



CARAD
Compassion in action



ANNUAL REPORT 20²²23

CENTRE FOR ASYLUM SEEKERS, REFUGEES AND DETAINEES (CARAD INC)

ABOUT US

The Centre for Asylum Seekers, Refugees and Detainees (CARAD) provides practical and essential welfare, advocacy and volunteer support services to people seeking asylum, refugees and detainees in Western Australia. CARAD is highly responsive, flexible and dynamic in the ways in which it empowers people to advocate for their rights, connect with their community and live with dignity.

COMPASSION IN ACTION

Vision

A welcoming Australia where refugees and people seeking asylum can rebuild their lives and are treated with compassion and respect.

Mission

To support and advocate for refugees and people seeking asylum in Western Australia who have nowhere else to turn.

CARAD stands in solidarity with all peoples who have been displaced from their lands and culture and acknowledges the traditional owners of the land, sea and air of Western Australia.

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Chairperson's Report



CARAD is a values-led organisation, with compassion – the motivation to relieve the suffering of others – being at the heart of our mission and purpose.

CARAD commenced operating in Perth in 2000, when a small network of volunteers determined that, through local support and generosity, a community-based charity could assist people seeking protection in Western Australia.

Since then, the organisation has grown and diversified its services in response to the needs of its client group. Today, our team of staff and volunteers provide emergency relief, case management, economic empowerment, community engagement and other services.

Our clients continue to face complex challenges and insecurity. Many are still seeking protection; most face difficulties meeting their basic material needs. However, all generously share their humanity with us and our wider community. Our team is committed to working with our clients to build brighter futures.

This year, the impact of CARAD was recognised by the Office of Multicultural Interests when we were awarded a Community Organisation Achievement Award. In effect, this recognised

more than 22 years of service and celebrates the generosity of all our past and current staff, volunteers and supporters.

Throughout our history, CARAD has remained a grassroots organisation. We receive no funding from the Australian Government. This independence means we remain bold in advocacy and agile in our response to clients' needs. Accordingly, we rely on the generosity of our local partners and supporters.

In 2022-23, we faced some financial challenges, with a reduction in public donations across the charity sector impacting our revenue. At the same time, there has been an increased demand and cost for our services, including emergency relief costs such as rent.

During much of 2022-23, CARAD was led by General Manager, Alison Xamon, who worked hard to deepen our impact and extend our partnerships. We thank Alison for her service. We have since undergone a process of leadership change with the support of Acting General

Manager, Tricia Murray.

Throughout the year, our staff and volunteers have demonstrated an incredible dedication to our clients. Work in our context can be rewarding and challenging. We thank all current and former staff and volunteers for their enormous contribution during a period that involved complex demands and change.

In 2023-24, we are focused on the quality of our services, the voices of our clients, the well-being of our people and long-term sustainability. To achieve this, we will be welcoming our new General Manager, Suha Ali, and exploring new ways to work with others to meet the needs of our clients.

In the year ahead, we invite you to join us in our vision to realise a welcoming Australia where people seeking asylum, refugees and detainees are treated with full respect and compassion, and are afforded the opportunity to rebuild their lives as independent community members.

Michael van Koesveld





Client Services Program

The 2022–23 year has been one of expansion and challenge for the Client Services team.

The detention support program has grown significantly and larger numbers of people seeking asylum in the community have required CARAD’s support for their essential needs. With the commitment of the case workers, we were able to meet this growing demand to ensure the basic well-being of people seeking asylum.

As the new federal government began to make changes in immigration detention, CARAD has seen record numbers of detainees, especially those who have been held for over seven years, finally released into the community.

Conversely, there has also been an increase in forced removals of detainees to their home countries. Deep anguish is felt by the detainees while subject to this process. The team has remained dedicated to providing support during this time as well as exploring all avenues that would

allow people to stay in Australia.

The movement of detainees has resulted in those who remain in the immigration detention centres feeling even greater turmoil. Consequently, CARAD has seen a tripling of demand for advocacy and support from this cohort. In order to meet this growing need, each Client Services staff member has a case load of clients in detention along with clients in the community. In addition, the detention program has been strongly supported by the passion and dedication of the detention volunteer team, which has been faithfully visiting different detainees every month to provide them with much needed social and emotional support.

