



Annual Report

2018-2019



About Us



Immigrant Women's Speakout Association of NSW (IWSA) is a key women's organisation which values and acknowledges the cultural and linguistic, multigenerational diversity of migrant and refugee women. It is an organisation that empowers these women to achieve gender equality in all areas of their lives. IWSA provides education, information and other direct services to women of Non-English Speaking Background (NESB)/Culturally and Linguistically Diverse (CALD) backgrounds in NSW.

IWSA represents the issues and ideas of migrant and refugee women to all levels of government, in the community services and industrial sectors, and to the media.

SpeakOut is an independent advocate representing the issues and ideas of immigrant and refugee women at all levels of government, in community services and industrial sectors, and to the media.

SpeakOut hopes to create and sustain lasting change by:

- Giving women the tools and confidence to achieve complete political, social, and economic autonomy,
- Creating awareness of the issues that face our clients and their communities through policy research and advocacy, consultation groups, and training programs,
- Educating and protecting immigrant and refugee women who want to live free from domestic and family violence, and
- Providing a forum and opportunity for these women to have their voices heard.

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Chairperson's Report

Chairperson: **TABITHA PONNAMBALAM**

It is remarkable to see the achievements of Immigrant Women's Speakout Association in its service delivery of funded core support services. We have exceeded the target number of deliverables that were agreed with our funding source and partner, the NSW Family and Community Services. At this point on behalf of the Immigrant Women's SpeakOut Association I wish to convey my gratitude to FACS for the partnership in reaching the goals and outcomes of migrant and refugee women who have been provided with support. You can read though the rest of the services reports that are contained in the Annual General Meeting reports being presented at the AGM 2019.

As next step to proactively implementing the Targeted Earlier Intervention (Targeted Earlier Intervention) Reform SpeakOut/IWSA Management Committee and staff have held sessions in studying Service Activity Mapping of the Immigrant Women's Resource Centre Service Options: Growing and sustaining community connections, hosting group activities through a SpeakOut/IWSA Centre and provision of community support. The final Service Activity Mapping has been submitted to and approved by FACS.

In the context of the TEI (Targeted Earlier Intervention) Reform, the Management Committee, staff and volunteers have also commenced the process of identifying needs and outcomes by using the tool described as Program Logic. In a sense this tool is similar to a road map that shows how to reach a destination, which are goals and outcomes. This road map has points where one will have to stop and monitor the progress of implementing different activities, and a stop could also mean reviewing the actions taken to reach or achieve short-term outcomes.

For the next implementation period from October 2019, we will undertake training in collecting and reporting by online the service provision data of the Immigrant Women's Resource Centre – TEI (Targeted Earlier Intervention). This data collection system is the DEX (Data Exchange). DEX is part of the TEI Reform (Targeted Earlier Intervention) Strategy wherein outcomes are measured and captured and are showing what the clients are achieving by using a service. Transitioning from the previous online data collection appears to be challenging, and our attitude about this process is we are compliant to our good practice service delivery approach in being client-centered and aligning our programs and services to clients' needs.

The Management Committee and staff have done an inventory of the SpeakOut/IWSA Risk Management Plan. In light of emerging issues in relation to Workplace Health and Safety situation at our previous premises after the storm in February 2019 and the expiry of the three year lease we had to balance the cost of continuing to rent the premises with finding alternate premises. It was a difficult decision to move the centre's location, but we had to do this in light of the increased rental costs at the previous location .



Continuation: Chairperson's Report

Our Homeless Multicultural Women Integrated Support Service (HoMWISS) will be undergoing another level of quality improvement process, which is based on a set of standards called ASES (Australian Service Excellence Standards). Many aspects of ASES are similar to the SHS (Specialist Homelessness) Standards which have been used as self-assessment tool by all SHS funded organisations since 2015 including us (SpeakOut/IWSA). By June 2020, all SHS funded service providers and that includes SpeakOut/IWSA must start self-assessment using the ASES standards. It has been estimated that it would take 18 months to complete self-assessment and later having an external independent assessor that will do a final ASES assessment. It is good news that SpeakOut/IWSA can seek support from FACS and the Homeless NSW – peak body for homeless service providers in undertaking the ASES accreditation process.

