



The Victorian Foundation for Survivors of Torture

ANNUAL REPORT 2009-2010



Indigenous acknowledgment

The Victorian Foundation for Survivors of Torture's primary locations at Brunswick and Dandenong are on the traditional lands of the Wurundjeri people. In keeping with Foundation House's aspirations to heal individuals and communities we recognise the loss of land, children, language, lore and spiritual and physical wellbeing of the Wurundjeri people and other Indigenous Victorians due to the impact of colonisation. We believe that acknowledging the past and its impact on the present is vital in building strong Victorian communities.

We recognise the survival and precious treasures of Victorian Indigenous culture in spite of such dispossession and aim to build respectful and informed relationships with the Victorian Indigenous community based on the acknowledgment of their unique position as the traditional owners of Victoria. As such, Foundation House is committed to the acknowledgment and participation of Indigenous Victorians within Foundation House events and this is reflected in our official protocols.

Introducing Foundation House: specialised services for refugees

The Victorian Foundation for Survivors of Torture (Foundation House) was incorporated in 1987 to meet the needs of people in Victoria who had been subjected to torture or trauma in their country of origin or while fleeing those countries. Foundation House is non-denominational, politically neutral and non-aligned.

Foundation House is constituted as a non-profit organisation managed by an elected Board of Management. While many of its innovative programs are funded by charitable trusts and private donations, its core funding is provided by the Victorian Department of Human Services, the Victorian Department of Education and Early Childhood Development, and the Commonwealth Department of Health and Ageing. The Department of Immigration and Citizenship also makes a substantial contribution to

Foundation House's funding base through the Integrated Humanitarian Settlement Strategy. Foundation House provides direct services to survivors of torture and trauma in the form of counselling, advocacy, family support, group work, psycho-education, information sessions and complementary therapies.

Drawing on this practical experience, it:

- offers **training and consultancy** to other service providers who have contact with survivors of torture and trauma;
- develops **resources** to enhance the understanding of the needs of survivors among health and welfare professionals, government and the wider community;
- works with government, community groups and other providers to develop **services and programs** to innovatively meet the needs of survivors;
- works with State and Commonwealth Governments to ensure that relevant **policies** are sensitive to the needs of survivors;

- works with international organisations towards the **elimination of torture and trauma**;
- conducts and contributes to **research** to enhance the understanding of the needs of survivors and the best possible ways of meeting them.

Foundation House's primary locations are at **Brunswick** and **Dandenong**, with outreach offices in **Ringwood** and **Werribee**, and a number of services are provided on an outreach basis across Melbourne. Through contracts with local regional counselling services, short term torture and trauma counselling is also provided in Ballarat, Bendigo, Colac, Geelong, the La Trobe Valley, Mildura, Shepparton, Swan Hill, Warrnambool and Wonthaggi.



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Chairperson and Director's Report

The political landscape has changed significantly in the past 12 months ... Foundation House Director, Paris Aristotle, and Chairperson of the Board of Management, Lynne Haultain discuss some of the more unsettling aspects of government policy and public misapprehension around 'unauthorised boat arrivals', the financial implications of operating remote or off-shore detention facilities, and the harrowing effects of mandatory immigration detention and temporary protection visas on asylum seekers.

LYNNE Well, Paris, here we are again. We find ourselves at a particularly interesting and fairly troubling juncture in terms of Australia's response to asylum seekers and refugees, which was highlighted in the recent oration that Petro Georgiou delivered for us, having had 35 years exposure to this. He had some real insights in terms of why Australians feel the way they do about asylum seekers and, particularly, about what are generally described as 'boat people'.

PARIS I think Petro's perspectives were not just illuminating, but a very sharp appraisal of those trends and certainly, very authoritative. One of the interesting points that I thought he made during that presentation

was the scale of misunderstanding within the wider community about how big an issue this is. When he talked about how 10% of Australians thought boat arrivals constituted at least half of our annual migration intake, it was a staggering perspective when we know it's less than one and a half per cent of our total immigration program.

LYNNE What intrigued me was that he was able to bring that sort of broad public misapprehension together with the way in which policy has developed and, as he strongly argued, policy has not been reflective of any appropriate evidence—it's been quite reactive to public opinion and has not been based on the facts or the numbers at all.

PARIS Yes, his reflection on how disproportionate the policy responses are to the scale of the problem is alarming, especially when you think of the amount of money that has been spent in the last decade alone on detention, on processing, on deterrent strategies, and 'border protection' generally.

LYNNE Would you put a figure on that?

PARIS It would be in the billions of dollars once you start loading in all of the costs from the previous Pacific Solution and remote detention centres, the construction of Christmas Island facilities, and now the operation of those

facilities. When you think that level of emphasis in policy and financial expenditure has been seen as necessary to deal with around 6,000 arrivals in any one year, that is an amazingly disproportionate response.

LYNNE Some of these questions were discussed at the oration and Petro firmly believes that we have a thing about being an island, that one breach is too many, and that we must 'man the barricades' at all costs. This thinking seems to be quite ingrained in our cultural DNA.

PARIS I agree with Petro that that sort of psyche does exist and that it's very easy for politicians to exploit, but it's not just related to Australia, or the fact that we're an island. If you look at Europe—say in Holland—the party that ran hard on an anti-immigration, anti-Islam platform secured around 23 seats in the last election; it's a phenomenon that seems to garner political attention and political currency all over the world.

LYNNE The term 'boat people' has a particular resonance here and the profound irony is that apart from the indigenous community the majority of Australians are descendants of people who arrived by boat and many migrated by sea. So there's this extraordinary failure on the part of so many Australians to understand or to appreciate their own arrival and see that in context with people who are fleeing appalling persecution and dire situations.

PARIS Yes, and there is something strange about the perception of whether people are going about things the 'right way'. There's been some research and



Paris Aristotle and Petro Georgiou June 2010.



Paris Aristotle and Lynne Haultain.

focus group testing done around what riles people most about boat arrivals, and, interestingly, it wasn't so much about nationality or religion: it was this perception that, somehow, they were doing it the wrong way.

LYNNE So 'queue jumping'...?

PARIS Yes, that they were circumventing proper orderly processes and therefore, in some way, exploiting our goodwill. That seemed to sit at the heart of sentiment for most people. The irony of that being: would anyone in the Australian community, if our country was subject to an internal war and conflict, be prepared to gather up their belongings and flee, seeking sanctuary in another country? I'm sure many would.

LYNNE Is there this notion also of who's most deserving and that, if you sit in a queue and wait and your movement through the system is documented and accredited in some way, by, for example, the UNHCR, then the most deserving get through the gate, and therefore that people

who arrive by boat are less deserving because they haven't submitted themselves to this process?

PARIS Yes, that's certainly a perception that exists. The Minister for Immigration himself has said that if you joined the queue with the current numbers and the current number of resettlement places, it could be well over a 100 year wait. So, really, there isn't a queue that exists for refugees in the ordinary sense of that term, that everyone in need puts their name on a list and just has to wait their turn to be helped.

The fact is that people may have been in camps in Pakistan or Iran for many years before they made the journey to come here, or in Indonesia or Malaysia for years as refugees without a resettlement outcome. It's understandable that people will then seek to move again. But we only see them once they've landed onshore and we think that that's been an immediate action on their part, when, in fact, there may be years and years of desperation behind it.

LYNNE A couple of other angles on that Paris is the 'to and fro' on protection visas, temporary or otherwise, which is, once again, in the political mix, and the other is the research that we've undertaken and the anecdotal evidence that we experience as a service provider around detention and what that does to people.

PARIS The research actually reflects that the effect of long-term detention and the effect of Temporary Protection Visas (TPVs) was very harmful to their long term mental health. While it may not be surprising to us, it does show that many years after an experience of being detained for a lengthy period people suffer severe psychological illness or distress. What was found was that, coupled with detention, the TPV policy had a compounding adverse effect on their psychological wellbeing. In comparison there has not been any evidence to support the view that TPVs ever changed a person's mind about seeking refugee status in Australia.



End of year celebration, December 2009.

LYNNE So it didn't have the deterrent effect that was alleged?

PARIS No, it didn't at all. But what the research evidenced is that it had a profoundly debilitating impact on people psychologically, and, coupled with long-term detention, left people chronically depressed and unable to function at the levels they were able to function at before they went into detention.



End of year celebration, December 2009.

LYNNE One of the enormous virtues of Foundation House is that we've known that, anecdotally, for some time. I know you've said it Paris, and I'm sure many of us have held that view, but we have the capacity within our organisation to demonstrate it through peer-reviewed analysis and research, which can contribute to the wider debate on the issue. That testament can be attributed to our client base, our outstanding staff, and the rigour that we can apply.

PARIS We are uniquely placed to draw on all of our case work experience and unpack what the impact of all of these sorts of policies have been, and, indeed, we've got a responsibility to use

that information ethically to help illustrate what the impact of the policies and decisions are. We have an obligation to base our position not simply on an emotional or ideological view of things, but a view that's supported by evidence.

LYNNE That research is immensely powerful.