To meet the rising client need, along with the increased cost of housing and inflation, CARAD’s emergency relief budget rose to a record high of \$399,144 for the year. We are extremely grateful for the support of our grant providers and donors.

However, the requests for support continue unabated and, again, our volunteers have demonstrated the compassion and patience required to support those for whom hope often appears impossible.

Client Services Manager Esther and case workers Ehsan, Tahany and Anna have worked extremely hard to reassure clients, while providing essential case work, emergency relief, access to health care and accommodation, food or material aid support, social inclusion and advocacy for their rights. The team’s commitment, passion and skill in supporting people seeking asylum without a livable income are exemplary, and CARAD is extremely proud of the work they have done.

As Tahany Kassem and Anna Vann move on to new positions, we wish to thank them for their contributions and acknowledge their significant work in upholding CARAD’s mission and vision.



“I would like to thank CARAD for the help they rendered to my family.

We came from Zimbabwe after fleeing the brutal regime ... our lawyer who directed us to CARAD for support. CARAD was prompt to support us with food and grocery vouchers.

Our landlord was on verge of evicting us and the intervention from CARAD helped us pay rental for 6 weeks.

My family and I would like to thank CARAD and Ehsan and all organisations associated with CARAD for helping us to settle in Australia.

We really appreciate such kind love and gestures.”



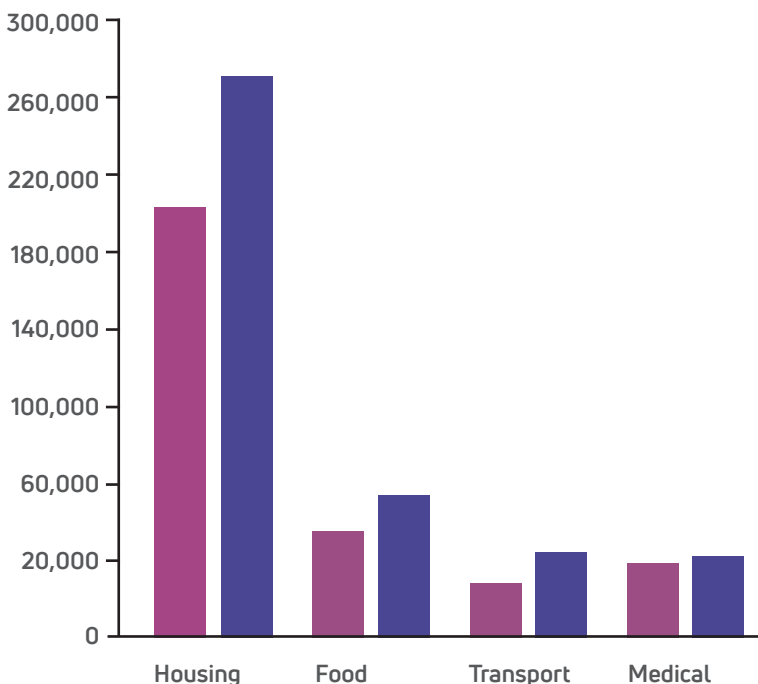


Client Services Statistics

CARAD Client Services Emergency Relief Expenditure

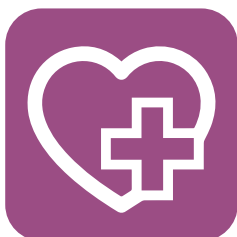
2021-22 total = \$279,806

2022-23 total = \$399,144



18,272

NIGHTS OF ACCOMMODATION



663

PRESCRIPTIONS, MEDICAL APPOINTMENTS, TESTS, SCANS, APPARATUS, PHARMACY VOUCHERS



756

SUPERMARKET VOUCHERS



968

TRANSPORT VOUCHERS

"CARAD played a critical part in our lives as it helped us cover our basic needs including supporting in covering bills and our house rent and medication ...

On behalf of our family, thank you for all your help and generosity – it has been truly a life-changing gift."



