



ANNUAL
REPORT
2021





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

"I know Ishar is the place that you feel comfortable, relax, and happy"

— Anonymous, Youth Services Client

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A WORD FROM THE CHAIRPERSON

The work of Ishar continues to be vital. As the world continues to work under the challenges of COVID 19, Ishar has been a constant: thriving and building on its foundation of supporting the health and wellbeing of multicultural women.

In early 2021, the Board and CEO finalised the next 5-year plan for Ishar. This plan sets Ishar on a path to even greater success, building on and expanding programs, ensuring we continue to meet the current and future needs of our clients and their families.

This year Ishar was recognised by the Office of Multicultural Interest – receiving the Outstanding Organisation award, as well as a top 4 finalist of 150 nominees for the Hesta Awards. It is a testament to the fabulous work of the staff and volunteers that Ishar continues to be seen as a leader in its field.



Ishar has received funding from more than 15 organisations this year, including Impact 100, WA Police, Lotterywest and the Departments of Communities and Justice. Each funding opportunity, large or small, supports Ishar to further its good work.

This year the Board farewell's Clare Moynihan. Clare has been a wonderful and active member of the board during her term, serving as Chairperson from 2017 to 2019 and notably supported important research on the impact Ishar has had since its beginning. We thank her for her contribution.

On behalf of the Board, I extend our gratitude to Andrea for her ongoing leadership of Ishar and to the wonderful team of staff and volunteers that work so hard to ensure a safe and sustainable service for our clients.

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

Sandy McKiernan

CHAIRPERSON

A WORD FROM THE CEO



It is once again with pride that I present the Annual Report for the year 2020-2021. While Ishar, like many other service providers, embraced new business processes to cater to the pandemic world, it also went through a period of tremendous growth.

In 2020-2021 Ishar established some significant new programs. We launched a domestic violence and support program south of the river, a metropolitan-wide physical activity program for women, a youth service, a metropolitan-wide health promotion program focussing on cervical screening, and partnered with ten other organisations to establish Naala Djookan - a Domestic Violence Hub in Mirrabooka.

Several of our programs are delivered in partnership with various organisations, and I would like to thank these organisations for placing their trust in Ishar. In particular, I would like to thank the City of Stirling, Gosnells Women's Health and Wellbeing Services, Metropolitan Migrant Resource Centre and Ethnic Communities Council for their partnership in the establishment of significant programs.

I would also like to thank our funding bodies for investing in Ishar's services, which have positively impacted the lives of over 1800 people in the past year. Delivering over 80,000 service contacts to women from over 80 ethnicities is not an easy job; hence I thank our team of volunteers and staff for their commitment, enthusiasm and great teamwork in ensuring the best possible outcomes for our clients.

I thank the Ishar Board members for always governing Ishar with diligence and a forward-thinking attitude. I thank every woman who comes to Ishar for placing her trust in us. We will continue to do our best to serve the needs of women and families from culturally diverse backgrounds.

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

Andrea Creado

CEO

WHO WE ARE

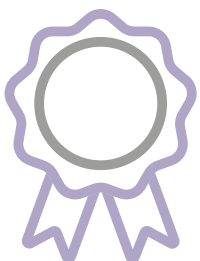


Since 1992 Ishar has provided vital health and wellbeing services to refugee and migrant women in an endeavour to promote healthy communities.

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.

- 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 centre 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.



OUTSTANDING ORGANISATION AWARD
OFFICE OF MULTICULTURAL INTERESTS

FINALIST

TOP 4 OF 150 HESTA AWARDS &
WA CONSUMER PROTECTION AWARDS



OUR CLIENTS

Ishar Multicultural Women's Health Services provides a range of holistic services to women from all walks of life and cultural backgrounds. Ishar is a LGBTQI friendly service and welcomes women of any sexual orientation, anyone who identifies as a woman and anyone who was assigned female identity at birth.

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

The Translating and Interpreting Service (TIS) was used on 1837 occasions and engaged interpreters that spoke 42 languages.

Each year Ishar sees approximately 1800 women with 50,000 service delivery contacts across all programs.

