



ANNUAL REPORT 2022-2023

Table of Contents

03 About Us	13 Our Clients
04 Board Chairperson's Report	15 Clinical Services
05 Chief Executive Officer's Report	18 Children and Youth
06 Our Board of Directors	20 Community Development and Capacity Building
08 Our Supporters	23 Client and Stakeholder Feedback
10 Our people	24 Financials
12 Our clients' countries of origin	

ASeTTS acknowledges the Wadjuk Noongar people as the original custodians of the land on which our head office and satellite offices sit. We acknowledge their enduring connections to land, waters and community and pay our respects to them and their cultures, and to Elders past and present and emerging.

We are committed to ensuring every person that interacts with us, and works with us, feels safe and is welcomed with equity, dignity, and respect. We work alongside people with expansive sexualities, genders and bodies with refugee and asylum seeker backgrounds to celebrate the diverse and rich lives of individuals and communities. To be a safe place for all people and cultures we understand the importance of building trust, connecting with, partnering with, and including others. All people are welcome at ASeTTS.



We are proud to be a QIP accredited organisation



Cover page: Echoes of Ukraine choir performs at the CIVIL graduation

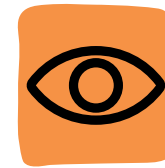
ABOUT US

Since its establishment in 1992, ASeTTS has proudly supported people from refugee-like backgrounds as they settle in Western Australia.

We provide flexible, therapeutic, mental health and rehabilitation services to people who are humanitarian entrants, or are from a refugee-like background, and who have experienced torture or trauma in their country of origin, during their journey to Australia, or while in detention. We believe all people who have experienced trauma have a fundamental right to access supports that facilitate their healing and recovery and reconnection with their innate strengths. We are privileged to support our clients to recover and rebuild their lives after experiencing torture and trauma. Our team works with people from very diverse range of experiences, countries, ethnic and language groups, sexualities, and ages, providing support through individual, family, and group interventions, programs, and projects.

ASeTTS is a member of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT), and of the International Rehabilitation Council for Torture Victims (IRCT). We are one of eight accredited torture rehabilitation providers in Australia, and one of around 160 centres worldwide whom assist the survivors of torture and trauma.

We have no political affiliation and provide support to survivors of torture and trauma across their lifespan, without distinction of any kind, such as race, gender, language, religion, age, sexuality, or political or other opinion.



Our vision

Our vision is to help create a more peaceful and just world where human rights are recognised, violations of human rights are challenged, and torture and trauma survivors are supported to rebuild their lives.



Our purpose

We aspire to provide holistic services that assist refugee survivors of torture and trauma to rebuild their lives.



Our values

- Client focus: Our clients are at the centre of all service delivery, business development and management decisions.
- Teamwork: We actively share information and resources, and work together towards shared goals.
- Inclusion: Staff and clients from diverse cultures, ethnicities, religions, ages, genders and sexual orientations, ages, and abilities have access to opportunities, and can contribute their perspectives and talents to improve ASeTTS.
- Accountability: We own our actions and do what it takes to achieve agreed outcomes. We are accountable to our clients, the FASSTT Network and funders.
- Ethics: We adhere to the highest standards in the provision of services and in our interactions with others.

CHAIR REPORT

The ASeTTS' Board has had a good year and there is a sense in the Board that we are in a good position to use our Board time to think carefully about our vision for the future.

A major contributor to this sense of stability has been the signing of a new five-year contract with the CEO, Merissa Van Der Linden. It is really pleasing that our current CEO has committed to remaining in place for the foreseeable future. Thanks go to Kevin De Souza, Deputy Chair, for his work on the CEO contract. Merissa has worked hard to ensure the organisation is underpinned by good governance and financial stability. She has also been able to improve the organisation's reputation at all levels - state, national and international - of course ably backed up by the Executive team and the staff.

Several impacts of this improved reputation have been felt. ASeTTS is effectively contributing to the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT), state and Commonwealth Government agencies have been keen to offer us more funding. Also, Merissa has provided training in the Philippines representing the International Council for the Rehabilitation of Torture Victims (IRCT) and the organisation is actively involved in strategic advocacy.



From the Board point of view, we plan to use this period of stability to do two things in the coming year: firstly, we are engaging in a consultation process to focus on developing a new Vision for the organisation. The visioning process will be completed by early 2024 and will then form the foundation for strategic planning.

Secondly, we have agreed to a new calendar of Board meetings for the coming calendar year. We will meet six times a year for formal business meetings and then between two and three times for 'substantive' meetings - to have an opportunity to explore bigger issues, for example, vision and strategic thinking, our position on the non-for-profit sector and future planning.

As always, the Board recognises the hard work of the CEO, the Executive team, and the staff. I personally acknowledge the work of the Board members who volunteer their time to ensure our oversight of ASeTTS.

Gail Green
Board Chair



CEO REPORT

It is a pleasure to share ASeTTS FY 2022-2023 achievements with our clients, staff, members, and supporters.

This year has been a dynamic and impactful year at ASeTTS, a year where we have deeply embedded the various changes and improvements of previous years and are beginning to reap the rewards of our hard work. This includes improvements in our practices, and in our internal and external relationships and reputation.