Volunteer Program

The strength of the Volunteer Program lies in its committed volunteer base – individuals from various backgrounds, skill sets and levels of experience.

This diversity of volunteers reflects a collective dedication to CARAD’s mission, fostering an inclusive and supportive environment for people seeking asylum, refugees and detainees. The program’s ability to engage over 650 individuals in its volunteer pool, with more than 150 active weekly volunteers, exemplifies the genuine passion and

willingness of individuals to make a tangible impact. This year our volunteers have once again created a powerful force for positive change through their efforts across different initiatives, including Opening Doors, the FoodBank Program, detention support and community engagement. We extend heartfelt thanks to all CARAD volunteers.

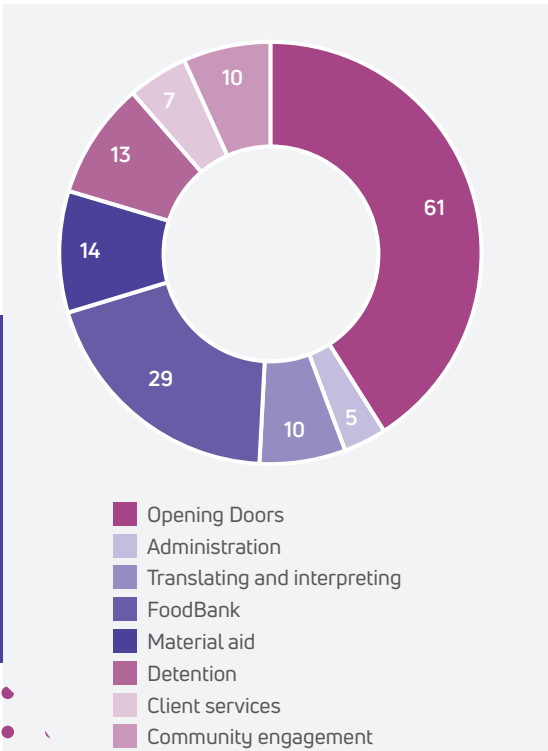
In May this year, we said farewell to Samantha Haines, who showed unfailing energy and dedication in leading the program. Glenda Bignell has recently taken on the position of Volunteer Co-ordinator, bringing vast experience and exciting ideas for the further strengthening and expansion of program activities.

The Volunteer Program continues to thrive, with impressive representation across the following areas:

- Opening Doors:** 61 volunteers provided personalised English language and homework support to migrants and refugees, impacting the lives of both adults and children
- Administration:** 5 volunteers ensured the smooth functioning of the program, offering support to fellow volunteers
- Translating and interpreting:** 10 volunteers with translation and interpreting skills bridged communication gaps, fostering connections with and for clients
- FoodBank:** 29 volunteers diligently facilitated the distribution of food and hygiene products to approximately 92 clients weekly, addressing immediate needs
- Material aid:** 14 volunteers effectively managed and distributed ad hoc donations, contributing to the well-being of clients
- Detention:** 13 volunteers extended support through the detention visiting program
- Client services:** 7 volunteers engaged directly with clients, ensuring personalised assistance
- Community engagement:** 10 volunteers played a crucial role in raising public awareness, educating communities and dispelling myths about the asylum seeker experience.

Looking ahead, CARAD has identified several works-in-progress and future projects, including:

- Streamlining the volunteer recruitment and induction process to enhance efficiency
- Updating the database to improve data management
- Strengthening the reach and impact of the community engagement strategy.





Opening Doors

Opening Doors is a vital initiative designed to address the educational needs of people from a refugee background, offering personalised one-on-one sessions with clients, and focusing on the development of English language proficiency and homework support. The program is open to both children and adults, who can self-refer or be referred by other agencies.

In 2022–23, the program supported 61 clients with the assistance of 57 dedicated volunteers.

One of the recent successes of Opening Doors has been

securing a grant from Variety the Children’s Charity WA. This grant has enabled the purchase of various learning resources to enhance educational activities. The resources include word games, puzzles and ice breakers, which not only make the learning process more engaging but also facilitate effective communication and connection between clients and volunteers.

