



ANNUAL REPORT 2022



Multicultural Women's
Health Services



ACKNOWLEDGEMENT OF COUNTRY

Ishar acknowledges the Wadjuk Noongar people as the traditional owners of the land on which we provide our services.

We continue to recognise and celebrate the spiritual connection that Noongar people have to country and waters and pay tribute to Noongar elders past, present and emerging.

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OUR VISION

Inspiring women, families and communities

OUR MISSION

To provide inclusive, holistic and culturally sensitive services for women and their families promoting healthy communities.

OUR VALUES

Respect Commitment

Integrity Collaboration

Dear friends, I am safe here and everybody looks after us. We are friendly members of Ishar.

-Anonymous client

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A WORD FROM THE CHAIRPERSON

It is hard to believe another year has passed and we continue to work and live in the context of a global pandemic. I'd like to pay tribute to and thank our staff, volunteers and contractors for your tireless efforts in supporting an increasing number of women and families in need, whilst also recognising the impacts on you personally – with so many of you distanced from your families and loved ones overseas.

I know we have farewelled and welcomed staff this year and that changing faces can be unsettling. I thank the management team for their efforts in supporting you all as we, like many organisations, navigate this change.

This year we farewell Lee Best as she concludes her final term with Ishar. Lee has contributed to Ishar with leading our Patron and Ambassador Program subcommittee, developed a New Board Member Induction pack and has been an outstanding Vice Chair for the last 2 years. We thank Lee for her service and wish her well in future endeavours.

As we farewell Lee, we welcome Zainab Zaki to the Board. Zainab brings women's health, community services and NFP expertise to the Board and has a passion for addressing inequities experienced by those from CaLD backgrounds. Zainab also brings a more youthful voice to our board which we welcome.

As I commence my last year of my last term, I'm pleased to say the Board has endorsed Simone Sharp to take the leadership of Ishar into 2023 and beyond. Simone is well placed to take this next step and I will remain on the board to support this succession.

On behalf of the Board, I also extend our gratitude to Andrea for her ongoing leadership of Ishar. It is always challenging to be a CEO of a small but growing organisation – we commend her for her efforts in what has been another wonderful year for Ishar.



A handwritten signature in black ink, appearing to read 'S McKiernan'.

Sandy McKiernan

CHAIRPERSON

A WORD FROM THE CEO

It is with inordinate pride that I deliver this annual report which showcases another successful year at Ishar. Ishar was established in 1992 under the National Women's Health Strategy and in 2022 we completed 30 years of service delivery. From its beginnings in Nollamara with a team of three part-time staff, Ishar now has over 50 staff and contractors and delivers services through three service streams of Health, Mental Health and Domestic Violence and Family Support.

In the 2021-2022 financial year we launched a state-wide Health in My Language program which delivers information on various health topics to women in metropolitan and regional WA.



Through our services in 2021 - 2022, we reached 9451 women from 45 ethnicities and delivered over 80,000 service contacts. The work at Ishar is not possible without a team of dedicated staff, volunteers and contractors and I wish to sincerely thank them for their work in spite of some very trying times during the year when we were presented with complex and increasing caseloads. Several changes in the team also lead to a sense of instability and I wish to acknowledge that while this is a widespread phenomenon occurring across all industries I am very grateful to the staff who have chosen to work for Ishar and the women we serve.

I wish to thank the funding bodies who chose to invest in Ishar particularly Australia Post, Scanlon Foundation and the Department of Communities who recognised the value of the projects they funded in 2021-2022 and offering us funding for 2022-2023 as preferred providers. A sincere thank you to all our partners who support us in the delivery of services and gave their unconditional support in helping us bid for new services in the South Metropolitan area. In 2023 we hope to launch a full suite of services in Cannington and thank the Department of Health for choosing Ishar as the preferred provider of multicultural women's health services for the South Metropolitan region.

A heartfelt thankyou to the Board who provide me with the support necessary to guide Ishar and steer it in the right direction. After 20 years of working at Ishar I feel joy in coming to work each day and very grounded because of the women who come to us for support and by the gratitude they express at the smallest of things. I admire the resilience and strength our clients have and am humbled by their trust. I will continue to work each day to be true to this trust placed in Ishar.

A handwritten signature in black ink that reads "Andrea Creado".

Andrea Creado
CEO

WHO WE ARE

Since 1992 Ishar has provided vital health and wellbeing services to refugee and migrant women in an endeavour to promote healthy communities.

We operate using the 'social model' of health in which the presenting 'medical' condition is not separated from the interconnections of personal, social, economic, cultural, age and gender-related issues.

We serve women across all age ranges from young girls to seniors in services including:

- Youth Services (14 -25 years)
- Neighbourhood Mothers for women who have lived in Australia for under ten years and with children aged under 12 years
- Family and Domestic Violence (FDV) support services, for women at risk of, or with lived experience of FDV
- Health and well-being services (including doctors, nurse, midwife, psychologists, dietitian and social workers).
- 40+ Lifestyle Program (women over 40 years to seniors)
- Carers of individuals with mental health issues and people with disabilities
- Settlement, Engagement & Transition Services for refugees who have arrived in the last five years

As the only women's health service specifically addressing the needs of multicultural women, Ishar is very experienced in both working collaboratively with other agencies and meeting the requirements of funding bodies.

