



ISHAR MULTICULTURAL WOMEN'S HEALTH CENTRE

2010 ANNUAL REPORT

MANAGEMENT AND STAFF

The Ishar Multicultural Women's Health Centre is committed to acknowledging and valuing the contributions of its diverse team for 2010.

BOARD OF MANAGEMENT

Chairperson

Dr. Judy Kulisa

Treasurer

Dr. Lucy Morris

Secretary

Pokua Asomani

Committee Members

Tara Ludlow

Dawn Mielens

DIRECTOR

Andrea Creado

Executive Assistant to the Director

Bernadette Masbayi

HEALTH SERVICES

Service Manager

Jan Ryan

General Practitioner

Dr. Christine Reid

Psychologists

Wyn Billington

Rachel King

Physiotherapist

Teresa Kata

Health Support Officer

Bernadette Masbayi

Information Officer

Violeta Sukoski

Tannin Gazik

Lesley Cangemi

CHILDBIRTH EDUCATION AND SUPPORT PROGRAM

Midwife

Donna Stephen

PERINATAL SUPPORT PROGRAM FOR SUDANESE

WOMEN

Service Manager

Jan Ryan

Project Coordinator

Ruth Sims

Bicultural Officers

Margaret Manyiel

Adut Kot

Crèche Workers

Mashaer Ibrahim

Josephine Doe

Huda Khaliel

Makeme Sheriff

HOME VISITING PROGRAM

Service Manager

Jan Ryan

Service Coordinator

Ruth Sims

Bicultural Officers

Adut Kot

Alice Modo

Hnin Wai Oo Thien

'HEALTHY ACTIVE' BICULTURAL AMBASSADORS PROGRAM

Project Manager

Jan Ryan

Project Coordinator

Bernadette Masbayi

Physiotherapist

Teresa Kata

Development of Healthy Active Resource Manual

Teresa Kata

Bernadette Masbayi

Jan Ryan

Natalie Vicca – Nutritionist

Sally Bower

Shobhana Chakrabarti

Dr. Judy Kulisa

Dr. Lucy Morris

Eve Wilkinson

Layout and Printing of Healthy Active Resource Manual

Anusri Banerjee

Crèche Workers

Mashaer Ibrahim
Esther Kamara
Jackie Tengbeh
Josephine Doe

MULTICULTURAL CARERS SUPPORT AND SKILLS

DEVELOPMENT PROGRAM

Service Manager

Irena Quinn

Carers Support Worker

Anabela Loureiro

Bicultural Aide

Parvin Sabouri

PARENTING FROM THE HEART

Project Manager

Andrea Creado

Project Coordinator

Sally Bower

Bilingual / Crèche Workers

Hina Khan

Shahla Haidary

Kashfeen Aslam

Cheryl Hicks

Homa Takhari

Shabibi Sidiqi

Shameema Karrim

VISITING SISTERS

Project Manager

Andrea Creado

Project Coordinator

Sally Bower

Sewing Instructors

Shernaaz Vagh

Razieh Aghabalaei Matanagh

Negin Shahidi

Sewing Assistants

Helen Arrow

Nu Nu

Hajira Motan

Lesley Cangemi

Crèche Workers

Labiba Divanian

Rahima Mohd Zain

Mashair Fadlalla

Amani Divanian

Mashaer Ibrahim

Huda Khalil

Bicultural Workers

Hnin Wai Oo Thien

Fatme Darea

Willow

PAVE THE WAY

Project Manager

Graciela Patron

Project Coordinator – Wonder Woman

Going Back to ‘P’ Work

Ruth Sims

Bicultural Workers

Hnin Wai Oo Thien

Elizabeth Jok

Shogufa Payman

Shinkay Sarvari

Crèche Workers

Shamis Duale

Negin Shahidi

Kou Sheriff

Pyu Pyu Winko

Sherrie Lee

Deba Mher

Zarafshan Akbari Taj

**Project Coordinator – Women Searching
for a New Beginning**

Virginia Mangazva

Bicultural Workers

Hina Khan

Sarah Ding

Crèche Workers

SPECIAL PROJECTS

Service Manager

Graciela Patron

ADMINISTRATION MANAGER

Violeta Sukoski

FINANCE AND ACCOUNTS

Book Keeper

Robyn Mckay

Auditor

Tim Goddard

PHILOSOPHY AND BACKGROUND

The Centre was officially opened on August 10th, 1992 under the name of Mirrabooka Multicultural Women's Health Centre. The name "Ishar" was chosen through a vote among the management committee, staff and volunteers.

Ishar Multicultural Women's Health Centre (Ishar) operates with a philosophy grounded in the "Social Model of Health". Since its beginning the Centre has adopted a style that focuses on the healing of lifestyle-related problems that detrimentally affect the health and wellbeing of women of all ages, particularly those from culturally and linguistically diverse backgrounds.

In other words, the "medical" condition of women seeking the services of the Centre is not separated from the real life interconnections of personal, social, economic, race, age and gender related problems experienced. Women are provided with information, advice, counseling, training and/or support so that they become empowered to deal with the problems themselves, or are referred on to a more appropriate agency.

Ishar's vision is that it be a place of health and healing, happiness and peace, meeting real health requirements of women from different cultural backgrounds. This is achieved through a service delivery model that is flexible and responsive to the needs of women. Strategies used include outreach, in-house group work, individual counselling, advice, mediation, advocacy and referral services delivered by a team of multi-skilled professional staff and contracted bilingual community educators.

During the last financial year Ishar made over 23,000 contacts with people from over eighty cultural backgrounds. Despite the small number of core staff, the number of women of all ages using or being supported by the Centre increases every year. Unique to the Centre is the role and commitment of many volunteers. They come from a variety of backgrounds and take time out of their busy lives to contribute their knowledge, skills, wisdom and effort.

In 1997 Ishar was the winner of the Community Service Industry Award for services to children, young people, families and the community. In 2002, Ishar was awarded the tender for a new metropolitan-wide service – the Multicultural Carer Support and Skills Development Program funded by the Office of Mental Health, Department of Health. Since its beginning in January 2003 the program has become an intrinsic part of Ishar's core services. In 2006 Ishar was a finalist in Health Way's recognition of excellence in health promotion for Healthier Lifestyle Choices for CaLD women. The healthy lifestyle project ran for 6 months promoting the adoption of a healthier lifestyle in relation to eating habits and physical activity. In 2007 Ishar received the Community Services Award for Innovative Service Delivery awarded by the Office of Multicultural Interests and presented by the Honorable Ljiljana Ravlich MLC, Minister for Multicultural Interests and Citizenship,

Over the years Ishar has grown from a local gender based health service into a metro wide service. Ishar has also developed international links with the Centre for Women's Intercultural Leadership, St Mary's College, Notre Dame, Indiana, USA which conducted several leadership workshops in Perth for Ishar staff and other service providers.

A culturally appropriate health service such as the one provided by Ishar aims to benefit society as a whole by encouraging women and their families to take care of their emotional and physical wellbeing by accessing services which are appropriate to their health needs

Our Vision

Women have the capacity to make decisions about their health and well being

Our Mission

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

Our Values

- we celebrate diversity*
- we work in partnership*
- we encourage participation and the building of capacity*
- we treat everyone with dignity and respect*
- we work ethically and reflectively*
- we support and nurture each other*
- we value innovation*
- we work with passion and dedication*



CHAIRPERSON'S REPORT

After another dynamic year at Ishar we are once again at the Annual General Meeting; and it is at this time that we reflect on the year which has just concluded.

Ishar continues to grow and compound its strengths and this year has been no different. Among the more significant events during the year has been the introduction to the Treasurer's role of Dr. Lucy Morris, CEO of Baptistcare. 'Thank you', Lucy for stepping into the breach so readily.

Strategic planning has been a major focus throughout 2009/2010 and during a two day planning weekend a range of strategic issues that would significantly influence Ishar's operations were identified. These include:

- changing political priorities and funding models;
- economic factors such as the impact of the global financial crisis and the WA resources boom;
- changes in demographics for migrant families;
- the level of interest in women's issues;
- translation services;
- duplication of services;
- infrastructure and resource levels and staff turnover.