- Our services are consistent and quality. We have maintained our quality accreditation and continued to deliver considered and thoughtful service improvements. In addition, internal audits of our records have shown consistently strong practice and year on year improvements.
- Our staff are engaged. Through our Annual Workplace Culture Survey 90% of staff told us they are likely or very likely to recommend ASeTTS as a great place to work and feel ASeTTS is a safe place to work, and 96% are satisfied or very satisfied working with us.
- Our stakeholders are engaged. Through our Stakeholder Engagement Survey 83% of the organisations and professionals we partner with told us that we work collaboratively to achieve outcomes, 80% reported that we are a strong systemic advocate for refugees, and close to 90% recognised our strong reputation for delivering quality and holistic services. In addition, we are a strong contributor in the multicultural and humanitarian services sectors, FASSTT, IRCT and other important areas of work.
- Our clients feel safe and heard. Through our Client Satisfaction Survey, over 98% of responding clients told us they are happy with their services, feel safe and listened to.

Of course, there are always opportunities to improve, and our culture of continuous improvements puts us in a great place to seek, reflect and act on feedback to be the best employer, provider, and organisation we can be.



While our team is small, they are passionate and committed to ASeTTS' vision and purpose, and this financial year they continued to go above and beyond to deliver a broad range of high-quality services. This publication celebrates their achievements and impact. I thank this amazing team for their efforts, support, creativity, and comradery over this year.



Finally, I extend thanks to the ASeTTS' Board, our members, stakeholders and my colleagues in the Executive Team and senior leaders for their support, collaboration and contributions. Together we continue to achieve so much. It is a pleasure to work alongside so many people who share our vision and strive to support our clients to rebuild their lives after torture and trauma.

Merissa Van Der Linden
Chief Executive Officer



OUR BOARD



 **asetts**
rebuilding lives together

 **asetts**
rebuilding lives together


OUR BOARD

The ASeTTS Board sets our strategic direction and ensures our organisation is well governed, and successfully achieve our purpose.

We are governed by an experienced Board of Directors who volunteer their time and expertise to lead the association. Our Board members include:

Chair: Ms Gail Green

(Appointed on 25 November 2020; elected to the Board on 18 December 2019)

Deputy Chair: Mr Kevin De Souza

(Appointed on 12 October 2022; elected to the Board 24 November 2021; joined 6 September 2021)

Treasurer: Mr Vince Ianni

(Appointed on 18 December 2019; joined September 2019)

Secretary: Ms Amanda Gillett

(Appointed on 24 November 2021)

Mr Tony McRae

(Former Deputy Chair; elected to the Board on December 2019)

Ms Jumana Jasim

(Elected to the Board on 24 November 2021; joined 6 September 2021)

Mr Ray Loh

(Elected to the Board on 24 November 2021)

Ms Paradee Thorensen

(Elected to the Board on 12 October 2022)

Ms Annabelle Williams

(Elected to the Board on 12 October 2022; resigned 16 May 2023)

Ms Zeinab Taai

(Elected to the Board on 12 October 2022; resigned 28 August 2023)

Ms Louise Ford

(Elected to the Board in December 2019; resigned 13 September 2022)

Ms Wildaliz De Jesus

(Interim Board Director from 24 April 2023)

Attendance

During FY 2022-2023 the Board met on 8 occasions. The attendance of Board Members relative to the number of meetings during their time on the Board is as follows.

Gail Green	7 of 8 meetings	Ray Loh	6 of 8 meetings
Kevin De Souza	6 of 8 meetings	Paradee Thoresen	5 of 5 meetings
Vince Ianni	7 of 8 meetings	Annabelle Williams	1 of 3 meetings
Amanda Gillett	8 of 8 meetings	Zainab Taai	1 of 5 meetings
Tony McRae	4 of 8 meetings	Louise Ford	1 of 2 meetings
Jumana Jasim	7 of 8 meetings	Wildaliz De Jesus	2 of 2 meetings

Board Committees

Board Directors have contributed to 2 key committees across the year:

Finance and Performance

Members: Vince Ianni, Gail Green, Ray Loh, Paradee Thorensen, and Wildaliz De Jesus, and Merissa Van Der Linden (ex officio).

Purpose: To act as a monitoring and review forum for financial, accounting, performance and reporting practices of the Association.

Governance and Risk

Members: Amanda Gillett, Kevin De Souza, Tony McRae, Jumana Jasim, and Merissa Van Der Linden (ex officio).

Purpose: To act as a monitoring and review forum for governance, risk and compliance matters impacting ASeTTS.

OUR SUPPORTERS

Without the generous support of our funders, donors and key partners we would not be able to deliver the compliment of services we provide our clients. We thank and acknowledge our supporters for their ongoing commitment to our clients and our work.

Our funders and donors

Department of Health (Cth)

Department of Home Affairs (Cth)

Department of Justice (WA)

Department of Social Services (Cth)

Lotterywest (WA)

Healthways (WA)

Mental Health Commission (WA)

Office of Multicultural Interests (WA)

Krishna Somers Charitable Trust managed by Hall Chadwick

Benmark Fund

Anonymous donors

The FASSTT Network

Companion House - ACT

Foundation House - Vic.