1837

INTERPRETERS USED FOR APPOINTMENTS

42

LANGUAGES SPOKEN

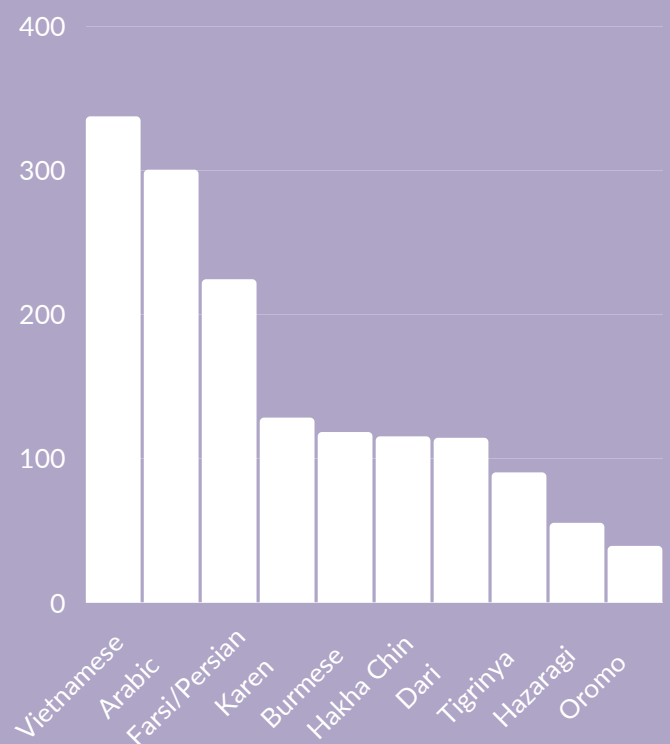
80,000

SERVICES DELIVERED FY 2019/2020

1800

CULTURALLY AND LINGUISTICALLY DIVERSE WOMEN

Fig. 1 The Top 10 languages for clients engaging TIS interpreters



WOMEN'S HEALTH

HEALTH SERVICES

Ishar continues to offer a comprehensive suite of health services. Our women's health clinic is staffed by female doctors and supported by our clinic nurse and midwife. Our doctors primarily assist with female reproductive health and antenatal care but are also able to write Mental Health Treatment Plans for current Ishar clients. Iron infusions have recently been added to the clinical services offered.

In addition, we have two Clinical Psychologists who attend Ishar three days a week and a dietitian. They can provide in-house, culturally safe care to a cohort of women who otherwise face many barriers to accessing affordable allied health services.

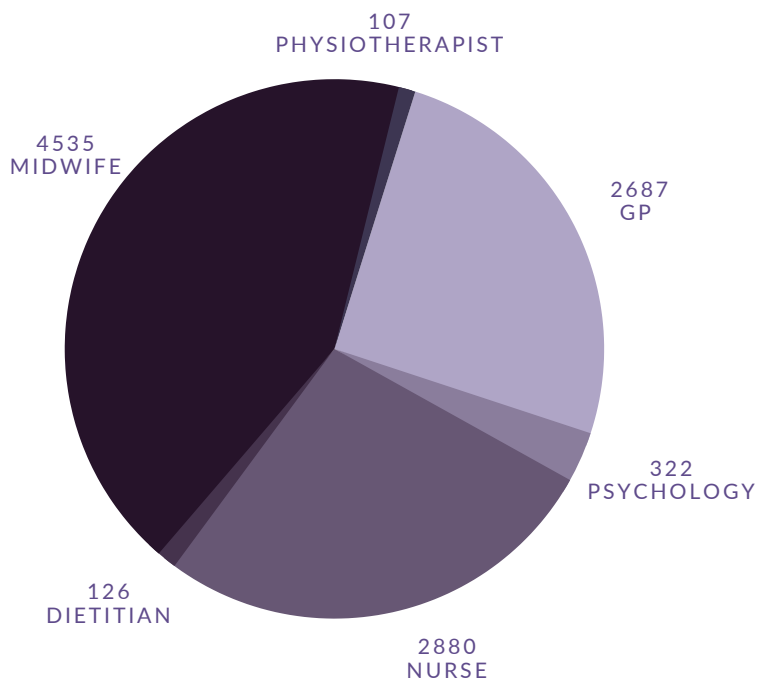
1148

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN
ATTENDED OUR HEALTH SERVICES

10657

HEALTH SERVICES DELIVERED FY 2019/2020

Fig. 1 Health service deliveries by discipline



CASE STUDY

A young woman from Africa was recently referred to our midwife by the Humanitarian Entrant's Health Service. She is a non-English speaker and required an interpreter. She had spent several years living in a refugee camp, where she suffered abuse by multiple perpetrators and had seen a psychologist about this when she first arrived in Australia. She was pregnant with her second child. The client visited our midwife several times before she was able to fully engage, trust the midwife and disclose her feelings. She revealed that she was very unhappy and lonely.