As a result of which the following strategic priority goals were identified for the next three years:

1. financial sustainability
2. expansion of services and outreach programs
3. acquisition of preferred service provider status for multicultural women's health and well being

As in previous years, Ishar continues to receive external recognition for its work and this year this has come from both the Federal and the State governments:

- On her visit to the centre, Federal Senator, Ursula Stephens, commended all the staff for their excellent work with CaLD families. She also announced the continuation of the Visiting Sisters and Parenting programs for 2010/2011.
- As a result of negotiations between the Centre's Director and the Minister for Health, Ishar was successful in gaining a substantial increase to its ongoing core funding for 2010/2011 and thereafter. This was in addition to the increase awarded to Ishar in the 2009/2010 financial year. The minister also commended Ishar for its excellent services to women from CaLD communities.

Well done Andrea and well done to all who work and volunteer at Ishar. There are three groups that ensure Ishar continues to be here. The first of these I have just mentioned: the people who work at the centre. The second group are the organisations which fund the services Ishar provides. This year these have included:

- **Federal Departments:**
 - Department of Families, Housing, Community Services and Indigenous Affairs
 - Department of Immigration and Citizenship
- **State Departments and funding bodies:**
 - Department for Communities
 - Department of Health
 - Department of Training and Workforce Development
 - Office of Mental Health
 - Lotterywest
- **Other Funding Bodies**
 - Independent Living Centre
 - Carers WA
 - Australian Red Cross

- Royal Life Saving
- City of Wanneroo
- University of Western Australia
- Multicultural Mental Health Australia

The final group is made up of those of you who use our services. Thank you. We are here to work with you to ensure you receive services that meet your needs and the needs of your families. Thank you to the Funding Bodies, the other members of the Board, Staff and Volunteers; and to our service users.

A handwritten signature in black ink that reads "Judy Kulisa". The signature is written in a cursive style and is positioned above a horizontal line that serves as a separator.

Dr Judy Kulisa – Chairperson

TREASURER'S REPORT

I would like to thank my colleagues on the Board for their support of me in the position of Treasurer which I took up at the last AGM; and to thank the Director, Andrea Creado and Chairwoman, Dr Judy Kulisa for their leadership of Ishaar. I would also like to commend the hard work and commitment of the staff and Ishaar's supporters, for ensuring that Ishaar continues to operate as well as it does. I also thank Robyn McKay who was Ishaar's Book-Keeper during 2009-2010, for her hard work and efforts on behalf of the organisation.

Ishaar has operated in a very challenging environment over the last 12 months. Like all community, not-for-profit organisations, the global financial crisis had a significant impact on the livelihoods of the people who used Ishaar's services and on the funding bodies. A lot of effort went into ensuring the funding streams remained stable and strong and Andrea was outstanding with her team in planning for Ishaar's future. To remain optimistic in its outlook the organisation's funds need continuous growth which can be facilitated by offering more services, for which Ishaar would need to find new premises. It also needs to ensure that all staff are appropriately remunerated for their work and that the work is recognised by its funding bodies and the wider community.

The financial structures at the centre supply a consistent and thorough framework for the good works which the centre and staff provide. In 2008 Ishaar received \$635,000 in funding & donations, in 2009 in excess of \$800,000 and in 2010 received more than \$835,000. The centre is busier than ever and is able to provide many innovative projects to benefit the community.

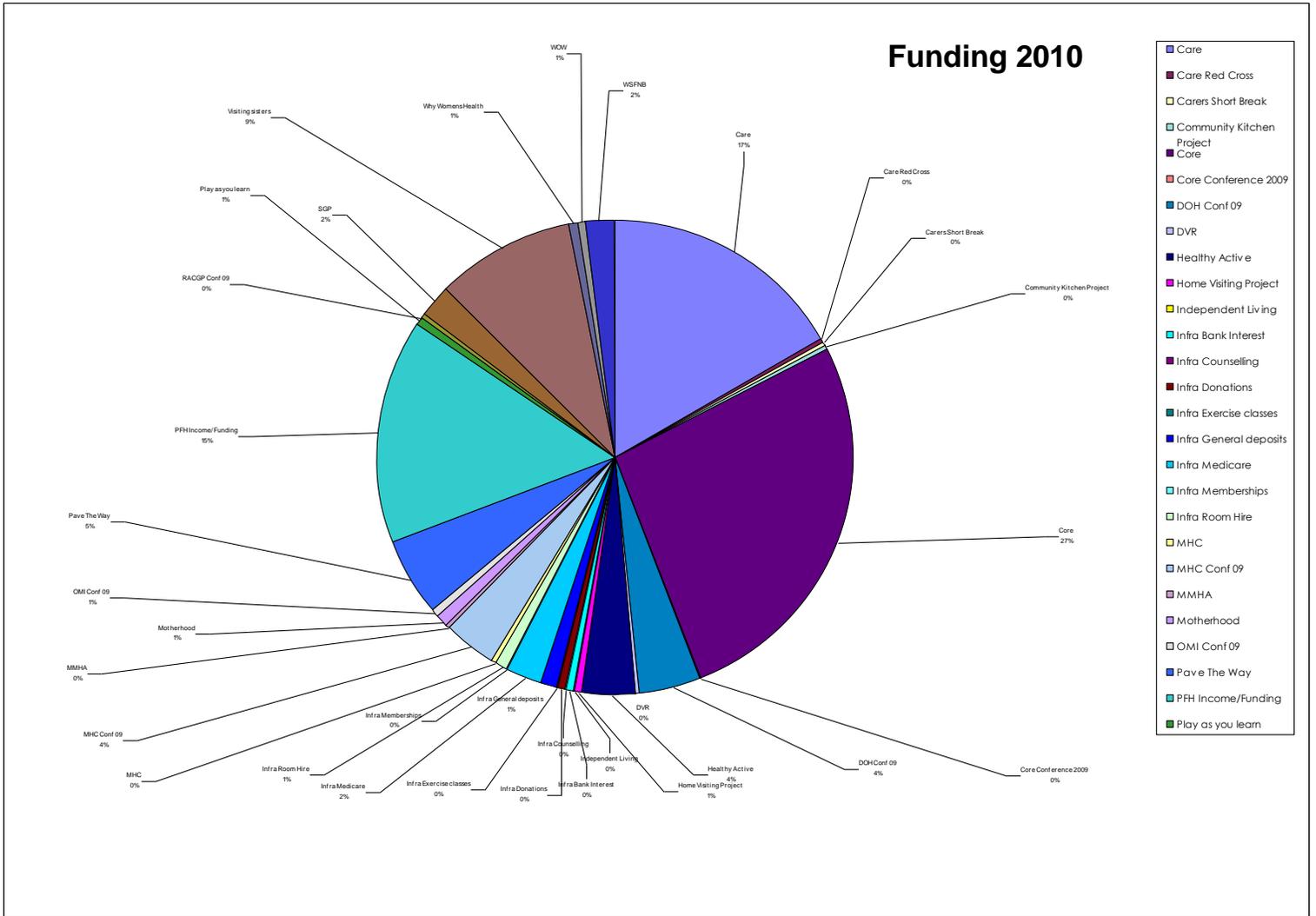
I would like to highlight the comments by Robyn McKay as she summed up the year in more detail. "Ishaar has developed well over the last 12 months with access to more funding sources due to the skillfulness of the staff. Ishaar employed more than 70 women throughout the course of the year. Women employed by Ishaar are generally from diverse multi-cultural backgrounds and employment provides an important stepping stone towards developing their confidence in engaging with the wider community.

Ishaar continues to set aside funds for staff entitlements and retained \$32,417 funds in a fixed term deposit account, generating interest that is then funneled back to the centre to cover the increasing costs of overheads. Monthly financial reports are submitted at each committee meeting and with the appointment of our new Treasurer, more sophisticated reports are being requested and interpreted with the committee kept abreast of all financial activities. All funds are accounted for and documented with acquittal reports to the funding bodies provided in a timely, accurate and consistent manner. Profit and Loss report supplied by the auditor may show a profit or loss but in real terms funds are carried forward as unspent funds to be acquitted as the funding bodies require. Ishaar is in a strong financial position and promises to continue that way in the 2011 financial year".

On behalf of Ishaar, in my role as Treasurer, I would like to thank the funding bodies for their commitment to Ishaar and I hope that you will continue to see the good work that Ishaar and its staff provide to its clients, the women in this community and their families.

