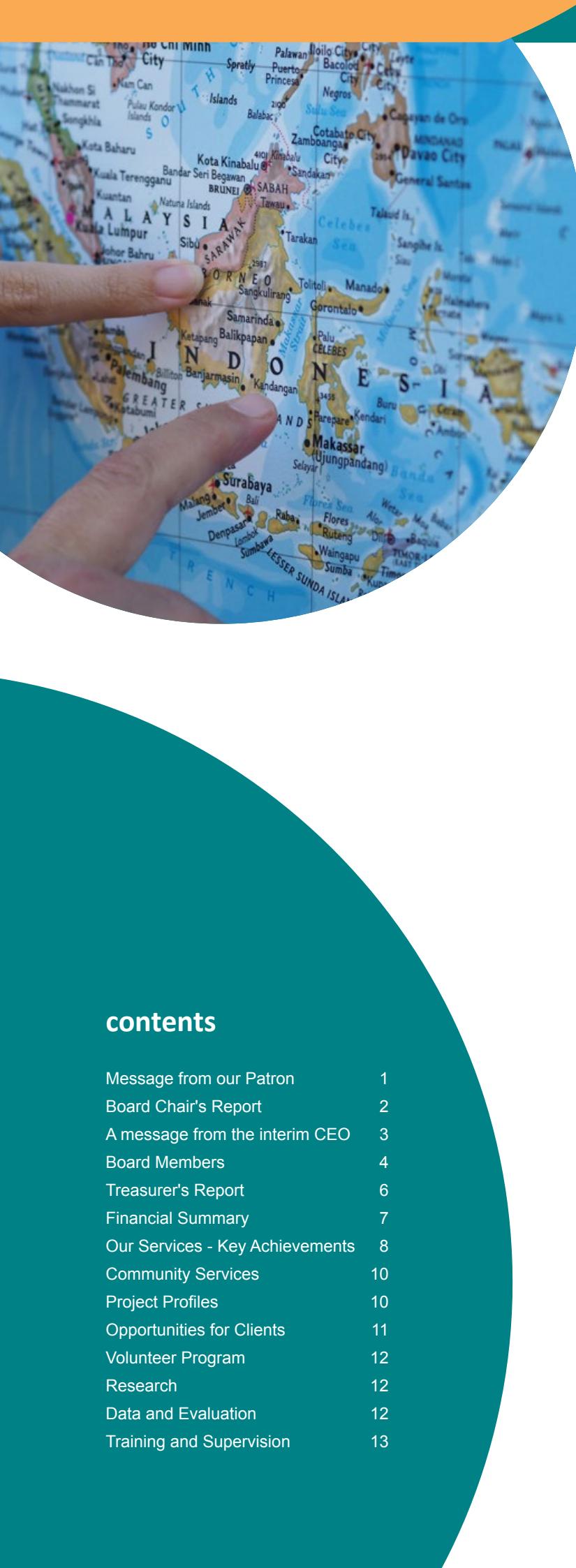




asetts



ANNUAL REPORT 2017–18



WHO WE ARE

ASeTTS provides a range of services to people with refugee-like backgrounds and people seeking asylum living in Western Australia. We believe that all those who have experienced trauma have a fundamental right to rehabilitation, healing and support and we endeavour to provide flexible services that help people to reconnect with their innate strengths. We adopt a holistic, person-centred, strength-based approach to our work.

We work with clients from a wide range of countries and ethnic and cultural backgrounds and our client demographics vary with changing international contexts and conflicts. This year the top five countries of origin for our clients were: Iraq, Syria, Afghanistan, Iran and Myanmar. The gender split of our clients is fairly even, with 51% male clients and 49% female. Our focus on youth and children continues, with 28% of our clients aged under 18.

Our vision is to help create a more peaceful and just world where human rights violations are recognised and protected and where there is appropriate support to help those who have experienced torture and trauma to rebuild their lives. Founded in 1992, ASeTTS is a not-for-profit organisation delivering a wide range of targeted programs for clients from all over the world. We have no political affiliation and work with survivors of torture and trauma regardless of race, religion, ethnicity or gender. We work with a wide range of community partners to provide integrated and responsive services to clients.

ASeTTS is the Western Australian member of the national Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) and we are committed to supporting clients nationwide to restore safety, connection, meaning and dignity.

In the last financial year we provided direct services to a total of 1,464 survivors of torture and trauma as well as facilitating a wide range of programs, educational opportunities and events that engaged with diverse sectors of the Western Australian community.

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MESSAGE FROM OUR PATRON



In her compelling book *Hope in the Dark*, writer and activist Rebecca Solnit explores the nature of hope and the ways that we can maintain it in the midst of turbulent and troubled global times. ‘Another world might be possible,’ she writes, but only if we act upon our beliefs and values. ‘Hope calls for action,’ Solnit believes, ‘and action is impossible without hope’.

