfortunately, despite our core business being with people who are non English speaking, we are no longer funded for interpreter services, as used to be the case before Howard's government. There are obviously times when MWSAS needs interpreters because we respond to so many different ethnic groups and it is disappointing that as an agency which attracts comparatively low levels of funding, we are under resourced in this area of service provision.

But this also has been a year of acknowledgement of MWSAS' work. For example, we received the Consumer & Community Recognition Award for our contribution to the Children, Youth and Women's Health Service's consultations for culturally and linguistically diverse women affected by domestic violence.

I would also like to bring to your attention that our Manager, Milenka Vasekova-Safrilidis, was nominated for the Women's Honour Roll 2008. This is an initiative of the government of South Australia through the Office for Women and pays tribute to inspirational women in our community. Milenka's nomination was for her "continuous contribution in advocating for social justice and lobbying for equity of services for disadvantaged migrant women, especially victims of domestic violence from CALD backgrounds". This is a well deserved recognition of Milenka's many years of very fine leadership and contribution at many levels. I offer my congratulations to Milenka on behalf of everyone here.

On the issue of contribution, I also note that MWSAS' Management Committee has been a very stable group of people over the years who give of their time voluntarily to assist the agency. Thank you to every one on the committee and in particular to our secretary, Jacky Dakin, and treasurer, Lan Nguyen. Of course, last but not least, special thanks and congratulations to MWSAS staff for another productive and successful year.

MARTA LOHYN
Chairperson

MANAGER'S REPORT

As we are approaching another Annual General Meeting, it is again the time for the Migrant Women's Support & Accommodation Service Inc. (MWSAS) to review its accomplishments and challenges and to report to our association members on outcomes that were achieved during the financial year 2007 – 2008.

MWSAS clients' demographics document another very busy year showing that clients' outcomes exceeded our targets due to the need to respond to continuously rising levels of demand for support and crisis accommodation. The clients MWSAS has been working with are one of the most disadvantaged and "at risk" groups in our community who experience social, economic and/or cultural marginalisation. It needs to be remembered that domestic violence is the single largest cause of homelessness and the most common reason women and children become homeless. Migrant women from non-English speaking backgrounds, with insecure visa status such as temporary 2 year spousal visa, are particularly vulnerable to homelessness due to domestic violence. Our clients present with multiple and diverse needs that call for an additional knowledge and understanding of immigration circumstances and cultural factors involved and the challenge for our service is not just to manage the volume of clients but also the extent and complexity of their needs.

MWSAS' collaboration and cooperation with various Government and non Government agencies, as well as other migrant services continued, particularly in relation to provision of expert advice regarding domestic violence, risk assessments and safety plans for clients. Women from non-English backgrounds, affected by domestic violence experience further vulnerabilities as they frequently face barriers when trying to access services that would address not only issues of domestic violence but also those ones arising from disrupted life patterns, immigration circumstances and resettlement. MWSAS has always advocated for the recognition of unique and complex needs of these client groups, alongside homelessness that subsequently require a range of diverse approaches and culturally relevant service options. MWSAS is continually working towards establishing and fostering strategic partnerships with key agencies towards common goals to facilitate social inclusion and to maximise resources.

MWSAS received the Consumer & Community Recognition Award for participating in Children, Youth and Women's Health Service's consultations for cultural and linguistically diverse women in domestic violence.

MWSAS has actively participated in the preparation and organisation of SA Women's Safety Strategy CALD Working Group's Forum titled "Culturally and Linguistically Diverse Perspectives on Violence against Women". This Forum that was held in November 2007 addressed the vital role of culturally specific services delivery models in responding to violence against women and children from CALD backgrounds. The forum brought together practitioners, community advocates and policy makers involved in domestic violence to increase their awareness and capacity to address effectively domestic violence in new, emerging and other CALD communities. The safety of women and children and their right to be free from violence must be at the forefront of policy thinking and approaches and at the same time it needs to be accepted that one size does not fit all. As multiculturalism is part of the foundation of Australian society and one of the critical pillars of social inclusion, the principles of multiculturalism need to be integral to every objective of the services system and/or programme designs and funding of culturally appropriate homelessness support services is imperative for effective responses to the needs of culturally diverse groups, whether migrants or Indigenous.