PARIS I think it is and there's more research that can be done. It is surprising that, in the area of detention for example, there's been virtually no research done by government about its effectiveness or its effects, yet we're spending an extraordinary amount of public money on it.

LYNNE When you talk about expenditure I find it fascinating that, despite the billions that must have been spent in recent years, the only thing that strikes the media is how much charter flights cost from Christmas Island. There's very occasional mention of the fact that it's costing a lot of money to run Christmas Island, for example, and to fly people to and fro. But it never really attracts the sort of scrutiny that you might expect.

PARIS No, and those comments around the financial implications of the policy, where it's about what a charter flight costs, doesn't then pose the question: should we be doing it this way? It's more framed as 'look at the impost these people are causing on the public and the government spending money on it'. If there was a cost benefit analysis I can't see how it could stack up as an effective use of public resources.

LYNNE So what would you do, Paris?

PARIS One of the first things we've got to do is not withdraw from our international obligations in this area. There's no reason or justification for us to withdraw our commitment to the refugee convention and other human rights instruments. Having said that, I also think we have to examine new strategies such as a comprehensive regional co-operation framework for managing the movement and processing of asylum seekers in our region. It needs to be one that countries in the region are committed to and one that the UNHCR is able to endorse and oversee. The challenge should not be about how can we limit the effectiveness of the Refugee convention, but how can we honour its obligations better than we're currently doing.

LYNNE So we could redirect some of the billions?

PARIS Absolutely. The amount of money that we're spending in operating, remote facilities such as Christmas Island, Leonora and Curtin, could be spent on a comprehensive regional framework that would be much more effective. It would require the cooperation of all of the governments in the region, which isn't easy to secure, but this isn't going to be an easy problem to resolve, so we might as well have a go at doing it properly.

LYNNE HAULTAIN
Chair

PARIS ARISTOTLE AM
Director

The year

Paris Aristotle chairs new advisory council, October 2009

Foundation House Director, Paris Aristotle, was appointed Chair of a new immigration advisory council on 9 October 2009.

The establishment of the Council for Immigration Services

and Status Resolution (CISSR), which succeeded the Immigration Detention Advisory Group (IDAG), was announced by the Minister for Immigration and Citizenship, Senator Chris Evans.

“The Government’s focus is on resolving the immigration status of people quickly and fairly while ensuring they are treated humanely and with dignity and respect,” Senator Evans said.

“The council will provide independent advice on policies, services and programs to achieve timely, fair and effective resolution

of immigration status for people seeking asylum or other migration outcomes in Australia.”

The council was also set up to provide independent advice on the implementation of the Government’s immigration policy initiatives and the suitability of facilities and service delivery arrangements, as well as to assist the department with strategies to resolve a person’s immigration status in the community rather than in a detention centre.



Senator Chris Evans, Minister for Immigration and Citizenship, addresses Foundation House at the 2009 AGM.

Foundation House wins police training award, November 2009

Foundation House was presented with the Victoria Police Multicultural Community Exemplary Award at Victoria’s Multicultural Awards for Excellence at Government House in November 2009.

Presented to Health Sector Training and Professional

Development Worker Arna Stewart by Chief Commissioner of Victoria Police, Simon Overland, the award was in recognition of the training Foundation House has developed for Victorian police recruits.

Police recruits now attend Multicultural Awareness Training, which includes a segment on understanding the refugee experience and how the impact of torture and trauma relates to police work.

Ms Stewart wrote the training module and then trained the Multicultural Liaison Officers within Victoria Police who, in turn, provide the training to the recruits.

Every month at the Police Academy a new group of recruits receives the training from two Multicultural Liaison Officers who have attended a day of ‘train the trainer’ at Foundation House. Ms Stewart continues to attend the Academy to occasionally observe the sessions.

Each group of new recruits has varied in size from 30 to 80, with an estimated 650 new recruits receiving the training so far.

Ms Stewart reports that the evaluations have been incredibly positive, with recruits stating they have gained valuable insight about the refugee experience.



Chief Commissioner of Victoria Police, Simon Overland, presents Foundation House Health Sector Training and Professional Development Worker, Arna Stewart, with the Victoria Police Multicultural Community Exemplary Award.

Foundation House hosts national conference, February 2010



Brita Sydhoff, Secretary-General of the International Rehabilitation Council for Torture Victims, delivers the conference's keynote address.

Foundation House hosted the Forum of Australian Services for Survivors of Torture and Trauma's (FASSTT) fourth national conference in February 2010.

Entitled 'From Surviving to Thriving: FASSTT Agencies Supporting Individuals, Families and Communities', the FASSTT National Conference 2010 was held at the Silverwater Resort in San Remo and attracted 221 participants from Foundation House and FASSTT agencies around Australia.

FASSTT is a network of Australia's eight specialist rehabilitation agencies (including Foundation House) that work with survivors of torture and trauma who have come to Australia from overseas. The network assists survivors by:

- Developing national policy and service frameworks;
- Liaising with federal and state governments on behalf of survivors; and
- Participating in international networks concerned with issues relating to refugees and survivors of torture.

Brita Sydhoff, Secretary-General of the International Rehabilitation Council for Torture Victims (IRCT), delivered the conference's keynote address. The IRCT is

FASSTT Conference participants.



Paris Aristotle officially opens the FASSTT National Conference 2010, in San Remo, Victoria.

the umbrella for more than 140 torture rehabilitation organisations in more than 70 countries, all of whom promote and support the rehabilitation of survivors of torture and the prevention of further human rights abuses around the world. All FASSTT members are also members of the IRCT, and the Director of Foundation House, Paris Aristotle, is an elected member of the IRCT Council.

Themed sessions and workshops at the conference included advocacy, policy, partnership cooperation with other services, community development, cross-cultural practice, working with schools and young people, and a host of direct-service related topics.

Participants were also involved in a number of round table discussions on a number

of issues, including the role of spirituality/culture in recovery, group counselling models, human rights and social justice, and engaging with refugee communities.

The conference also presented an excellent opportunity for workers from Foundation House and the other FASSTT agencies to exchange information and share ideas on how to build on services and continue to support individuals, families and communities from refugee backgrounds that have been affected by war, loss, separation and trauma.

The next national conference will be hosted by STARTTS (Service for the Treatment and Rehabilitation of Torture and Trauma Survivors), the FASSTT member agency in NSW.



Dandenong office celebrates 'official' opening, May 2010



Foundation House's office in Dandenong was officially opened by the Department of Immigration and Citizenship State Director, Mr Jose Alvarez, on 19 May 2010.

Graciously stepping in for the Hon Laurie Ferguson MP, Parliamentary Secretary

for Multicultural Affairs and Settlement Services, who was unexpectedly unable to attend, Mr Alvarez stated that the launch was "an opportunity to acknowledge the important work" done by the Foundation.

Mr Alvarez noted that the Dandenong office assisted around 1800 clients per year, with the majority of clients hailing from Burma, Afghanistan and Sudan.

Mr Alvarez commended the Foundation on developing a suite of services that includes culturally sensitive counselling as well as a range of complementary therapies that assist refugees to heal from their experiences.

"Early on, Foundation House also realised that, to be effective, it needed to be where the people are and so in around 1992, it established an outreach service in the south-east, working originally from the Springvale Community Aid and Advice Bureau, and now from Dandenong. The Dandenong office is now a base for the south east region—stretching from Doncaster to Lilydale to Frankston," Mr Alvarez said.

Mr Alvarez also noted that the Australian Government very much looked to the Foundation and its networks for input on matters associated with refugee

The new Dandenong office opening.

health and that the agency's work, along with colleagues in similar services in other states, had led to the Commonwealth Department of Health funding a network of mental health services to meet the longer-term needs of survivors of torture, in each capital city.

City of Greater Dandenong Major, Cr Jim Memeti, also spoke at the opening, and Foundation House Counsellor Advocate Carolyn Wilson read a poem she wrote in 2009 honouring the Foundation House Dandenong waiting room. The poem was published in a book called 'Reflecting on Melbourne', and is reprinted on the back cover of this Report.

The launch was a great success, with Foundation House staff from both the Dandenong and Brunswick offices mingling with supporters, sector colleagues and the organisation's many friends during the afternoon open house. Many visitors found great value in their guided tours of the new facility where the various programs and resources were discussed and shared.



Victorian State Director, Department of immigration and Citizenship, José Alvarez and Paris Aristotle.



City of Greater Dandenong Mayor, Cr Jim Memeti.



Petro Georgiou delivers annual oration, June 2010

Retiring MP, Mr Petro Georgiou, delivered the Foundation's annual oration on 29 June 2010.

Entitled 'Exploring the dynamics of Australian policies towards asylum seekers and refugees: Reflections of an insider' Mr Georgiou delivered a passionate and insightful speech on the political and moral dynamics that have governed refugee and asylum seeker policies since the mid-70s.

Mr Georgiou commenced his political career as a senior adviser to Prime Minister Malcolm Fraser in 1975, and, following stints as senior adviser to Andrew Peacock and as State Director of the Liberal Party of Australia (Victorian Division), has been the elected Member for Kooyong since 1994.