2090

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN
ACCESSED ISHAR SERVICES DURING 2021-2022

80,000

SERVICES WERE DELIVERED

OUR CLIENTS

Ishar provides a range of holistic services to women from all walks of life and cultural backgrounds. Ishar is an LGBTQ+ friendly service and welcomes women of any sexual orientation, anyone who identifies as a woman and anyone who was assigned female at birth.

All programs and services are strength-based and client-focused, meaning they are tailored according to people's individual needs. Interpreters are available for all Ishar services.

Each year Ishar sees between 7000-8000 women with 80,000 service delivery contacts across all programs. The Translating and Interpreting Service (TIS) was used on 1374 occasions and engaged interpreters that spoke 44 languages.

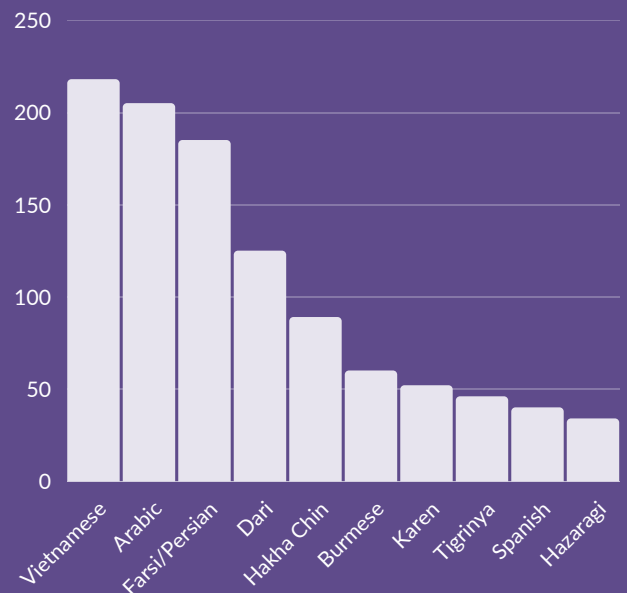
1374

INTERPRETERS USED FOR APPOINTMENTS

44

LANGUAGES SPOKEN

FIG. 1 TOP 10 LANGUAGES FOR CLIENTS ENGAGING TIS INTERPRETERS





(It) doesn't matter if you are from Iran, from Afghanistan, all black and white, all brother and sister. Unity and peace.

-Ishar client

WOMEN'S HEALTH

HEALTH SERVICES

Ishar continues to offer a wide range of health services to women. Our women's health clinic provides culturally safe care to women who otherwise face many barriers in accessing affordable and culturally sensitive health services. Our clinic is staffed by female doctors and clinical psychologists, as well as a clinic nurse, midwife and dietitian.

Our clinic primarily focuses on female reproductive health and antenatal care, but our doctors can also write Mental Health Treatment Plans for Ishar clients. Some of our other specific services include diet education for women with gestational diabetes, iron infusions and support for women experiencing FDV.

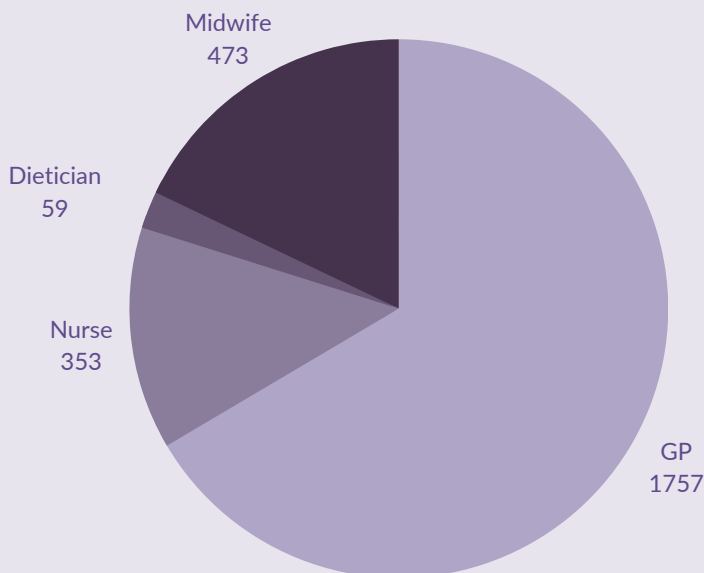
1121

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN
ACCESSED OUR HEALTH SERVICES

3665

HEALTH SERVICES WERE DELIVERED

FIG. 2 HEALTH SERVICE DELIVERIES BY DISCIPLINE



CASE STUDY

Liya is a young female refugee from Ethiopia who was referred to Ishar by the refugee health nurse. She was pregnant with her eighth child and referred for antenatal care. Ishar organised an interpreter to assist with a series of appointments to discuss test results and advice on pregnancy health. Our midwife supported Liya throughout this journey and assisted her when making further appointments.*

During one appointment, Liya disclosed she was having problems with housing. She was getting evicted and the landlord had organised a court appearance. Liya was being affected by this large amount of stress which could have negative effects on her pregnancy. Our midwife took initiative and referred her to an Ishar social worker for assistance.

When Liya gave birth, our midwife attended a postnatal home visit. She ensured she was connected to the appropriate support services and understood the importance of attending appointments. Our midwife made an appointment for a postnatal check with one of our female doctors and checked that Liya's housing issue had been resolved. She also made her aware of contraception and after informative discussions, Liya decided it would be beneficial for her to use it.