When I look at the work of ASeTTS with some of our world’s most vulnerable people, I am deeply inspired by this notion of translating hope into action. The extraordinary work of healing that is being undertaken by ASeTTS is by its very nature a profound testament to hope;

hope for the possibility of individual and community recovery and integration and hope that we can work together to create a better world than the flawed and unequal one in which we live.

I would like to extend my deepest thanks to all ASeTTS staff, Board Members, volunteers and supporters for the extraordinary achievements of this year, and for your unflagging commitment to translating hope into tangible action for those that we serve.

Janet Holmes à Court AC
ASeTTS Patron



BOARD CHAIR'S REPORT



The survival of not-for-profit organisations in these tempestuous and challenging times depends very much on their ability to embrace change and to adapt successfully in the face of it. Like other similar organisations all over the country, ASeTTS has had to navigate a complex set of challenges including funding uncertainty, evolving policy, financial, reporting and accountability requirements, increasing costs and other major changes to the landscape in which we operate.

In these testing times it has been essential for us to be resilient and adaptable so that we can ensure that we are able to continue to provide the essential client services that have assisted so many people from refugee-like backgrounds over the 26 years of our operation. A comprehensive analysis of the way we operate, with a focus on contemporising the organisation and a concerted prioritising of client needs and service delivery, has been undertaken this year.

**I feel like my ASeTTS
counsellor put a window
in my heart and opened
the window – Masoud**

This has certainly resulted in some difficult decisions as we have undergone an organisational restructure and realignment of our programs and services. What has not changed, however, is our dedication to the needs of the people we serve. We now have a structure and a budget that strengthens our continuation and positions us to be able to meet the challenges that may arise in the future.

We have also focused concordently on internal and external leadership capabilities as we prepare to undertake the development of a comprehensive strategic plan that will help to chart the future of this remarkable organisation.

ASeTTS staff members have continued to display their customary unwavering professionalism and commitment to their clients and on behalf of the Board I would like to offer my thanks to every member of the ASeTTS team. I would particularly like to thank April Pearman who has undertaken the role of Interim CEO this year with great dedication and professionalism in often challenging circumstances.

Thanks are also due to all Board members for their ongoing commitment to ASeTTS and their outstanding collaborative work this year. As always, we are grateful to our funding bodies and corporate sponsors.

We look forward to a promising year ahead for ASeTTS.

**Antonio Giometti
Chairperson, ASeTTS Board**

A MESSAGE FROM THE INTERIM CEO



ASeTTS is an amazing organisation serving clients who have endured some of the worst human rights violations possible. It is our honour and privilege to bear witness to their stories of persecution and amazing survival. We welcomed 1,464 courageous clients to our services this year to help them to slowly build trust in humanity again.

In what has been a challenging yet rewarding year, we continued to work with people seeking asylum in immigration detention and living in the community with the reality that some asylum seekers face a forced return to their country of origin.

Our work is made possible with the support of our funding bodies: Federal Department of Health, State Mental Health Commission, Department of Social Services and many others. I take this opportunity to thank them for entrusting ASeTTS with this important work. Thank you also to the staff of ASeTTS whose dedication to support our clients is impressive. ASeTTS also acknowledges the valuable assistance of our many volunteers who make our clients feel welcome and enable essential functions of the agency.

April Pearman
Interim Chief Executive Officer





**When I came to ASeTTS
I made friends. My
counsellor helped me to
talk about all the things
that made me feel sad –
Mohammed**

BOARD MEMBERS

ASeTTS is governed by a Board of Directors who volunteer their time and expertise to ensure the effective leadership of the agency. The Board, guided by our Constitution, is charged with setting direction, providing leadership and ensuring that financial obligations are met.

Mr Antonio Giometti - Chairperson

Dr Bernadette Wright – Vice Chairperson

Mr Tim Blackburn – Treasurer

Dr Susan Hoffman – Secretary

Mr Darren Ginnelly

Ms Raissa Kundwa

Ms Julie Sprigg

Ms Marion Bom (April - June 2018)

Kwami Selormey (July - September 2017)

Mr Yousef Parsapour
(United Voices representative
September 2017 - January 2018,
Member February - June 2018)





**Having no language is
like being in a dark room**
– Nagham



TREASURER'S REPORT



ASeTTS recorded a net operating surplus of \$698,498. This result has helped to consolidate the organisation's position. There are two major factors in achieving this result. Firstly, ASeTTS saw a modest increase in revenue by \$200,626 from the previous year to \$4,921,588. This increase was due to the increase in grants from the Department of Health by \$609,000 and Red Cross by \$103,000. There was a decrease in funding from the Department of Social Services by \$483,000 during the year.