Deeply disturbed by the punitiveness of policies such as mandatory detention, temporary protection visas (TPVs) and the 'Pacific Solution', Mr Georgiou introduced a private member's bill in 2005 in an attempt to change the mandatory detention system. The bill, which was supported by Judi Moylan, Bruce Baird, Russell Broadbent and Judith Troethe, resulted in a deal with the Howard Government that brought significant reforms: children were released from detention centres and Parliament legislated that the detention of children would be a last resort; the ombudsman was empowered to investigate cases of long-term detainees; and thousands of people on TPVs were processed rapidly, with 80% given permanent protection.



Petro Georgiou and Lynne Haultain.

Mr Georgiou made three key observations during his speech: firstly, that the development of Australia's policies towards asylum seekers had not followed a path explicable by clear and rational principles of good public policy; secondly, that asylum seeker policies have not been driven in any objective sense by the actual number of people arriving on our shores in boats and; thirdly, that while a demonising rhetoric about asylum seekers has been present since the 1970s, there has always been a strong element of public opinion that has rejected this demonisation, and still does.

While worried that the reform process "has been halted and reversed", Mr Georgiou stated he remained confident that the "wheel will turn again...not because it is fated, but because progress depends on the efforts of decent, committed men and women and we have them in abundance."

Mr Georgiou concluded his address by saying that we needed to state the facts, refute the rhetoric of demonisation and call on Australia's best values of compassion and support for the vulnerable.

Mr Georgiou did not seek pre-selection for his seat and delivered his valedictory speech to Parliament on 3 June 2010. Foundation House thanks Mr Georgiou for taking time out of his very busy schedule to deliver the Foundation's fourth annual oration. We thank him also for showing leadership, compassion and a strong commitment to principles during his 35 year career in politics.

Quentin Buckle Study Grant

The Quentin Buckle Study Grant was established to honour founding Victorian Foundation for Survivors of Torture committee member and human rights advocate, Mr Quentin Buckle. Quentin made an outstanding contribution to the VFST and strongly advocated Foundation House be a service which is holistic in its approach, grounded in the community and committed to valuing the cultural diversity of the people with whom it works. There is no doubt that Foundation House is an infinitely better place as a consequence. Much of what the VFST has achieved over the years is because of Quentin and his determination to progress issues.

The Quentin Buckle Study Grant was developed in Quentin's memory as a means of honouring his lifelong commitment to human rights, community, social justice and advocacy. The Study Grant will support its recipient from a refugee background to undertake or continue education or training in their chosen field as they build a life in Australia.



Board member Genevieve Timmons with Study Grant recipients Sam Hartley Roem and James Dawood.

We are proud that the grant is now in its third year and was supported in 2009 by very generous support from the Portland House Foundation, Meadow Heights Primary School, Roberts McCubbin Primary School, Roxburgh College and Lyndale Secondary College. At our Annual General Meeting on 3 December 2009 we awarded grants to two very worthy recipients; Mr Sam Hartley Roem and Mr James Dawood. We congratulate both Sam and James on their achievement and wish them the very best for their future endeavors.

We hope these grants go some way in assisting the ongoing education and professional training of Sam and James as they continue their journey in Australia.

If you would like to support the study grant by contributing funds on a one-off or ongoing basis, please call (03) 9388 0022 or email us at info@foundationhouse.org.au

Cesar Benalcazar Study Grant

The Cesar Benalcazar Study Grant was a special award given in 2009 to honour the life and contribution of Cesar Benalcazar. Cesar was one of the founders of VFST who sadly passed away in 2009.

Miss Alice Girl Sarzor was the worthy recipient of the award which gave her funds to further her studies. We congratulate Alice and wish her the very best.



Ms Alice Girl Sarzor, recipient of the Cesar Benalcazar Study Grant

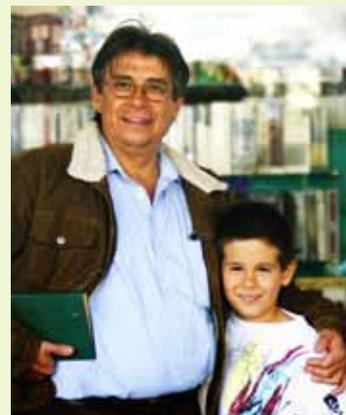
In Memoriam, Cesar Benalcazar

The Victorian Foundation for Survivors of Torture lost a friend and supporter in August 2009. Cesar Benalcazar passed away after a struggle with cancer that eventually overcame him.

Cesar was no stranger to struggles, especially when human rights were at stake. We first came to know Cesar when he arrived in Australia after years of work in Columbia as a doctor. His work helped the poor and the dispossessed, the persecuted and the innocent, and he did this at great risk to his own wellbeing.

He became a friend of the VFST and joined our management committee to share his insights and thoughtfulness about the plight of refugees and asylum seekers. Cesar always spoke for those whose voice was being silenced and did so without anger or self interest and always with complete respect.

In particular, Cesar was pivotal in the development of the VFST's research program. He believed that knowledge was crucial to progress and that our service had a responsibility to not only deliver the best services possible but to also build and share the knowledge contained within that work. It is a vision we remain vitally committed to.



Mr Cesar Benalcazar and his son Nicholas.



The Services

Direct Services

Our work with survivors

In the financial year 2009-10, Foundation House provided direct services to 4048 survivors of torture and trauma. These services were delivered under two main programs: the Early Intervention Short Term Torture and Trauma Counselling Program (part of the Integrated Humanitarian Settlement Strategy) and the Generalist program.

The IHSS program is a short-term program for refugees and humanitarian entrants in their first twelve months of settlement. It is funded by the Department of Immigration and Citizenship. The Generalist program is a program for clients referred from the IHSS program, asylum seekers or people who have been in Australia for more than 12 months who need assistance with psychological problems as a result of their torture and trauma experiences. It is funded by the Victorian Department of Human Services, and the Commonwealth Department of Health and Ageing (DoHA) Program of Assistance to Survivors of Torture and Trauma (PASTT).

Direct services in both programs include:

- provision of psycho-educative information
- comprehensive assessment of psychological health
- referral and facilitated access to mainstream and other services
- group programs
- individual and family counselling

- co-joint assessment and interventions with community liaison workers
- client advocacy
- complementary therapies
- specialist mental health clinic services

Direct services to clients are integrated with our work in training, service innovation, health promotion, research and policy all of which aim to develop and strengthen the resources of clients, communities and service providers. Collaborative work with other agencies at the individual and systemic levels is a key feature of direct services work.

CLIENT PROFILE

Clients of the Foundation come from over 50 countries (see Table 1). The top four countries of origin of our clients were Burma (Myanmar), Iraq, Sudan and Afghanistan.

This is consistent with the national origins of entrants under the Humanitarian Program nation-wide.

CLIENT NEEDS

Table 3 shows the range of services provided to clients over the last year and shows that counselling takes up the highest proportion of direct service time. Table 4 shows the medical and social/living needs of our clients as identified during assessment. It shows that the vast majority of clients in both programs require general medical

assistance. In terms of social/living issues, the most common areas of need for adult clients related to significant concern for family overseas, immigration sponsorship, financial circumstances and housing. The most common need for the under 18 age group was also related to concern for family members overseas.

CLIENT EXPERIENCES

Clients of the Foundation have experienced many traumatic events prior to their arrival in Australia which affect their health and settlement. Table 5 shows the percentage frequency of violence and hardship experienced. Notably the degree of exposure which young people have had to witnessing violence and experiencing loss is very high.

The needs and presenting problems of clients are multiple and complex because their experiences of torture, trauma, and systemic persecution are typically repeated over long periods of time. Many children and young people have not known security and stability until their arrival in Australia. The opportunities to rebuild lives is best expressed by clients themselves.

“I feel good because I spoke out everything what I feel, bad or good.”