Melaleuca Refugee Centre - NT

Phoenix Centre - Tas.

QPASTT - Qld.

STARTTS - NSW

STTARS - SA

FASSTT National Coordinator, Paula Peterson

Our Partners

Accelerate Group

Adult English Migrant Program (AMEP)

Amity Heatly

Amnesty International WA

Asia Pacific Refugee Rights Network (APRRN)

Australia, New Zealand and the Pacific Working Group (ANZPWG)

Australian Institute of Interpreters and Translators (Ausit)

Australian Red Cross

BNG Service Provider Portal

Breast Screen WA

Centre for Asylum Seekers Refugees and Detainees (CARAD)

Child and Adolescent Health Service (CAHS)

Child and Adolescent Mental Health Service (CAMHS)

Circle Green Community Legal Centre

City of Bayswater

City of Canning

City of Gosnells

City of Perth

City of Stirling

City of Swan

City of Wanneroo

Clear Minds

Community Employers WA (CEWA)

Curtin University, Centre for Human Rights Education (CHRE)

Department of Communities

Department of Communities: Child Protection

Department of Education

Department of Education, Statewide Specialist Services and Intensive

English Centre (IEC) leaders

Department of Health

Department of Training and Workforce Development

Diversity Focus

Dr Fiona McGaughy

Dr Ian Percy

East Metro Multicultural Network

Edit Suite WA

Edith Cowan University

Edmund Rice Centre WA

Employsure

Ethnic Communities Council of WA

Federation of Ethnic Communities Council of Australia (FECCA)

Financial Counsellors' Association of WA (FCAWA)

Gosnells Women's Health Service (GWHS)

Harmony Alliance

HAYS

headspace
Hepatitis WA
Humanitarian Entrant Health Service (HEHS)
International Health and Medical Services (IHMS)
International Rehabilitation Council for Torture
Victims (IRCT)
Interpreters WA
Ishar Multicultural Women's Health Services
Jenny Gleeson Consulting
Kalico Consulting
McCusker Centre for Citizenship
Mercy Care
Metropolitan Migrant Resource Centre (Inc.)
Mettamorphosis
Migration Council of Australia
Multicultural Futures
Multicultural Mental Health Sub Committee
Multicultural Services Centre of WA (MSCWA)
Murdoch University
National Accreditation Authority for Translators and
Interpreters (NAATI)
Northern Suburbs Community Legal Centre
Notre Dame University
Perth Children's Hospital Refugee Health Clinic
Perth College
QIP
Reclink
Reconciliation Australia
Refugee Council of Australia (RCoA)
Relationships Australia
Rotary Club Osborne Park
SCALES
Settlement Council of Australia (SCoA)
Sexual Health Quarters (SHQ)
Snap Printing
St Vincent de Paul Migrant and Refugee Service
State Library of WA
Town of Vincent
Umbrella Multicultural Community Care Services

United in Diversity
United Nations Association of Australia (WA Division) Inc. (UNAAWA)
Uniting WA
UWA Student Guild
UWA Students for Refugees
Veraison
WA Association for Teachers of English to Speakers of Other Languages (WATESOL)
WA Interpreters
WA Museum Boola Bardip
WA Police
WA Refugee and People Seeking Asylum Network (WARPSAN)
WA Refugee Health Action Group (WARHAG)
West Australian Ballet
Western Australian Association for Mental Health (WAAMH)
Western Australian Council of Social Services (WACOSS)
Women's Health and Family Services (WHFS)
Youth Affairs Council of WA (YACWA)
Youth Futures (Inc.)

Krishna Somers Charitable Trust

ASeTTS is honoured to be one of a small number of charities that are beneficiaries of the Krishna Somers Charitable Trust. ASeTTS has received quarterly donations from the trust since 2019 and generous special distributions from time to time. To honour Dr Somers legacy donations have been used to support our organisation to continue our work in providing high-quality and effective services and respond to the changing needs of our clients. We thank the trust, the family of Dr Somers, and Mr Keith Platel from Hall Chadwick for their continued support of ASeTTS.

Benchmark Fund

The Benchmark Fund has been a generous supporter of ASeTTS for many years, in particular contributing to our annual Youth Camps. Without the support of Benchmark Fund we would struggle to deliver this important program.



I have made new friends and I have enjoyed myself. This is my first time going to camp without my family. At first, I felt 5 days was too much but when I came the days went so fast. Thank you for everything, the activities, food and staff. Finally, I would like to say thanks from my heart to ASeTTS... I hope everyone can do good things like ASeTTS.



OUR PEOPLE



OUR PEOPLE

Our greatest asset is our people.

We are privileged to have a team of thoughtful and experienced staff, who are passionate about supporting the healing and recovery of individuals, families and communities that are impacted by torture and trauma.

Our workforce represents a diverse range of perspectives, experiences, cultures, languages, ages, and genders. Many of our people have first-hand understanding of the challenges our clients face; having themselves come from a refugee or migrant background. They use their lived and professional experiences to support our clients with compassion and understanding.