Dr. Lucy Morris
Treasurer

Funding 2010



DIRECTOR'S REPORT

In presenting my third annual report I would first like to congratulate all the staff for their dedication and excellent work which has led to the expansion of services at Ishar.

I would also like to welcome on board our new staff members; Virginia Mangazva who joined us as the Project Coordinator for Women Searching for a New Beginning, and Anabela Loureiro who joined us as the Carer Support worker. I would also like to welcome Dr. Christine Reid who will be delivering services through our Well Women's Clinic.

In the 2009-10 year Ishar delivered services to 22,638 adults and 1105 children from 87 nationalities as compared to 2008-2009 where 14,557 women from 75 ethnic backgrounds received services from Ishar.

This year we expanded our services and began delivering education, training, parenting, exercise and health related programs in the Upper Northern Corridor in the suburbs of Butler, Merriwa and Clarkson. These programs have been very well accepted by the women living in these suburbs and their response has encouraged us to explore options for delivering more sustainable services for them in the future.

In addition we launched the Perinatal Home Visiting Service and Women Searching for a New Beginning - An Education and Training Program.

In August 2009 Ishar also hosted a Women's Health Forum in partnership with Women's Healthworks and City of Wanneroo. This event attracted approximately one hundred women and service providers and a discussion paper was written and submitted to the National Women's Health Policy.

In addition to this event, in September 2009 Ishar hosted the 3rd WA Transcultural Mental Health Conference in partnership with the WA Transcultural Mental Health Centre. The conference attracted local, interstate and international delegates. Ishar was able to procure funding to enable approximately eighty CaLD carers, consumers and community workers to attend the conference.

During the year Ishar staff have been invited by various organisations to present information on multicultural issues related to Domestic Violence, Women's Health, Mental Health, Carers, Education and Training, Parenting and Youth. Some of these organisations were King Edward Memorial Hospital, University of Western Australia, Central TAFE, Edith Cowan University, University of Notre Dame, Balga Senior High School, Department for Child Protection, Department for Communities, Department of Training and Workforce Development and the Office of Multicultural Interests, to name a few.

Staff members also presented papers on women's health and mental health at various state and national conferences and attended training programs on First Aid, Drama Therapy, Media Training, Frontline Management, Workplace Training and Assessment, Developing a Vibrant Workplace and Effective Communication.

While the year has been extremely busy the enthusiasm to keep expanding services has not waned. Next year Ishar plans to deliver new services related to settlement, health and education and will be offering a Settlement Grants Program in the Northern Suburbs. We also plan to expand the physiotherapy and health services and establish an ongoing Perinatal Home Visiting service. In addition our quest to find premises that will house our expanding services will continue as will our efforts to get more sustainable sources of funding.

I would like to thank the Board of Management for the trust they have in my leadership of the organization and for their ongoing support. I would also like to thank the staff and volunteers for their dedication to the work carried out at the Centre and our clients who inspire us to do our best each day. I would like to specially thank Bernadette Masbayi who enthusiastically took over the reins of Ishar while I was on leave for four months and commend her for her proficiency in carrying out the role.

I look forward to leading Ishar into its next phase of development, which will be gaining recognition as a multicultural centre that focuses on developing strong multicultural communities by strengthening women.

Andrea Creado
Director

HEALTH SERVICES

In the 2009 – 2010 financial year Jan Ryan, Manager of Health Services, managed the following programs:

- Health Education/ Health Promotion
- Perinatal Mental Health support program for CaLD women
- Perinatal Home Visiting program - Strength to Strength
- Clinical Services
- Information and Referral
- Multicultural Mental Health Counselling Service

Health Education/Health Promotion

The health education/health promotion program continues to be flexible and responsive to the needs of community women and service providers. Ishar has integrated health education/health promotion into many of its programs throughout the year including the perinatal program, visiting sisters and parenting programs and the healthy active bicultural ambassadors project.

Cultural awareness and refugee/migrant women's health issues were topics presented to the University of Western Australia (UWA) medical students, midwives at KEMH and The Health Interpreters Certificate Course students at Central TAFE.

Partnerships were formed with other health services including BreastScreen WA, Cervical Cancer Screening, Community health –child health nurses and the Cancer Council to organise an open Health Promotion day for all women to give them information about health issues and the available services in their local area.

Ishar continued to be represented on various steering committees including the, Good Food for New Arrivals, Humanitarian Entrants Interagency Committee and The Child Birth Educator steering committee.

In addition to core funding from the Department of Health, Ishar received funding for other health related projects. These were:

Perinatal Support Group Program for Sudanese Women funded by the State Perinatal Mental Health Unit, Department of Health (State)

This program completed its two year funding in April 2010 and due to the successful outcomes Ishar secured another 4 year funding in May 2010. The program is coordinated by Ruth Sims who works from a strength based approach with the women and is primarily responsible for the success of the program with the support of Adut Kot, the Bicultural Officer and the crèche workers. Ruth's commitment to the women's growth and her deep understanding of the women's issues provides a rich learning and supportive environment for the women. The overall aim of the program is to provide psycho/educational/social support groups for CaLD women (the main target group to date have been African women) in the perinatal phase of their lives. These groups are conducted over 6 weeks and are interactive and informative covering topics such as mental/emotional and physical health, child development, parenting and self care.

Home Visiting Program

In 2009 the perinatal staff identified there was a need for a home visiting service for the same client group. Ishar was fortunate to secure short term funding from the State Perinatal Mental Health Unit to pilot a home visiting program for 10 hours/week to visit perinatal CaLD women from February 2010 – December 2010. This service is proving to be in high demand. To date there have been over 50 referrals mainly from the hospitals who provide services to perinatal women. Ruth Sims coordinates this program which complements the perinatal program.

Healthy Active Bicultural Ambassadors Training Program funded by the Department of Health and Ageing (Commonwealth)

This program was funded for an 18 month period; it commenced in June 2008 and was completed in November 2009. The project comprised two components: the production of a Healthy Active Resource Manual documenting and promoting Ishar's Healthy Active Bicultural Ambassadors training program and Multicultural Physical Activity program to a wide range of services in Australia, and the development and implementation of the Healthy Active Bicultural Ambassadors Training program from which a pool of culturally and linguistically diverse front line workers was developed to promote physical activity and good nutrition to their communities. Sixteen women attended the training program. The project coordinator, Bernadette Masbayi, the physiotherapist, educator, Teresa Kata and the project manager Jan Ryan showcased this project in a workshop at the 6th Australian Women's Health Conference in Hobart Tasmania in May 2010.

PHYSICAL ACTIVITY PROGRAM

Ishar continued to conduct a physical activity weekly program on its premises this year as well as conduct a multicultural weekly physical activity program at Herb Graham Recreation Centre. This program was made possible through a partnership with City of Stirling, Yoga classes have also been introduced which have been generously provided by The Yoga Space. The overall physical activity program is coordinated by Teresa Kata, Ishar's physiotherapist who continues to encourage women to integrate physical activity into their daily life with humour and creativity. 888 contacts were made through the structured physical activity program and many other women were introduced to physical activity through health education groups throughout the year including outreach physical activity programs in the upper north suburbs.

INFORMATION AND REFERRAL

Women from 87 different nationalities accessed Ishar's services throughout the year. In total 22,683 adult contacts were made with the Centre through the year.

CLINICAL PROGRAM

Dr Mariet Job provided an excellent medical service to the women up until December 2009, when she decided to pursue other career and life opportunities. In March 2010 Ishar was fortunate to have employed Dr Christine Reid who has many years of women's health experience. Her friendly disposition and compassionate approach with the women clients creates a safe environment for the women to address female health related issues often for the first time. These consultations encourage the women to ask questions and to make informed choices about their health.

CHILDBIRTH EDUCATOR PROGRAM

Ishar continues as Community Midwifery W.A's (CMWA) partner organisation for the pregnancy and postnatal support project support program funded by Lotteries West. Donna Stephen, the midwife works at Ishar 3 days a week. This innovative service continues to be accessed by newer arrival women who are birthing for the first time in Australia and also by women who need some extra support through their pregnancy and birth experience due to complex social issues. Donna's caring, passionate nature and professionalism provide the women with the much needed support they may lack due to their isolation from family and culture. There were 111 new referrals into the program and 188 contacts were made. The service continues to compliment Ishar's other services in the perinatal area.