At this juncture of my service as member of the Management Committee and as Chairperson I wish to thank all my co-Management Committee members for the cooperation and working together in making sure that we deliver what we set us to do based on the SpeakOut/IWSA Strategic Plan and the Service Agreement with our funding partner, the NSW Family and Community Services. My gratitude goes to all staff members: Jane Brock - Executive Officer, Mariam James – Project Officer, Marichu Gloria - Project Officer, Rukhshana Sarwar - Project Officer, Mohan Packianathan – Accountant, Lawrie Green – Auditor, Kawkab Jada – Caretaker, Summera Hafeez – Sewing Class Teacher and most of all to Emina Kovac who we have bid farewell recently. Emina has moved to another field of work in the community sector and we wish her all the best in all her endeavors.



Executive Officer's Report

Executive Officer: JANE BROCK

Many client goals have been achieved and there were lessons learned. This could describe the year 2018-2019 for the Immigrant Women's Speakout Association's service delivery and how the organisation had fared throughout the year.

This is the first year of the implementation of IWSA/SpeakOut's 2018-2021 Strategic Plan. The five goals we have set out to achieve are being reached in steady pace with average outputs and outcomes. In particular on Goal number two (Goal #2) where we aim for stronger position in building capability of Speakout with focus on leadership in the community on areas such as speaking out issues and concerns, quality service provision, good practice, partnering and engagement, and innovation, SpeakOut could say that we have achieved remarkable leadership in all of the aspects set out in this goal. In Goal number five (Goal No. 5), which is focused on CALD (Culturally and Linguistically Diverse) women being valued in their contribution to the different aspects of growth and progress in the Australian society and world-wide, SpeakOut being also an advocacy association has to do improvements on this area of our work.

We have put focus in preparing the ground for full implementation of the Targeted Earlier Intervention (TEI) Reform. We are now at the point of matching our target outcomes with the DEX (Data Exchange) online data collection system. This is very new to us and we have to learn the DEX Data Collection system with openness and hope to use these outcomes data in strengthening our service provision and partnership with other organisations, and with service users in achieving better outcomes for children and families.

On the other hand, the HoMWISS (Homeless Multicultural Women Integrated Support Service) is looking forward to completing the Australian Service Excellence Standards (ASES) Accreditation process and we need extensive Professional Development activities to complete this task.

While we do our best in supporting individual client in achieving her goals based on her case plan, IWSA's Project officers have to be also aware about some unintended consequences of implementing policies and procedures especially the ones concerning the overall safety and duty of care to all clients and workers. It is similar to dealing with larger than life incidents and balancing it with the bigger picture and risk management. At the end of that balancing act, SpeakOut/IWSA has to go by the book and seek external intervention for some incidents with our case management.

As part of our role to raise the issues and concerns of our members and community partners, SpeakOut/IWSA had participated in different platforms for policy work that affect migrant and refugee women's lives. Assertion of dignity and human rights are at the core of these collaborative partnerships and community engagement processes.



The year's achievements are made possible with the support of many people. So, I thank the Management Committee, staff members, volunteers, students in placement and our community partners. We look forward to more and meaningful outcomes for our service recipients and the many migrant and refugee women who gave us their trust during the period of service provision. SpeakOut is also in gratitude to the following: FACS (Family and Community Services) staff members in Western Sydney and Nepean Blue Mountains District: Simone Halaby – Senior Project Officer of SHS (Specialist Homelessness Services) – FACS, and Ozen Cemali - Commissioning and Planning Officer.

Treasurer's Report

Treasurer: LINA CABAERO

We always strive to make Immigrant Women SpeakOut Association (IWSA) a financially viable and sound organisation and this year - despite the very challenging climate in sourcing funding for specialist women's services. I can confidently say that we are financially healthy and stable.

Seeking solid pathways to financial resources continue to be one of the key goals of IWSA. Whilst we have tried different ways of tapping into various financial sources, it is very important that we do more in-depth study of our strategies in accessing stable and ongoing funding resources.

As the Treasurer, I am pleased to submit this audited financial report to our membership. The use of grants and donations to provide much needed services for CALD women was guided by the IWSA Policy and Procedures on good practice in financial management.

The income and expenses have been recorded, managed and monitored by Mohan Packianathan – our SpeakOut accountant, Emina Kovac – Admin Officer and with Jane Brock – Executive Officer. Thank you to this great team and to Lawrie Green – IWSA Auditor for producing this report.

Our core source of funding the NSW Family and Community Services (FACS) funds our primary services the HoMWISE (Homeless Multicultural Women Integrated Support Service) funded under the Specialist Homelessness Services (SHS) and the Immigrant Women's Resource Centre (IWRC), which is funded from the Targeted Earlier Intervention (TEI). Our gratitude goes to them.

Thanks to my fellow Management Committee members who made sure that we all worked together in ensuring that IWSA has sound financial accountability and management of funding.