The midwife gained the client's permission to talk about her problems with the refugee health nurse and the Settlement Engagement Transitional Services (SETS) social worker at Ishar. She also discussed the benefits of further counselling, but the client stated that her feelings were related to her present situation and she did not feel it would be beneficial at this time. The midwife respected her decision and informed her that if she changed her mind she could access counselling at Ishar.

The client met with the SETS social worker who helped her secure more suitable housing. She continued to visit the midwife and over time became more engaged, happier and open to discussing her feelings and issues. After she gave birth the midwife did a home visit and linked her in with all the appropriate support services and made sure she understood the importance of accessing immunisations and attending all appointments with the child health nurse. She also arranged a postnatal check at Ishar with one of the female doctors who discussed contraception with her.

The client continues to access services at Ishar including seeing the doctor, accessing help from the SETS social worker and attending a social support group for mothers. This case highlights the importance of providing a service where the complex needs of our clients can be met within the social model of care. Seeing the same person at each appointment helps a client gain trust and develop relationships, and having multiple services under one roof helps to make our clients feel safer and more comfortable when accessing services.



TINY CREW

PLAY

MISS KOCKS

WOMEN'S HEALTH

YOUTH SERVICES

Ishar launched a Youth Service in 2020 with a pilot program funded through 100 Women to provide culturally appropriate health education to newly arrived migrants and refugees attending local schools. Ishar delivered a series of in-person and online workshops on respectful relationships, sexual health, mental health, physical health and wellbeing for younger CaLD women.

The program addresses the common barriers to help-seeking behaviours for young CaLD women, such as:

- socio-cultural and religious influence
- language
- financial constraints
- stigma or lack of knowledge dissemination, and educational materials on 'taboo topics'.

Over the past year, the Health Promotion team visited five local high schools and delivered a series of workshops to 120 young women.

This program highlighted the lack of culturally appropriate services for young women experiencing family domestic and/or sexual violence. In January 2021, we secured funding for a one-year pilot program to employ a Youth Worker three days a week to help address this gap. This program has grown exponentially over the past six months and Ishar is now trying to secure funding to extend and expand this program.

33

YOUNG CULTURALLY & LINGUISTICALLY DIVERSE WOMEN SOUGHT SUPPORT FROM JANUARY 2021-JUNE 2021

2892

SERVICE DELIVERIES INCLUDING IN PERSON ADVOCACY AND WELFARE CHECKS

CASE STUDY

A young woman and her family migrated to Australia from the Eastern Thrace over 5 years ago. This young woman and her mother were originally referred to Ishar for counselling and assistance for FDV support. As well as experiencing FDV, this client had an ongoing neurological diagnosis but her family limited her access to medication.

The Ishar social worker visited her school and helped her with accessing services in the Perth Metropolitan area, including psychological services and treatment for her diagnosis. She also helped her gain volunteer employment and other educational pathways. When Ishar recruited a youth worker in January this year, this client was referred to her for ongoing support.

Initially, the youth worker helped her with her educational needs but as the youth worker gained her trust, she divulged she had an intimate partner and her family were unaware of the relationship. The youth worker helped with safety planning as her life would be at risk if her parents found out about the relationship. She also helped her develop an understanding of healthy relationships, the cycle of violence, sexual health, the law and rights for women in Australia.

The youth worker arranged for the client to see one of Ishar's doctors whom she now sees on a regular basis for support with multiple health issues such as advice on contraception and weight management.

Through the support of multiple Ishar staff members, this client has begun volunteer work, continued her studies and obtained the correct medication to manage her neurological symptoms. This case illustrates the importance of a holistic approach to health and having one centre where clients can access multiple services in the same location.



WOMEN'S HEALTH

HEALTH PROMOTION & EXERCISE CLASSES

Our health promotion activities have expanded this year thanks to two new grants. Firstly, Ishar partnered with MMRC to launch Connect, Move and Play (COMAP), which aims to foster social inclusion through physical activity. The funding was received from the Australian Government Department of Health and has allowed Ishar to expand its exercise programs throughout the Perth metro area. Activities range from netball to Zumba to aerial yoga and are organised in response to community needs. Through this program women young and old are able to connect with other women in their community, allowing them to enhance their emotional and social wellbeing while improving their fitness.

Ishar has also received a grant from the Department of Health, as part of their cervical cancer awareness program. Since April we have given 12 talks to 145 women to help increase participation rates in the cervical screening program. Programs like this help save lives as many women are not aware of the importance of regular health checks.