— 19 year old young man

Direct Services Data

TABLE 1
COUNTRY OF ORIGIN (C.O.O.) OF
VFST CLIENTS IN 2009-10

	IHSS	GENERALIST	BOTH	TOTAL
Afghanistan	357	130	50	537
Bhutan	46		4	50
Bosnia and Herzegovina		18		18
Burma (Myanmar)	688	268	201	1157
Burundi	6	33		39
Cambodia		27		27
China	5	10	2	17
Congo	5	11		16
Congo, Democratic Republic of	34	6	1	41
Egypt	14	4		18
El Salvador	3	6	2	11
Eritrea	31	18	8	57
Ethiopia	83	82	31	196
Iran	40	46	9	95
Iraq	385	105	170	660
Kuwait	7	4	1	12
Liberia	91	37	25	153
Pakistan	3	13	1	17
Rwanda	27	2	7	36
Sierra Leone	15	12	1	28
Somalia	55	22	13	90
Sri Lanka	31	38	9	78
Sudan	95	252	114	461
Thailand	25	8	6	39
Turkey		21		21
Country not ABS listed	17	20		37
Other**	29	107	1	137
TOTAL	2092	1300	656	4048

NOTES

For children born in Australia (n=29), the C.O.O. of their parent(s) is listed

IHSS = Integrated Humanitarian Settlement Strategy

Generalist = Clients that arrived in Australia more than 12 months ago and IHSS clients who received long-term counselling

Both = Have received a service during the period under IHSS and Generalist

** Other refers to 38 countries with numbers less than 10.

TABLE 3
TYPE OF ASSISTANCE PROVIDED TO
VFST CLIENTS 2008-09

Hours % Direct Service time

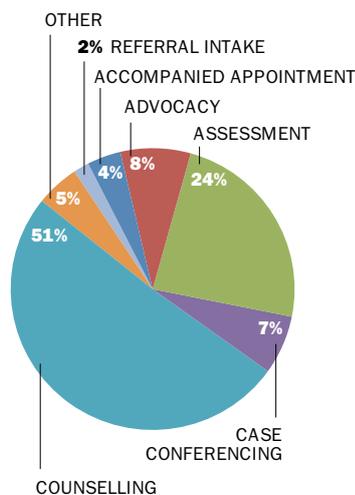
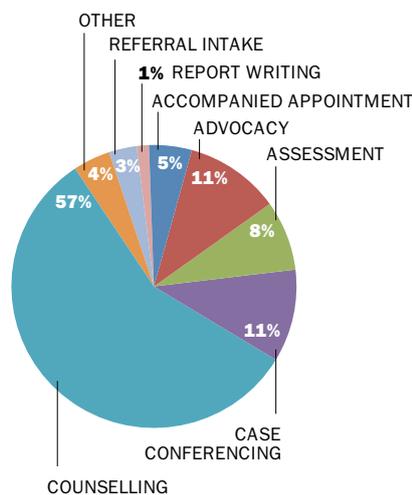


TABLE 4
NEEDS AND PROBLEMS OF
VFST CLIENTS 2009-10

% frequency at assessment

	0-17 years	18+ years
MEDICAL		
Dental		
IHSS	18	25
GENERALIST	3	6
BOTH	19	19
General Practitioner		
IHSS	75	76
GENERALIST	38	59
BOTH	70	75
Optometry		
IHSS	4	8
GENERALIST	1	5
BOTH	6	9
Specialist		
IHSS	7	14
GENERALIST	6	17
BOTH	10	23
Specialist — Psychiatry		
IHSS		1
GENERALIST	3	14
BOTH	1	5

TABLE 5
VFST CLIENTS' EXPERIENCE
OF TORTURE AND TRAUMA 2008-09

% frequency

	0-17 years	18+ years
PHYSICAL VIOLENCE		
Severe Beating		
IHSS	1	11
GENERALIST	6	28
BOTH	1	14
Combatant		
IHSS	<1	2
GENERALIST	1	5
BOTH	<1	6
Rape		
IHSS	<1	2
GENERALIST	1	7
BOTH	<1	4
Sexual Assault other than Rape		
IHSS	<1	2
GENERALIST	1	5
BOTH	1	6
Under Combat Fire		
IHSS	9	17
GENERALIST	20	32
BOTH	19	32
Any of Damage to Teeth, Electric Shock, Genital Mutilation, Other		
IHSS	3	5
GENERALIST	5	12
BOTH	3	9
PSYCHOLOGICAL		
Dangerous Flight		
IHSS	48	67
GENERALIST	52	71
BOTH	42	67

TABLE 2 **VFST CLIENTS BY AGE, GENDER AND PROGRAM 2009-10**

	IHSS		GENERALIST		BOTH		NATURAL THERAPIES		MENTAL HEALTH CLINIC	
	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male
0-10 years	197	216	49	64	56	61	2	1	4	5
11-20 years	232	326	141	175	76	97	5	27	9	12
21-30 years	212	258	112	132	66	49	32	15	24	19
31-40 years	163	171	115	116	58	39	39	25	40	32
41-50 years	83	88	149	83	46	44	80	25	46	40
51-60 years	47	38	80	46	21	19	51	22	22	27
61+ years	35	26	18	20	16	8	8	3	3	3
Total	969	1123	664	636	339	317	217	118	148	138



	0-17 years	18+ years
SOCIAL LIVING DIFFICULTIES		
Child Protection		
IHSS	1	1
GENERALIST	4	2
BOTH	2	1
Marital or Family Discord		
IHSS	2	3
GENERALIST	14	11
BOTH	4	3
Family Breakdown*		
IHSS	9	8
GENERALIST	24	30
BOTH	10	12
Employment		
IHSS		23
GENERALIST		35
BOTH		26
Financial — Income Support		
IHSS		24
GENERALIST		38
BOTH		33

	0-17 years	18+ years
SOCIAL LIVING DIFFICULTIES cont'd		
Financial — Other		
IHSS		25
GENERALIST		36
BOTH		26
Higher Qualifications Not Recognised		
IHSS		5
GENERALIST		10
BOTH		5
Housing		
IHSS		31
GENERALIST		43
BOTH		36
Immigration (Sponsorship)		
IHSS	21	44
GENERALIST	28	44
BOTH	20	43
Major Illness or Handicap in Family		
IHSS	14	20
GENERALIST	16	25
BOTH	16	24

	0-17 years	18+ years
SOCIAL LIVING DIFFICULTIES cont'd		
Mental Illness		
IHSS	8	9
GENERALIST	13	13
BOTH	13	8
School Attendance		
IHSS	12	18
GENERALIST	15	13
BOTH	14	24
Significant Concern for Family Overseas		
IHSS	39	66
GENERALIST	44	64
BOTH	36	67
Since Arrival, Death of a Close Relative or Friend		
IHSS	3	5
GENERALIST	9	15
BOTH	4	6
Social Isolation		
IHSS	3	5
GENERALIST	29	36
BOTH	19	24

* percentage refers to number of individuals affected

	0-17 years	18+ years
PSYCHOLOGICAL cont'd		
Detention of Family or Friends		
IHSS	7	15
GENERALIST	14	33
BOTH	10	20
Disappearance of Family Members		
IHSS	18	26
GENERALIST	27	38
BOTH	12	26
Forced Separation from Family		
IHSS	31	52
GENERALIST	40	62
BOTH	25	62
House Raided		
IHSS	6	22
GENERALIST	12	34
BOTH	10	26
Kidnapping		
IHSS	<1	3
GENERALIST	<1	2
BOTH	1	4
Solitary Confinement		
IHSS	<1	7
GENERALIST	<1	7
BOTH	<1	7
Subject to Mock Executions		
IHSS	1	9
GENERALIST	2	9
BOTH	3	9
Threat of Harm to Family		
IHSS	46	69
GENERALIST	59	77
BOTH	44	79

	0-17 years	18+ years
PSYCHOLOGICAL cont'd		
Witnessing Others Killed		
IHSS	7	23
GENERALIST	14	36
BOTH	6	38
Witnessing Physical Violence		
IHSS	35	60
GENERALIST	51	74
BOTH	33	68
HARDSHIP		
In Hiding		
IHSS	21	26
GENERALIST	12	24
BOTH	14	28
Internal Displacement		
IHSS	18	21
GENERALIST	19	27
BOTH	8	19
Lack of Food or Water		
IHSS	29	30
GENERALIST	26	28
BOTH	24	33
Lack of Shelter		
IHSS	25	26
GENERALIST	20	26
BOTH	19	25
Refugee Camp		
IHSS	38	36
GENERALIST	44	35
BOTH	36	37

DETENTION

	0-17 years	18+ years
Detention — Concentration Camp		
IHSS	3	3
GENERALIST	3	3
BOTH	4	4
Detention — Home Detention		
IHSS	<1	<1
GENERALIST	<1	1
BOTH	<1	<1
Legally Sentenced — Prison Term		
IHSS	<1	2
GENERALIST	<1	2
BOTH	1	6
Summary (illegal) Detention		
IHSS	<1	3
GENERALIST	1	11
BOTH	1	5

LOSSES – average score

	0-17 years	18+ years
Forced Separation**		
IHSS	6	11
GENERALIST	6	14
BOTH	6	12
Non War Related Loss*		
IHSS	1	2
GENERALIST	1	3
BOTH	1	3
War Related Loss*		
IHSS	5	14
GENERALIST	9	19
BOTH	4	15

* A score of 10 is equivalent to a death of a parent for a young child or death of a child for a parent.

** A score of 10 is equivalent to a separation from a parent for a young child or separation from a child for a parent.

Direct Service Program Capacity Building

The Capacity Building Team (CaB team) was established in February 2008 in order to build on the work that the Community Liaison Workers (CLWs) had begun since their initial employment in late 2006.

Back in 2006 we employed six CLWs (two from each of the Karen, Chin and Assyrian/Chaldean communities) as a pilot strategy to help us build our connections with these newly arriving communities.



Karen community music project concert, June 2010.

The pilot was successful and we decided to formalise their roles and established the Capacity Building Team. In January 2010 we employed two CLWs from the Afghan community and added into the team a Sierra Leonean Community Counsellor Advocate for two days a week.