CARAD has also established a collaboration with North Metropolitan TAFE to provide comprehensive training and resources for Opening Doors’ volunteers. This partnership

ensures that volunteers are equipped with appropriate professional skills and knowledge to provide effective support to the clients.

Acknowledging the significant impact Opening Doors has achieved during 2022–23, we have plans for expansion. In the year ahead, the program aims to increase its reach and impact by supporting 120 clients.



FoodBank

The FoodBank Program is a vital component of CARAD’s commitment to providing essential support to our clients. Through this initiative, we aim to alleviate food insecurity and provide basic necessities to individuals facing economic and social challenges.

The FoodBank Program’s achievements during 2022–23 have been a truly collaborative effort.

- Client reach: On average, the program has provided food and hygiene products to 92 clients each week, contributing significantly to their basic sustenance.
- Diverse donations and donors: The program has managed to secure regular donations from various sources, including Second Bite for fresh produce; Community Food Hamper Project and Health in Kind

for pantry items; and Heart of Love for pre-cooked frozen vegan meals. There are 30 community groups, schools and church groups that regularly donate items to the FoodBank pantry. We acknowledge the enormous generosity of our donors.

- Volunteer engagement: The program’s success is a testament to the dedication of the 29 volunteers actively engaged in the FoodBank. The volunteers ensure that fresh fruit and vegetables, along with pantry staples, are available and ready for clients to collect every week.
- Case worker interaction: Clients meet with case workers during food collection, allowing for a holistic approach to their well-being. This interaction has fostered a sense of community and support.

We offer sincere thanks to the FoodBank volunteers. And we express our deep gratitude to part-time coordinator Janna Parr, who moved on later in the year. Janna did an outstanding job overseeing the FoodBank team.

“When we start to collect the food from CARAD in the last couple of months it’s a really good experience... We are very happy with your services at this stage. Many thanks.”



Fare Go

Fare Go, CARAD’s social enterprise, offers employment to people seeking asylum and provides school canteen services, catering for functions, and a food truck at events.

Our team, comprising ten dedicated individuals, continues to be the backbone of Fare Go. Within this team, seven members are part of our canteen staff, and one plays a vital role in administrative support. Notably, our team is enriched by the expertise of chef consultant and trainer, Anthony Georgeff, whose contributions have been invaluable. We also are grateful for the hard work of Sheree Mears, Office Manager, and Adam Burke, who helped improve operations such as bookings and processes. Following the departure of Veronica Kuipers, for whose work in leading the team we are very grateful, we have been delighted to welcome Terri Sellen as Fare Go Coordinator, who is already enhancing Fare Go’s operational capabilities.

Over the past year, our canteen operations at Warwick Senior High School, West Coast Secondary Education Support Centre and East

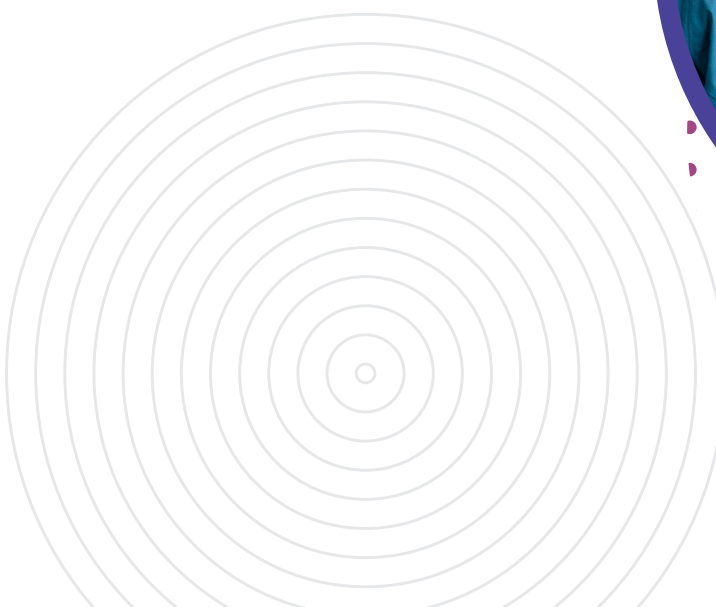
Hamersley Primary School have demonstrated impressive financial growth, with takings consistently increasing by an average of over 10% per school term. Remarkably, these gains have been achieved despite maintaining stable pricing since the beginning of 2022.