INDIVIDUAL COUNSELLING AND THERAPEUTIC SUPPORT PROGRAM

Wyn Billington, Ishar's registered psychologist provides counselling services three days per week, providing counselling through the Medicare mental health psychological services plan. Rachael King worked in this role from May – June 2010 while Wyn has been on leave. Rachael

has brought great enthusiasm to her counselling and is a pleasure to work with. The counselling services continue to be well attended.

This year the program has included an outreach counselling service provided by The Drug and Alcohol Office and housed an outreach counsellor from the Sexual Assault Referral Centre's (SARC's) one day per week

The major health issues highlighted in the individual counselling sessions were: relationships, depression, post traumatic stress disorder, anxiety, sexual abuse and grief and loss. Throughout the year a number of therapeutic, psycho educational workshops were facilitated by the registered psychologist, including a 'Workshop on Jealousy, workshops titled 'Enough is Enough', 'On My Watch', 'Need to be Perfect, Need to be Right'. All these workshops provided an opportunity for the participants to express their feelings and to be affirmed in a safe environment. The feedback from these workshops was always extremely positive.

In 2009 – 2010 the Health Services continued to be responsive to the needs of the community women and service providers as well as implemented exciting, innovative projects and dynamic programs. Without the dedication from the Ishar staff including the bicultural workers, crèche workers and the interpreter service provided by TIS National, this service would not have been possible.

MULTICULTURAL CARERS SUPPORT AND SKILLS DEVELOPMENT PROGRAM

Managed by Irena Quinn, together with Anabela Loureiro - Carer Support Worker and Parvin Sabouri - Bicultural Aide.

The ISHAR Multicultural Carers Support and Skills Development Program provides a range of holistic services to CALD Carers of people with a mental illness. This includes individual counselling, group counselling and therapy, social support groups, psycho-education and information, short retreats, referrals, advocacy, support of bicultural workers and interpreters, special projects, conferences, mental health and cultural events and celebrations as well as workshops and seminars for service providers. The program is a metro wide service operated in Mirrabooka, Fremantle, Midland and the South East Metro area.

In 2009-2010 the ISHAR Carers and Skills Development Support Program continued to offer a holistic model of service delivery to effectively address the complex needs of CALD Carers, restore their health, promote their resilience and develop self care skills.

It appeared among CALD Carers that psycho-education played an important role in improving understanding of a mental illness and gaining access to services. Talks and seminars as well as therapy groups helped Carers to acquire knowledge and gain understanding of a mental illness and psychological trauma; holistic management of depression, stress, anxiety, fear and pain; positive thinking strategies and the importance of self care. The most popular talks were talks on "Elderly Abuse and Carers Rights", "Importance of Self Care for Carers", "Understanding Dementia", "Substance Abuse and Mental Health" and "Caring for Someone with Autism".

Providing CALD Carers with the relevant information and linking them to the appropriate support service appears to be vital. A Burmese Carer reported "*I started to realize that I can get help a lot. All those past years I was living in dark like hell. Nowhere to go to and talk about or exchange views. I will try my best to use your service as much as I could and thank you for your warming support*". Importantly, the Carers program provides printed information and resources in different languages, alternative formats and electronically. The Carers' program brochure is

now available in eight languages: Persian, Farsi, Italian, Spanish, Russian, Croatian, Macedonian and Arabic.

Through the use of reflective practices CALD Carers felt more comfortable to externalise their feelings, emotions and thoughts. As English is their second language and can work as a barrier, art and narrative therapies are seen as the most appropriate and effective ways to deal with complex problems and predicaments. Carers enjoyed Mask Making, Sand Play therapy, Candle Making therapy and Soap Making therapy.

To restore and support physical health the program integrated physical activities such as belly dancing, swimming, yoga, Ten Pin bowling and bush walking. These activities allowed Carers to address the psychosomatic symptoms and bodily reactions associated with the trauma and emotional stress.

Social activities were an essential part of the Program as they facilitated a connection, inclusion and understanding. It is observed CALD Carers enjoyed picnics and outings. In March 2010 Carers WA, the ILC and Silver Chain contributed to the Carers Short Break funding. As a result Carers had a great opportunity to enjoy some quality time off, attain extra self care skills and connect to each other at the Bindoon Windmill Farm.

The Carers also had opportunities to attend special celebrations and events as well as voice their experiences and provide feedback on various issues at The MHS conference in September 2009, 3rd Trans-cultural Mental Health Week 2009 and Carers Expo 2010.

In 2009-2010 bicultural workers were actively engaged in working with CALD Carers. This support has facilitated good community and clinical service outcomes. A male Carer claimed he greatly appreciated the support and help of a bicultural worker who transported him from home to Carers activities. He also highlighted the importance of home visits and counselling sessions. He claimed this has enabled him to step out of his comfort zone, reduce his isolation and stress, recognize and normalize his experience, and make him feel more confident in his caring role. 426 Carers from 27 different cultures accessed the service in 2009-2010. 1,520 direct and indirect service contacts were made in North, North East, South East and West East metro areas.

Metro Area	Nationality	Age	Gender	Religion
North	Polish; Iranian; Italian; South African; Romanian; Australian; El-Salvadorian; Malaysian; Burmese; Palestinian; Moroccan; Afghani; Colombian; Pakistani	30-75	F and M	Catholic; Baha'i; Muslim
North East	Spanish; Italian; Iranian; Australian; Polish; Irish; Croatian.	35-65	F and M	Catholic; Baha'i
South West and South East	Thai; Irish; Indian; Australian; Afghani; Iraqi; Turkish; Bosnian; Croatian; Indonesian; Iranian.	35-90	F and M	Catholic; Buddhist; Muslim Agnostic

Table 1. Service demographics.

In 2009-2010 ISHAR Carers Support Program continued to work in a partnership with Midland Women's Health Care Place, Fremantle Multicultural Centre and Red Cross to be able to reach Cald Carers and meet their complex needs. Throughout the year the ISHAR Carers Support Program actively represented ISHAR, Cald Carers and Cald communities at the Carers WA Mental Health networking meetings, at the South Metro Area Health Service (SMAHS) and Multicultural Mental Health Service Providers Group (MMHSPG) meetings, and the DVAN stakeholders meetings.

In 2010, due to a growing community demand for the DVD "Stories of Inspiration from Carers from WA" the Independent Living Centre provided funds to cover the cost of the DVD production. The DVD is now available on the internet. The Stories can be viewed on

YouTube <http://www.youtube.com/watch?v=xlaVRRBkvEc>

In 2009-2010 ISHAR CARERS RECOGNITION POLICY was completed.

PAVE THE WAY – WONDER WOMEN GOING BACK TO “P” WORK

This program was managed by Graciela Patron and coordinated by Ruth Sims.

The project 'Pave the Way – Wonder Women Going Back to "P" Work' is funded by the Department of Training and Workforce Development and it is now in its successive third year of service to women from Asia, Africa and the Middle East.

The project has been in operation from 2008 and more than 140 women from Asia, Africa and the Middle East have benefitted from the training workshops conducted by Mercy Employment & Community Programmes in collaboration with Ishar Multicultural Women's Health Centre. In 2009 the project, alongside another five projects in WA, was recognized by the funding body as a 'Good Practice Model'.

The training workshops have included:

- identifying barriers to employment
- education or training
- understanding the Australian workplace
- employees' and employers' rights
- how to seek and keep 'that job'

In the months of April - May, 2010, 45 participants from African, and Middle Eastern women's groups attended the training workshops. During the next School holidays in October women from the Asian communities will have the opportunity to attend the last series of workshops of 2010.

The project is a pathway to further education or training, and Ishar Multicultural Women's Health Centre has again negotiated with West Coast Institute of Training (Joondalup) to conduct a Cert II in Community Services (Child Care). During the training workshops participants have identified this as an area of great interest for them to pursue further education or training. Consequently, a similar program to that provided by the then West Coast TAFE (Joondalup) in 2008 for 15 students, will start on 6th September 2010 with an enrolment of 17 women.

PAVE THE WAY - WOMEN SEARCHING FOR A NEW BEGINNING

The project is funded by the Department of Training and Workforce Development, managed by Graciela Patron, coordinated by Virginia Mangazva and supported by the City of Wanneroo, Metropolitan Migrant Resource Centre and Mercy Care Family and Community Services.