In essence, much of the work of the CLWs fits within the concept of undertaking a **bridging** role:

- between individuals, families and communities and Foundation House staff – *Co-joint role*;
- between communities and other services – *Networking role*;

- within and between communities – *Community Capacity Building role*;

In addition to the bridging role, other activities of the CLWs include:

- co-presentation in training/ community education;
- identifying through their work and community involvement, issues facing their communities;
- sharing cultural knowledge and perspectives with staff.

In addition to regular co-joint work with Counsellor Advocates, examples of the activities the CaB team have been involved in during 2009–2010 included:

- ongoing participation of the CLWs in various planning and steering committees and other networks — local government and council; other relevant settlement support services;
- community participation in meetings with government departments (DHS, DIAC) and local-government as well as other organisations (e.g. AMES Employment) regarding policy issues relevant to communities;
- ongoing identification of priority issues for their communities and suitable ways to respond (needs of young people, family stresses and impact on family relationships consistently emerge);
- community presentations to a range of community organisations and settlement support networks, including AMES, Police, schools, tertiary institutions, VICSEG (Chin, Assyrian/ Chaldean, Karen communities);

- providing information and consultation internally to Foundation House workers (Schools Team, Counsellor Advocates, Strengthening Families Team) and to service providers from other organisations;
- the development of a Karen community music project, in partnership with the Boîte (an organisation which supports culturally diverse artists), aimed at preserving Karen musical traditions and expressing the refugee experience through music and song. The project included a day-long workshop for the participants and song-writing workshops and musical rehearsals over a six month period culminating in an hour-long performance in celebration of Refugee Week in Werribee. The performance involved 65 members of the Karen community performing their own compositions in traditional Karen style with traditional instruments, as well as using a contemporary style. The project included establishing an Advisory Committee consisting of representatives from multiple Karen groups who met on a regular basis with Foundation House and Boîte staff.
- participation in a range of community fora: e.g. violence prevention in the local Chaldean community, in conjunction with local religious leaders and police; participation in a multi-agency forum auspiced by Hume City Council focusing on the prevention of family and domestic violence;

- participation in a health-focused information session to workers from multiple local health agencies (Assyrian/Chaldean communities);
- facilitation of a workshop on conflict resolution for leaders of Assyrian/Chaldean communities;



End of year celebration, December 2009.

- participation in a 'train the trainer' workshop focused on the laws in Australia, run by the Department of Justice, with the aim of providing information to the Sierra Leonean community;
- organisation of a Learner Driver program for young members of the Sierra Leonean community;

- participation in the Refugee Action Program organised by EMC and Spectrum MRC to address employment issues for refugee women from newly emerging refugee communities (Sierra Leonean & Liberian communities);
- presentation on family conflict/violence from a cultural perspective to Eastern regional forum focusing on violence prevention (Chin community);
- involvement in co-facilitation of support groups for unaccompanied refugee minors (Afghan community);
- co-ordination of recreation programs (volley ball) for UHMs (Afghan community);
- training workshops for Karen leaders on dealing with conflict in communities (Karen community);
- development support for the establishment of Karen community organisations in Sunshine, Newport and Geelong (Melbourne's outer west), Springvale/Noble Park (Melbourne's southeast) and East Ringwood (Melbourne's outer east);
- participation in training auspiced by ECCV on various themes, including working with the media, for ethnic community leaders and leadership training (Assyrian/Chaldean, Sierra Leonean and Karen communities);

STAFF

Mardi Stow, Manager
 Susie Strehlow, Coordinator
 Najla Naier & Naeem Yari
 – Afghan communities
 Dina Korkees & Salam Danka
 – Assyrian & Chaldean communities
 Tun Sian Thomas Mung
 – Chin communities
 Moses Chitlu Wyn & Saw
 Reginald Shwe – Karen communities
 Andrew Kalon – Sierra Leonean & Liberian communities

- participation in state and national church-based networks which focus on community and settlement issues and promoting community co-operation as well as supporting refugees in countries of asylum (Karen and Chin communities).

Service Innovation Program Launch of Ucan2 program



We are proud to announce that on 20 July 2010 the Ucan2 Program was launched at Australia Post by the Managing Director and Chief Executive Officer Ahmed Fahour, and The Hon. Lindsay Tanner, MP, Minister for Finance and Deregulation.

A group of 13 young refugees will receive mentoring and access to social and business networks through the Ucan2 program which is a collaboration between Australia Post and Foundation House.

The refugees, aged between 16 and 24, will be mentored by 13 Australia Post staff with the goal of increasing education, training and employment opportunities in their first 15 months of settlement into Australia.

Australia Post's Ahmed Fahour, and Foundation House Director, Paris Aristotle, signed a Memorandum of Understanding that signals Australia Post's intention to provide ongoing in-kind support of the Ucan2 program to achieve social inclusion goals for the refugee community.

Australia Post's support of Ucan2 began during last year's busy Christmas period, when it employed ten young refugees at its Melbourne mail-sorting centres in Ardeer and Dandenong, and the new agreement signals an expansion into mentoring.

Mr Fahour, who has called Australia home since arriving from Lebanon at the age of three, said participation in Ucan2 is an example of the practical way that businesses can assist the integration of refugees into Australian life. "Our workplaces and our employees at Australia Post provide a magnificent window on the role that business can play as an enabler of social integration...We want to lead by example, and I appeal to other corporations to open up their networks for the refugee community to access new social, education and employment contacts."

Paris Aristotle, Ahmed Fahour and Lindsay Tanner are welcomed to the launch.

Minister Tanner said that "the Ucan2 program demonstrates strong business and community leadership. For minimal financial investment, this high social return partnership between business and community delivers enormous benefit for refugees and has ripple effect for generations to come."

Paris Aristotle said that "the Australia Post partnership is far more valuable to us than any cheque, and symbolises the way that business can make a real and lasting difference to the refugee community...Half of the 13,750 refugees who arrive each year are under 18 and upon arrival most have incredible aspirations for their careers and lives. It's important to engage with them at this pivotal time and facilitate connections with the community... The support Australia Post is providing in allowing access to its staff and its workplace is something that money can't buy."

Policy and Research Program

SERVICE EFFECTIVENESS

Foundation House has been undertaking research about the effectiveness of services for survivors of torture and trauma. The project aims to evaluate the effectiveness of our services and establish an evidence base about services for torture and trauma survivors with components specifically for adults, children and young people.

In April 2010, we hosted a meeting of some of the leading Australian academics on the subject of evaluating service effectiveness to discuss our project and they provided highly valuable advice.

This year we completed a study that has identified outcome indicators for survivors of torture and trauma who use the service. The indicators have been translated into a comprehensive set of goals for use by staff in planning and rating the outcomes of their interventions.

In collaboration with Assoc. Prof Jeanette Lawrence (a developmental psychologist at The University of Melbourne) we are developing child-friendly computer based assessment tools. The tools will be used to assess changes in children and young people in the course of receiving services.

Conference presentations

→ McFarlane, C., (November, 2009). Developing indicators of recovery for refugee children and youth who have received services for survivors of torture and trauma. *2nd International Conference of International Society of Child Indicators: Counting Children In*, Sydney, Australia.
→ McFarlane, C., & Kaplan, I. (February, 2010). Establishing an evidence base for survivors of torture and trauma. *4th National Conference of the Forum of Australian Services for Survivors of Torture and Trauma (FASSTT) — From Surviving to Thriving: FASSTT Agencies Supporting Individuals, Families and Communities.*

MENTAL HEALTH SERVICES AND YOUNG PEOPLE OF REFUGEE BACKGROUNDS

In August 2009, Foundation House co-convoked a roundtable on research and policy issues relating to mental health services for children and young people of a refugee background in Victoria. The partners were Associate Professor Harry Minas (Centre for International Mental Health, University of Melbourne) Carmel Guerra (Centre for Multicultural Youth), and Dr Georgia Paxton (Royal Children's Hospital).

Participants were drawn from academic institutions, the Victorian and Australian governments and service providers. Following on from the meeting, the partners established a collaborative project with three components:

- a study of factors that inhibit or promote the engagement of young people from refugee backgrounds with health and community services;
- the development of a mental health research agenda; and
- a further roundtable discussion with the participation of young people, service providers, academics and government.

The project will be completed in late 2010.

IMPROVING THE WELLBEING OF AFGHAN WOMEN IN SOUTH EAST MELBOURNE

Women of refugee backgrounds from Afghanistan have significant risk factors for their wellbeing because of experiences in that country and post-arrival. In 2009, Angela Rintoul (Fellow, Victorian Public Health Training Scheme) was placed with us to undertake a study of issues relating to the mental health and wellbeing of Afghan women in South East Melbourne, where the largest number of Afghan refugees settle in Victoria. Her report examines factors that affect the women's mental health and wellbeing, and provides recommendations for services, policy and research. The report is on our website.

FAMILY SEPARATION AND REUNION

Foundation House completed research on family separation and reunion and the ways in which Australian government policies affect family composition in 2009. The study indicated that family separation adversely affects wellbeing and the capacity of people to settle and plan for the future. A report on the study with recommendations to resettlement countries was prepared by Dr Brooke McDonald-Wilmsen and Professor Sandy Gifford (La Trobe University) and published by UNHCR*. A complementary report with recommendations for Australian policy has been prepared.