In addition, the health promotion team have conducted education workshops for community groups and English language classes on a range of topics including healthy sleep, first aid and healthy eating. We have also visited a number of universities to conduct tutorials on working with women from multicultural backgrounds, including recently arrived refugees and migrants.

668

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN
ATTENDED HEALTH PROMOTION TALKS

83

SERVICE PROVIDERS ATTENDED HEALTH
PROMOTION TALKS

122

EXERCISE CLASSES

382

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN
ATTENDED EXERCISE CLASSES

KEYNOTE SPEAKER

Joey Lim

Co-founder of
Young Women Against Sexual Violence



BITS, BOBS & BOOBS

On June 22 Ishar's event Bits, Bobs & Boobs was held at UWA's Ezone for young migrant women to learn about sexual health and healthy relationships. The panel consisted of WA Police officers, SHQ staff, and Ishar's dedicated Health Promotion Officers, Counsellor and Youth Worker. The keynote speaker, Joey Lim, Co-Founder of Young Women Against Sexual Violence, commented:

"Everyone gained so much from this event. We wish we had learnt in high school about the power we have in our own voices and the profound legal and community support we have when it comes to non-consensual acts and sexual violence. We hope these types of workshops continue, to proactively seek to educate the community in these areas and provide a safe and supportive space for all women and non-binary persons."

This event was funded by the Department of Communities for Youth Week 2021.



FAMILY & DOMESTIC VIOLENCE

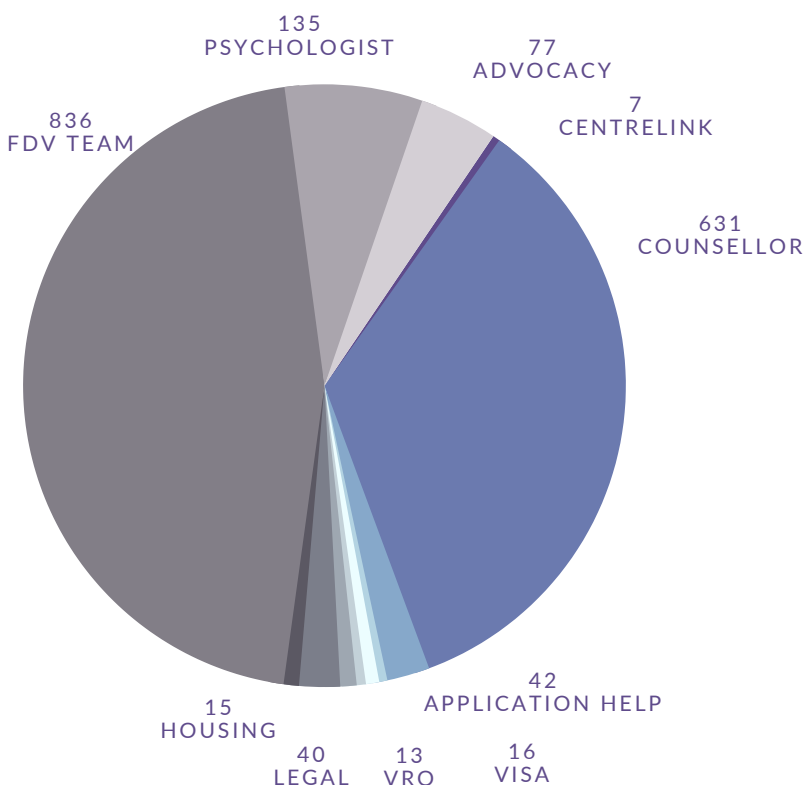
SUPPORT SERVICES

The Family and Domestic Violence Support (FDV) Support Program continues to encourage the engagement and participation of CaLD women in the program, with the aim to strengthen their self-confidence and to enable them to achieve the knowledge, skills and support to make decisions in their own best interest. Ishar has developed a strength-based, person-centred approach to care. This involves individual advocacy, counselling, group therapy and internal/external referrals to relevant service providers.

Ishar's FDV Support Group operates on a weekly basis during each school term and the women continue to attend from a variety of cultural groups. The support group provides the women with activities each term, such as; group counselling sessions delivered by a Clinical Psychologist, information sessions, yoga classes, and craft workshops.

This group has been funded by the Western Australian Police Force since 2016. This funding ceased in June 2021 and was redirected to launch the program in Gosnells.