As the Treasurer, I am pleased to submit this audited financial report to our membership. The use of grants and donations to provide much needed services for CALD women was guided by the IWSA Policy and Procedures on good practice in financial management.

Immigrant Women's Resource Centre

(IWRC)

The cooperative peer learning approach worked very effectively for adult immigrant and refugee women learners at the SpeakOut's IWRC (Immigrant Women's Resource Centre) activities. We also had engaged Students in Placement in the different learning actions with learners. This was aimed at identifying key learning activities within the framework of a brighter future for children and their families and better service delivery outcomes.

English Conversation Class

The Immigrant Women's Speakout Association's (IWSA)/SpeakOut) IWRC has held many different activities such as English Conversation Class, Computer Literacy Class and Community Sewing Class since 2005. This year the current English Conversation Class, which has been running for more than fifteen years for women from Culturally and Linguistically Diverse (CALD) backgrounds has had 5 -12 participants in each session. The participants were from different ethnic groups such as Afghan, Iranian, Pakistani, Sri Lankan, Indian and Chinese. The English Conversation Class has had focus on building vocabulary and basic grammar to writing simple paragraphs. This class also provided discussion on insights that could be applied in women's everyday life. The core topics of the English Conversation Classes is focused on deepening and reflecting their knowledge in different issues, which women in Australia have to know. These topics included Safety and Respect in the Family and Community, Women's Health and Wellbeing of Children and other members of their Family. Other peer learning activities were held such as Meditation and Therapeutic Arts. Through discussions, drills in reading and writing on some worldwide topics such as United Nations Conference on Climate Change, Women's Rights, Discrimination and Racism, participants became aware of issues that could impact the community.

Each week a participant volunteered to do a short presentation about her best memorable job. The learner related her experience to the class and usually a lively open discussion took place. These learner presentations provide the opportunity for all participants to express their own strengths and weaknesses that made the class laughing most of the time. All learners felt good and happy after discussion on hot topics and exchange of ideas. Through the years many learners at the English Conversation Classes had developed friendships. Also, there were those who said that their mobility had improved and their feeling of being alone had dramatically diminished.

It is very important to engage the older migrant and refugee women in the peer learning space of the IWRC. All of these participants have been looking after their grandchildren and even their adult children in times when they need moral and emotional support and in times of illness. Therefore, having a space where they can reflect and mentally and physically get active paves the way for higher quality of life for Older CALD women.

The following feedbacks were given by the learners during sessions:

"I really enjoy the English class and learnt lots from exchanging ideas."

"The most interesting topic for me was mindfulness and meditation. I found a very close link between meditation and prayers. It helps me to strengthen my focus and better control my thoughts during prayer"

"Attending the English class helped me to feel confident in opening my mail and understand the content of the letter from Department of Housing or Centrelink."

Computer Literacy Class

This year we have put emphasis on collaborative learning techniques wherein learners have engaged with each other throughout the sessions. In order for this to happen the computer class teacher had done efforts in making the learning sessions engaging in ways that are fun, relevant and interesting.

Each week, we have had 5 -10 CALD women that participated at the IWSA/SpeakOut Computer Literacy Class. The classes are in two levels, which were held on Mondays and Fridays. This year the participants learned basic computer skills and gradually they became proficient in using Microsoft Word, Microsoft Excel, PowerPoint, Microsoft Publisher, Browsing Internet, sending Emails and using Skype and Facebook.

The learners have achieved the following: they were able to do their TAFE assignments using Word, they have done their presentations in PowerPoint, doing graphs and charts, Excel and other programs. The participants were very happy and felt very proud of themselves in accessing the social media and computer technology at home. They were able to help their children in doing their school homework and in monitoring them at home while using computer.

It has been more than ten years that IWSA/SpeakOut undertook training of CALD women from different ethnic groups such as Afghan, Iranian, Pakistani, Sri Lankan, Indian and Chinese to learn computer skills in a friendly and supportive environment. The IWSA/SpeakOut Computer Literacy Class provided resources to CALD women in developing their skills, empowered learners in using the computer, became independent, reclaimed their self-esteem and built their confidence in their quest for paid employment.

*The IWSA
Computer Literacy
Class is a space for
skills development
with fun.*

**The Computer Literacy Class learners and the whole of Immigrant Women's
Speakout Association send our gratitude to
Emina Kovac - Computer Class teacher. You are greatly missed.**

The following were the feedbacks from computer class learners:

“Emina Kovac, the Computer Class teacher had imparted knowledge and skills in ways that was easy to understand. She discusses topic in detail and communicates clearly with the participants, creates an interactive atmosphere for them to ask question in the class.”