* Research Paper No. 178, *Refugee resettlement, family separation and Australia's humanitarian programme*, 2009.

SUPPORTING HEALTHY MOTHERS AND BABIES AMONGST REFUGEE COMMUNITIES

Maternal and Child Health Centres provide an important care service for all Victorian families with children from birth to school age. There is no published data or research on how adequately the service meets the needs of families of refugee backgrounds. Foundation House and the McCaughey Centre for the Promotion of Mental Health and Community Wellbeing at the University of Melbourne have established a partnership to undertake a study to determine whether there are barriers to access and how the service can better assist families of refugee backgrounds.

IMPACT OF DISPLACEMENT AND TRAUMA ON REFUGEE FAMILIES

Dr Radhika Santhanam-Martin, a clinical psychologist and family therapist at Foundation House, is undertaking a review of the literature on the effects of displacement on families who are forced to flee. The key outcome will be a paper exploring the nature of profound transitions and the impact of displacement experiences on the development of family resilience and vulnerability.

POSTNATAL DEPRESSION AMONG WOMEN OF REFUGEE BACKGROUNDS

Dr Renata Kokanovic of Monash University and Foundation House are preparing an application to the Australian Research Council to fund a study of postnatal depression among women of refugee backgrounds in Australia.

TRACKING EDUCATIONAL PROGRESS OF YOUNG PEOPLE OF REFUGEE BACKGROUND

Foundation House has commenced a study with Ms Abi Brooker and Associate Professor Jeanette Lawrence at the University of Melbourne. The study will follow refugee young people through their first year of mainstream high school after their Ucan2 Program* or an English language course. The findings will be used to inform educational authorities and teachers on young people's educational needs.

* Ucan2 is a Foundation House program providing a range of support services and programs to encourage newly arrived young people to remain engaged in education and training whilst following an appropriate pathway to reach their goals.

Refugee Health Research Consortium

Foundation House and several other key organisations have established a consortium to promote refugee health research directly applicable to policy and service provision in south east Melbourne (the main area in which newly arrived refugees to Victoria are settling) and more widely. The other participants include Monash University,

the Dandenong Casey General Practice Association, Southern Health Ambulatory and Community Care, the Victorian Departments of Health and Human Services, and the Adult Migrant Education Service. The consortium will:

→ foster collaboration on refugee health research in the region;

→ engage in knowledge transfer and exchange; and

→ inform state, national and international policy and practice in refugee health.

The consortium has established a mental health sub-group of which Foundation House is the initial chair.

IDENTIFICATION OF VULNERABLE CLIENTS OF THE IMMIGRATION DEPARTMENT

The Department of Immigration and Citizenship commissioned Foundation House to develop a sample tool to identify and assess 'vulnerable' people who are awaiting resolution of their visa applications and who are not in detention. The aim was to assist the Department to identify as early as possible which clients need assistance (e.g. to access health services) in order to remain effectively engaged with the status resolution process and expedite outcomes, whether that means the granting of a permanent visa or departure from Australia. The project was completed in March 2010.

MENTAL HEALTH OF REFUGEES AND ASYLUM SEEKERS

Foundation House staff Dr Ida Kaplan and Josef Szwarc, and Professor Helen Herrman (ORYGEN Research Centre, Department of Psychiatry, The University of Melbourne) co-authored a chapter for an international publication, *Mental Health of Refugees and Asylum Seekers*. Their chapter is titled 'Post-migration and mental health: The Australian experience'. The book is edited by Dinesh Bhugra and others and has been published by Oxford University Press.

THE PSYCHO-SOCIAL IMPACT OF PROLONGED IMMIGRATION DETENTION

In 2009 Foundation House staff completed a study of the mental health consequences of long-term immigration detention for people seeking asylum. The findings were disturbing: prolonged immigration detention caused enduring harm. All the individuals were struggling to rebuild their lives in the years following release from immigration detention, and for the majority the difficulties experienced were pervasive.

'The meaning and mental health consequences of long-term immigration detention for people seeking asylum' by Guy Coffey, Ida Kaplan, Robyn Sampson and Maria Tucci was published in the international journal, *Social Science & Medicine* (2010) 2070-2079. The article was widely disseminated to members of the Australian government and other politicians and other key policy-makers and Foundation House convened a meeting in June where participants discussed continuing issues of concern about immigration detention in Australia.

Health Sector Development Program

Rural services

Rural and regional Victoria continue to attract both newly arriving and relocating refugee families and individuals for a variety of reasons such as employment opportunities, affordable housing, joining relatives, and a perception of a slower pace and more traditional values. Foundation House continues to assist a range of services in regional towns with their work in settlement and psychological support, through contracted counsellor-advocate services, secondary consultation,

training, health advocacy and other forms of capacity building.

Foundation House has established partnerships with counselling agencies in nine rural areas in order to be able to provide torture & trauma counselling and related advocacy in the areas where there is significant settlement. In 2009/10 there were active partnerships in place in Ballarat, Bendigo, Colac, Geelong, Shepparton, Latrobe Valley, Wonthaggi, Mildura and Swan Hill. We have also provided training and secondary

consultation as needed to other towns where there is refugee settlement, such as Castlemaine, Horsham, Cobram, Warrnambool and Wodonga.

With refugee-background communities now well established in several parts of regional Victoria, we are providing more advanced and specific professional development at the request of service providers, such as workshops on families in cultural transition, social and employment inclusion, and more intensive counselling skills development.

Victorian Refugee Health Network

The Victorian Refugee Health Network, auspiced by Foundation House, provides a unique forum to bring together health and mental health services, clinicians, government departments, settlement and asylum seeker agencies, to identify and address refugee health issues.

Victorian Refugee Health Network highlights in 2009-10 included:

- Website and e-bulletin: The number of visitors to the website and subscribers to the e-bulletin continues to grow with 370 unique visitors per week to the website and 430 subscribers.
- A successful forum attended by over 60 health service providers from rural and metropolitan Victoria to explore the findings of the report 'Access to Specialist Services by Refugees in Victoria'.

- GP working group: Activity in 2009/10 included provision of advice to Commonwealth Department of Health and Ageing regarding the introduction of new Medical Benefits Schedule items that replace the Refugee Health Assessment item numbers. The good news is that GPs can now charge for the time taken for using interpreters.

The Network also worked with three GP divisions to organise the GP Refugee Health series 2010.

- Sexual & reproductive health: A working group focussing on sexual health literacy was established in March 2010 to canvass the range of issues facing new arrivals in gaining access to necessary health information. A forum is planned for November 2010.

- Oral health: the Network was very pleased to be advised that people of refugee background have been identified as a priority group for public dental health services general care, and eligible for a fee-waiver. A project to work with public dental health services will commence in 2010-11, in partnership with Dental Health Services Victoria, to increase capacity of services to work effectively with clients from refugee backgrounds.
- Involvement in the development and activities of the Refugee Health Network of Australia.



Training and Professional Development

Foundation House is committed to providing high quality training and professional development opportunities to education, health and community services providers, as part of a broader objective to build the capacity of these sectors to better respond to the needs of people of a refugee background. In the 2009/2010 financial year Foundation House provided 300 training sessions to 7494 participants. There continues to be an overwhelming demand for training from Foundation House's training team, with an increasing focus on more specialised training for particular groups. Some highlights in 2009/2010 included:

- Two day program for the Statewide Sexual Assault workforce.
- Professional development session for program staff from the recently established Healthy Mothers Healthy Babies program.
- Partnership with Victoria Police to provide training for new recruits, including Train-the-Trainer for Victoria Police staff and Police members.
- Partnership with the Victorian Transcultural Psychiatry Unit in the provision of training for specialist mental health services.
- Professional development sessions with family services in a number of rural areas, drawing on the work of the Foundation House Family Strengthening Strategy.
- Ongoing training offered by the Schools' program to the regional Refugee Action Networks as part of a broader program of capacity building for schools.

Our training program is based on our practice experience and gathers resources and information from all of our programs including Direct Service, Service Innovation Program, Health Sector Development, Policy and Research both in Brunswick and Dandenong. Most Foundation House training curriculum is based on the material contained in *Rebuilding Shattered Lives* (1998-1999), *School's In for Refugees* (2004-2005), and *Promoting Refugee Health: a Guide for Doctors and Other Healthcare Practitioners, Caring for People from Refugee Backgrounds* (2007), among other Foundation House publications.

Some feedback from training participants:

REFUGEE HEALTH NURSE INTRODUCTION MARCH 2010

What will you do differently as a result of this training?

"Use of interpreters (as suggested in session). Heightened awareness of client's experience. Will share knowledge to colleagues and encourage them to attend training."

"Set up protocols and practices around refugee health in our medical practice for more effective treatment and management."

GP TRAINING is delivered in partnerships with GP divisions and Primary Care Partnership. Refugee Health Case worker in General Practice Shepparton November 2009

"It's a fantastic opportunity to learn more and do the best for people who are in real need of service"

COUNSELLING AND INCIDENTAL COUNSELLING

TRAINING is growing as we receive more on request training for two-day skill development modules .