FIG. 2 SUPPORT SERVICES PROVIDED IN MIRRABOOKA, GOSNELLS & ELLENBROOK



3200

FDV SUPPORT SERVICES DELIVERED BY THE SOCIAL WORKERS AND COUNSELLOR TO

639

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN WITH LIVED EXPERIENCE OF FDV

GOSNELLS & OUTREACH

Ishar is delighted to be funded by IMPACT100, the Department of Justice and the Western Australian Police Force to continue providing FDV support in the City of Gosnells for women from refugee and migrant backgrounds. The program is located at Women's Health and Wellbeing Services Gosnells and involves individual advocacy and support from a social worker, a counsellor and an 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 along with helping them to access services to leave their abusive relationship or take out a Family Violence Restraining Order (VRO) against their abusive partner.

In the last year, we had a significant increase in the number of support services. In the 2019/2020 financial year, 358 CaLD women accessed Ishar's FDV support services with 764 services delivered. In 2020/2021 Ishar supported 639 CaLD women and provided 3200 support services.

CASE STUDY

A 51-year-old woman from a CaLD background was referred to Ishaar from a women's refuge outreach service as a result of family and domestic violence. She had previously attended Armadale police station following an incident with her husband, whom she had recently left. The client arrived in Australia on a visitor visa. She met her husband and applied for a spousal visa when she got married.

The couple doesn't have children, and the client reported that her husband suffered from mental illness and was medicated for psychosis. Over the course of their two years of marriage, her husband became more paranoid, controlling, and verbally and emotionally abusive. He also isolated her from family and friends, and on three occasions, he became physically violent towards her and destroyed her property.

Additionally, he financially controlled her, threatened and intimidated her, and denied and minimised his inappropriate behaviour. On the last occasion he destroyed her property, she was supported by a friend to leave and report his behaviour to the police. She then applied for and was issued a violence restraining order from the magistrate's court.

When this client first engaged with the Ishaar social worker in Gosnells, she was provided with advice on her options. She was given a referral to Centrelink, to apply and receive special benefits. She was also referred to the

Gosnells Community Legal Centre, to get help in applying for a non-judicial family and domestic violence claim in order to remain in Australia, as she worried that her spouse visa would be cancelled.

The social worker then referred her to the Ishaar counsellor, with whom she attended six counselling sessions. Following an assessment, she was found to have post-traumatic stress disorder. Through counselling, she was provided with emotional support to cope with the trauma of the abuse she had experienced, including receiving cognitive-behavioural therapy, eye-movement desensitisation and reprocessing therapy to improve her mood and reduce her post-trauma symptoms.

Both the psychologist and social worker completed statutory declarations to support her immigration application for a non-judicial family and domestic violence claim.

Since accessing Ishaar services, the client reported that she had improved mood and reduced anxiety and depressive symptoms. She also shared that she was sleeping better, feeling "happier", had her freedom back, felt safer and "less haunted by her experiences". Her migration claim was lodged, and she now feels much more confident and secure about her status in Australia; she feels more supported and less lonely. She has since re-engaged with her friends and family.

FAMILY & DOMESTIC VIOLENCE

FREE FROM FAMILY & DOMESTIC VIOLENCE

Ishar delivers an FDV prevention program Free from Family and Domestic Violence. 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 addresses a preventative approach to FDV by visiting schools, women's groups, community leaders and community groups. The workshops focus on respect, relationships, and the insidious nature of FDV. The program delivered culturally appropriate FDV training face-to-face and online for both the CaLD and FDV services sectors to enhance the choice of support services that CaLD survivors of FDV can access.

NAALA DJOOKEN

The Naala Djooken Healing Centre is an FDV Hub located in Mirrabooka. The FDV Hub delivers an integrated service that supports women at risk or experiencing FDV. Having all services provided from one location assists to reduce the re-victimising trauma of retelling the story, and makes it easier for the women to navigate the system.

The Naala Djooken 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

807

CULTURALLY & LINGUISTICALLY DIVERSE
WOMEN ATTENDED 20 EDUCATIONAL
WORKSHOPS

140

SERVICE PROVIDERS ATTENDED 9 CULTURALLY
RESPONSIVE TRAININGS

COVID-19 IMPACT

This year Ishar has seen an increase in women from CaLD backgrounds reaching out for advice and advocacy in issues relating to their visas and their entitlements, due to changes in government funding and travel restrictions relating to COVID-19. It has been a challenge to deliver accurate information to linguistically diverse clients during the Covid-19 period, but the trust Ishar has built within the community has enabled Ishar to reach out to those less accessible, and provide a point of contact for those struggling to understand the implications of COVID-19.