“Before attending the computer class, I was scared to touch my children's computer as I was not confident enough how to turn it on and off or to use YouTube.”

“We noted that the examples and practical exercise helps us to understand better the concepts being discussed. We learned valuable skills in this class.”

“I found the computer class very helpful and inspiring. I've gone from knowing nothing of computers and now I feel confident in continuing my studies at TAFE.”

“Computer class gave me the opportunity to use social media for education, fun and enjoyment. I learnt to how use Facebook and email. It connected me to my old friends that I had no idea where they are.”

Sewing Class

The IWSA/SpeakOut's IWRC Sewing Class had completed sewing lessons that provided opportunities for creativity and as potential source of income. Throughout this financial year, new and previous learners have come and go and it is always heart-warming for our Sewing Class teacher to see that all learners have made use of the skills they learned in productive and creative ways.

For the beginners the lessons were focused on some simple projects which they can easily sew such as pillow cases and cushion covers. Learners did an amazing job on some projects like Printer cover, Tissue Box cover, Table Cloth and other household linens. One of the learners had requested that she would sew a different kind of top for herself and another learner a long waist coat. These two learners have done their sewing successfully.

All the learners have done sewing of a single bed cover. They were able to sew 8 bed covers which was a really big project for them and they were very happy of their achievements. After this, the learners have sewn kitchen apron, mittens for cooking, table mat and laptop cover. The Sewing Class teacher had done demonstration sessions from cutting the pattern to sewing the different projects in full. Overall, the service outcomes of learning new skills for increased level of self-confidence and wellbeing have been achieved.



HoMWISS

(Homeless Multicultural Women Integrated Support Service)

The team had provided support and assistance through case management to 200 CALD (Culturally and Linguistically Diverse) women who were homeless and at risk of becoming homeless. Out of the 200 clients, 95 were homeless and 105 were at risk of becoming homeless.

These clients were provided direct service. They were provided support and assistance that was tailored to their individual needs. They were also provided advice, information about domestic and family violence and how to access the different services of the Australian Government in different levels. They were mentored on how to navigate the pathways to different services and be able to benefit from it.

HoMWISS data shows that most of our clients became homeless due to a crisis in their life. The prevalent crisis that caused homelessness is domestic and family violence. Some related crisis are lack of affordable housing and people cannot afford the high cost of private rental. Some of the clients that were referred to our service are unemployed due to poor health.

Many clients had also presented the issue of having little or no income and they cannot access most of the services due to government policies. Most of those who do not have income were on partner visas with temporary residency, and have left their houses due to domestic and family violence. The IWSA/Speakout team assisted and supported them in accessing the Victim Services through the Victim Support Package. Though some clients are able to access financial support from Victim Services, one has to wait for long periods before they were able to avail themselves of free counselling service, payment for some days of accommodation and recognition payment. Some are not eligible due to lack of documents to prove that they are victims of DFV.

Below you will see the types of support and assistance provided by SpeakOut. As a whole, clients said that there was a significant level of having overcome their trauma and recurrence of crisis situation including homelessness.





The Chart above shows the proportion of support provided to the 200 clients.

HoMWISS Success Story

Molie came to seek assistance from Immigrant Women Speakout Association (IWSA/SpeakOut). She was homeless, as she had left her husband due to domestic violence. Molie used to work as an Information Technology (IT) staff. With her salary she was able to contribute in buying their conjugal house.

Her experience of DV had resulted to poor emotional and mental health. Her husband constantly shouted and called her “ugly” and telling her humiliating words and repeatedly yelling and saying: “stupid!” Don’t you have a brain?” These DV experiences have been repeated in long periods that she felt almost like being tortured.

The Project officer had assessed her situation and checking out if she had experienced strangulation. She said there were some forms of physical violence like pushing but no strangulation. Her experience of domestic and family violence affected her well-being. She said she felt tired every day and has had sleepless nights. Most of all she lost her self-confidence. She also said that she lost motivation to go to work. During the Initial Intake session, her needs were identified and based on these a Case Action Plan was mapped out. IWSA/SpeakOut provided support and assistance including step-by step resolution of her immigration problem through case management that was tailored to her needs.

Our Project Officer assisted her through mentoring with the following components: self-care, self-confidence building and Early Intervention approaches to stop her from falling into the cycle of Homelessness and Family Violence. Through the IWSA/SpeakOut referral method Molie was able to access therapeutic counseling. Later on Molie was granted Permanent Residency (PR) and was able to receive other community services.