Secondly, due to the diligent management of overheads, the expenditure increase was in line with the grant income received. The Board, along with the senior management team, continues to use the reporting functions that include comprehensive key performance indicator (KPI) monitoring to monitor and manage the programs efficiently throughout the organisation and ensure delivery of crucial programs. Our focus has been to maintain ASeTTS's service delivery requirements with our stakeholders and clients.

With the surplus, we have improved balance sheet equity with Net Assets totaling \$2,255,969 (2016/17 \$1,557,472). Of note is the increase in cash of \$344,216. Current Liabilities have decreased by \$140,367 which has improved the organisation's liquidity position.

Liquidity improved with \$3.16 (2016/17 \$2.34) of current assets available to fund every \$1 of the Association's short-term obligations.

Overall it has been a stabilising year for the organisation from a financial perspective. With the forecasted reduction of funding for 2018/19, from the current financial position we will be able to absorb its impact. It will also allow us to invest in developing programs and explore alternative funding options in the future periods.

Tim Blackburn (FCPA, CTA)
ASeTTS Treasurer



FINANCIAL SUMMARY



97%	Grant & Government Funding
1%	Interest
1%	Other Income



74%	Employment Expenses
26%	Operating Expenses



84%	Cash
10%	Trade & Other Receivables
6%	Property, Plant & Equipment



45%	Trade & Other Payables
41%	Current Provisions
14%	Non-Current Provisions

OUR SERVICES - KEY ACHIEVEMENTS

Counselling



276 psychiatric
consultations
to 98 clients



2350 individual
counselling sessions
to 502 clients (PASTT &
MHC contracts)

Family work



Family counselling:
90 clients (Strength to
Strength Program)



Streamlined children's services
- enhanced parent interview
assessments
- playroom incorporated into
services



4283 individual & family
counselling sessions
to 829 clients (counselling
programs & contracts)



Training:
6 bi-lingual workers
completed 2 full days
of training



Children in Cultural
Transition program:
30 children aged
5 – 12 years



Working with
100+ young people from
refugee-like backgrounds:
individual counselling and
mentoring



3 school holiday
programs



Individualised family
support services:
51 clients



Facilitation of 5 day
'Camp of Courage' –
building safety and
connection

Youth Program

Services to people seeking asylum



Counselling sessions - people living in community detention or on temporary protection visas:

76



Counselling sessions - Detention
Yongah Hill Detention Centre
and Perth Immigration
Detention Centre:

66



Number of counselling sessions to people with no access to Medicare:

54



Number of people seeking asylum who received our services:

182



Operation of the Asylum Seeker Hub consortium in partnership with

- Riverview Church
- Australian Red Cross
- Mercycare
- CARAD
- The Humanitarian Group
- Fremantle Multicultural Centre



COMMUNITY SERVICES AND DEVELOPMENT

A total of 169 people were engaged in 12 separate community development projects. ASeTTS also participated in extensive community consultation with the newly arrived Syrian community in collaboration with five other organisations. ASeTTS' client reference group United Voices and Humanitarian Inter Agency Network (HEIN) continued to hold their regular meetings.

PROJECT PROFILES

Each year ASeTTS develops and delivers a range of dynamic projects aimed at enhancing our clients' strength.

Healing Through Creative Arts

ASeTTS used various creative therapeutic tools to help young people address challenges due to trauma. Healing through Creative Arts was one such initiative. The objective of the initiative was to increase participants' connection and attachment, provide a space for healing in a creative environment, and to create a social-justice dialogue with the young people in a safe environment.

Seventy people aged 9 - 20 years participated in the program co-funded by Lotterywest and PASTT. Participants selected four expressive arts options: photography, drumming, dance and art. The day programs were held in each school holiday period over the course of a year. The final session for each of the two day activity session was allocated to social justice dialogue on one of the themes. ASeTTS staff are now witness to young participants creating successful connections whilst using the safe space to progress their healing.

I have met so many
people from different
countries at ASeTTS –
Fatima



The City I Belong

The City I Belong was an ASeTTS initiative that supported 40 Syrian and Iraqi young people who had recently arrived in Australia under the Humanitarian Program. The 8 month project, funded by the City of Perth, local government and PASTT, had two main objectives:

- Improving participants' sense of belonging to their new city and enhance their connections with people and places;
- Enabling participants to connect with university students and inspire their interest in higher education.

ASeTTS implemented the project in collaboration with 25 student volunteers from the University of WA (UWA) Student Guild. A key feature was the program of tours whereby participants explored a range of city landmarks including Parliament House, UWA, the Swan River foreshore, Optus stadium and Kings Park.