This case study shows the significance of Ishar's holistic approach to care when attending to clients. Women often have many intersecting issues other than antenatal care that are causing them stress. Ishar understand the complex needs and barriers affecting migrant women and aim to offer truly holistic care and support in all areas of life.

*Name has been changed for confidentiality

*Please note: woman pictured is not Liya



Ishar is an organisation where everyone is welcome and helps women from all over the world.

-Ishar client

WOMEN'S HEALTH

YOUTH SERVICES

Ishar's Youth Service has continued to grow after its launch in 2020. Our youth worker provides support to women between the ages of 12-25 who are experiencing or have experienced sexual assault or domestic violence.

Our youth worker provides support, information, and advocacy relating to:

- Abuse (sexual, mental, physical, social, spiritual or cultural)
- Relationships
- Family pressures and problems at home
- Friendships and bullying
- Financial concerns (including Centrelink payments)
- Accommodation
- Gender and sexuality

In addition, our health promotion officer provides sexual health and respectful relationships education to high school students as part of our Domestic Violence Prevention Program.

61

YOUNG CULTURALLY & LINGUISTICALLY DIVERSE
WOMEN ACCESSED OUR YOUTH SERVICE

3070

SERVICES WERE DELIVERED INCLUDING IN-PERSON
ADVOCACY AND WELFARE CHECKS

CASE STUDY

Varsha is a young woman from South Asia who was referred to Ishar after previously accessing multiple other services for help. She had been in a secret intimate relationship with a man that she had ended two years prior.*

This ex-partner did not respect the break-up and continued to abuse her physically, sexually and emotionally. He threatened to send her family and friends intimate images that were taken without her consent. He intended to humiliate her and cause damage to her relationships and reputation within her community.

Varsha met with our youth worker and disclosed distressing details about recent physical abuse and stalking behaviour, as well as historical abuse by a close family friend.

Our youth worker was able to help with immediate police assistance and provided informal counselling and mental health support. Our youth worker successfully assisted the client in applying for a Violence Restraining Order. This support had a significant positive impact on Varsha's emotional and physical health. She reported feeling safer, less stressed and able to sleep better.

**Name has been changed for confidentiality*

**Please note: woman pictured is not Varsha*



Health

*The workers they smile at you, they motivate you.
When they motivate you, you get more energy, and
you get more happy so you don't feel lonely.
(That is) more important than my life.*

-Ishar client

WOMEN'S HEALTH

HEALTH PROMOTION

Our health promotion team delivers talks through external service providers and language schools to promote health to Ishaar and community groups. This year's topics included COVID-19 and influenza vaccination updates, cervical cancer screening, healthy eating and looking after your mental health. Clients have found the talks useful for learning about healthy diets, managing stress and anxiety, and the importance of sleep.

Our health promotion activities and team expanded significantly this year. We piloted two new programs. These were Healthy Food, Healthy Cultures and Health in my Language.

Healthy Food, Healthy Cultures started in January and is funded by Healthway. This program provides culturally appropriate nutrition education to promote healthy eating, helping to prevent or delay the onset of chronic disease. Our dietitian runs the nutrition education and cooking workshops for multicultural community groups 4 days a week. This program also delivers cultural awareness training to service providers.

Health In My Language is an Australia-wide health education program designed to increase the uptake of Covid-19 vaccinations in the multicultural community. The program began in May and is delivered by bilingual health educators from a range of cultural backgrounds. The health educators speak Hakha Chin, Karen, Arabic, Sinhalese and Farsi, and provide education to clients in these languages.

EXERCISE CLASSES

Ishaar runs a variety of women's only exercise classes throughout Perth, ranging from yoga and Zumba to swimming and self-defence. Participants have found the classes to increase motivation, confidence, and social interactions. As a result of this program, many women have learned ways to help reduce stress and improve sleep.

624

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN ATTENDED HEALTH PROMOTION TALKS

53

SERVICE PROVIDERS ATTENDED HEALTH PROMOTION TALKS

244

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN ATTENDED EXERCISE CLASSES

274

EXERCISE CLASSES WERE DELIVERED



The yoga program has helped us in many ways, socially, mentally and physically. Because of the breathing techniques learned, we know better how to relieve stress and sleep better. I feel more confident to do other physical activities because I am more flexible. We find it great to get out of the house and it has improved our socialising. Now, I have the skills to continue doing yoga at home because of how much we have learned.

-Ishar Client

FAMILY & DOMESTIC VIOLENCE

SUPPORT SERVICES

The Family and Domestic Violence (FDV) Support Program continues to strengthen the confidence of CaLD women and enable them to achieve the knowledge, skills and support to make decisions in their best interest. Ishar's strength-based, person-centred approach to care is fundamental to the success of this program.

Ishar's FDV Support Group is utilised by women from a variety of cultural groups and operates on a fortnightly basis during each school term. The support group provides the women with activities such as group counselling sessions, yoga classes and creative art therapy workshops.

648

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN
ACCESSED OUR SUPPORT SERVICES

4439

SUPPORT SERVICES WERE DELIVERED

GOSNELLS & OUTREACH

Ishar continues to provide FDV support in the City of Gosnells for women from refugee and migrant backgrounds. The program is funded by IMPACT100, the Department of Justice and the Western Australian Police Force. It is located at Women's Health and Wellbeing Services in Gosnells. The program offers support and individual advocacy through our social worker, counsellor and the FDV support group.