Last year we had 51 staff members working with us. This included:

Employment type

Casual employment	25%
Part-time employment	27%
Full-time employment	47%



Age ranges

Under 25	14%
26-35	24%
36-45	16%
46-55	39%
56-65	8%
65 and over	0%



Gender

Female	69%
Male	29%
Non-binary	2%



Countries of origin

Staff represented 28 countries of origin:

Australia	El Salvador
Afghanistan	France
Iran	Germany
Eritrea	Hong Kong
Bosnia and Herzegovina	Jordan
Egypt	Kenya
India	Malaysia
Italy	Maldives
Sri Lanka	Myanmar
Africa	Nepal
Brazil	South Africa
Chile	South Sudan
Denmark	Spain
Dubai	UK



Languages spoken

80% of our staff spoke a language other than English; 35 languages other than English in total with the largest proportion (11%) speaking Arabic, this was followed by Dari, Hazaragi, Hindi, Spanish, and Tigrinyan (6.8% each). Some staff speak multiple languages other than English.



Length of tenure

Staff were employed at ASeTTS from less than 1-year to over 20-years. The majority of part- and full-time staff 60% were employed in the previous 5-years.



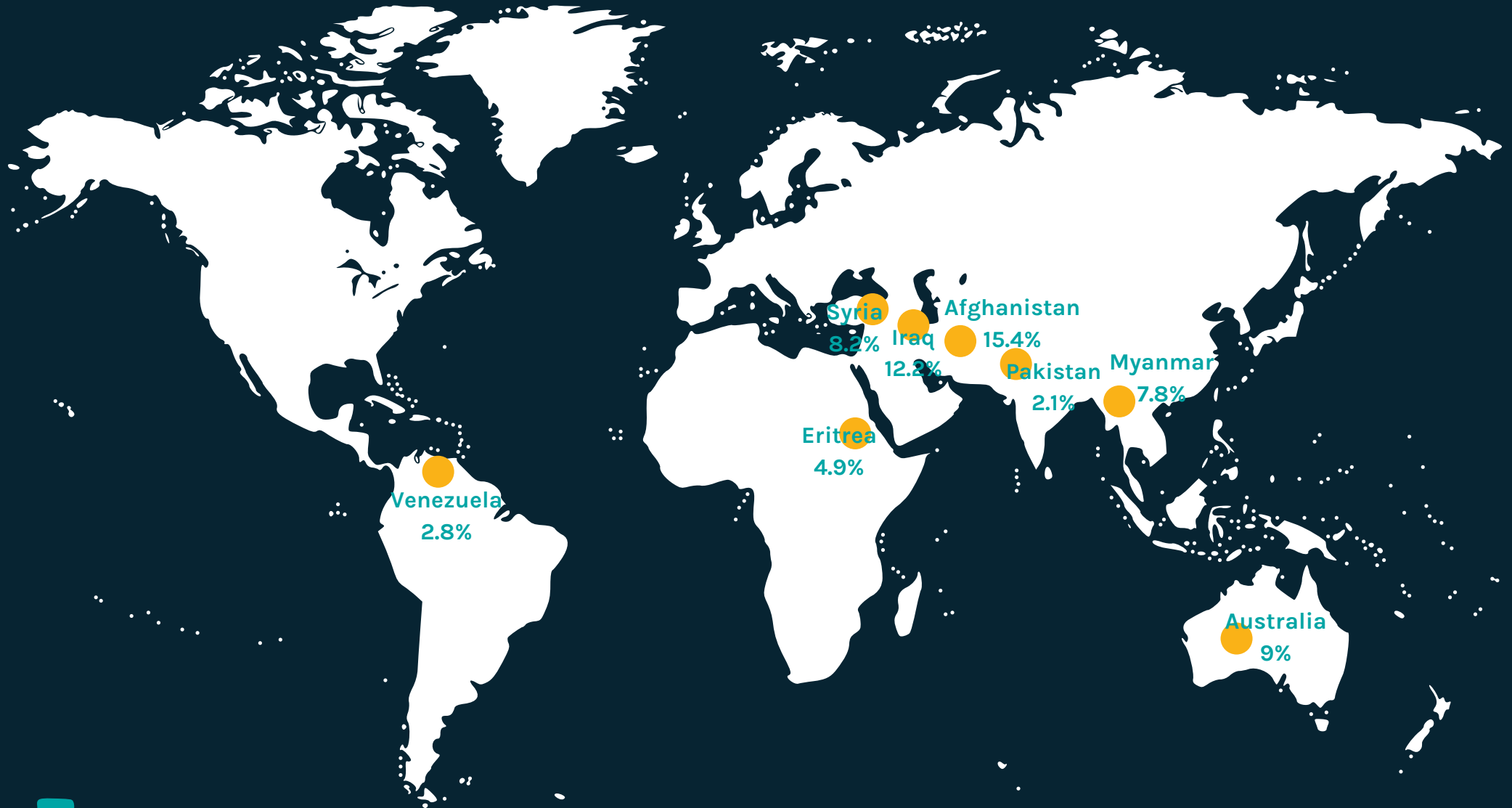
Education

Our staff are highly qualified with most holding tertiary qualifications in their field up to postgraduate and Masters levels.



OUR CLIENTS' COUNTRIES OF ORIGIN

Our clients come from across the globe. In 2022-2023, our top 10 countries of origin where:



OUR CLIENTS

In FY 2022-23 ASeTTs provided services to 1,727 individual clients from diverse backgrounds and experiences and age groups.