MWSAS' collaboration with Deborah McCulloch, formerly from Multicultural Communities Council, regarding the submission to the Department of Justice for a Crime Prevention and Community Safety Program Grant, was also successful. MWSAS will fund a 6 months project with this grant that aims to engage community leaders or elders of emerging community groups to take a strong stand against domestic and family violence. MWSAS has been increasingly working with a larger number of migrant women and children from various African and Middle-Eastern backgrounds. The exploration of cultural attitudes and values and understanding of the cultural and social make up of particular groups, their concepts of domestic violence, their help-seeking behaviour and the impact of stigma, require development of appropriate service delivery responses that would support safety and stability within their family homes and beyond. This project aims to consult with leaders or elders of newly arrived communities, which will be followed by a community wide consultation. Both communities' elders and members will be invited to training, to widen community awareness and to develop strengths within the community to address effectively domestic and family violence. Training participants will then act as information providers and mediators within their communities, empowering their members with an increased awareness, understanding and skills to counter and reduce domestic and family violence and re-establish community harmony and safety. This project is at its commencement stage now and MWSAS is looking forward to presenting some very interesting outcomes at its next Annual General meeting.

These past 12 months have also provided an opportunity to explore violence against women from an international perspective. Coalition of Women's Domestic Violence Services of SA supported three South Australian representatives to attend The First World Conference of Women's Shelters in Alberta, Canada. MWSAS is most appreciative that the Coalition recognised the need for the conference participation to include a NESB representative and MWSAS' manager was part of the Coalition's conference delegation. Very frequently CALD/NESB services have to work in isolation from other migrant specialist services and conferences promote opportunities to meet with migrant women from other culturally specific services and to look at examples of good practice in other countries.

MWSAS' staff members were also able to take part in the 5th National Homelessness Conference that was held in Adelaide in May 2008. The Federal Government's Green Paper on Homelessness "Which Way Home?" was launched at the conference announcing needs for a new approach to Housing crisis and Homelessness. The launch marked a beginning of the process of review and reform of Australia's national homelessness response and MWSAS' staff participated in a number of consultations with stakeholders and in the development of a couple of submissions that responded to the Green Paper. MWSAS' submission focused specifically on the needs of migrant communities and MWSAS also endorsed Coalition of Women's Domestic Violence Services of SA' submission as well as Homelessness Australia's submission, which covered comprehensively migrant and refugee's issues and proposed valid support, accommodation approaches, and solutions for migrant communities. The White Paper that will follow the Green Paper's submissions will set out a national plan of action to 2020. Domestic Violence Services have been poorly funded and have had no funding increases for over a decade, while cost increases and demands continued to expand. It is hoped that the national response to homelessness will recognise the need for programs and services to be adequately resourced so that a substantial fall in numbers of people experiencing crisis of homelessness can be achieved in the next 10 years.

MWSAS' existing Service Agreement will expire on 30th June 2009. It is hoped that by the time our funding agreement is due to be renewed, the Government would have determined the most effective solution for addressing the prevalence of domestic violence and homelessness in our society.

More so, it is hoped that the National Plan (NAHA) will not ignore the high and complex needs of most vulnerable immigrant and refugee women and children and the crucial need for culturally appropriate homelessness support services to facilitate social inclusion of culturally diverse groups. MWSAS commends Homelessness Australia's submission to the Federal Government Green Paper on Homelessness, which very clearly articulates the need for continued commitment to, and expansion of, culturally appropriate domestic violence service delivery to reduce the vulnerability of immigrant and refugee women and children, asylum seekers, and those on 3-year temporary protection visa. All Australians, irrespective of their linguistic, cultural or religious background, have a right to live safely, to live free of violence and have a right to housing. Housing is a key determinant of social inclusion and the Governments' commitment and policies for provision of accommodation options and service delivery models that are suited to the specific needs of culturally diverse groups are tools for ensuring access, equity, social justice and inclusion, and not social exclusion.