The program gives participants a better understanding of the key identifying features of FDV and how it can impact their mental, emotional and physical wellbeing. It also increases their knowledge of rights under Australian law and how to access FDV support services. This includes services to leave an abusive relationship or take out a Family Violence Restraining Order (FVRO) against their partner.

In the last year, we had 648 clients accessing the services and a significant increase in the number of support services available.

CASE STUDY

Rathi* is a 32-year-old woman who moved from India to Australia in 2019, following her marriage to an Australian citizen. Since arriving in Australia, Rathi has experienced multiple forms of abuse by her partner including emotional abuse, isolation, financial control and prevention from working or studying.

After their child was born, the abuse became more frequent and escalated to physical acts of violence. She was beaten, verbally abused and monitored through a camera and listening device.

Rathi was referred to Ishaar in November 2020 by the Police after an incident of physical violence. Ishaar was able to provide her with social work support and counselling to help her cope while living in an abusive relationship. In August 2021, there was a second incident of physical violence and an Ishaar social worker assisted her in leaving the relationship.

Support Received

- Advice and information about risk factors of domestic violence and the impact on her and her child's wellbeing.
- Safety planning information in order to equip the client with the skills and awareness to keep safe and act when her safety was at threat.
- Emergency relief on multiple occasions as she was not given access to any money, not even for the child.
- An internal referral to Ishaar's psychologist to provide trauma counselling and improve her emotional wellbeing.
- Crisis intervention support when the client escaped the relationship.

- Support applying for an FVRO to prevent her husband from entering the home as there were no refuge spaces available at the time.
- Assistance applying for Centrelink payments and child support to increase her financial independence.
- A support letter to assist the client to access the additional childcare subsidy so she could afford to put her child in daycare, enabling her to pursue her studies in English and a Certificate 3 in community services.
- A support letter to immigration to assist with her mother visiting Australia for 3 months to provide support and additional childcare to enable the client to work in the evenings whilst she studied during the day.
- Referral to legal services and support throughout her court hearings for an FVRO which was granted in full, and also parenting orders granting her full-time care of the child.
- The social worker also acted as a referee in support of the client obtaining her first job as a disability support worker.

Outcomes

Within the space of 1.5 years, Rathi has progressed immensely. From first living in an abusive relationship which robbed her of her independence, freedom and self-determination, to now being a confident, hardworking, financially stable woman. She has committed herself to gaining qualifications and employment and is taking up a career in community services so she can use her experience to help other vulnerable people in the community.

*Name has been changed for confidentiality

FAMILY & DOMESTIC VIOLENCE

FREE FROM FAMILY & DOMESTIC VIOLENCE

Ishar's Free from Family and Domestic Violence program launched in 2019. The program is co-designed and co-facilitated by the members of this consortia:

- Ishar (lead agency)
- Ethnic Communities Council of WA
- Multicultural Services Centre
- Metropolitan Migrant Resource Centre
- Orana House - Women's Refuge and Crisis Services

Domestic violence is the leading preventable contributor to death, disability and illness in women aged 15-44. This project acts as a preventative approach to FDV by conducting workshops with schools, women's groups, community leaders and community groups. The workshops focus on respect, relationships, and the insidious nature of FDV. This program enhances the choice of support services that CaLD survivors of FDV can access through the delivery of culturally appropriate FDV training for the CaLD and FDV services sectors.

This year, Ishar conducted 27 community workshops with a total of 577 participants. Service provider workshops were facilitated 11 times, to a total of 143 participants.

577

CULTURALLY & LINGUISTICALLY DIVERSE
WOMEN ATTENDED 27 COMMUNITY
WORKSHOPS

143

SERVICE PROVIDERS ATTENDED 11 CULTURALLY
RESPONSIVE TRAINING SESSIONS

NAALA DJOOKAN

The Naala Djookan Healing Centre is an FDV Hub located in Mirrabooka. Naala Djookan is an integrated service that supports women at risk of or experiencing FDV. Providing one location for all necessary services assists to reduce the re-victimising trauma caused by retelling the story and makes it easier for clients to navigate the system.

Naala Djookan Healing Centre has been developed by the consortium partners:

- City of Stirling – lead agency
- Australian Childhood Foundation
- Ebenezer Aboriginal Corporation
- Ishar Multicultural Women's Health Services
- Karla Kuliny
- Legal Aid Commission of WA
- Mercy Community Services
- Metropolitan Migrant Resource Centre Inc.
- Northern Suburbs Community Legal Centre
- Sudbury Community House
- Wadjak Northside Aboriginal Community Group



STOPPING FAMILY VIOLENCE

Supporting partnerships
that make a difference

www.sfv.org.au



I had to run from my home because of domestic violence. (Ishar) gave me emotional support and they gave me a safe place first, to eventually find a house and move in with my girls where we are safe and flourishing.

-Ishar client

MENTAL HEALTH

PSYCHOLOGY & COUNSELLING

Ishar's clinical psychologists, registered psychologist and counsellors specialise in working with women from refugee and migrant backgrounds. Ishar works from a model that actively acknowledges Ishar client's strengths and challenges to their psychological, emotional, and social well-being on a daily basis. Our practitioners support women with mild to moderate mental health conditions and these services are bulk-billed under a Mental Health Care Plan.