This is a significant increase compared to the previous financial year when 1,144 clients were supported, and a 127% increase from FY 2020-21, and FY 2019-20 when 760 and 864 clients respectively were supported.

Gender

This year saw a significant increase in the numbers of women and girls accessing services. While in previous years on average 44% of clients were female this year 62% were. The increase is attributed to targeted programs that support women and children.

Female	62%
Male	38%
Other	0%
Transgender	<1%



Age

Services were provided to people across the lifespan. Observations include:

- There was a slight drop in the numbers of clients under 18-years-of-age (from 33% to 25%).
- While there was a slight increase in clients over 70-years, we have concerns that ageing clients may be underrepresented in services.

0 to 9	5%
10 to 19	20%
20 to 29	14%
30 to 39	20%
40 to 49	18%
50 to 59	14%
60 to 69	6%
Over 70	3%



Country of origin

Clients came from 91 countries of origin - an increase from last year where 78 countries of origin were recorded. The largest proportions came from:

Afghanistan	15%
Iraq	12%
Australia	9%
Syria	8%
Iran	8%
Myanmar	8%
Eritrea	5%
Sri Lanka	3%

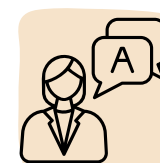


While the top countries were similar to previous years, FY 2022-23 saw an increase in clients who were born in Australia and who are experiencing intergenerational trauma.

Languages spoken

During this year ASeTTs supported clients who spoke 67 languages other than English. The most spoken languages include:

English	23%
Arabic	23%
Dari	9%
Spanish	6%
Karen	5%
Hazaragi	5%
Tamil	4%
Tigrinya	4%



With increased numbers of Australian born clients FY 2022-23 saw the largest proportion of clients reporting English as their primary language spoken. It also saw a reduction in the numbers of clients requiring the use of interpreters, from 60% in the previous year to 49% this year.

OUR CLIENTS

Time in Australia

In this year 33% arrived in Australia in the previous 5-years and another 26% between 5 and 10-years. Our records tell us that at the end of June 2023 our clients ranged from people who were very newly arrived to an individual who came to Australia in 1957. Over 40% of clients accessed their first service with us in FY 2022-23.

Visa categories

The majority of clients during this period were permanent residents and Australian citizens (78%), followed by asylum seekers (12%).

Permanent Resident	56%
Australian Citizen	21%
Asylum Seeker	12%
Temporary Humanitarian Visa Holder	7%
Temporary Visa (Other)	3%
Asylum Seeker - no visa/ finally determined	<1%
Temporary Visa (Visitor)	<1%
Unknown	<1%



Referrals

70% of clients were first referred to ASeTTS in the period from 1 July 2020 to the end-June 2023. Referrals remained high across the financial year and were managed in an effective manner to ensure intake assessment and allocations occurred as quickly as possible.



Services accessed

Clients often accessed multiple services from ASeTTS as shown in the table that follows.

Community Development	585
Family Counselling	88
Group Work	978
Individual Counselling - Detention	43
Individual Counselling	803
Psychiatry	128
SAFE - FDV Program	10
Youth Counselling - DSS	84
Youthwork	60





CLINICAL SERVICES

8,959
counselling sessions were
delivered to 873 clients of
different ages.



315 psychiatric services
were provided to 128 people.

A Client Feedback Survey was completed by 158 clients; 98% reported they were happy with the service and feel safe coming to ASeTTS; and more than 99% felt listened to by staff.



I have seen a lot of mental health professionals but none of them have made me feel as safe and hopeful as she (my Counsellor) has.



This year ASeTTS and Mission Australia established a monthly NDIS 'LAC Community Hub' service, for people from Refugee like backgrounds, co-located at ASeTTS Perth office.



16 Therapeutic / Psychoeducational groups delivered to 176 clients, including psychoeducation sessions, mental health and wellbeing and stress sessions, and art therapy workshops.

Client File Audit findings demonstrated a high standard of quality care. This included 100% compliance for evidence of individual goals, strengths, needs are identified at assessment; and regular assessment, review and active client participation in assessment and planning.



Advocacy and referral to other health and welfare services is a regular component of counselling and group casework. During this year 112 support letters, treatment summaries and/or mental health reports, related to legal advocacy.



CASE STUDIES

Rose*

Rose (32) is an asylum seeker from Africa who applied for the Woman at Risk visa a couple of years ago. She struggles with symptoms related to prolonged abuse and traumatising in her own country. Her mental health issues are often exacerbated by existential issues related to her lack of status in Australia. Including her lack of work and study rights.

Rose has attended regular counselling sessions with ASeTTS over the past 12-months. Counselling has supported Rose to address her past trauma, improve her mental health and wellbeing, and reduce her sense of isolation.

Due to her legal status, Rose's future in Australia remains uncertain. Sessions now held with Rose try to assist her with the challenges of stepping into an uncertain future or waiting for the next court hearing.