Finally, I would like to acknowledge and extend my thanks to all Management Committee members and Staff team members for their instrumental role in MWSAS's achievements during 2007-2008 period. Sincere appreciation must go to our dedicated office bearers; the chairperson Marta Lohyn, treasurer Lan Ngyuen and secretary Jacky Dakin, and to each and every member of our committed and efficient staff team for their invaluable support, contribution and professionalism.

** Please see the next page regarding Organisational report*

Organizational report

MWSAS performs a crucial role within the women's domestic violence services sector of SA as the only migrant specialist service provider that responds specifically to the distinct needs of women and children from CALD backgrounds. Culturally and linguistically appropriate support and assistance that were delivered in a meaningful, respectful and at the same time efficient way by MWSAS' staff have resulted in many positive outcomes for our clients. This section of Annual report outlines the Service Delivery profile and accurately documents some of the achievements for the year.

Service Delivery

In line with the requirements of MWSAS' funding agreement, our service continued to maintain these two main functions in its core business:

- ❖ provision of Support, including early intervention, post-crisis support and Outreach assistance
- ❖ provision of emergency Accommodation.

The demand for assistance has remained very high through the year subsequently MWSAS' Annual Output Levels' requirement was exceeded again during the past twelve month period;

- In the area of Outreach support MWSAS exceeded its targeted number of 168 clients by an additional 22 clients, totalling the figure to 190 outreach clients with 190 children;
- MWSAS was also successful in the area of emergency Accommodation;

It exceeded its targeted figure of 48 clients to be housed in 9 Transition Houses by 27 clients, totalling the figure to 75 women and 106 children;

26 women and 34 children were housed in the cluster of 3 units that targets 24 clients per annum, which were 2 clients more than the targeted number of 24 clients.

During the 2007 - 2008 financial year the MWSAS' staff team responded to **621** women and children of **52** different cultural / non-English speaking backgrounds.

The highest level of demand for services was recorded by women from varied African backgrounds, followed by Vietnamese women, women and children from various Middle Eastern countries, from Philippines, and from formerly Yugoslav and Russian countries. These trends are reflected accordingly in the appointment of 2008 - 2009 contract part-time positions (*see MWSAS' Staffing Structure section*). MWSAS' staffing structure is annually reviewed and the allocation of part-time or casual staffing positions occurs according to recorded levels of demand. This process facilitates MWSAS' flexibility in responding to migration trends as well as to changing needs of culturally diverse non English speaking communities.

Community Education

- Workshops / Presentations
- Consultations

MWSAS is frequently invited to facilitate or participate in various workshops, information seminars and consultations to various organisations, professional interest groups and students.

These are in relation to Domestic Violence and

- ❖ *Perspective of the migrant-specialist service provider;*
- ❖ *Access and Equity with emphasis on cross-cultural issues;*
- ❖ *Identification of NESB women and children's specific needs; and*
- ❖ *General issues*

Examples of the various workshops and consultations involving the service during 2007-2008 period are listed below.