At her exit interview, Molie acknowledged the support and assistance she received from IWSA/SpeakOut. She said she finally regained her self-esteem and started to have paid job and moved to a private rental accommodation. She reported that she had reached above average in overcoming trauma from DFV and her overall health has improved a lot. Now, she is confident that she will be able to face her ex-husband in their property settlement tribunal hearing. At the conclusion of the Exit process the Project Officer requested that Molie fill-up the Personal Well-being Questionnaire. Her answers to all the questions had an average of 6.5 in the scale of 1 to 10 (10 being highest level of satisfaction).

Collaborative Partnership

(Homeless Multicultural Women's Integrated Support Services)

Another year had passed for the IWSA/Speakout's HomWISS project. The success of the service provision could be attributed to the openness and good practice partnerships between other Specialist Homelessness Services (SHS) and non-SHS services who worked hand in hand for a common goal – assisting and supporting CALD women who are homeless and those who are at risk of becoming homeless in particular those who are escaping DFV (Domestic and Family Violence). There were over 200 CALD women who benefited from with these collaborative partnerships.

By combining our knowledge, skills and good practice experiences, we were able to increase community awareness by getting involved and by being part of a bigger community that is aiming to address the root causes of homelessness and DFV. We shared each one's expertise in our own fields. For example: women who are on temporary partner visas were referred to our service for support and advocacy in accessing the Family Violence Provisions (FVP) of the Migration Regulations. Furthermore, IWSA/Speakout had made referrals to other SHS services that provide crisis accommodation for women with children. Clients who cannot afford the cost of counselling services and or cannot access the Mental Health Plan were referred to the Victims Services NSW for financial support.

IWSA/Speakout team had collaborated with the Police to assist clients in recovering their personal belongings that were left at the possession of the perpetrator. IWSA/Speakout team provided information and mentoring sessions to non-SHS providers and other community groups on issues such as: accessing the Family Violence Provisions including information on what documents to provide to the Department of Home Affairs (DHA) to support their claims of domestic and family violence, healthy relationship and rights of older women, general well-being and how to stay safe.

IWSA/Speakout continues to participate in building collaborative engagements with other networks such as the Outer West Domestic Violence Network (OWDVN), MetWest DV Prevention Network, DV Community of Practice Network, Cumberland Domestic Violence Prevention Network and our own NESB DV Network. The NESB DV Network (being convened by IWSA/SpeakOut) had hosted a free workshop on Technology Facilitated Abuse, The aim of the workshop was to empower women to take control online. The Office of the eSafety Commissioner and WESNET with the Support from the Department of Social Services had presented this workshop. In the workshop, women were taught how to access technology in a safe way and stay connected with their family and friends. They were shown how to navigate their mobile phones safely and avoid being track by DFV perpetrators – these are usually their husbands/partners. There were 30 participants who benefited in this workshop including support workers from other SHS providers.

Other spaces for collaboration and service integration happened in meetings and activities where we have been involved such as the following: WSNBM (Western Sydney Nepean Blue Mountains) District Homelessness Executive Group (DHEG), FACS (Family and Community Services) Multicultural Consultative Group (MCG), NSW Community of Practice on Women on Temporary Visa - convened by DV NSW and CALD Community of Practice—being convened and hosted by Homelessness NSW, Domestic Violence Strategy, Investment & Priority Initiatives-Department of Justice and Harmony Alliance—Migrant and Refugee Women for Change.

Primary Prevention of Domestic and Family Violence

The best way to end abuse is to stop people from becoming abusers. There are many practical approaches to achieve this. Workshops, awareness sessions, posters, cultural messages, celebrating national and international events such as One Billion Rising and International Women's Day. Making these events as focal points for people to gather and think about actions for positive change in our society are very good ways to make a difference.

On 14 February 2019, Valentine's Day, the One Billion Rising (OBR) flashmob dance was held at the Bankstown train station. This was led by Asian Women at Work - IWSA/SpeakOut member. The OBR is one of the Primary DFV Prevention strategies that IWSA/SpeakOut has been using since 2013. There were more than 150 CALD women and men that participated from different sectors of our community. Participants from the IWSA and the Asian Women at Work called for uprooting the root causes of violence against women and children. These are gender inequity, exploitation of women and unequal pay. Key leaders of CALD women's organisations presented their solidarity messages at the OBR event. They vowed to undertake lobbying government and non-government organizations. Another Domestic and Family Violence Prevention activity was held at the International Women's Day on 8th of March 2019. This was held in Parramatta. Mostly CALD women from different walks of life gathered at the Centenary Park to mark this event followed by calls in ending violence against women. There were over 80 women and men that participated at the event in Parramatta.