Victorian Multicultural Commission Two-Day Incidental Counsellors Course April 2010

What will you do differently as a result of this training?

"Not feeling I have to fix all the issues, give more time and space for individuals."

"Asking more directly how people are feeling. I haven't really done that before."

"Allow more space for silence, give dual permission to disclose and not disclose."

SCHOOL TRAINING is offered centrally via the training calendar but also through relationships developed in the regional Refugee Action Networks.

School's In Training May 2010

What will you do differently as a result of this training?

"Approach situations differently—give smaller goals for students to achieve."

"Incorporate some elements into our school policies and procedures, backed up by greater understanding."

"More patient with students, judge student outbursts differently in regard to consequences of behaviour; furthered understanding."

Complementary Therapies

Complementary Therapies (also referred to as natural therapies) at Foundation House includes naturopathy, herbal medicine, nutritional medicine, relaxation and remedial massage therapy, yoga, shiatsu and physiotherapy, for clients referred for this service.

Over the past 12 months the complementary therapies program has further developed work in the area of chronic pain – common in refugees recovering from the effects of torture and trauma. Referrals to the program are frequently of those requiring assistance with the management

of chronic body pain, muscular tension related to long term depression, anxiety, grief, as well as the physical effects of torture, hard labour, and or a history of poor living conditions.

A chronic pain special interest group for staff was facilitated by the complementary therapies team and Dr. Joanne Gardiner. The aim of the group was to consolidate and build on existing knowledge of chronic pain in refugees from different therapeutic approaches including medical, natural therapies and counseling frameworks.

According to Dr. Gardiner, “The approach of Foundation House to client care, with an emphasis on case conferencing and practitioner collaboration, offers something unique to the care of clients who are suffering chronic pain related to torture and trauma. The first task is the building of trust between client and therapist, and secondly to give the client a sense of a supportive team of carers willing to allow the client to go at their own pace and individualise therapy. This approach, uniquely suited to refugee clients, is different to that of most multidisciplinary pain clinics.”



Complimenatry therapy in action.

KAREN WOMEN'S YOGA GROUP

The Karen Women's Yoga Group, piloted for the first time in February 2009, continued this year after positive feedback from participants. Four courses of 6-8 weeks were conducted between August 2009 and June 2010, with an average of 10-12 participants each week.

Foundation House counsellors refer women to the group to learn strategies to manage anxiety, sleep problems, and chronic pain. One important aspect of recovery from trauma is learning skills to relax the body and calm the mind. Yoga practices, including physical postures, breathing practices, and relaxation techniques, can assist with pain management through increasing awareness of the mind-body connection. Research has shown that yoga practices

can reduce muscle tension, pain, physical symptoms and emotional distress, and increase quality of life*. The women who have attended the group regularly report improvements in many of these symptoms.

* See for example:

- Richmond J et al. 'Integration of behavioral and relaxation approaches into the treatment of chronic pain and insomnia'. *Journal of the American Medical Association*. 1996;276:313-318.
- van der Kolk, B. 'Clinical Implications of Neuroscience Research in PTSD', *Annals of the New York Academy of Sciences*. 2006; 1071:1-17
- Telles S et al. 'Post traumatic stress symptoms and heart rate variability in Bihar flood survivors following yoga: a randomized controlled study'. *BMC Psychiatry*. 2010 Mar 2;10:18.

Case Study

A 51-year-old Chin Burmese man presented with chronic pain originating from past torture experiences in Burma, where he had been severely beaten and his hand broken. He was left with extensive back pain referring to his right leg and right arm, and deformity and pain in his right hand.

The client described his current pain as 'severe, as if someone is beating' him. Pain interfered with his sleep, mobility, concentration and well-being.

Addressing his pain issues was such a high priority for this client that he had not conveyed other important health issues, such as rapidly deteriorating eyesight, to his GP.

X-ray results from the GP were obtained, and appropriate referrals were made for physiotherapy and eye tests.

The natural therapies approach involved therapeutic massage, nutritional supplementation, and teaching relaxation / stretch techniques that the client could practice at home.

The client reported significant reductions in pain with massage therapy, and over time and in combination with physiotherapy, his pain and mobility further improved. The client was better able to address and deal with other health issues such as eyesight and anxiety symptoms. His daily functioning also improved, allowing him to successfully complete an Aged Care course.

THE USE OF HERBAL MEDICINE FOR INSOMNIA AND EXHAUSTION

Withania somnifera is a medicinal herb traditionally used in Ayurvedic medicine for sleep disturbance as well as a tonic for debility, nervous exhaustion, and the effects of long term anxiety. Naturopaths at Foundation House will often use *Withania* as part of an approach to supporting people to sleep better and recover from the effects of torture and trauma on both the body and the mind alongside other practitioners and therapies. Herbs such as *Withania* are often part of a therapeutic approach to working with chronic pain when considering how long term pain affects the overall functioning of a person.

THANK YOU

We are deeply appreciative of the contribution of volunteer therapists – Alex Caldwell (Shiatsu therapy) and David Kelly and Tibor Boka (Physiotherapy).

We would also like to thank Mediherb, Integria, and Southern Light Herbs for their ongoing support which helps us to continue to provide herbal medicine and nutritional supplements to clients free of charge.

The House

Foundation House says thank you!

Each year, the list gets longer.

Ever increasing numbers of organisations, groups and individuals have stepped forward to work together with Foundation House as it assists individuals, families and communities from refugee backgrounds to build their lives in Australia. In addition to financial support, Foundation House and its clients have benefited from a range of in-kind and pro bono assistance. It is very reassuring to have so many friends committed to supporting our work. We appreciate the assistance and we value the relationships we have formed with the people who offer their support.

Foundation House would like to acknowledge the financial and in-kind support of the following organisations and individuals.

FUNDING

GOVERNMENT

Commonwealth Department of Health and Ageing
Commonwealth Department of Immigration and Citizenship
Dental Health Services Victoria
Victorian Department of Education and Early Childhood Development
Victorian Department of Human Services

OTHER FUNDING

Annamila Pty Ltd
Anna Wearne Trust
Australian Red Cross
Caroline Durre Foundation
Prof. David Penington AC
Department of Justice – Broadmeadows, Sunshine and William St Magistrate's Courts
Hugh Williamson Foundation
The Invergowrie Foundation
John McFarlane
Karen McLeod Adair
Lord Major's Charitable Fund
McLeod Family Foundation
Meadow Heights Primary School
Melbourne Community Foundation
Portland House Foundation
Reichstein Foundation
Roxburgh College
The Sidney Myer Foundation
The Sky Foundation
Mr Victor and Mrs Fleur Spitzer
Susan Brennan
Victorian Health Promotion Foundation
William Buckland Foundation
WPC Group

IN-KIND SUPPORT AND SERVICES

Adult Multicultural Education Services
Alex and Paddy Stitt
Arts Access
Australian Football League
Brigidine Sisters (West Footscray)
Circus Oz
Cranlana
Ian McKenzie
Margaret Wehl and Family
Marion Hadingham
Mediherb (Integria)
Presentation Sisters
Southern Light Herbs
UNHCR Regional Office Canberra

COMPLEMENTARY THERAPY VOLUNTEERS

Tibor Boka (Physiotherapy)
Alex Caldwell (Shiatsu Therapy)
David Kelly (Physiotherapy)

To those organisations and individuals not on this page but who support Foundation House in a myriad of ways, including all our volunteers—occasional or long-serving—thank you for your invaluable contribution to our organisation.



End of year celebration, December 2009.

From small things, big things grow.

A word from our Patrons

Patrons not only associate their names and reputations with our work but also give generously of their time, networks, support and encouragement. We offer our sincere gratitude to our esteemed Patrons for their generous participation.

PATRONS-IN-CHIEF

Prof. David de Kretser, AC,
Governor of Victoria and
Mrs Jan de Kretser

PATRONS

Prof. Hilary Charlesworth AM
Prof. Max Charlesworth AO
Ms Dur-é Dara OAM
Mr Andrew Demetriou
Hon. Michael Kirby AC CMG
Prof. David Penington AC
Mr David Scott AO

“Foundation House continues to provide a multidisciplinary response to those who are being challenged by their past experiences of displacement, trauma and torture.

The compassionate approaches provide the necessary support to enable refugees and migrants to resettle in their new home. Your services are invaluable.”

— Prof. David de Kretser
Governor of Victoria

“Once again a year closes. The all too frequent elections seem to regularly bring out xenophobic elements in Australians. There is a whipped up demonization of boat people. But our Foundation knows that all too many refugee applicants are genuine. Their trauma is real. We demonstrate that there are Australians who are principled and loving to those who have suffered torture and persecution.”

— The Hon Michael Kirby AC CMG
Past Justice of the
High Court of Australia

“The Foundation is to be congratulated on another year’s quiet but very important work in supporting a large number of people in need of its very expert counselling and social support services, as well as maintaining high profile national and international links. It has every reason to take pride in these achievements”

— Prof. David Penington AC

“Foundation House continues to enrich and inspire our community. It does work that goes largely unrecognised, but which is critical for a caring and generous society. Foundation House provides a safety net for those who fall between the cracks of our legal and social systems.”