In January 2010 Ishar received funding by the Department of Training and Workforce Development to provide job search skills to women from African, Middle Eastern and Asian backgrounds who reside in the upper North Metropolitan suburbs of Merriwa, and Clarkson. This project replicates the successful Wonder Women Going – Back to ‘P’ Work offered in Mirrabooka by Ishar since 2008.

The project aims to enable participants from migrant, refugee and humanitarian backgrounds to develop skills and / or adapt their job search skills so they can access employment and further education and training opportunities in Australia. The project endeavors to create pathways for employment and further training, as well as increase self-confidence and self-esteem and encourage social participation. Ishar has planned three groups of approximately 16 to 17 women to participate in three series of 4-hour workshops. For each each series women with young children have the opportunity to access a creche service free of charge.

The program includes activities such as:

- resume writing,
- understanding the Australian workplace,
- rights and duties of employers and employees,
- English in the workplace,
- job search and interview skills
- addressing selection criteria.

In addition the project offers participants an additional six months ongoing support and links them to resources in the wider community that will enhance their ability to work or study.

During the next financial year, during School Holidays in July and October 2010, two further groups of women will have the opportunity to attend the remaining series of workshops.

PARENTING FROM THE HEART

This project was managed by Andrea Creado and coordinated by Sally Bower.

Funding for the project is provided by Families and Housing, Community Services and Indigenous Affairs (FaHCSIA).

The Parenting from the Heart project aims to assist participants with parenting and family relationship information that will help them to adapt to Australian society while preserving their traditional values.

During 2009 -2010, the project has provided information to approximately 250 women and provided free crèche facilities to 80 children. Twenty service provider partnerships have been formed and through the program 25 community women have gained part time employment. In total and across six programs, sixty culturally sensitive information sessions, interactive workshops and demonstrations related to good parenting and healthy lifestyles were delivered to participants.

Some of the ongoing programs include:

- The Bukhara Community kitchen in the suburb of Butler providing interactive cooking demonstrations, information on nutrition and safety in the home.
- The 'Time for Me' group participated in a six week "Bending Like a River- Parenting Skills Workshop", and a four week Mental Health Workshop. Speakers from government and non government sectors along with speakers from health, legal and parenting service agencies talked on issues related to family support.
- In Mirrabooka swimming lessons were conducted over three terms and three Heartbeat Water Safety Awareness information sessions were delivered to 90 women in partnership with Royal Life Saving Association.
- Happy Families' Day was held in May 2010 and incorporated information-sharing from service providers such as Ngala, Child Health nurses, Department for Communities, Parenting WA, Department of Child Protection, City of Stirling, Edmund Rice Centre. 100 women participated in the information gathering and art therapy with Umbrella Art before enjoying some morning tea, while the 25 children were entertained by a balloon artist in the free crèche.
- The "Happy School Days" Program was held at a local primary school in May 2010, and provided a 5 week program to parents on healthy nutritional lunchboxes, along with information on school literacy.
- The school holiday program focused on the importance of play and how to enjoy dual cultures. Parents were involved in interactive activities creating cultural awareness through mediums of art and storytelling.

Four community parenting workshops will be held in the future, to be organized by bicultural workers. It is envisioned that these will provide opportunities for leadership and communication within communities.

VISITING SISTERS PROGRAM

This project was managed by Andrea Creado and coordinated by Sally Bower. The program is funded by the Department of Family, Community Services and Indigenous Affairs and it will operate up to June 2011.

Since 2006 the program has engaged migrant women in social participation to enhance their knowledge of health, welfare, education and skills training in the pursuit of economic independence. Information sessions and classes are offered to the women throughout the year. The main skills being taught in the program are sewing and machine operation, measurement, pattern cutting and clothes making.

The sewing classes are taught by two employed instructors, and two assistants. Some great products have been made such as scarves, magic pillows, aprons, pot holders, general and cultural clothing, cushion covers, pillowcases, table runners, embroidered towels and bags.

A knitting circle of up to 10 women has started this year, celebrating the learning of intricate hand craft and is conducted by an employed instructor. The women take pride of achievement amongst their peers in the class and are particularly happy when they take home the finished product to their family.

The Visiting Sisters program has had exhibitions at events such as Harmony week and Refugee week and the sale of the products at a market venue has given some good results. A web sale page has been set up and in the future it is hoped to utilise E-bay as an alternative selling avenue in an effort to make this program self sustaining in the event of the cessation of funding.

Since our partnership with Polytechnic West TAFE– (2008), 40 women have enrolled in the Certificate 1 Soft Furnishing course. The women are sponsored by the Visiting Sisters program so that they can formalize their learned sewing skills with a Certificate from Polytechnic West which extends their learning in line with Australian standards expected in the industry. Certificate 3 is also offered and can lead to improved work options.

Throughout the duration of the project, approximately 250 women have registered in the sewing classes. The Visiting Sisters on-site crèche has three workers who provide quality activities for the children. An atmosphere of satisfaction and activity is present in sewing classes and TAFE classes as well as in the crèche.

Initially referrals were achieved through the employment of 10 bilingual workers from the African, Middle East and Asian communities. They were provided with training in interview skills and family values and visited women in their communities. Now referrals come from surrounding service providers including social workers, psychologists, child health nurses and class participants. Women experiencing social and environmental upheaval in their lives due to migration, mental illness or financial difficulties are given practical skills and support in these classes that lift their self esteem and confidence and create friendships and networks.

Plans for expanding the sewing classes into the upper northern suburb of Merriwa are close to finalization and it is envisaged that the women will be able to experience the same benefits as their sisters in the Mirrabooka region.

In conjunction with Ishar's core health services a Women's Health Day was held in March 2010, and 70 women and 12 children attended. Eight health professionals/service providers were invited - Breast Screen WA, Cancer Council, Ngala, Diabetes Australia, Family Planning, Child Health Nurses, Cervical Cancer WA, and Multicultural Access Services. It was an interactive information day, with activities, morning tea and a free crèche.

The Visiting Sisters program is part of a process that weaves the social and economic complexities with opportunities and successes so that women become the strong fabric of our community.

ADMINISTRATION

This financial year 2009-2010, Administration was managed by Violeta Sukoski and supported by Reception staff.

Reception / Information

Some minor changes were made to the Administration this year in order to improve both efficiency and effectiveness.

The Reception was managed and operated for most of the year by Violeta Sukoski. Between March and June this year the position was taken over by Tanin Gazik who was enthusiastic and very supportive of Ishar's services and clients. Ishar has been growing larger every year and with the four new programs this year the Reception / Information Officer was even busier. Apart from the general routine of the Reception Desk, the Information Officer had to work very closely with new staff to develop a clear knowledge of the new programs in order to provide information to the clients. Understanding the nature and needs of our clients has been a basic rule in service delivery.

Accounting

Robyn McKay continues as our bookkeeper and ensures our financial efficiency with her professionalism. She continues to share her wide knowledge and skills which are of great service to Ishar.