Student volunteers provided educational and fun activities for the group. A second visit to the university included a tour of the campus facilities to help the young refugees understand the nature of an Australian university. ASeTTS and UWA held art workshops for participants towards the end of the project enabling participants to reflect on and creatively represent their favourite aspects of The City I Belong. The project concluded with an exhibition of participants' artwork.

OPPORTUNITIES FOR CLIENTS

ASeTTS provided a number of opportunities for all clients and their families to attend a wide range of sporting, recreational, cultural and artistic activities.

Men's Group

- 54 engaged in the program
- 26 clients attended for the first time

Camp Kulin

- 5 days
- Attendance: 41 young people

Collaborating in the organisation of Harmony Day event

- Mirrabooka

Collaboration with Perth International Arts Festival

- Museum of Water
- Chinese puppet artist Yeung Fai

Tree of Life Therapy Sessions

- 49 children

Christmas Hampers for the neediest ASETTS clients

- St Vincent de Paul & Chisholm Catholic College donated 50 hampers

Child Therapy Group

- 5 week program
- Parkwood Primary School
- 16 children participated

12 week Group Therapy Program

- Sevenoaks Senior Campus
- 22 young men aged 16 – 18 years

Women's Support Group

- 5 week program
- 17 Arabic speaking women

Family Fun Day events

- 100+ clients engaged

Friday Village Sing & Grow Program

- Mothers and children
- 20 week program

Therapeutic Dancing Group – Syrian clients

- 9 women attended

Friday Village Program

- 144 women engaged in the program
- 52 clients attended for the first time

Weekly Group for clients from the former Yugoslavia

- 20 clients

Accessing the Ballet Program

- 24 clients attended WA Ballet

Women's Fitness Program

- 18 week program
- 22 women engaged in the program

ESL Program

- 14 weeks
- 20 Arabic speaking clients participated

Healing Through Creative Arts

- 12 month program
- 70 refugee youth

Learning Club

- Koondoola Primary School
- 11 children aged 6 – 12 years

Drumbeat

- 38 participants
- Aranmore Catholic College Collaboration

Men's Shed WA & Vincent Shed partnership – 3 month pilot

- volunteers assisted in clients developing woodwork/metalwork skills

VOLUNTEER PROGRAM

Our dedicated volunteers support our clients in a wide range of ways. This year ASeTTS embarked upon a strategic partnership with the Coalition for Refugees, Asylum Seekers and Detainees (CARAD) to combine our two volunteer programs to improve efficiency and streamline services. CARAD manages the day-to-day operation of our volunteer program including recruitment and training.

DATA AND EVALUATION

We continued to use data and evaluation in a range of ways to strategically guide the services we provide as well as contributing to national data collation initiatives. Key achievements include:

- Prepared for the implementation of a new client database (CAReHR) to enhance service delivery, storage of information and reporting capabilities as well as ensuring compliance with the FASSTT National Minimum Data Set
- Comprehensively evaluated the majority of our programs
- Undertook innovative client feedback project sampling a large number of ASeTTS clients through the use of a software package that speaks to clients in their language
- Worked nationally to develop requirements and format for Stage 3 of our National Minimum Data Set with the new phase of collection capturing the types of torture and traumatic experiences endured by clients, and in what context of persecution and human rights violations
- Attained accreditation of the National Mental Health Standards

RESEARCH

A number of rigorous research projects were undertaken this year to investigate the needs of clients and assess our own programs and services. Staff have prepared and submitted a range of papers including publication of an article in the prestigious journal Torture entitled 'Australian Immigration Detention and the Silencing of Practitioners'.



TRAINING AND SUPERVISION

A concerted focus on professional learning and support for staff underpins our work at ASeTTS. This year staff members engaged in a wide range of professional learning activities in a range of areas to ensure staff have the resources they need to carry out their work.

ASeTTS' supervision practice is guided by professional requirements and ethics, and FASSTT standards. ASeTTS has a pool of clinical in-house supervisors that provide individual supervision and group supervision.

A total of 515 hours of supervision were provided to staff this year. This is a significant investment in time and resources and is critical to supporting staff in their work with clients, their professional development, and their clinical self-care. Our internal supervision service was evaluated this year using a range of information sources to ensure compliance with FASSTT standards and industry best-practice.

ASeTTS staff delivered 30 specialised educational workshops (a total of 137.75 hours of training) to 565 individuals from a wide range of organisations and individuals in the allied health and education sectors to enhance their knowledge and competencies in working with people affected by torture and trauma from refugee-like backgrounds.



This is a multicultural country, but it's so hard when you first come here
– Elizabeth





Association for Services to
Torture and Trauma Survivors
(ASeTTS)
286 Beaufort Street, Perth, WA 6000
(08) 9227 2700
reception@asetts.org.au
facebook.com/ASeTTS
www.asetts.org.au
ABN 83 460 231 835



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