Workshops / Presentations

Domestic Violence Workshops with cross-cultural emphasis for:

- SA POL' Domestic Violence Seminar
- Office For Women' "Culturally and Linguistically Diverse Perspectives on Violence Against Women"

Domestic Violence – cross-cultural issues, and the role of the Migrant Women's Support & Accommodation Service Inc., within the domestic violence services sector, were presented for staff teams of the following agencies/groups:

- Port Adelaide TAFE Community Services' Students
- SA FGM Program's "Newly arrived women from Middle Eastern and African Backgrounds" women's group

Consultations / Surveys

- "Draft of Domestic Violence General Order and its Procedural Implications for CALD Victims of Domestic Violence" - SA POL
- "Women's Workforce Participation Initiative - Exploring Cross-Cultural Factors" - Department of Further Education, Employment, Science and Training
- "Mental Health Needs of CALD Communities in SA" - Multicultural Mental Health Australia
- Public Consultation for the "Introduction of Legislation in SA to assist in matters relating to Child Protection and Family Court proceedings" - Hon. Anne Bressington MLC
- "Listening Tour" – National Council to Reduce Violence Against Women and Children
- "Macro Intervention with Children Exposed to Domestic Violence" - UNI SA' social work students
- Regional Consultation re "Green Paper – A New Approach to Homelessness" - Federal Member Hon. Mark Butler MP
- Phone Consultation re Homelessness Survey - SAAP
- South Australian Consultation re "Green Paper – A New Approach to Homelessness" - Department of Families, Housing, Community Services and Indigenous Affairs
- "Research Into Homelessness Service Provider Survey" - Department of Families, Housing, Community Services and Indigenous Affairs

MWSAS also participated at the following event/s:

- MWSAS' information display for ASHRA's Multicultural Information Day

Advocacy Activities

MWSAS' staff are members on a number of committees, and their involvement enables MWSAS to advocate for improved access and enhancement of service provision standards for CALD/NESB service users:

- Adelaide Metro Multicultural Services Network
- Centrelink's Multicultural Advisory Committee
- Coalition of Women's Domestic Violence Services of SA
- Family Court of Australia' Cultural Diversity Consultative Panel
- Housing SA and Domestic Violence Agencies' Forum
- Migrant Women's Lobby Group
- Multicultural SA – SAMEAC's Women's Advisory Committee
- NESB Domestic Violence Action Group
- STAR Project's Working Party
- Vietnamese Community Association SA' Welfare Advisory Committee
- West-North Information Services Network
- Women's Safety Strategy CALD Working Group
- Women's Services Network

Staff Development

MWSAS has long been committed to the provision of staff development opportunities so staff can acquire, expand and update their knowledge and skills. Following were the targeted staff training areas during the 2007-2008 financial year:

- 5th National Homelessness Conference 5 staff
- Centrelink's "User Assurance" Training 2 staff
- "Criminal Justice System and Domestic Violence" Training 4 staff
- "Culturally and Linguistically Diverse Perspectives on Violence Against Women" 4 staff
- "Domestic Violence in Pregnancy" Forum 2 staff
- "Diversity, Culture and Domestic Violence Forum – Blaming & Reclaiming Culture" 1 staff
- DIAC's Information Session on "The Off-Shore Humanitarian Program" 1 staff
- Drug Awareness for Property Inspections and Site Visits – Information Seminar 2 staff
- "Family Law Information Seminar re Child Support" all staff
- Homelessness and SAAP Reform – SA Workshop 3 staff
- NDCA "Smart Data" Training 2 staff
- NDCA "Smart Advanced Data" Training 1 staff
- OHS Training 1 staff
- "Rethinking Policy and Practices" Domestic Violence and Child Protection Forum 1 staff
- "Risk and Safety Assessments Reports" Forum 2 staff
- Seminar: "Social Exclusion, Violence and Homelessness" all staff
- "Side by Side" State Conference for Service Providers and Muslim Communities 3 staff
- "Take Back the Castle and Stay at Home" - Domestic Violence Forum 1 staff
- Tenancies Seminar 2 staff
- "Women and Gambling" Seminar 2 staff
- Workshop for Professionals who work with Victims and Survivors of Sexual Assault 1 staff

MILENKA VASEKOVA - SAFRALIDIS

Manager

TREASURER'S REPORT

Once again it gives me great pleasure to present MWSAS' financial report for the Financial Year 2007– 2008.