Haris*

Haris (71) is an electrical engineer by trade and has been a client of ASeTTS for more than 20-years. Haris settled in Australia in the late 1990's after surviving the war horrors in the Balkans and transiting through several countries with the help of the UNHCR. When first accessing ASeTTS' services Haris presented with severe PTSD symptoms and a long-term treatment seemed necessary. After years of engaging in individual and group counselling and psychiatric support he was able to overcome most of his post-traumatic symptoms.

As Haris was not ready to completely cease counselling and cut ties with ASeTTS, he has for the last few years continued to attend counselling every 2-months. He views this as a safety net, that helps him "not to get worse".

Today Haris lives a family-oriented life with a flourishing social life. It would be fair to say that he has rebuilt his life. His favorite activities are taking care of his grandchildren and playing his piano accordion. Interestingly, and even more so remarkably, in his late 60's Haris found a broken piano accordion in verge collection, fixed it, and learned to play it at ASeTTS with the help of his counsellor who is from the same cultural background. Haris labels the ability to play national music as one of his biggest life achievements. He has also noticed that his PTSD symptoms abate while he is playing music. Nowadays Haris starts every day singing and playing music for his wife while she is making morning coffee, and he has become somewhat known in his community and social circles for playing unique traditional tunes. Haris often mentions that he "would never be here today without ASeTTS' support".

*Names have been changed



CHILDREN AND YOUTH



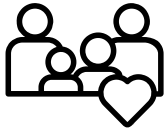
The 8-week WOW psychosocial group program was delivered across 4 different groups 32 primary school children under 11 years old. A family fun day was also facilitated to assist us in evaluating the program.



2 Sexual Health and Peer Education Programs were delivered to 10 young women and 9 young men in partnership with SHQ+.



Youth school holiday programs were delivered to 46 young people.



42 clients and their families participated in cultural events within the community.



In partnership with Womens Health and Family Services, ASeTTS delivered a supported therapeutic playgroup, Play Now Discover Always, to Eritrean women and children.

3 Children in Cultural Transition (CICT) group programs were delivered to 29 newly arrived primary school aged children.



I'm able to express my problems and you listen to me and try to help me. It is meaningful to me to come to ASeTTS.



Outreach counselling was provided to students at Intensive English Centre high schools, this includes Balga, Lynwood, and Thornlie Senior High Schools and Seven Oaks Senior College.



1 Camp of Courage delivered across 5 days and 4 nights to 17 young people aged from 12 to 25 years of age.



50 young people and their families were supported by ASeTTS Reconnect Specialist Youth Services; and 95% reported overall positive improvements in their circumstances.

COMMUNITY DEVELOPMENT AND CAPACITY BUILDING





36 Women's Group sessions delivered to a total of 37 women; this included 10 psychoeducation, health and information sessions, 15 art and therapeutic activities, and 3 excursions.



ASeTTS consulted with men from diverse cultural backgrounds including Afghanistan, Myanmar, Iraq, Venezuela, Eritrea, and Syria; to understand their strengths and needs and inform future group program development and service delivery.



The We Women Leading Us 'Gender and Women's Rights' program was delivered to 19 participants.

Community consultation was facilitated with members from South and Central American Spanish Speaking communities. Their feedback will inform co-design of future community projects.



Our Afghan new arrivals project delivered 33 group activities to 143 adults, children, and youth. Activities included health and mental health promotion sessions, women's health education activities, health clinic visits, therapeutic activities, settlement, and educational, sporting, and cultural activities for young people.



I felt like I was visiting the best and kindest friends who helped me better understand and solve my problems.



Men's Group was delivered on 32 occasions to 26 participants; activities included: excursions, therapeutic, health and education sessions, and an Eid celebration





Through the Al Noor Community Group, Ellenbrook project, ASeTTS delivered 5 group activities to 67 women and their children. This included Harmony Day drumming circle, mental health and well-being session, and Australian animal park excursion.

The Eritrean Community Development Program delivered 26 group activities to 90 adults, children, and youth. Group topics included online mental health promotion, mental health promotion and psychoeducation for young people, parenting across cultures, recreational activities like beach safety, art therapy and women's health and wellbeing.



The Community Innovators, Volunteers and Leaders (CIVAL) program was delivered to existing and emerging community leaders from 17 countries of origin. 22 participants graduated from the program.



3 student placements were supported including a Master Counselling and Psychotherapy student from ECU, Master of Social Work student from UWA, and an undergraduate Social Work student from Curtin University.

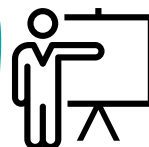
ASeTTS celebrated the launch of the OMI funded CIVAL Alumni and Mentoring project with a networking event that brought together close to 60 guests including past CIVAL graduates. 18 CIVAL Alumni registered to participate in one of 6 mentoring circles.



3 Families in Cultural Transition (FICT) group programs were completed with Afghan new arrivals, Tigrinya speaking and Burmese speaking community members.



6 Humanitarian Entrance Interagency Network (HEIN) meetings were held, with representation from up to 43 member organisations.



23 training workshops and professional development presentations and workshops were delivered to 754 external professionals.





CLIENT FEEDBACK

As part of our delivering meaningful and effective services to clients we value and seek client feedback about their experiences with our organisation, staff, and services. This year we proactively surveyed our clients to understand their satisfaction with our services, whether they felt safe and heard, their understanding of how to raise a complaint, and thoughts on what ASeTTS is doing well and what could be done differently.