Student Placement

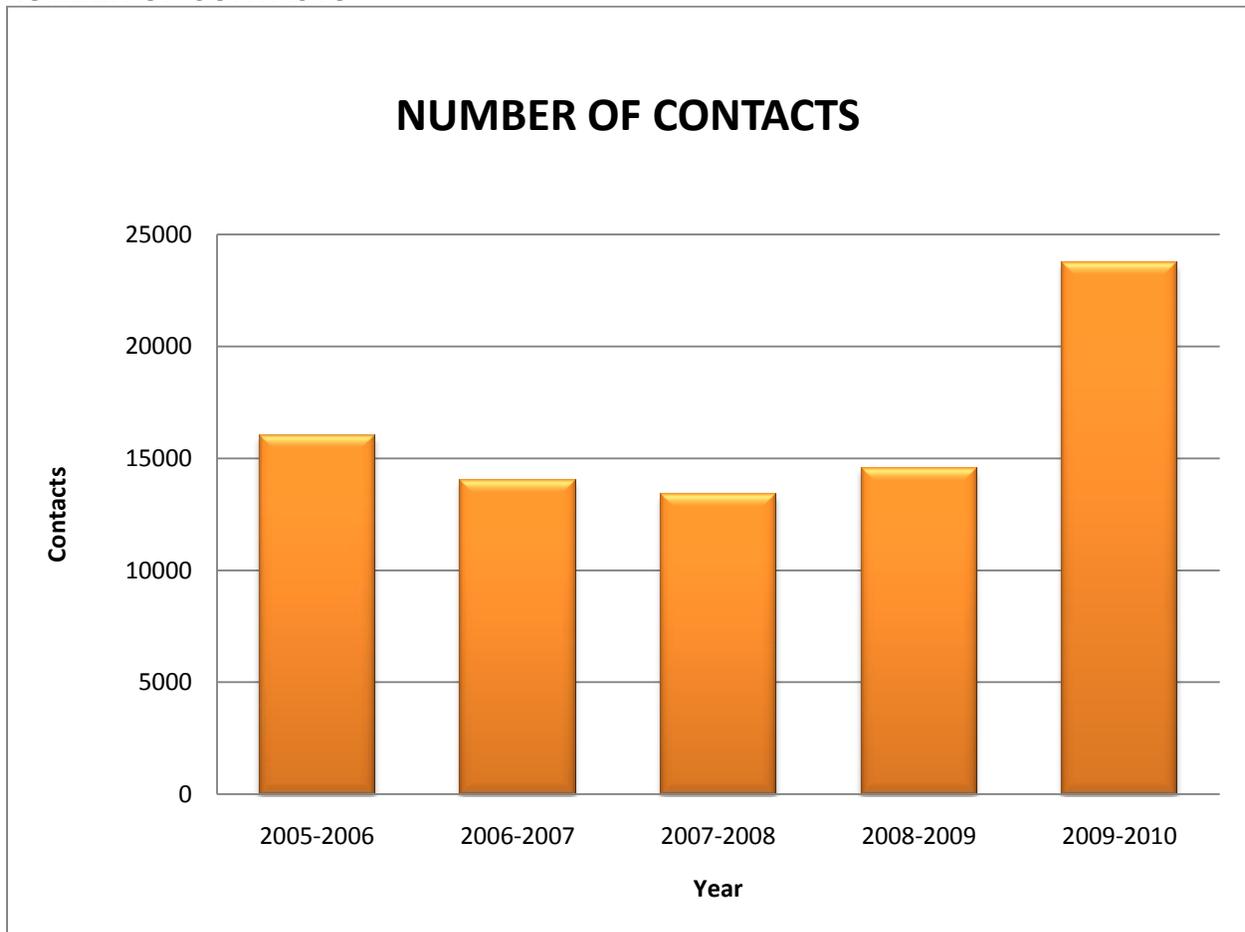
- Shahnaz Kazemi - Certificate III Community Services, SWAN TAFE
- Alva Lako – Certificate III Community Services, Central TAFE
- Shakera Barekzi – Women's Studies, Edith Cowan University
- Ohmar Trutwein – Certificate I in New Opportunities for Work, Polytechnic West Balga Campus
- Rukmini Upadhyay Aryal – Diploma of Community Welfare Work, West Coast Institute of Training
- Sharon Grant - Adult Migrant English Program, Employment Pathways Program (EPP) Polytechnic West Carlisle Campus
- Sejal Patel- Diploma of Community Services Work, West Coast Institute of Training
- Carolyn Anne Shovlin - Bachelor of Social Science, Edith Cowan University

Volunteers

Ishar continues to encourage and welcome volunteers to participate with staff in achieving the aims of the centre. In the last financial year Ishar had committed individuals who supported more than one program or service.

- Denise Calder-Developed Ishar's Strategic Plan 2010-2013
- Lesley Cangemi- Administration support
- Willow – Visiting Sisters support - assisted on Women's Health Day
- Widad Hassan – Reception support