We thank the Parramatta City Council for the support in holding the One Billion Rising events since 2013, in particular for the use of the PA (Public Address/Sound) system and for the Council staff who always assisted us in managing the PA system.

Participating and collaboration with Forced Marriage Network, the Anti-slavery Working Group is another prevention pathway to assist women and young girls from being trapped, trafficked and exploited. Network members in consultation with community leaders /members developed a model of improved policy with recommendation to the government to combat modern day slavery and exploitation of women. It was good to have the Modern Slavery legislation introduced at the Federal and NSW state levels. This was the result of high level of commitment among organisations and advocates that worked in collaborative partnership for this breakthrough to happen. On our part, IWSA has held workshops with the Afghan Women's Group to provide information on forced marriage and arranged marriage and how to respond effectively on suspected cases of forced marriage, including information on the forced marriage legislative framework, and referral pathways.

With a focus on Prevention of Domestic and Family Violence IWSA had organised different types of community-based prevention activities around Western Sydney this year. Our major aim is to draw attention public attention on the need for safety and respect in our community. We put our key messages on this issue, in particular on young boys. IWSA notes that Domestic and Family Violence took the lives of almost 80 women in the past year in Australia and there were 4-8 mothers/fathers that have been killed by their own child over the past two years.

We believe that by working with the larger Community, we all can bring about safety and respect in communities and families. Schools play a key role in breaking the cycle of violence by teaching young people how to build respectful relationships. Meanwhile parents could be equipped with prevention tools through awareness sessions. IWSA will be building bridges between parents and teenage boys. We can run sessions of awareness on DFV through English Conversation Class for parents at local schools. Our participation at the Linker Network in Cumberland Local Government Area is a potential pathway to collaborative partnership with schools and students. One project that the students could do is to produce posters portraying respectful and healthy relationships. Ultimately a poster exhibition will be held during Domestic and Family Violence Prevention events around the schools and wider community.

Multicultural Women's Shelter (MWS)

This year's management of the IWSA's Multicultural Women's Shelter (MWS) had re-affirmed its policies against discrimination and harassment, and upheld these in a timely and appropriate manner. We also re-affirmed our adherence to good practice in service provision in the context of respecting positive cultural traditions of clients at the MWS.

There were learning sessions held with the MWS clients on sustaining safety and reclaiming self-esteem and self-confidence. MWS clients were encouraged to attend multicultural events and other activities that are being run by other women's services such as the Cumberland Women's Health Centre and other community services.

As an example of achieved outcomes by one of the MWS clients here is a success story:

Louise came to Australia on a partner visa. She had a blissful life with her husband for most of the first year of being together in Australia. But when some disagreements about their financial situation happened her husband became physically and verbally violent towards her.

Upon arrival in Australia Louise wanted to get paid employment and also to enroll in a course but her husband did not allow her. She told her husband that she can get a job but he told her not to work because she will not know her way around in public transport.

A week later Louise's husband told her to leave the house or else he would harm her. Louise intended to call the Police but she realised that if she called the Police, her husband would be arrested and later lose his job. She called a friend and told her what had happened. Her friend told her to temporarily stay with her.

While she was staying at her friend's place Louise searched the Internet for women's services in Australia. She found the Immigrant Women's Speakout Association website. Louise called IWSA and she was provided with support including safe accommodation at the IWSA's Multicultural Women's Shelter. An IWSA HoMWISS Project had done an Intake Assessment of Louise's needs and mapped out a case plan with her. After a month of undergoing IWSA support, she was accepted to a job as Housekeeping staff at the Sydney Olympic Park. She started earning money and saved enough bond for a single room accommodation in the same area where her friend lives. Later, with assistance from IWSA's HoMWISS Project Officer, Louise lodged the documents for her permanent residency application under the Family Violence Provisions and she was successful.

When Louise was exiting IWSA's Shelter—the MWS, she was full of smiles on her face. She said that all the goals and outcomes she had set out on her Case Plan were achieved. She was very happy during the Exit Interview and provided very good feedback and comments on IWSA's support services. One of her comments was: "I was able to reclaim my self-esteem and self-confidence, regained safety and respect and became independent." She rated her Personal Well-being achievement as 8 out of 10 - as the highest. Also, she had referred to IWSA, two CALD women that needed support.