Our counsellors and registered psychologist work alongside social workers to assist women experiencing FDV to heal from their traumatic experiences. Ishar's mental health practitioners use evidence-based models of therapy such as Cognitive-Behavioural Therapies (CBT), creative arts therapies and trauma therapies including imagery re-scripting and eye-movement desensitisation and reprocessing, which are adapted to each client's circumstances.

Recognition of the client's ethnicity or ethnic group identity shows respect and acknowledgement for those who may have been persecuted by their cultural group for their ethnic group belonging. Ethnicity and ethnic group identity can significantly influence values and beliefs surrounding mental health and help-seeking. This may impact how intervention strategies are conveyed, accepted, implemented or used by the client in their daily life.

Drawing on a range of models of therapy, a specific or eclectic approach toward psychological intervention may be used. Treatment plans are created and adapted to include the ethnocultural values and norms upheld by the client from culturally and linguistically diverse backgrounds.

78

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN ACCESSED OUR PSYCHOLOGY SERVICES

238

PSYCHOLOGY SERVICES WERE DELIVERED

74

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN ACCESSED OUR COUNSELLING SERVICES

150

COUNSELLING SESSIONS WERE DELIVERED



The counselling sessions I got from (Ishar) were just amazing for me because Ishar taught me a lot. They taught me what to do, they help me in every way. Ishar allowed me to live again.

-Ishar client

MENTAL HEALTH

CREATIVE ARTS THERAPY

Ishar now offers creative arts therapies to groups and individuals. This experiential psycho-therapeutic approach allows clients to explore feelings and emotions that may be difficult to express using words.

Trained professionals run the workshops which include trauma expression through visual arts, music, drama, movement and creative writing. The women are invited to use different modes of art to uncover and explore their feelings in a safe and non-threatening space.

The creative arts workshops use non-verbal approaches to promote communication and bridge language and cultural barriers. This strengthens the engagement and relationship between the therapist and the client.

CASE STUDY

Alisha experienced FDV at the hands of her husband for seven years. Her husband had engaged in multiple forms of abuse over these years including brutally beating her, hitting her head against concrete and abusing her in front of her two young children. She recently escaped from her husband and moved to Perth with her children.*

She was referred to Ishar who provided her with support from our social worker. Alisha was worried her husband would come to Perth to hurt her and take her children away. At her request, she was able to access Ishar's counselling services to create a safety plan in case her husband found them.

During her counselling sessions, she was able to explore her trauma through many different forms. She engaged in talk therapy and other less threatening and non-verbal modalities including visual arts, drama therapy, creative writing, music, and object projection.

By using creative arts as therapy, she was able to create a distance between herself and the physical, verbal and emotional abuse. By creating this distance, she was able to externalise her trauma and rediscover her voice and self-worth. She gained confidence, self-esteem and self-respect, and was ready for a new and better life for herself and her daughters.

At the end of her therapy, Alisha was 100% sure that she did not want to return to her husband. She had found a new home and was able to put her children in daycare to look for a job and finish her studies.

**Name has been changed for confidentiality*

**Please note the woman pictured is not Alisha*



I found family here. People who are willing to listen. People who are willing to just stay up so they can be willing to help you.

-Ishar client

MENTAL HEALTH

CARER SUPPORT

Ishar offers a community-based service for CaLD carers and families of people with serious and persistent mental illness. It has been operating since 2003 and encourages participation from all people from CaLD backgrounds. The program focuses on reducing the stigma of mental health by educating different CaLD communities.

The Carer Support Program offers a range of support from counselling, social work and case management, to organising outings and events. The program also offers respite, home visiting and group therapy.

For migrant and refugee women, the weekly support group connects them to the community and allows them to have fun. This year's sessions encouraged women to socialise and share their stories while also developing their communication skills and social connections. This enriches their relationships and improves their English proficiency, while also improving multiple aspects of their wellbeing.

43

CULTURALLY & LINGUISTICALLY DIVERSE CARERS
ATTENDED GROUP SESSIONS

160

CARER SUPPORT SERVICES WERE DELIVERED

40+ WOMEN'S LIFESTYLE GROUP

Social isolation is highly prevalent among multicultural women from refugee backgrounds, causing many negative health and well-being impacts. The 40+ Women's Lifestyle Group is a program delivered specifically to women over 40 years from CaLD backgrounds.

This program encourages women to leave the house and socialise with women of similar age, but from different cultures. The groups foster a safe environment where women can learn skills, celebrate diversity and culture, and connect with other women to build friendships.

The 40+ Women's Lifestyle Group program has seen a significant increase in the number of women attending on a regular basis, confirming the benefits and necessity of this program.

40

CULTURALLY & LINGUISTICALLY DIVERSE
WOMEN OVER 40 YEARS ATTENDED
SESSIONS

70

40+ WOMEN'S GROUP SESSIONS WERE
DELIVERED

CASE STUDY

Mary* initially engaged with the Carer Support Services at Ishar due to her son being involuntarily taken into care under the Mental Health Act and a significant language barrier. She joined the carers group while also continuously engaging with the social work team at Ishar.

The social workers provided Mary with individualised support through advocacy and access to legal, financial, and mental health assistance. The carers group allowed Mary to take a break from the stress of fighting for her son's rights and offered her an opportunity to develop new skills, knowledge and friendships within and outside of her community.