I would like to draw your attention to these particular items of expenditure:

- Housing SA has increased their rental charges every six months by a maximum of \$10 per each Transition house and Office premises. These increases have occurred in September 2007, March 2008 and will again in September 2008. Unfortunately, due to funding limitations, we have had to pass these increases onto our clients to be able to meet our budgetary requirements.

MWSAS has been advised by Housing SA that once the service is paying the maximum allocated rent, further increases will only occur when the Valuer General's Department adjusts or increases market rents.

- This financial year there has been a substantial increase in the areas of petrol, electricity and gas, due to the rising cost of living.

During the financial year 2007-2008, MWSAS received the following grants:

- 1) The Hon. Michael Atkinson, Minister for Multicultural Affairs granted MWSAS \$55,000 towards a project for "*Crime Prevention & Community Safety in the African Communities.*"
- 2) Department for Families and Communities has approved \$11,000 in *One-Off grant* to be utilised for *Office Equipment and Replacement of Household Goods and Linen in the Transition Houses.*
- 3) As well as a number of donations from various generous organisations and kind community individuals.

We always greatly appreciate the generous donations given to our disadvantaged clients; migrant women and children escaping domestic violence.

The financial records for the 2007-2008 have been maintained at a high standard by MWSAS' Finance Officer, Laura Hormazabal, under the supervision of the Manager, Milenka Vasekova-Safralidis.

I would also like to commend and thank Margie Nicholson, the Housing Manager from Housing SA and the Transition Houses Worker Helen Kayal, who oversee the rental contributions from MWSAS clients.

MWSAS has appointed new Auditors; Henson Lloyd, Chartered Accountants, for the next 3 financial years and we would like to thank them for their support and for the prompt and efficient service they have provided.

LAN MONG NGUYEN
Treasurer

MIGRANT WOMEN'S SUPPORT
& ACCOMMODATION SERVICE INC.

PROJECTED BUDGET

2008 - 2009

PROJECTED BUDGET 2008 / 2009

INCOME - SAAP

Salaries / Salaries On - Cost / Call Outs	\$ 386 000	\$ 386 000
Operating	\$ 78 000	
Brokerage	\$ 6 400	
Vehicle Replacement	\$ 9 490	
One Off Grant	\$ 5 000	
SAAP Income Sub Total	\$ 484 800	
NON SAAP INCOME	\$ 112 650	
Operating Sub Total		(\$ 211 540)
TOTAL INCOME	<u>\$ 597 540</u>	

EXPENDITURE

Salaries / Salaries On Cost / Call Outs	\$ 340 000	
Superannuation	\$ 46 000	
Salaries Sub Total		\$ 386 000
Operating		\$ 209 540
TOTAL EXPENDITURE		<u>\$ 597 540</u>

MIGRANT WOMEN'S SUPPORT & ACCOMMODATION SERVICE INC.

PROJECTED SALARY BUDGET 2008/ 2009

INCOME - SAAP

Salaries / Salaries On- Cost /Allowances	\$ 340 000
Superannuation	\$ 46 000

Total Income **\$ 386 000**

EXPENDITURE

Salaries/Salaries On-Cost /Allowances	\$ 340 000
Superannuation	\$ 34 000
Workcover	\$ 12 000

Total Expenditure **\$ 386 000**

PROJECTED OPERATING BUDGET 2008/ 2009

INCOME

SAAP Income:

Operating	\$ 78 000	
Brokerage	\$ 6 400	
One Off Grant	\$ 5 000	
Vehicle Replacement	\$ 9 490	
SAAP Total		\$ 98 890

Other Income:

Residents/Utilities fees	\$ 105 000
Interest	\$ 7 500
Membership fees	\$ 150

Sub Total **\$ 112 650**

TOTAL **\$ 211 540**

EXPENDITURE

(12) Transitional Properties Rent	\$ 59 100
Office Rent	\$ 13 730
Resident Fees Refund	\$ 6 000
Client Expenses	\$ 4 000
Insurances	\$ 8 500
Motor Vehicles Expenses	\$ 17 000
Mileage / Parking	\$ 2 000
Electricity and Gas	\$ 20 000
Telephones	\$ 17 000
Security	\$ 3 500
Repairs Maintenance	\$ 11 000
Cleaning	\$ 3 500
Photocopier	\$ 3 000
Postage / Printing / Stationery	\$ 5 000
Training / Conference/ Meetings/Travelling	\$ 6 000
Subscriptions / Educational tools	\$ 2 000
Office Amenities	\$ 4 000
Auditors fees	\$ 4 000
Advertising / Marketing	\$ 1 200
Occupational Health & Safety	\$ 1 200
Brokerage	\$ 6 400
Vehicle Replacement	\$ 9 490
Computer / Internet	\$ 5 000
One Off Grant	\$ 5 000

TOTAL

\$ 217 620

MIGRANT WOMEN'S SUPPORT & ACCOMMODATION SERVICE INC.

MINUTES OF THE ANNUAL GENERAL MEETING

Held on: 19th September 2007

At: Education Development Centre, Cnr. Port Road and Milner Street, Hindmarsh

1. WELCOME

The Chairperson, Marta Lohyn welcomed members and guests present. Special welcome was extended to The Hon. M. Atkinson, Attorney General, Minister for Justice and Minister for Multicultural Affairs, Carol Martinella who attended on behalf of the Hon. Steph Key MP and Vahedeh Mansoury representing Hieu Van Le, Lieutenant-Governor of SA and Chairman of SA Multicultural and Ethnic Affairs Commission.

1.1. APOLOGIES

The Hon. J. Hill MP, Hon. Vini Ciccarello MP, The Hon. M. Rann Premier SA, Hon. F. Bedford MP, D. McCulloch, Van Le, W. Malycha, Sue Wardon, Garry Wilson, Hon. V. Chapman MP, L. Franks, K. Eaton, S. Smith, The Hon. J. Weatherill MP, S. Dann, J. Felus, The Hon. J. Lomax-Smith MP, The Hon. C. Zollo MLC, E. Lloyd, Hon. S. Kanck MLC, L. Matthews, J. Shanahan, A. Newton, The Hon. J. Rankine MP, M. Cocking, Hon. N. Xenophon MLC, R. Weal, Lan Nguyen, S. Roux, Hon. S. Key MP, S. Potts, S. Williams, P. Dunkley, V. Lachlan, Senator P. Wong, I. Milevski, M. Cronshaw, A. Prodromou, T.P. Ying, S. Findlay, B. Sarkic, M. Cocking, M. Politis, A. Yousafzai and M. Barredo.

1.2 PRESENT

The Hon. M. Atkinson, C. Martinella, H. Nguyen, M. Vasekova*, V. Durkin, P. Kiaftan, L. Nguyen, S. Phun, N. Huynh, M. Calone, A. Groves, L. Gray, C. Ho, M. Lohyn*, G. L. Huy, M. Scicchitano*, V. Mansoury*, C. Boltje, H. Nguyen, T. Blagojevic, C. Green, D. Carpinelli, J. Fisher, B. Scott, A. Welsh, V. Hope, S. Dzafic, K. Whelan, T. Von Wasserling, D. Henderson, M. Smith, K. Mansour*, A. Mohamed, G. Kariuki, D. Ayik, D. Peters, E. Wilde*, M. Walker, M. Hunnam, M. Nicholson, T. Jupe, V. Le*, Z. Mohamed, J. Patterson, F. Scott, F. Willison, K. Lilis, M. Bako*, J. Dakin*, J. Almassy*, L. Hormazabal*, A. Mohamoud*, C. Dominguez*, D. Hong*, H. Kayal*, E. Grima*, D. Alexandridis*, T. Moody*, R. Blagojevic* and N. Zivkovic*.