Fare Go’s catering division is also seeing growth, with bookings increasing and an average of nearly one booking per week, including repeat engagements. In anticipation of even greater success, we are gearing up to launch a promotional campaign tailored to corporate morning teas and lunches aimed at further boosting the catering side of the business.

In our unwavering commitment to the professional development and well-being of our team members, we are actively investigating the establishment of a formal training program. This

aims to provide staff with the opportunity to earn a recognised certificate or qualification, further enhancing their professional credentials. Moreover, we are exploring various avenues to expand specialised training opportunities, including barista training and breadmaking programs, as well as valuable life skills, such as writing résumés and addressing job criteria.

As we reflect on Fare Go’s achievements of the past year and look to the months ahead, we remain steadfast in our mission to provide exceptional services while fostering a supportive and inclusive environment for our dedicated team members.



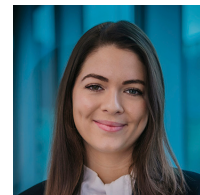
Our People

Staff

Glenda Bignell	Volunteer Coordinator	from June 2023
Esther Deng	Client Services Manager	full year
Samantha Haines	Volunteer Coordinator	to May 2023
Tahany Kassem	Case Worker	full year
Mayshan Kelishadi	Case Worker	to July 2022
Veronica Kuipers	Fare Go Coordinator	to January 2023
Sheree Mears	Office Manager	to June 2023
Tricia Murray	Acting General Manager	from June 2023
Ehsan Nazamyar	Case Worker	full year
Janna Parr	FoodBank Coordinator	to June 2023
Susanne Pestana-Lewis	Office Manager	from June 2023
Sarah Quinton	Communications and Advocacy Officer	to February 2023
Terri Sellen	Fare Go Coordinator	from June 2023
Anna Vann	Case Worker	full year
Alison Xamon	General Manager	full year

Management Committee

Michael van Koesveld	Chairperson	all year
Rosemary Hudson Miller	Vice Chairperson	all year
Judith Chernysh	Secretary	all year
Usaid Rana	Treasurer	from May 2023
Tim Dymond	member	from April 2023
Phillipa Edmiston	member	to June 2023
Bronwyn Grieve	member	all year
Sahel Haria	Treasurer	to March 2023
Rosemary Sayer	member	all year
Mark Shircore	Treasurer	to November 2022
Anne Surma	member	all year
Alice Tormey	member	all year



Management Committee



Treasurer's Report

As an independent not-for-profit organisation, CARAD relies on public donations and values-based partnerships with philanthropists and other donors.

Careful financial management is an important pillar of the organisation to ensure we deliver value for money, manage risks, and extend our sustained ability to meet the needs of our clients.

As an organisation of last resort, our teams have worked hard throughout the year to ensure we are responsive to client needs. However, this year has been challenging from a financial perspective. While our income increased, so did our operational and other expenditure. We have reported a deficit of \$197,225 and our net asset position is \$380,046.

We are very grateful to have some significant partnerships. The Sisters of St John of God (SSJG), Dorothy and Bill Irwin Charitable Trust, the Office of Multicultural Interests, MercyCare, Lotterywest and the Scanlon Foundation have all contributed much-needed funds to support our work through grants, donations, and specific projects.

Our community of supporters continue to be critical to

our budget. However, the community sector has experienced a decrease in public giving, impacting many organisations including CARAD. This year we saw a decrease in donations relative to our target, concurrent with higher-than-expected emergency relief support for our clients due to increases in cost of living.

Our diverse funding sources allow us to remain independent from government, to provide advocacy for our clients, and to be agile in responding to changing needs.

As we look to the next year, elevating CARAD's community engagement is a priority to secure funding required, and not to compromise on our mission of compassion in action.