Wrap around Success Story

Wrap around and client-centred service by:

Immigrant Women's Speakout Association (SpeakOut/IWSA) services –

- HoMWISS (Homeless Multicultural Women Integrated Support Service)
- IWRC (Immigrant Women's Resource Centre)
- MWS (Multicultural Women's Shelter)

Priya is from South Asia who married a South Asian man, an Australian citizen. She came to Australia on temporary partner visa and lived with her husband in a suburb in West Sydney, New South Wales. After almost two years of living together Priya's husband became very aggressive during the times when they have disagreements. She was slapped and beaten by her husband many times. Sexual assault became a constant occurrence, including put down comments such as: "you are not attractive and your skin is dark!" At times when Priya asserts her right for respect, her husband threatened her by saying: "if you are not obeying me I withdraw my sponsorship, cancel your visa and you send you back to your parents!" Priya felt very anxious and could not sleep well at night and has had panic attacks.

The HoMWISS Project Officer had done an assessment of Priya's needs. She was assisted and provided support in accessing accommodation, financial support, legal advice, employment opportunity and linked to supportive community network.

A referral was done in accessing the Police and Priya was able to get an AVO (Apprehended Violence Order) to stop her husband from harming her. She was also referred to hospital for check-up and to a psychologist for ongoing counselling sessions on trauma from DFV (Domestic and Family Violence). She was assisted with accessing Centrelink payments and to apply for the Victim Services to fill the online application forms for financial assistance and recognition payment. She received the crisis payment and the special benefit from Centrelink. The HoMWISS Project Officer had advocated on behalf of Priya regarding resolving her visa status by helping her to inform the Department of Home Affairs (DHA) about the changes in her circumstances. She was assisted to apply for permanent residency under the Family Violence Provisions. The Project Officer helped her to compile the relevant documents and other types of evidence and lodged these to DHA. She was also assisted in writing her statutory declaration which was one of the core evidence on her claim of DFV.

Priya had also accessed assistance from the IWSA Resource Centre, where she received mentoring in job search. Later, she was accepted to work full time at an Aged Care facility.

Priya's wellbeing had improved dramatically as she regularly attends her counselling sessions with her psychologist. She felt very happy, more confident and positive in outlook in life. She had filled up the feedback form with a smile on her face.

Recently, Priya was granted her permanent residency under the Family Violence Provisions of the Migration Regulations. Her courage and resilience in seeking justice during her fight against Domestic Violence is very remarkable. This great positive change is reflected in her comment written on her feedback form that said:

"The Immigrant Women's Speakout Association is a wonderful organisation. It is helping and supporting women who have no clue what to do about their right to be safe and resolve visa status. IWSA's support is done with kindness, compassion and strong caring dedication. Now, I am able to stand on my feet with dignity."

IWSA Management Committee and Staff 2018-2019

MANAGEMENT COMMITTEE:	
Tabitha D. Ponnambalam	Chairperson
Myra Hechanova	Vice-Chairperson
Lina Cabaero	Treasurer
Safa Rahimi	Secretary
Bich Thuy Pham	Member
Charity Danquah	Member

STAFF:	
Jane Brock	Executive Officer
Mariam James	Project Officer
Marichu Gloria	Project Officer
Rukhshana Sarwar	Project Officer
Mohan Packianathan	Accountant
Emina Kovac	Admin Officer (until 7th August 2019)
Summera Hafeez	Sewing Class Teacher
Kawkab Jada	Caretaker

FAREWELL AND THANK YOU TO - Emina Kovac – Outgoing Admin Officer

IN GRATITUDE

Thank you to -

Volunteers and Students in Placement:

Lu Meng, Suryana Sadrana, Roseline Eze, Lungelo Odago, Pallavi Kshatri, Ann Uyi-Uwadiae, Meynard Argana, Anthony Montebello, Edwin Subijano, Ernel Joseph Dela Cruz, Evelyn Alejandro, Gerard Mirana, Zahra Haider, Prabina Gurung, Pooja Nepali, Paul Lockyer, Habiba Rahimi, Manuel Del Rosario, Nadera Hakimi, Nadia Trinidad, Natividad Millarez, Nedzad Trcic, Nazifa Omar, Najjiba Tabibzada, Peter Geoffrey Brock, Prima West, Rahima Ghafari, Sheila Osias, Sidiqa Anwari, Sidiqa Sultan, Toorpykai Hashimi, and Zainab Rahimi.

Staff:

The Management Committee commends and says thank you to the Speakout staff members:

Jane Brock, Rukhshana Sarwar, Mariam James, Marichu Gloria, Emina Kovac, Summera Hafeez, Mohan Packianathan and Kawkab Jada.

NSW FACS (Family and Community Services):

For assistance and support to IWSA, thank you to FACS staff: Ozen Cemali – Commissioning and Planning Officer, TEI (Targeted Earlier Intervention) and Simone Halaby, Specialist Homelessness Services (SHS).