Note:* for MWSAS' association members

1.3 QUORUM

Association members present: **20**

2. RATIFICATION OF 2006 AGM MINUTES

Minutes of the Annual General Meeting held on: 6th September 2006 were accepted by members as a true and accurate record. Moved by Ele Wilde and seconded by Desi Alexandridis.

2.1 BUSINESS ARISING FROM 2006 AGM MINUTES

No business arising

3. PRESENTATION OF REPORTS

3.1 CHAIRPERSON'S REPORT

Marta Lohyn presented her report and updated on the progress of 2006/2007 financial year with overall challenges and achievements of the Migrant Women's Support & Accommodation Service.

She commented on Family Law's presumption of shared care that can present particular difficulties for NESB women who are separating from violent partners and could be at further risks from ex-partners making threats about being granted care of the children by the Court. She pointed out that accessing effective legal advice and representation is now even more significant for MWSAS' clients involved in Family Court proceedings, so that their situation can be properly conveyed to the Court.

Chairperson was proud to report on the development of MWSAS' website to be launched at the meeting, which will allow access to information on domestic violence and MWSAS' services to potential clients and other service providers, in 17 different languages.

She expressed her concerns for the inadequate availability of appropriate low cost housing and that NESB women and children in domestic violence crisis continue to be an extremely vulnerable and needy group at many levels in our community.

3.2 MANAGER'S REPORT

Milenka Vasekova outlined an overview of MWSAS' past year's events and developments on the service delivery, operational, staffing, management and other levels.

She spoke of SAAP reform and that it is very much hoped that the SAAP Reform process will be able to introduce new effective programs and adequate resources that will improve SAAP services' capacity including MWSAS, to better respond to very high levels of demand for crisis accommodation and support and will address the current housing affordability crisis.

She referred to the complex needs of NESB migrant women and children experiencing domestic violence and highlighted the importance of recognition of the additional needs and differences of marginalised groups. Furthermore, that such understanding and awareness are crucial for respectful and effective responses from both mainstream services as well as from migrant specialist service providers such as MWSAS, in addressing domestic violence and protection of victims.

3.3 TREASURER'S REPORT

Maria Scicchitano read the Treasurer's report on behalf of the Treasurer Lan Nguyen, which accounted for the income and expenditure of MWSAS during 2006/2007 financial year.

The report highlighted the following issues:

- Introduction of market based rents by Housing SA to all SAAP funded services including MWSAS. There were two rent increases during the financial year 2006 – 2007 that MWSAS had to deal with, for each of the twelve properties it leases, for the

provision of crisis accommodation and for its office premises. The third increase is expected during September 2007. Without additional funding to cover the extra cost, and in order to meet its current rental obligations, MWSAS had no choice but to reluctantly pass on the rent increases to its disadvantaged clients.

- Replacement of two (2) office motor vehicles that took place during this financial period should help to reduce the expenditure on repairs and services.

The report acknowledged grants towards the cost of MWSAS' website from The Hon. John Hill Minister for Health and The Hon. Michael Atkinson Minister for Multicultural Affairs. Donations MWSAS received during the financial year 2006-2007 were also acknowledged and appreciation was expressed on behalf of MWSAS' clients to the following individuals and organisations: *Land Management Corporation members, Sooki on the Parade, Church of Christ Careworks, Southside Christian Church, Uniting Care Wesley, Ennis Partners and others.*

In her report, Lan Nguyen thanked the Manager, Milenka Vasekova for overseeing the budget on everyday basis and also Laura Hormazabal the Finance Officer and Jarmila Almassy, the Clerical Officer, for their support and assistance with the maintenance of MWSAS' financial and clerical matters.

3.3.1. CONFIRMATION OF AUDITOR

Maria Scicchitano presented to the members the Auditor's report from Moore Stephens Chartered Accountants and moved that the Auditor's report be accepted; seconded by Jacky Dakin; accepted by all present.