Ishar has stood alongside Mary during this five-year battle, and the light at the end of the tunnel is finally in sight. Mary has recently been named Administrator of her son's estate, and her son is returning home to live with her.

Mary is now exhibiting astounding independence and has been able to advocate for herself with multiple service providers with and without an interpreter, only requiring intervention from social workers in more complex areas. She is also consistently attending English classes at her local TAFE and has become adept at speaking, reading, and writing. She continues to attend the carers group and has formed strong bonds with other women in the group.

*Please note the woman pictured is not Mary

*Name has been changed for confidentiality



FAMILY SUPPORT

NEIGHBOURHOOD MOTHERS

Neighbourhood Mothers is a program provided for mothers and young children who are newly arrived or have resided in Australia for up to ten years. This program addresses the difficulties mothers face in parenting their children in an Australian context. It prepares mothers for their children to attend school and helps them understand developmental issues.

This year, 200 sessions were delivered to 138 women from Afghanistan, Iran, Iraq, Syria, Pakistan, Sudan, Somalia, Eritrea, India, Pakistan, Macedonia, Korea, China, Burma, Thailand and Vietnam. These sessions included education on parenting skills, women's health and accessing support services. Weekly workshops in Mirrabooka regularly attracted 25 mothers and 25 children. These sessions were supported by bilingual creche workers and provided children with activities to enhance their development and motor skills.

The program has allowed the mothers to gain the knowledge, confidence and skills to participate and thrive independently in the wider community. They have reported that the program has fulfilled both their social and educational needs. For many, it has encouraged them to seek further education and activities within the community and has improved their job prospects. The success of this program is dependent on the delivery of services that are culturally appropriate. Many of the women have enjoyed the social interactions and sense of community that the program has fostered.

138

WOMEN ATTENDED NEIGHBOURHOOD MOTHERS WORKSHOPS

200

INFORMATION WORKSHOPS, CRECHE SESSIONS AND PERINATAL HOME VISITS WERE DELIVERED

AFGHAN WOMEN'S SUPPORT

Due to the Taliban taking over the government in Afghanistan last year, Afghan communities in Australia have required additional support. In response to this event and resulting issues, the Migration Council of Australia issued funding for Afghan communities. This funding provides community members emotional support and practical support with visas and bringing family to Australia.

To meet the needs of Afghan women, Ishar introduced weekly support groups. The groups have offered a space for connection and community, while also providing information, activities, childcare and referral to services. The support groups are offered in three locations across Perth and have seen a great turnout. The groups are facilitated by local service providers and health educators to discuss topics such as women's health, respectful relationships and healthy lifestyles. Referrals to female doctors, social workers and counsellors are also available if needed.

These groups have supported Afghan women to make new social connections outside of their Afghan community which has been beneficial for their mental health and their sense of community, knowledge, and confidence.

96

AFGHAN WOMEN AND CHILDREN ACCESSED THE SERVICE

954

SERVICES WERE DELIVERED



(Ishar) recognise me, they accept me how I am. I am a person to them. That's what it makes me feel to come here, I can feel like in my own country when I talk to my friend.

-Ishar client

SETTLEMENT, ENGAGEMENT & TRANSITION SERVICES

SETS

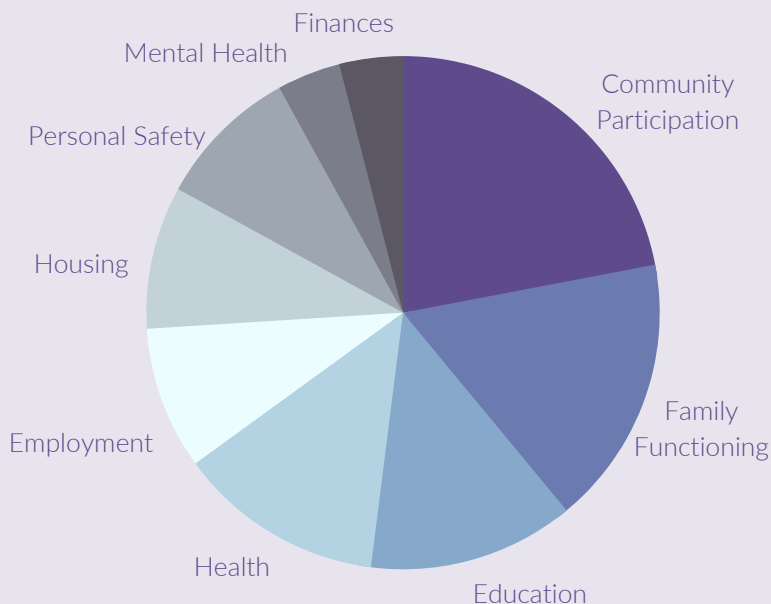
The Settlement, Engagement and Transition Services have supported Ishaar clients since 2018. The program is designed for eligible people who have arrived in Australia in the last five years on refugee visas. The casework services provided include advice, referral and advocacy, and access to support services in the areas of family, language, social, housing and employment.

Ishaar works collaboratively with four other service providers in the SETS consortium. These are:

- City of Stirling – the lead agency
- Association for Services to Torture and Trauma Survivors (ASeTTS)
- Youth Futures
- Metropolitan Migrant Resource Centre (MMRC)

This year, the SETS program provided 34 conversation English classes to participants and helped 73 individual clients through casework.