Since the COVID-19 pandemic began, there has been a significant rise in incoming referrals with the presenting issue of domestic violence (92 incoming referrals; July-December 2020 compared to 43 referrals during the same period in 2019), where a mental health condition has also been identified.

Women who have experienced a decline in their mental health or living circumstances have been able to continue to reach out to Ishar for tailored one-on-one support throughout the COVID-19 pandemic. Although Ishar's groups have been affected as a result of the pandemic, Ishar has had great success in maintaining support for clients and Ishar's reach has continued to expand and grow.



Australian
Childhood
Foundation

EBENEZER
ABORIGINAL
COMMUNITY

Naala Djookari
HEALING CENTRE

Operating hours:
Monday 8.30am - 5.00pm
Tuesday 8.30am - 5.00pm
Wednesday 8.30am - 5.00pm
Thursday 8.30am - 7.00pm
Friday 8.30am - 5.00pm

ishar

Multicultural Women's
Health Centre

Inspiring women, families & communities
ishar.org.au

CARER SUPPORT & 40+ WOMEN'S GROUP

CARER SUPPORT

Since 2003 Ishar has offered a community-based service for CaLD carers and families of people with serious and persistent mental illness. The program is open to men and women from CaLD backgrounds and encourages engagement and social participation. The program focuses on reducing the stigma of mental health by educating different CaLD communities.

The weekly support group brings a lot of fun to the migrant and refugee women and connects them to the community. Sessions included educational workshops to help the women:

- Socialise and share their stories
- Improve their English proficiency and develop their communication
- Enrich relationships and social connections
- Educate the women about Australian culture and their rights
- Learning coping strategies to deal with their caring role and social isolation
- Improve their social, emotional and mental health and well-being

The Carer Support Program offers:

- Counselling
- Social Work Case Management
- Respite
- Group Therapy
- Home Visiting
- Outings
- Events

1400

CARER SUPPORT PROGRAM SERVICE DELIVERIES

62

EDUCATIONAL WORKSHOPS

1800

40+ WOMEN'S LIFESTYLE GROUP SERVICE DELIVERIES

62

EDUCATIONAL WORKSHOPS

40+ WOMEN'S LIFESTYLE GROUP

The groups address the high level of social isolation prevalent among multicultural women from refugee background with negative health and well-being impacts.

The program delivered over 52 information sessions on health and wellbeing, and arranged outings and social activities specifically for women over 40 years from CaLD backgrounds. Refugee and migrant women age faster than the general population, prompting the need to lower the age bracket from over 60 to 40 years and older. There has been a significant increase in the number of women attending on a regular basis which confirms the need for the 40+ programs.

The groups encourage women to leave the house and socialise with women from different cultures but similar ages and fosters an environment where women feel safe to learn skills, celebrate diversity and culture and connect with other women to build friendships.



NEIGHBOURHOOD MOTHERS

Since 2006 Ishaar has provided a program for mothers and young children who are newly arrived or have resided in Australia for up to 10 years. The mothers take part in educational sessions and workshops which cover various topics such as women's health, navigating mainstream services, and parenting and communication skills. A creche staffed with bilingual support workers provides the children with age-appropriate activities that foster cognitive and emotional development.

The program attracts a steady participation rate of 40-50 mothers and 30 children per week, with the key to its success being in large part due to the tailored, culturally appropriate delivery of services. This year, 160 workshops were delivered to 153 women from Afghanistan, Iran, Iraq, Syria, Pakistan, Sudan, Somalia, Eritrea, India, Pakistan, Macedonia, Korea, China, Burma, Thailand, and Vietnam. Additionally, perinatal visits were provided to 24 mothers by the Ishaar midwife, and 480 welfare phone contacts were made to clients in need throughout the year.

Many of the women who attend the group have described it as the highlight of their week, fulfilling both their social and educational needs. Many have also gained encouragement and confidence from the program to engage in additional English studies or pursue further education. This in turn has improved their employability and created new job prospects.

153

WOMEN ATTENDED WORKSHOPS

160

INFORMATION WORKSHOPS, CRECHE SESSIONS
AND PERINATAL HOME VISITS

RIPPLES & WAVES

Ishaar has partnered with Presbyterian Ladies' College (PLC) for their Ripples and Waves self-leadership program. Ishaar staff and clients spent two days with the Year 9 students in cross-cultural immersion. Women from Ishaar's Neighbourhood Mothers program shared stories of their lives, migration journeys and vision for their future in Australia.