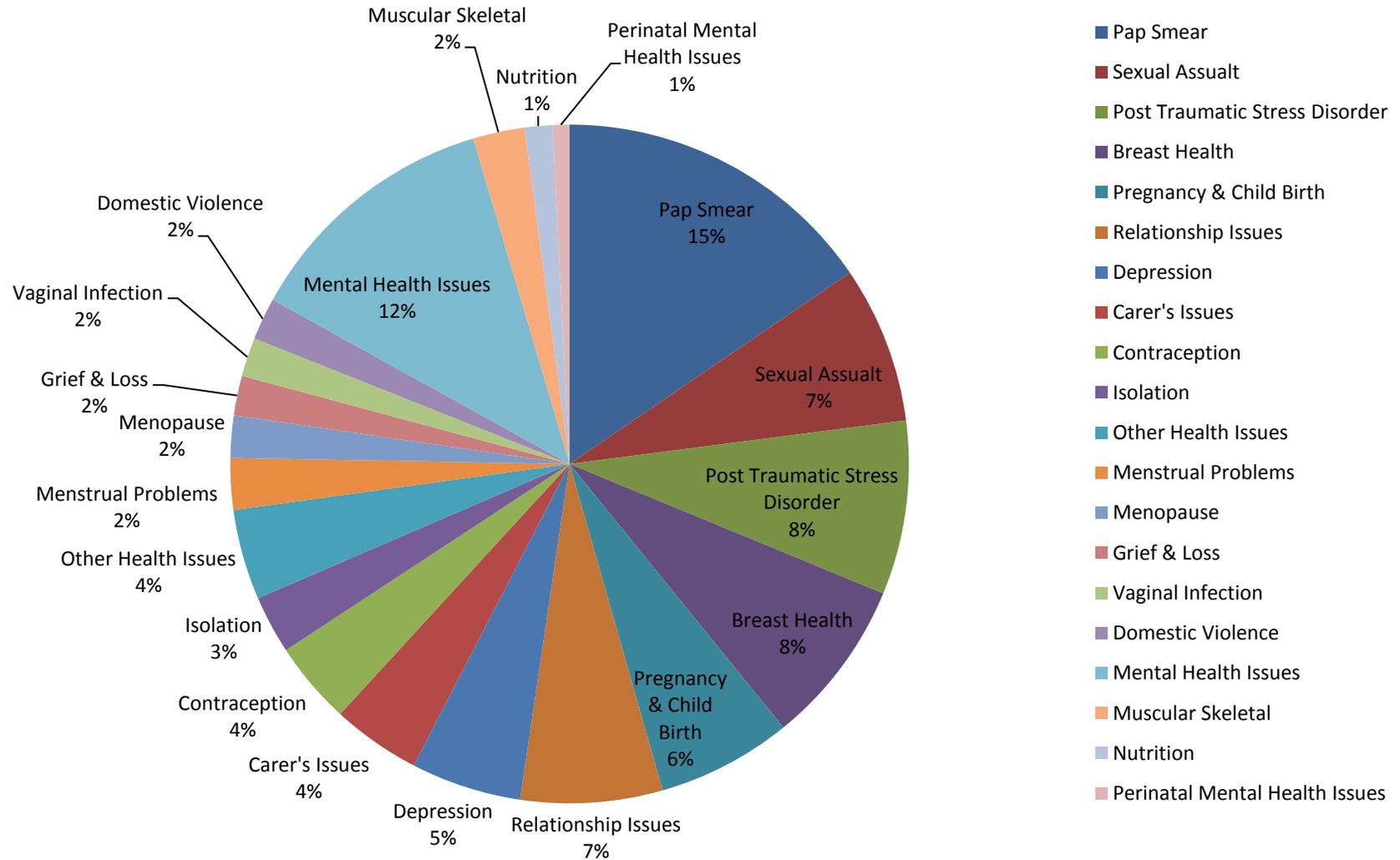
NUMBER OF CONTACTS



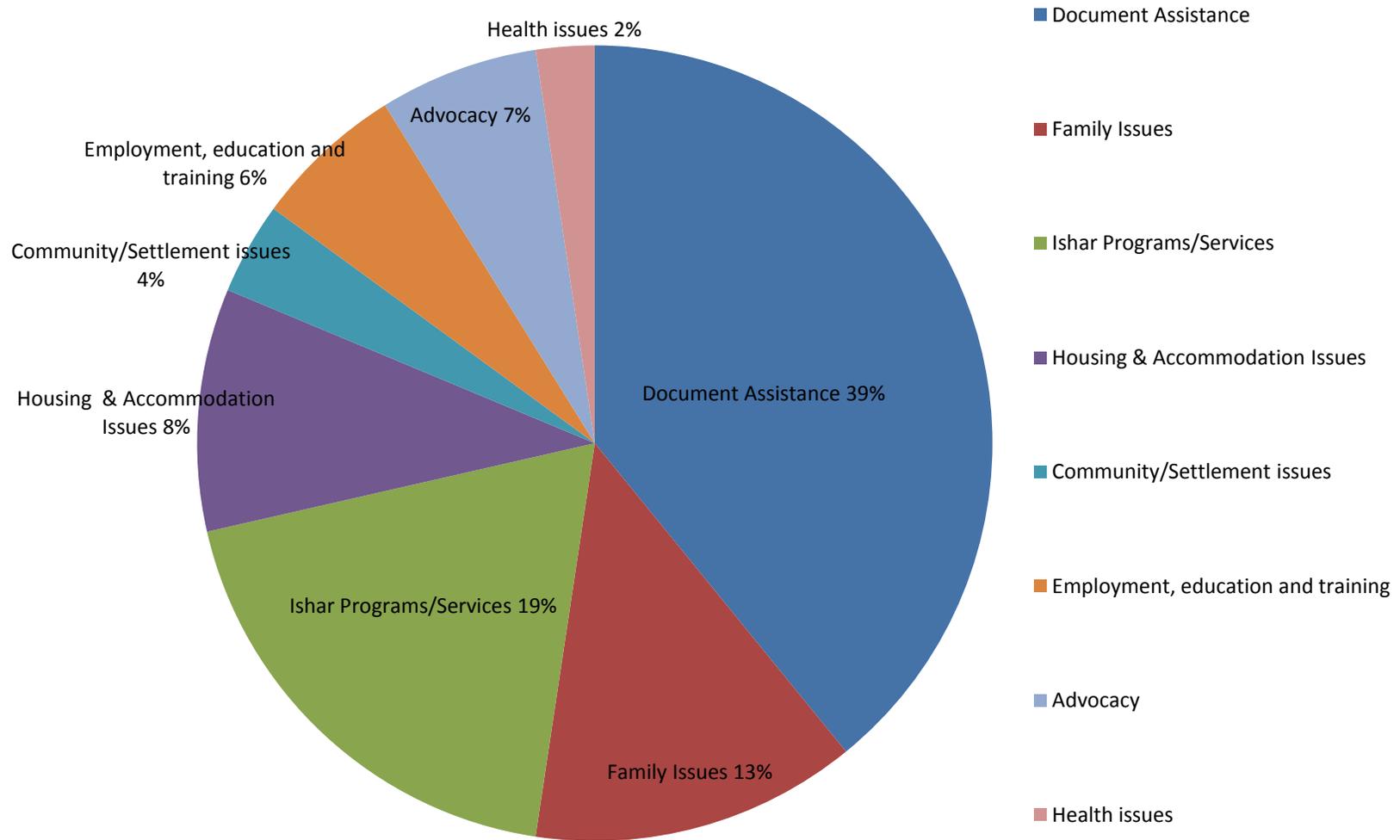
10 MOST REPRESENTED NATIONALITIES

2005-2006	2006-2007	2007-2008	2008-2009	2009-2010
Iran	North America	Vietnam	Iran	Iran
Sudan	Australia	Afghanistan	Sudan	Sudan
Vietnam	Sudan	Sudan	Burma	Australia
Italy	Vietnam	Australia	Vietnam	Vietnam
Malaysia	Afghanistan	Iraq	Australia	Iraq
India	Iraq	Macedonia	Liberia	Burma
Liberia	Somalia	Burma	Iraq	Liberia
Macedonia	Eritrea	Iran	Macedonia	Afghanistan
Poland	Poland	Poland	Italy	South Africa
Somalia	Ethiopia	Congo	Somalia	Italy

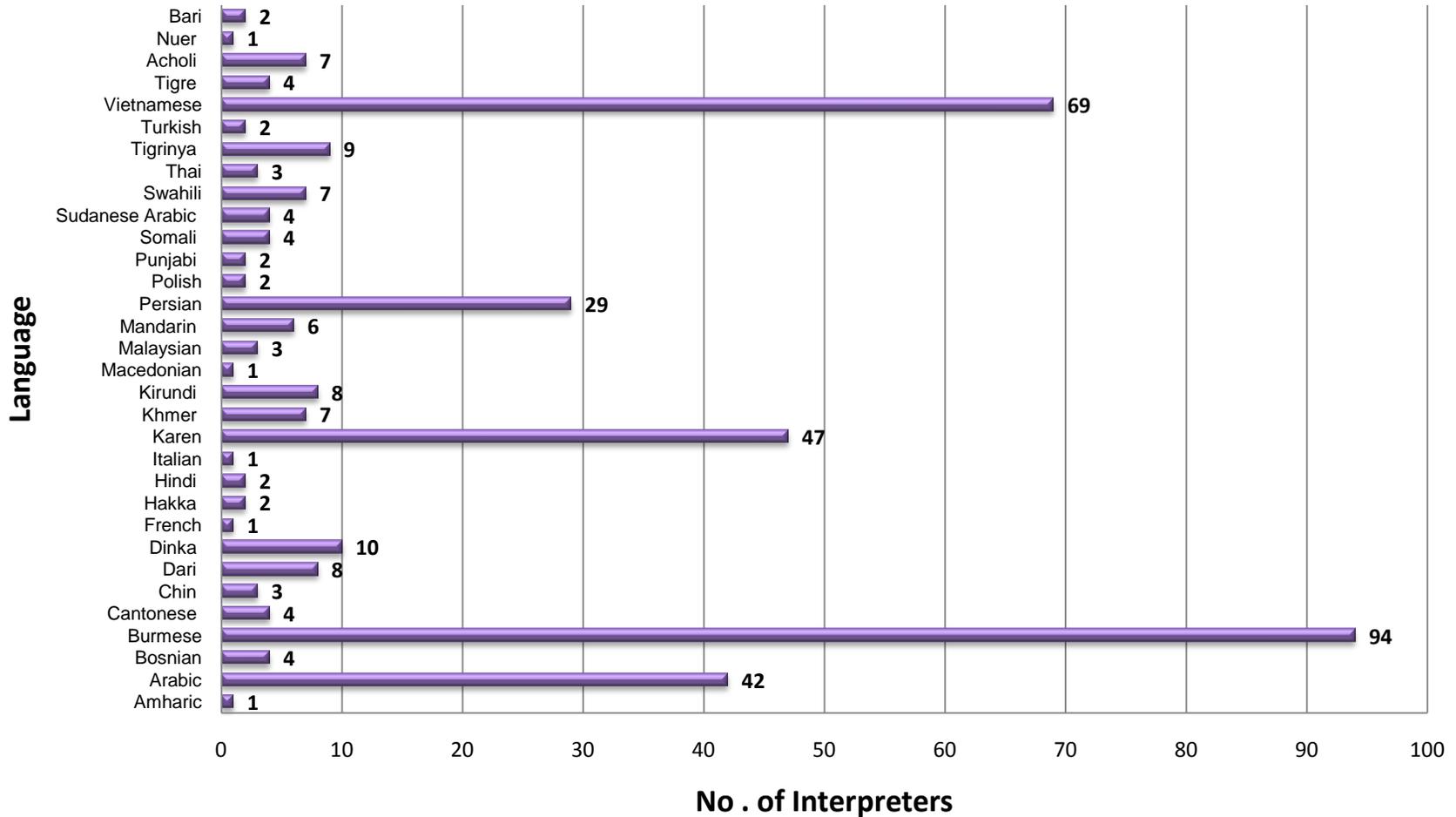
Health Services - Health Issues Presented 2009-2010



Other Programs/Services - Issues Presented 2009-2010



INTERPRETERS USED TO ASSIST CLIENTS ACCESSING SERVICES AT ISHAR



■ Interpreters - in some cases one interpreter was used for more than one client

**ISHAR MULTICULTURAL WOMEN'S
HEALTH CENTRE INC.**

**FINANCIAL REPORT
FOR THE YEAR ENDED
30 JUNE 2010**

**ISHAR MULTICULTURAL WOMEN'S
HEALTH CENTRE INC.**

Contents

Statement by the Members of the Committee

Income Statement

Balance Sheet

Notes to the Financial Statements

Independent Audit Report to the Members

Auditors Certification Statement

**Ishar Multicultural Women's
Health Centre Inc.**

Income Statement
for the year ended 30 June 2010

	2010	2009
	\$	\$
Income		
<i>Grants</i>		
Re-current core funding grant	266,409	193,632
<i>Non re-current grant income</i>		
Parenting From The Heart	132,000	120,100
Core – General Fund	0	254
2009 Mental Health Conference	5,455	41,618
Office of Mental Health – Care	139,859	140,504
Visiting Sisters	86,757	78,870
Pave The Way	67,500	36,000
Perinatal	51,000	35,000
Home Visiting Project	32,252	0
Healthy Active	18,015	56,997
Motherhood	6,061	0
Orientation to Australia	19,000	0
W S F N B	22,727	0
Lotteries Commission – Equipment Grant	0	37,477
Moving Upstream	0	20,000
Why Women's Health	0	15,000
Other grant income	23,999	9,890
<i>Other Income</i>		
Interest	6,764	4,049
Medicare	18,882	8,693
Donations	3,272	787
Membership fees	101	570
Room Hire	7,633	1,584
Disposal of Fixed Assets	0	1,589
Counselling	1,065	1,429
Exercise Classes	775	628
Unexpended Grant Funds (net)	0	38,244
Miscellaneous Income	10,681	10,729
Total Income	920,207	853,644

The accompanying notes form part of these financial statements.