FIG. 3. KEY PRESENTING ISSUES



345

CULTURALLY & LINGUISTICALLY DIVERSE
WOMEN AND FAMILIES ACCESSED SUPPORT

1517

SUPPORT SERVICES WERE DELIVERED BY OUR
SOCIAL WORKER



The first couple of years was very hard because you don't do anything, you don't know anyone, you are isolated, you miss your family.

But when you come to Ishar and you see people like you and you share your things and you think 'oh it's not just me'.

-Ishar client

CULTURAL COMPETENCY TRAINING

LET'S TALK CULTURE

Between 2020-2024, Ishar is delivering 'Let's Talk Culture' seminars. This series of seminars aims to provide professionals with the knowledge and skills to work in a culturally responsive way with clients from CaLD backgrounds, especially in relation to mental health.

In the last year, Ishar hosted two Let's Talk Culture Seminars:

- Youth Mental Health in CaLD Communities.
- Aged Mental Health in CaLD Communities.

At the seminars, 35 organisations were represented. Approximately 62 attendees were surveyed with a 100% satisfaction rate and a 100% increase in knowledge or awareness regarding the issue, its effect on the CaLD community, and how to work in a culturally responsive manner.

35

ORGANISATIONS IN THE PERTH METRO AREA WERE REPRESENTED AT LET'S TALK CULTURE

62

ATTENDEES WERE SURVEYED

100%

SATISFACTION RATE

100%

INCREASE IN KNOWLEDGE AND/OR AWARENESS

CULTURAL COMPETENCY

In addition to Let's Talk Culture, Ishar received numerous requests from other service providers and universities for culturally responsive training for staff and students, due to our reputation as a lead agency for migrant women's health. Over the past year, Ishar has delivered 14 training sessions attended by over 300 service providers and allied health students. Ishar conducted service provider training for:

- WA Refugee Health Network
- Cancer Council WA
- Curtin University
- ECU
- AMSA Global Health Conference
- North Metro TAFE
- Drug and Alcohol Youth Service
- Mental Health Commission

This program is part of our comprehensive advocacy work to ensure our clients are treated with respect and have their needs considered when accessing service providers.

The workshops are adapted to meet the needs of the stakeholder groups and provide information regarding the barriers CaLD women face when accessing services, how to assist in overcoming these barriers and the available resources.

302

SERVICE PROVIDERS ATTENDED TRAINING SESSIONS

14

TRAINING SESSIONS WERE DELIVERED



(Ishar) really helped me find myself. When you walk into the office there's someone that kind of looks like you, even from the get-go.

-Ishar client

FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2022

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

Income	Note	2022	2021
Grant Income	2	2,346,316	1,862,879
Other Income			
Interest		118	400
Participant fee & cost recovered		32,051	28,797
Donations		10,928	47,161
Miscellaneous Income		1,253	56,191
Total Income	3	2,390,666	1,995,610
Expenses		2022	2021
Advertising		24,356	24,753
AGM/Meeting Expenses		434	79
Auditor's Remuneration		8,050	6,382
Bookkeeping		70,704	56,500
Conference/Seminar Costs		21,658	13,733
Contractors		231,308	127,776
Depreciation		26,914	24,694
Depreciation – Right-of-Use Asset		47,500	37,848
Donations		-	-
Finance Costs – Right-of-Use Asset		4,943	1,075
Fundraising Expenses		-	-
Hire (Transport & Venue)		35,555	25,818
Insurance		33,694	29,537
Materials & Supplies		4,383	5,736
Memberships & Subscriptions		19,266	8,233
Office Expenses		28,028	10,254
Postage		144	32
Printing & Stationery		3,656	5,110
Recreational & other activities		10,353	6,673
Repairs & maintenance		13,215	5,210
Replacements (equipment)		355	138
Salaries, wages & other employment expenses		1,676,523	1,355,310
Staff Training & Welfare, Professional Development		11,400	7,498
Superannuation		164,532	126,449
Telephone		18,691	18,700
Travel & Accommodation		1,464	817
Workshop, Session & Catering Expenses		18,370	17,359
Total Expenses		2,475,496	1,915,714
(Deficit) / Surplus for the year		(84,830)	79,896
Accumulated surplus at the beginning of the financial year		657,740	577,844
Accumulated surplus at the end of the financial year		572,910	657,740

STATEMENT OF FINANCIAL POSITION

Current Assets	Note	2022	2021
Cash & Cash Equivalents	4	1,659,681	1,307,909
Trade Receivables		62,301	169,809
Prepayments		-	3,236
		1,721,982	1,475,954
Non-Current Assets			
Furniture & Equipment	5	59,569	40,174
Right-of Use Assets	6	191,524	37,846
		251,093	78,020
Total Assets		1,973,075	1,553,974
Current Liabilities			
Trade & Other Payables	7	101,586	581,627
Provisions	8	188,443	160,964
Income in Advance	9	904,484	614,170
Lease Liability	10	36,922	39,473
		1,231,435	896,234
Non-Current Liabilities			
Lease Liability	10	168,730	-
Total Liabilities		1,400,165	896,234
Net Assets		572,910	657,740
Members Funds			
Accumulated Surplus		572,910	657,740
Total Equity		572,910	657,740

A copy of the audited financial statements for Ishar Multicultural Women's Health Services Inc. are available upon request.