Over a two-week period nearly 160 clients responded to our simple survey which was provided in English and the top nine languages spoken by our clients. 40% of responses were provided in a language other than English.

Client responses were overwhelmingly positive with 98% reporting being happy or very happy with the services they received, and 99% feeling safe or very safe at ASeTTS and listened to by our staff.

Various suggestions were provided on what could be changed (e.g., more excursions) and clients also provided rich feedback on what they liked (e.g., education sessions, ASeTTS staff) and the impact of our services.

"I give five stars to your counselling service because counselling saved my life. Please give my thanks to your manager and your organisation. Thank you for keeping me alive".



"I'm very happy to come here. I understand now what is happening to me, I can fight for me now because I'm breathing better. Thank you to my counsellor for helping me to get out of this situation. I am happy with ASeTTS."

"I feel really safe here since people are always willing to listen to our stories without passing judgement or making threats. When I was struggling, people helped me".

"My Counsellor, she always listens to me and she is very patient and calm; I feel very calm and comfortable with her. It has been very good".

"Even though I have so many problems and confusion, I am relieved to a certain extent, when I come here".

"I'd just like to say, as a refugee with very little income, you guys have been instrumental in giving me and others like me, a place where we are safe, heard and have allies to help. I started here as a child being given opportunities for socialisation, to coming as an adult, and having a chance to live my life without my trauma defining my path".

FINANCIAL REPORT



FINANCIAL AND PERFORMANCE COMMITTEE REPORT

The Association is pleased to present its financial performance for the year ending 30 June 2023. We are delighted to report a surplus of \$154,646. This represents a significant increase compared to the previous financial year's surplus of \$35,433.

A rise in income is primarily attributed to the substantial increase in revenue from term deposits, totaling \$115,917. This surge was driven by a rise in interest rates on term deposits, which rose from an average of 0.1 percent in the 2021-22 financial year to an average of 3 percent in the 2022-23 financial year. The Association also experienced a notable boost in funding from both Federal and State Government agencies, amounting to \$713,164. With increases designated to support newly arrived clients due to the escalating demand for our services. Additionally, we received an advance program funding of \$85,000 for clinical services, which has been carried forward to the upcoming financial year, 2023-24.

Moreover, the Association received a generous additional donation of \$90,000 from the Dr. Krishna Somers Trust. This donation has been assigned for the delivery of the new Dr. Krishna Somers Expressive Art Therapy Program in the 2023-24 financial year.

Total expenses for the year amounted to \$4,687,048 indicating a rise of \$723,779, or 0.18 percent, in comparison to the previous year. This expenditure increase aligns with the increase in government funding for services, which were successfully delivered throughout the financial year. It is noted that despite significant inflationary pressures during the financial year, expenditure was effectively managed.

As of 30 June 2023, the Association's most substantial asset remains its cash and cash equivalents, totaling \$4,450,307. Of this amount, \$4,075,560 is held in short-term deposits, and \$374,747 is in a transactional account.

Liabilities for the 2022-23 financial year have decreased by \$341,206, primarily due to the reduction in grant funding received in advance. Overall, the Association stands in a robust financial position, boasting net assets and total equity amounting to \$3,751,310. This represents a 4 percent increase, or \$154,646, when compared to the financial position as of 30 June 2022.

We are optimistic about the Association's financial outlook and remain committed to cautious financial management and the effective allocation of resources to fulfill our mission and serve our community.

Financial and Performance Committee Report
16 October 2023



AUDIT REPORT LETTER



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE ASSOCIATION FOR SERVICES TO TORTURE AND TRAUMA SURVIVORS INCORPORATED

Report on the Audit of the Financial Report

Opinion

We have audited the Financial Report of the Association of Services to Torture and Trauma Survivors Incorporated ('ASeTTS'), which comprises the statement of financial position as at 30 June 2023, the statement of income and retained surplus, the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Board of Directors' declaration.

In our opinion, the Financial Report of ASeTTS has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission (ACNC) Act 2012, and the Associations Incorporation Act 2015 including:

- (a) giving a true and fair view of ASeTTS' financial position as at 30 June 2023 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the Australian Charities and Not-for-profits Commission Regulations 2022.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the auditor independence requirements of the ACNC Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the Financial Report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of the Board of Directors for the Financial Report

The Board of Directors of ASeTTS is responsible for:

- I. Preparing the Financial Report that gives a true and fair view Financial Report in accordance with Australian Accounting Standards – Simplified Disclosures and the ACNC Act 2012.
- II. Preparing the Financial Report in accordance with the Associations Incorporation Act 2015.
- III. Implementing necessary internal control to enable the preparation of the Financial Report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.
- IV. Assessing ASeTTS' ability to continue as a going concern and whether the use of the going concern basis of accounting is appropriate. This includes disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless they either intend to liquidate ASeTTS or to cease operations or have no realistic alternative but to do so.

AUDIT REPORT LETTER CONTINUED

Auditor's Responsibilities for the Audit of the Financial Report

Our objective is:

- I. to obtain reasonable assurance about whether the Financial Report as a whole is free from material misstatement, whether due to fraud or error; and
- II. to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit.