**Ishar Multicultural Women's
Health Centre Inc.**

Income Statement
for the year ended 30 June 2010

	2010	2009
	\$	\$
Expenses		
Advertising	202	135
Annual Report Expenses	0	20
AGM Expenses	1,206	684
Auditor's Remuneration	4,950	4,810
Bank charges	403	274
Bilingual & Creche Workers	15,769	19,760
Bookkeeping Fees	16,703	16,547
Client Amenities	5,333	1,413
Depreciation	21,251	8,943
Director's Allowance	530	0
Disposal of Fixed Assets	345	0
Facilitation and other professional fees	24,491	42,501
Holiday Pay	55,344	47,995
In Kind	3,377	0
Insurance	13,645	33,900
Internet	964	1,086
Long Service Leave	5,393	1,701
Materials & Supplies	4,913	11,387
Memberships & Subscriptions	339	122
Parenting Kits	0	6,730
Postage	749	784
Printing & Stationery	5,329	5,427
Project expenditures	86,859	95,900
Recreational & other activities	3,600	4,694
Rent	24,814	25,452
Repairs & maintenance	3,019	3,082
Salaries & wages	418,441	385,815
Other employment expenses	23,397	5,392
Seminars	760	506
Sick Leave	15,463	11,318
Staff Training & Welfare	30,636	27,821
Sundry expenses	1,813	3,139
Superannuation	41,529	33,084
Telephone	9,539	8,435
Travel & Accommodation	1,846	0
Workshop, Session & Catering Expenses	6,207	4,436
Unexpended Grant Funds (net)	73,088	0
Total Expenses	<u>922,247</u>	<u>813,293</u>
Operating surplus/(deficit)	(2,040)	40,351
Accumulated surplus at the beginning of the financial year	69,722	29,371
Accumulated surplus at the end of the financial year	<u>67,682</u>	<u>69,722</u>

The accompanying notes form part of these financial statements.

**Ishar Multicultural Women's
Health Centre Inc.**

Balance Sheet
as at 30 June 2010

	2010	2009
	\$	\$
Current Assets		
Commonwealth Bank	203,517	163,261
Conference Account	0	32,453
Petty Cash	2,270	0
Trade Debtors	88,105	15,842
Other Debtors	0	82
Term Deposits	44,779	20,000
	<u>338,671</u>	<u>231,638</u>
Non-Current Assets		
Plant & Equipment	124,214	133,270
Less: Accumulated Depreciation	(87,741)	(80,970)
	<u>36,473</u>	<u>52,300</u>
Total Assets	<u>375,144</u>	<u>283,938</u>
Current Liabilities		
Other Creditors	32,126	32,929
Unexpended Grant Floats		
- 2009 Mental Health Conference	0	61,568
- Stories	0	2,072
- Care	16,436	0
- Home Visiting Project	26,279	0
- Orientation to Australia	19,000	0
- Parenting from the Heart	32,258	27,821
- Pave The Way	24,658	2,365
- Perinatal	45,358	0
- Visiting Sisters	8,689	0
- W S F N B	7,058	0
- Healthy Active	0	12,229
- Moving Upstream	0	2,934
- Why Women's Health	0	4,875
- Other Grants unexpended	13,464	6,246
	<u>225,326</u>	<u>153,039</u>
Non-Current Liabilities		
Employee Benefits	82,136	61,177
Total Liabilities	<u>307,462</u>	<u>214,216</u>
Net Assets	<u>67,682</u>	<u>69,722</u>
Members Funds		
Accumulated Surplus	67,682	69,722
	<u>67,682</u>	<u>69,722</u>

The accompanying notes form part of these financial statements.

**Ishar Multicultural Women's
Health Centre Inc.**

Notes to the Financial Statements
for the year ended 30 June 2010

Note 1 – Statement of Significant Accounting Policies

This financial report is a special purpose financial report and it has been prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act. The Committee has determined that the Centre is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Associations Incorporation Act, and the following Australian Accounting Standards:

AASB 110	Events after the Balance Sheet Date
AASB 116	Property, Plant and Equipment
AASB 119	Employee Benefits
AASB 1031	Materiality

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The following material accounting policies have been adopted by the Centre in the preparation of this report. Unless otherwise stated, the accounting policies are consistent with the previous period.

a) FIXED ASSETS

Furniture and equipment are carried at cost less, where applicable, any depreciation. The depreciable amount of all fixed assets, excluding freehold land, is depreciated over the asset's useful life to the Centre commencing from the time the asset is held ready for use.

b) EMPLOYEE BENEFITS

Provision is made for the Centre's liability for employee benefits arising from services rendered by employees to balance date. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Contributions are made to employee superannuation funds and are charged as expenses when incurred. Contributions are made in accordance with the statutory requirements of each jurisdiction.

c) PROVISIONS

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

**Ishar Multicultural Women's
Health Centre Inc.**

Independent Audit Report to the Members

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Ishar Multicultural Women's Health Centre Inc. (the Centre) which comprises the balance sheet as at 30 June 2010, and the income statement, a summary of significant accounting policies and other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the Centre is responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in note 1 to the financial statements, which form part of the financial report, are consistent with the financial reporting requirements of the Associations Incorporations Act WA and are appropriate to meet the needs of the members. The committee's responsibility also includes establishing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial report 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 the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

This financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting requirements under the Associations Incorporation Act WA. We disclaim any assumption of responsibility for any reliance on this report or on this report or on the financial report to which it relates to any

**Ishar Multicultural Women's
Health Centre Inc.**

Independent Audit Report to the Members

person other than the members, or for any purpose other than for which it was prepared.

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

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

Auditors' Opinion

In our opinion, the financial report of Ishar Multicultural Women's Health Centre Inc. presents fairly, in all material respects the financial position of Ishar Multicultural Women's Health Centre Inc. as at 30 June 2010 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

T J Goddard & Co
Certified Practising Accountant
& Registered Tax Agent
17A Beechboro Road South
BAYSWATER WA 6053



T.J. (Tim) Goddard
Certified Practising Accountant 9215927
Perth, WA
Date: 16/9/2010

**Ishar Multicultural Women's
Health Centre Inc.**

Auditors Certification Statement

I, Tim Goddard, hereby certify that, in my opinion, the attached Financial Statements of Ishar Multicultural Women's Health Centre Inc. for the year 1 July 2009 to 30 June 2010, comprising the Income and Expenditure Statements, Balance Sheet and accompanying Notes, are based on proper accounts and present fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia, the financial position of Ishar Multicultural Women's Health Centre Inc. at 30 June 2010 and its financial performance for the year then ended.

Signature: 

Membership: *CPA Australia (9215927)*

Organisation: *T J Goddard & Co*

Date: 16/9/2010



Our Mission is to provide inclusive, holistic and culturally sensitive services for women and their families, promoting healthy living

ISHAR MULTICULTURAL WOMEN'S HEALTH CENTRE INC

8 SUDBURY PLACE, MIRRABOOKA, WA 6061

PHONE (08) 93455335/ FAX (08) 93499113

e-mail: info@ishar.org.au

Website: www.ishar.org.au