The highlight for the students was spending time with the women, often with the help of interpreters, or other clients supporting those with English language difficulties.

Together students and clients developed vision boards exploring and sharing what their dreams are for the future and the students were taught to make some authentic Indian naan, with much fun had in the kitchen for the shared meal, which in turn created a bond between everyone.

The clients participating in the program came from nine countries - Iran, Iraq, Afghanistan, Eritrea, Egypt, Sudan, Macedonia, Kenya, Pakistan.

COMMUN



SETTLEMENT, ENGAGEMENT & TRANSITION SERVICES

Since 2018 Ishar has supported clients in the Settlement Engagement and Transition Services (SETS) program designed for eligible people who have arrived in the last five years on refugee visas.

Ishar works collaboratively with four other service providers in the SETS consortium. This consortium is made up of:

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

The Welcome HUB collaboration was established to provide settlement services for SETS clients. Between the various partners in the consortium, the following services are provided: drop-in casework, referrals and appointments for casework, and specialist settlement-related casework in the areas of youth, families and women.

Key presenting issues are:

- Migration - Sponsorship of family members
- Housing
- Centrelink
- Citizenship
- Forced marriage legal support
- Mental health support
- Financial support ie. payment plans
- School advocacy
- NDIS advocacy
- Pre-employment preparation

1457

SUPPORT SERVICES DELIVERED BY THE SOCIAL WORKER

266

CULTURALLY & LINGUISTICALLY DIVERSE WOMEN AND FAMILIES RECEIVED SUPPORT



Zahra

LET'S TALK CULTURE

Ishar has been successfully funded to deliver the Let's Talk Culture Seminars 2020-2024. The seminar series aims to assist professionals to work in a culturally responsive way with clients from CaLD backgrounds, especially in mental health.

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

- Living in a Pandemic Webinar
- Perinatal Mental Health in the CaLD Communities
- Domestic Violence and Mental Health in CaLD Communities
- Women's Mental Health Across the Lifespan in CaLD Communities

Over 96 organisations were represented at the seminars. Approximately 210 attendees were surveyed with a 95% satisfaction rate and a 95% increase in knowledge or awareness regarding the issue, its effect on the CaLD community, and how to work in a culturally responsive manner.

95%

SATISFACTION RATE

95%

INCREASE IN KNOWLEDGE AND/OR AWARENESS

96

ORGANISATIONS IN THE PERTH METRO AREA WERE REPRESENTED



FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2021

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

Income	Note	2021	2020
Grant Income	2	1,862,879	1,372,403
Other Income			
Interest		400	3,656
Participant fee & cost recovered		28,797	27,580
Donations		47,161	20,254
Miscellaneous Income		56,191	52,898
Total Income	3	1,995,610	1,476,792
Expenses		2021	2020
Advertising		24,753	4,254
AGM/Meeting Expenses		79	1,149
Auditor's Remuneration		6,382	12,175
Bookkeeping		56,500	46,191
Conference/Seminar Costs		13,733	3,450
Contractors		127,776	83,884
Depreciation		24,694	22,171
Depreciation – Right-of-Use Asset		37,848	37,853
Donations		-	250
Finance Costs – Right-of-Use Asset		1,075	1,923
Fundraising Expenses		-	956
Hire (Transport & Venue)		25,818	7,503
Insurance		29,537	28,429
Materials & Supplies		5,736	427
Memberships & Subscriptions		8,233	5,978
Office Expenses		10,254	4,756
Postage		31	1,961
Printing & Stationery		5,110	5,690
Recreational & other activities		6,673	9,380
Repairs & maintenance		5,210	9,598
Replacements (equipment)		138	882
Salaries, wages & other employment expenses		1,355,310	1,035,753
Staff Training & Welfare, Professional Development		7,498	2,495
Superannuation		126,449	95,385
Telephone		18,700	14,639
Travel & Accommodation		817	3,536
Workshop, Session & Catering Expenses		17,359	11,721
Total Expenses		1,915,714	1,452,390
Surplus for the year		79,896	24,402
Accumulated surplus at the beginning of the financial year		577,844	553,442
Accumulated surplus at the end of the financial year		657,740	577,844