OUR TEAM

CORE

Andrea Creado

Chief Executive Officer

Rachel Pearce

Health Services Manager & Dietitian

Rehab Ahmed

Manager Mental Health & FDV Support Services

Health & Safety Representative

Chloe Trompetter

Business Development Manager

Sally Bower

Family Support Services Manager

Champo Ngweshe

FDV Health Promotion & Coordinator

Shalini Noronha

FDV Social Worker & Coordinator

Kim Duong

Health Promotion Coordinator

Vanessa Kennedy

Clinic Coordinator & Registered Nurse

Nicola Roberts

Clinical Midwife & Registered Nurse

Laila El Hafez

EA to CEO & Project Officer

Salma El Rakhawy

Registered Psychologist

Rukmini Aryal

Information Officer

Meagan Roberts

Health Promotion Officer

Zanna Leao

Health Promotion Officer

Leila Zandi

Health Promotion Officer

Janine Wright

Dietitian

Adelite Smith

Social Worker

Sanna Pervez

Social Worker

Jeanelle Tan

Social Worker

Ruth Buckmaster

Social Worker Settlement Engagement & Transition Services

Marina Bozich

Advocate

Samar Mouawad

Counsellor / Creative Arts Therapist

Olivia Colja

Youth Worker

Sama Tahooni

Bilingual Health Educator

Fam Lynnda Tin Thei

Bilingual Health Educator

Dinushika Madushani

Bilingual Health Educator

Mu Lay Songsaeng

Bilingual Health Educator

Noor Azooz

Bilingual Health Educator

BOARD

Sandy McKiernan

Chair

Lee Best

Vice Chair

Fran Ferriera

Buena Kortum

Simmone Sharp

Zainab Zaki

Carina Huong

BI-LINGUAL SUPPORT WORKERS

Razieh Aghabalei Matanagh

Kashfeen Aslam

Nazia Afzal

Linda Zammar

Wynne Ong

Nansi Laki

Soolmaz Ahidideznab

CONTRACTORS

Dr Bernadette Wright

Clinical Psychologist

Dr Su Chan

Clinical Psychologist

Dr Ludmila Polczynski

General Practitioner

Dr Theodora Li

General Practitioner

Dr Linda Haines

General Practitioner

Tracey Honeycutt

Bookkeeper

STUDENTS

McCusker Centre for Citizenship

Ciara Moldrich

Internship

University of NSW

Sama Tahooni

Public Health Placement

University of Western Australia

Parisa Faramarzi

Social Work Placement

The following institutions placed students with Ishar for workshops or one-day work experience:

UWA Medical School Students

UWA Oral Health Care Students

Curtin Midwifery Students

Curtin Nutrition Students

North Metro TAFE Students

Mercedes College Students

CRECHE WORKERS

Negin Shahidi

Labiba Divanian

Rahimah Mohd Zaini

Mashair Fadlala

Simin Soheilian

Hitomi Abbott

Rowa Baba

VOLUNTEERS

Diane Edwards

Emmelene Aylice

Heather Brown

Julia Rodricks

Melike Kaynak

Helen Green

Tamar Green

Cecelia Morris

Rifka McClure

Liljana Risteski

Leila Zandi

OUR PARTNERS

FUNDING

Australian Ethical Foundation
Carers WA
Contenance Foundation of Australia
Council of The Ageing
Department of Communities
Department of Health
Department of Home Affairs
Department of Industry, Science, Energy and Resources
Department of Justice
Department of Local Government, Sport & Cultural Industries
Department of Social Services
HBF
Healthway
Impact100 WA
Lotterywest
Mental Health Commission
Minderoo Foundation
Migration Council of Australia
Office of Multicultural Interests
The Smith Family
Scanlon Foundation
WA Department of Communities
WA Department of Health
West Australian Police
WAPHA
YACWA

FUNDRAISING/DONATION

Commonwealth Bank
Grill'd
Mirrabooka Square
Nappy Collective
Share the Dignity
Universal Construction

SERVICE DELIVERY

Association for Culturally Appropriate Services
Australian Childhood Foundation
Breastscreen WA
City of Canning
City of Stirling
Communicare
Dianella Secondary College
Ebenezer Aboriginal Corporation
Ethnic Community Council
Karla Kuliny
Legal Aid Commission of WA
LOOP Upcycling
Mercy Community Services
Metropolitan Migrant Resource Centre (MMRC)
Multicultural Services Centre
Ngala
North Metro TAFE
Northern Suburbs Community Legal Centre (WREN)
Orana House - Women's Refuge and Crisis Services
Patricia Giles Centre for Non-Violence
Relationships Australia
Sister Project
Sudbury Community House
The Association for Services to Torture and Trauma Survivors (ASeTTS)
Women's Health and Wellbeing Services
Wadjak Northside Aboriginal Community Group
Youth Futures



I recommend everyone to come to Ishar because it's a wonderful place, you won't ever want to leave to go home.

-Ishar client



Multicultural Women's
Health Services

FOR MORE INFORMATION

Ishar Multicultural Women's Health Services Inc.
21 Sudbury Road, Mirrabooka WA 6061

Call **08 9345 5335**

Email **info@ishar.org.au**

Visit **www.ishar.org.au**

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