Income

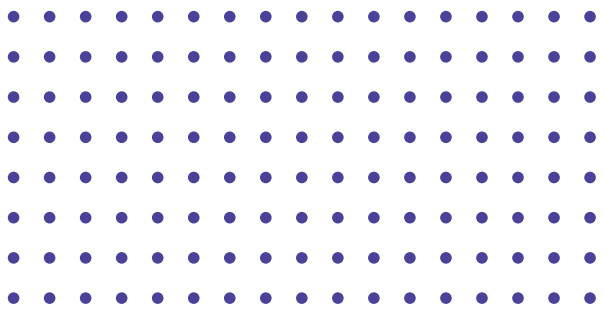
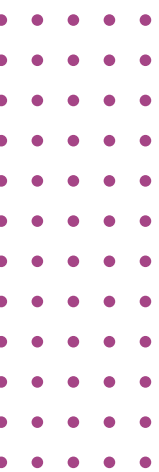
Income received increased by 7.50% to \$1,570,924 (2022: \$1,461,341), predominantly driven by an increase in grants and Fare Go revenue. Overall donations decreased by

25.32% to \$394,855 (2022: \$528,741) and there were fewer fundraising activities in the second half of the year. The Management Committee is reviewing these areas of activity to ensure donations are used for their intended purpose and services can meet demand.

Expenditure

The Client Services Program spend increased significantly by 42.65% to \$399,144 (2022: \$279,806) due to increases in living costs and housing. Fare Go reported a deficit of \$50,989 (2022: \$20,175 deficit) due to an increase in operational reach. This year, there were some additional costs, including the one-off engagement of external providers to address organisational priorities. We have since acted to control this expenditure.

CARAD remains committed to those we serve through financial discipline and the invaluable support of our partners and community.



Audited Financial Reports

Statement of Profit or Loss and Other Comprehensive Income

Centre for Asylum Seekers, Refugees and Detainees Inc for the year ended 30 June 2023

	2023	2022
Income		
Grant Revenue	839,102	671,073
Donations	394,855	528,741
Fare Go Social Enterprise Revenue	304,225	260,889
Other Income	32,742	638
Total Income	1,570,924	1,461,341
Expenditure		
Employee Benefits Expense	937,504	857,195
Client Support Services	399,144	279,806
Fare Go Social Enterprise Expenses	145,284	135,019
Depreciation and Amortisation Expense	37,023	50,721
IT & Communications	51,172	65,375
Audit, Bookkeeping and Consulting Fees	120,151	47,470
Administration	51,804	23,801
Insurances	5,316	19,344
Premises Cost	12,117	16,645
Fundraising Expenses	6,792	2,690
Motor Vehicle and Travel	1,842	599
Volunteer Expenses	-	355
Total Expenditure	1,768,149	1,499,020
(Deficit) / Surplus	(197,225)	(37,679)
Total comprehensive income	(197,225)	(37,679)

Statement of Financial Position

Centre for Asylum Seekers, Refugees and Detainees Inc as at 30 June 2023

	30 JUN 2023	30 JUN 2022
Assets		
Current Assets		
Cash & Cash Equivalents	528,808	841,682
Trade and Other Receivables	45,155	48,182
Other Current Assets	8,109	8,834
Total Current Assets	582,072	898,698
Non-Current Assets		
Property, Plant & Equipment	68,178	89,932
Total Non-Current Assets	68,178	89,932
Total Assets	650,250	988,630
Liabilities		
Current Liabilities		
Trade and Other Payables	56,736	115,315
Provisions	58,615	69,951
Unspent Grants	150,934	206,500
Total Current Liabilities	266,285	391,766
Non-Current Liabilities		
Provisions	3,919	19,593
Total Non-Current Liabilities	3,919	19,593
Total Liabilities	270,204	411,359
Net Assets	380,046	577,271
Equity		
Retained Surplus	380,046	577,271
Total Equity	380,046	577,271

THANK YOU TO MAJOR SUPPORTERS



Sisters of St John of God

Dorothy and Bill Irwin
Charitable Trust



Department of Local Government,
Sport and Cultural Industries
Office of Multicultural Interests



CARAD
Compassion in action

CONTACT US

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