We also:

- I. Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- II. Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of ASeTTS' internal control.
- III. Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Directors.
- IV. Conclude on the appropriateness of the Board of Directors' use of the going concern basis of accounting in the preparation of the financial report. We also conclude, based on the audit evidence obtained whether a material uncertainty exists related to events and conditions that may cast significant doubt on ASeTTS' ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report, or if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause ASeTTS to cease to continue as a going concern.
- V. Evaluate the overall presentation, structure and content of the financial report, including the disclosures and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

AUDIT REPORT LETTER CONTINUED

We also provide the Board of Directors with a statement that we have complied with the relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.



Crowe Perth



Sean McGurk
Partner

Signed at Perth, Western Australia

16 October 2023

STATEMENT OF PROFIT AND LOSS AND OTHER COMPREHENSIVE INCOME

For the financial year ended 30 June 2023

	2023 \$	2022 \$
INCOME		
Revenue	4,473,570	3,761,455
Interest income	121,096	5,178
Other Income	247,028	233,059
TOTAL INCOME	4,841,694	3,999,692
EXPENSES		
Employment	3,190,118	2,866,550
Consultants & Contractors	267,102	181,211
Staff Development	60,071	23,826
Programs	484,004	478,700
Administration	392,940	192,832
Premises	97,972	62,188
Insurance	100,222	72,943
Travel	30,734	25,174
Depreciation	30,624	27,790
Depreciation Leases	-	11,576
Interest Lease expense	-	249
Finance Costs	454	451
Other	32,807	20,769
TOTAL EXPENSES	4,687,048	3,964,259
SURPLUS FOR THE YEAR	154,646	35,433
Other comprehensive income	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	154,646	35,433



STATEMENT OF FINANCIAL POSITION

For the financial year ended 30 June 2023

	2023 \$	2022 \$
CURRENT ASSETS		
Cash & Cash equivalents	4,450,307	4,752,199
Trade & Other Receivables	248,794	197,670
TOTAL CURRENT ASSETS	<u>4,699,101</u>	<u>4,949,869</u>
NON-CURRENT ASSETS		
Property, Plant & Equipment	161,576	74,587
Right-of-use Assets	-	23,153
	<u>161,576</u>	<u>97,740</u>
TOTAL ASSETS	4,860,677	5,047,609

For the financial year ended 30 June 2023

	2023 \$	2022 \$
CURRENT LIABILITIES		
Trade & Other Payables	289,203	349,143
Grant Income in Advance	177,050	477,094
Provisions	531,410	465,837
Lease Liability	-	12,713
TOTAL CURRENT LIABILITIES	<u>997,663</u>	<u>1,304,787</u>
NON-CURRENT LIABILITIES		
Provisions	111,704	142,296
Lease Liability	-	3,862
TOTAL NON-CURRENT LIABILITIES	<u>111,704</u>	<u>146,158</u>
TOTAL LIABILITIES	<u>1,109,367</u>	<u>1,450,945</u>
NET ASSETS	3,751,310	3,596,664
EQUITY		
Accumulated Funds	3,751,310	3,596,664
	<u>3,751,310</u>	<u>3,596,664</u>

STATEMENT OF CHANGES IN EQUITY

For the financial year ended 30 June 2023

	Accumulated Funds \$	Reserves \$	Total \$
BALANCE AS AT 1 JULY 2021	3,561,231	-	3,561,231
Net Surplus for the Year	<u>35,433</u>	-	<u>35,433</u>
BALANCE AS AT 30 June 2022	<u>3,596,664</u>	<u>-</u>	<u>3,596,664</u>
BALANCE AS AT 1 JULY 2022	3,596,664	-	3,596,664
Net Surplus for the Year	<u>154,646</u>	-	<u>154,646</u>
BALANCE AS AT 30 June 2023	<u>3,751,310</u>	<u>-</u>	<u>3,751,310</u>



STATEMENT OF CASH FLOW

For the financial year ended 30 June 2023

	2023 \$	2022 \$
CASHFLOW FROM OPERATING ACTIVITIES		
Receipts from Operations	4,834,475	4,801,499
Payments to Suppliers and Employees	(5,114,303)	(4,142,561)
NET CASH PROVIDED BY OPERATING ACTIVITIES	<u>(279,828)</u>	<u>658,938</u>
CASHFLOW FROM INVESTING ACTIVITIES		
Acquisition of Property, Plant & Equipment	(117,613)	(6,858)
Interest Received	95,549	4,641
	<u>(22,064)</u>	<u>(2,217)</u>
CASH FLOWS FROM FINANCING ACTIVITIES		
Lease payments	-	(12,633)
NET CASH FLOWS USED IN FINANCIAL ACTIVITIES	<u>-</u>	<u>(12,633)</u>
NET INCREASE IN CASH HELD	301,892	644,088
CASH & CASH EQUIVALENTS AT BEGINNING OF YEAR	<u>4,752,199</u>	<u>4,108,111</u>
CASH & CASH EQUIVALENTS AT END OF YEAR	<u>4,450,307</u>	<u>4,752,199</u>







Association for Services to Torture and Trauma Survivors (ASeTTS)

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