STATEMENT OF FINANCIAL POSITION

Current Assets	Note	2021	2020
Cash & Cash Equivalents	4	1,307,909	1,141,130
Trade Receivables		169,809	15,184
Prepayments		3,236	-
		1,475,954	1,156,314
Non-Current Assets			
Furniture & Equipment	5	40,174	46,274
Right-of Use Assets	6	37,846	75,705
		78,020	121,979
Total Assets		1,553,974	1,278,294
Current Liabilities			
Trade & Other Payables	7	81,627	55,606
Provisions	8	160,964	136,557
Income in Advance	9	614,170	431,048
Lease Liability	10	39,473	37,765
		896,234	660,977
Non-Current Liabilities			
Lease Liability	10	-	39,473
Total Liabilities		896,234	700,450
Net Assets		657,740	577,844
Members Funds			
Accumulated Surplus		657,740	577,844
		657,740	577,844

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

Carer Support Services Manager

Chloe Trompeter

Business Development Manager

Sally Bower

Family Support Services Manager

Champo Ngweshe

Coordinator Health Promotion & FDV Services

Ruth Buckmaster

Coordinator, Settlement Engagement & Transition Services

Vanessa Kennedy

Clinic Coordinator & Registered Nurse

Olivia Colja

Youth Worker

Nicola Roberts

Clinical Midwife & Registered Nurse

Shalini Noronha

Social Worker, Domestic Violence Support

Sanna Pervez

Social Worker

Laila El Hafez

EA to CEO & Management

Sandra Richards

Counsellor, Domestic Violence Support

Salma El Rakhawy

Counsellor, Domestic Violence Support

Rukmini Aryal

Information Officer

Meagan Roberts

Health Promotion Officer

Zanna Leao

Health Promotion Officer

BOARD

Sandy McKiernan

Chair

Lee Best

Vice Chair

Clare Moynihan

Fran Ferriera

Buena Kortum

Simmons Sharp

BI-LINGUAL SUPPORT WORKERS

Razieh Aghabalei Matanagh

Kashfeen Aslam

Nazia Afzal

Mina Abassian

Linda Zammar

Wynne Ong

Pham Tin Thei

Fam Cuai Men Tin Thei

Nansi Laki

Soolmaz Ahidideznab

CRECHE WORKERS

Negin Shahidi

Labiba Divanian

Rahimah Mohd Zaini

Mashair Fadlala

Simin Soheilian

Hitomi Abbott

Amuna Ali

Rowa Baba

CONTRACTORS

Dr Bernadette Wright

[Clinical Psychologist](#)

Dr Su Chan

[Clinical Psychologist](#)

Dr Ludmila Polczynski

[General Practitioner](#)

Dr Grace Phua

[General Practitioner](#)

Dr Theodora Li

[General Practitioner](#)

Dr Linda Haines

[General Practitioner](#)

Tracey Honeycutt

[Bookkeeper](#)

Hala Soliman

[Fitness Instructor](#)

Evelyn Palaverchino

[Latin Dance Instructor](#)

VOLUNTEERS

Laila Zandi

Sarita Rodricks

Diane Edwards

Emmelene Aylice

Heather Brown

Julia Rodricks

Jacqui Whelan

Melike Kaynak

Helen Green

Tamar Green

Cecelia Morris

Kubra Nourozi

Rifka McClure

Liljana Risteski

STUDENTS

McCusker Centre for Citizenship

Laila Zandi

[Internship](#)

Vivienne Holt

[Internship](#)

Edith Cowan University

Magheira Ibrahim

Curtin University

Archana Jestin

[Social Work Placement](#)

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

UWA Medical School Students

Curtin Midwifery Students

Curtin Nutrition Students

North Metro TAFE Students

Mercedes College Students

OUR PARTNERS

FUNDING

Australian Ethical Foundation
100 Women
Carers WA
Continence Foundation of Australia
Council of The Ageing
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
Impact100 WA
Lotterywest
Mental Health Commission
Minderoo Foundation
Office of Multicultural Interests
Perth Airport Community Boost
The Smith Family
WA Department of Communities
WA Department of Health
West Australian Police

SERVICE DELIVERY

Association for Culturally Appropriate Services
Breastscreen WA
City of Canning
City of Stirling
Communicare
Dianella Secondary College
Ethnic Community Council
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
The Association for Services to Torture and Trauma Survivors (ASeTTS)
Women's Health and Wellbeing Services
Youth Futures

FUNDRAISING/DONATION

Bunnings Malaga
Commonwealth Bank
Good 360
Grill'd
Mirrabooka Square
Nappy Collective
Paterson Architects
Share the Dignity
Universal Construction



pectrum



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**

CONNECT WITH US

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