Maria Scicchitano moved that the Association members reappoint the Auditors Moore Stephens for the 2007/2008 financial year. It was seconded by Milenka Vasekova; all in favour.

Projected Budget with figures for 2007/2008 financial period was presented. It was moved by Milenka Vasekova; seconded by Marta Lohyn and accepted by all present.

Nadia Zivkovic moved and Rosica Blagojevic seconded that the Chairperson's, Manager's and Treasurer's Reports be accepted by association members, all were in favour.

4. RATIFICATION OF ASSOCIATION'S 2007/2008 MEMBERSHIP

MWSAS' constitutional clause 5.1 - 5.23 concerning membership criteria was read out to clarify the membership criteria. The following **32 individual and 4 organisation membership** applications were received:

L. Nguyen, A. Yousafzai, R. Weal, H. Kayal, T. P. Ying, M. Lohyn, R. Blagojevic, J. Dakin, M. Cocking, H. Nguyen, T. Von Wasserling, J. Almassy, D. Hong, A. Mohamoud, C. Dominguez, E.Grima, L. Hormazabal, M. Vasekova-Safralidis, V. Mansoury, I. Milevski, A. Prodromou, V. Le, T. Moody, N. Zivkovic, L. Gray, E. Wilde, M. Scicchitano, D. Alexandridis, V. Hope, M. Bako, K. Mansour, B. Sarkic, and the Vietnamese Community in Australia SA Chapter Inc, Community CPS Australia Ltd, Working Women's Centre, Statewide SA' FGM Program.

Two applicants did not meet the required criteria. The remaining applicants and organisations above satisfied the eligibility criteria and the meeting endorsed their membership.

5. ELECTION OF MANAGEMENT COMMITTEE

Marta Lohyn declared all positions vacant and instructed the Secretary to read out the constitution criteria pertaining Management Elections. In addition to the Senior Employee and the Staff Representative of the Association the following **10** nominations received were read out:

Margaret Bako	Migrant Health Service
Rosica Blagojevic	Consumer Representative
Jacky Dakin	Halifax House Consulting
Marta Lohyn	Coats Lohyn Psychologists
Tracey Moody	SA Police
Lan Nguyen	Vietnamese Community in Australia SA Chapter
Maria Scicchitano	Women's & Children's Hospital
Milenka Vasekova	MWSAS' Manager
Rene Weal	SA FGM Program
Ele Wilde	Riverland Domestic Violence Unit
Abida Yousafzai	Uniting Care Wesley Brompton

There were no other nominations put forward, therefore all 10 nominations were accepted. All were in favour.

5.1 ELECTION OF CHAIRPERSON

Chairperson Marta Lohyn welcomed and introduced Nadia Zivkovic, one of MWSAS' founding members. Nadia requested that the current Chairperson stands down and called for nominations for the Chairperson's position.

Jacky Dakin nominated Marta Lohyn to be re-elected as the Chairperson and it was seconded by Maria Scicchitano.

There were no other nominations received and Marta Lohyn's re-election was endorsed by the Association's members present.

6. LAUNCH OF MWSAS' WEBSITE: www.migrantwomensservices.com.au Bridgehead Aust.

The Hon. Michael Atkinson MP, Attorney General, Minister for Justice and Minister for Multicultural Affairs, launched the website. He acknowledged the vital role Migrant Women's Support & Accommodation Service Inc. has had in responding to the issues of domestic violence in CALD communities in South Australia and commented on the importance of having separate specialist services to address the unique needs of people from CALD backgrounds.

The Minister congratulated MWSAS' executive, manager and staff on their achievements and reiterated that MWSAS' website will allow access to multilingual information on domestic violence and related issues to women and children from NESB backgrounds and it will help to increase the understanding of domestic and family violence issues amongst the culturally diverse communities.