Strategic Plan 2018-2021

Vision

We dream of a society that values the diverse contributions of immigrant and refugee women and where the government provides access to resources so that they can live independently, free of violence, oppression, exploitation and discrimination.

Values

Social justice, gender equity and equitable distribution of the world's wealth.

Just remuneration for the work of women in funded services, government and in profit-making workplaces.

Recognition of women and their contribution in society and in public life

Solidarity with marginalised and vulnerable immigrants and refugees and find ways to support them with fairness and compassion.

Statement of Purpose

Immigrant Women's Speakout Association is a migrant and refugee women's key organization, which values and acknowledges the cultural and linguistic, multigenerational diversity of migrant women and refugee women. It is an organisation that empowers migrant and refugee women to achieve gender equality in all areas of their lives.

Goal 1

Achieve high financial outcome in order to have essential resources to support the well-being of CALD women including those escaping DFV.

Goal 2

Stronger position in building capability of Speakout with focus on leadership in the community on areas such as speaking out issues and concerns, quality service provision, good practice, partnering and engagement, and innovation

Goal 3

Solid organizational foundation is built in cooperative collaboration among migrant and refugee women.

Goal 4

Enhanced governance level.

Goal 5

CALD (Culturally and Linguistically Diverse) women are valued in their contribution to the different aspects of growth and progress in the Australian society and world-wide.

Year in Numbers

**Number of women were supported through HOMWISS
(Ongoing Case Management)**

200

Number of clients provided with information and advice

2479

Number of people that attended our Events

487

**Number of bed nights provided to homeless migrant and
refugee women
(Multicultural Women's Shelter)**

1038

**Number of attendances for English,
Computer and Sewing Classes**

664

Emina Kovac

Westfield Parramatta Local Hero 2018



Congratulations Emina!



The Immigrant Women's Speakout Association says thank you to -

- ▲ *Westfield Parramatta for the opportunity of getting our key messages on the need for shelter for migrant and refugee women*
- ▲ *The people in the community who voted for Emina Kovac - the SpeakOut Local Hero Nominee*
- ▲ *Emina Kovac for working hard in campaigning for funds for the IWSA Multicultural Women's Shelter*

Photo Gallery 2018-2019



**One Billion Rising 2019
Parramatta, Western Sydney,
New South Wales**

**2019 One Billion Rising
calls for -
Stop Exploitation of
Women!
End Violence Against
Women!**

Community Skills Development





The Immigrant Women's Speakout Association awarded Aurelia Gallardo (IWSA Chairperson) [on the right of the photo] with Community Leadership Award for her relentless support for migrant and refugee women that are escaping Domestic and Family Violence. This was presented by Ms Julia Finn MP for Granville, the Guest Speaker [on the left of the photo] at the Annual General Meeting 2018.



Julia Finn, MP for Granville—Guest Speaker at the Immigrant Women's Speakout Association AGM 2018.



Maria Koleth of ANROWS, the Returning Officer for the IWSA/SpeakOut Election of MC Members 2018.

Speakout AGM 2018





Speakout AGM 2018



Migrant and Refugee Women Speaking Out



2019 – 2020 MEMBERSHIP FORM

Name/Organisation:	
Contact Person:	
Address:	
Telephone: (H)..... (W)..... (M).....	
Fax:	Email:
Language/s Spoken:	
Account Name: Immigrant Women's Speakout Association of NSW Commonwealth Bank BSB: 062-194 Account No: 0090 4014	

INDIVIDUAL MEMBERSHIP: New Renewal

Individual membership (unwaged):	Free
Individual membership (waged):	
o Annual Income less than \$35 000pa	\$11(incl GST)
o Annual Income \$35 000pa – \$50 000pa	\$16.50 (incl GST)
o Annual Income more than \$50 000pa	\$27.50 (incl GST)

ORGANISATION MEMBERSHIP: New Renewal

o Unfunded Organisations	Free	
o Funded Organisations	\$22 (incl GST)	
o Reciprocal Membership	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Your Organisation is (please tick all applicable):		
Ethno-specific Organisation	<input type="checkbox"/>	Multi-ethnic Organisation <input type="checkbox"/>
Women's Service	<input type="checkbox"/>	
Domestic Violence Service	<input type="checkbox"/>	Other <input type="checkbox"/>

DONATION

Amount:

THANK YOU FOR YOUR SUPPORT

I agree to abide by the aims and objectives of Immigrant Women's Speakout Association Inc.

Signed: _____ Date: _____

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 Email: women@speakout.org.au

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