— Prof. Hilary Charlesworth AM



End of year celebration, December 2009.

A word of thanks

So many individuals and organisations make contributions large and small to the work, service and achievements of Foundation House, and we don't know how we could ever accurately list them all.

What we do know is that we could not do what we do without the generosity, commitment and collaboration of each and every one of you. Please accept our warm and sincere thanks for your support during the past year.

Thank you!

Clients
Board of Management members
Members
Patrons
Neighbours – The Bouverie Centre and Milparinka
Government funding bodies
Philanthropic trusts
Private donors
Corporate supporters
Contractors and suppliers
Volunteers
Refugee, health, education and community sector colleagues
Victorian Government
Commonwealth Government
Local Members of Parliament
Media representatives

We would also like to acknowledge the significant contribution of our Ethics Committee throughout the year:

John Gibson
Andrew Hamilton
Professor Helen Herrman
Jill Jameson
David Manne
Mary O'Brien
Dr Dick Sloman
Joe Zaia
and our Research Sub-Committee:
Dr David Corlett
Dr Renata Kokanovic
Associate Professor Jeanette Lawrence
Dr Raelene Wilding

Management and staff

Foundation House brings together an increasingly diverse management and staff team whose commitment to human rights and achievement of high quality levels of service to survivors is unparalleled. This past year we said farewell to Board members Mick Kane and Teresa Zolnierkiewicz and welcome to

Richard Home (our new treasurer) and Karen McLeod Adair. We would like to sincerely thank Mick and Teresa for their tremendous support and commitment to Foundation House over the years—their knowledge, expertise and dedication was a huge asset to the Board and will be missed.

FOUNDATION HOUSE BOARD OF MANAGEMENT

Lynne Haultain (Chair)
David Bilander (Deputy Chair)
Genevieve Timmons (Secretary)
Richard Home (Treasurer and Public Officer)
Helen Casey
Michelle Groves
Lenora Lippmann
Ian McKenzie
Karen McLeod Adair
Dick Sloman
Kathleen Walsh

FOUNDATION HOUSE AGENCY MANAGEMENT TEAM

Paris Aristotle AM
Rose Blustein
Sue Casey
Lew Hess
Ida Kaplan
Roslyn Leary
Chris Pierson
Mardi Stow
Jo Szwarc

Board of Management and Director, Paris Aristotle.





FOUNDATION HOUSE

STAFF TEAMS

- Agency Operations
- Complementary Therapies
- Direct Services
- Early Intervention and Capacity Building (North West)
- Generalist (North West)
- Health Sector Development Program
- Policy and Research Program
- Service Innovation Program
- South East Regional

And of course, we must acknowledge our staff—all of whom share an unwavering dedication to providing the highest possible level of service to our clients and their families.

FOUNDATION HOUSE STAFF LISTING 2010

- | | | |
|---------------------|--------------------|------------------------------|
| Alison Mynard | Eric Brunet | Marie-Pierre Bouchet-Hibbert |
| Amy Camilleri | Erin Hughes | Marilyn Magno |
| Amy Harkin | Fiona Lorrimar | Mary Read |
| Andrea Stewart | Frank Deans | Michael Bromhead |
| Andrew Kalon | Freya Merrick | Morag McKillop |
| Angela Woodburn | Ged Lannan | Naem Yari |
| Anita Biesheuvell | Georgia Phillips | Najla Naier |
| Anne Carey | Gillian Kerr | Nora Fernandes |
| Anne Clifford | Giovanna Citta | Philippa Duell-Piening |
| Annerose Reiner | Grace Lopez | Pina Garasi |
| Annie Mullarvey | Guy Coffey | Rebecca Cole |
| Antonia Sotelo | Hala Chamas | Reginald Shwe |
| Aphrodite McGregor | Heidi Wegener | Rob Newling |
| Archangelo Madut | Hien Bui Cong | Rosa Dias Santilhano |
| Arna Stewart | Jackie Hoggart | Rose Harper |
| Babette Sabella | Jacqueline Robson | Sabehete Flamuri |
| Berly Montano | James Twang | Salam Dankha |
| Bernard O'Rourke | Janet Chesters | Sandi Howlett |
| Bernie Farrell | Janine Borrell | Sandra Walker |
| Bethany Smith | Jasmina Mulugeta | Sarah Berberi |
| Briele Hanson | Jennifer Adams | Sarah MacWilliams |
| Carolyn Wilson | Jess Krummel | Sera Elmasri |
| Cecilia Clarke | Jessica Martinez | Shelley Cook |
| Chitlu Wyn | John Belieu | Sheree McDonald |
| Chris Hortin | Joyce Sadia-Peter | Sherina Shwe |
| Chris Nathan | Julia Doherty | Siobhan O'Mara |
| Christine Bakopanos | Julie O'Donoghue | Sophie Cavanagh |
| Clare Lincoln | Kate Hill | Sue Liddelow |
| Clare Wherry | Kath Cooney | Sue West |
| Colleen McFarlane | Kirsty Sangster | Susan George |
| Conrad Aikin | Lauren Dukier | Susie Strehlow |
| Cora Torrefranca | Leigh Johnston | Suzanne Dean |
| Corinne Marcello | Leo Sexton | Tania Herbert |
| Cristina Wlasiuk | Lesley McLeod | Therese Meehan |
| Dakhylina Madkhul | Leslie Heath | Thomas Mung |
| Danni Forer | Louise Crowe | Thon Adut |
| Dimi Cromdos | Luisa Capasso | Tim Andrews |
| Dina Korkees | Madeleine Valibhoy | Tom Griffiths |
| Donna Chesters | Malong Matiok | Victoria Ajoung |
| Elizabeth Alexander | Margy Carney | William Fearnley-Sander |
| Elizabeth Hess | Maria Diaz | Zakia Ebrahim |
| Emely Massoud | Maria Tucci | |
| Emma Hodges | | |

Publications and resources

Foundation House continues to develop resources to enhance the understanding of the needs of survivors among health and other professionals, government and the wider community. Recently produced publications encompass areas such as refugee health and wellbeing, community development, family strengthening, and school and education resources and curriculum material.

Our resources and publications are available on the Foundation House website for free download to ensure they are available to the widest possible audience. Publications can be viewed and downloaded under the Resources tab at www.foundationhouse.org.au

HouseNotes, a regular electronic newsletter, is produced three times a year to give members, sector colleagues, funding bodies and supporters regular updates on the work of Foundation House.

You can view the latest edition of *HouseNotes*, as well as all the latest Foundation House news, at www.foundationhouse.org.au/news/index.htm

Financial statements

STATEMENT BY MEMBERS OF THE BOARD

In the opinion of the Board the financial report:

1. Presents a true and fair view of the financial position of The Victorian Foundation for Survivors of Torture as at 30 June 2010 and its performance for the financial year ended on that date in accordance with the Australian Accounting Standards and other mandatory professional reporting requirements and other authoritative pronouncements of the Australian Accounting Standards Board.
2. At the date of this statement, there are reasonable grounds to believe that The Victorian Foundation for Survivors of Torture will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board and is signed for and on behalf of the Board by:



LYNNE HAULTAIN
Chairperson



RICHARD HOME
Treasurer
29 September 2010

Full copies of the audited accounts are available on request. The notes form part of these financial statements.

THE VICTORIAN FOUNDATION FOR SURVIVORS OF TORTURE ABN: 52 783 974 656

STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
	\$	\$
REVENUE		
Grants:		
Department of Health and Ageing	1,347,084	1,322,521
Department of Human Services (VIC)	1,829,684	1,821,150
IHSS contract – DIAC	3,000,761	2,541,910
Funding received for projects and programs	798,626	768,234
Non-recurrent grants	1,767,862	1,508,100
Consulting and training fees	90,950	46,052
Interest	59,184	73,846
Membership subscriptions	4,911	3,907
Donations	1,173,178	346,837
Publications	136	914
Surplus on sale of assets	30,535	28,378
Reimbursement, national forum and other income	441,130	726,028
Total revenue	10,544,041	9,187,877
EXPENDITURE		
Salaries, wages and on-costs	(6,706,397)	(6,453,970)
National forum	(283,173)	(297,207)
Annual general meeting	(26,809)	(30,975)
Bank and credit card charges	(3,827)	(3,364)
Building and occupancy costs	(287,518)	(255,513)
Equipment, computing/IT and furniture supplies and depreciation	(108,350)	(108,078)
Conferences, seminars, publications and professional development	(51,689)	(33,855)
Interpreting costs	(703,040)	(578,133)
Program, consultant, contractor and client costs	(465,834)	(707,448)
Advertising, volunteer, agency and Board expenses	(83,508)	(56,606)
Motor vehicle expenses and depreciation	(470,910)	(435,469)
Client travel expenses	(63,033)	(57,580)
Printing, stationery and postage	(76,465)	(74,731)
Telephone expenses	(138,228)	(109,506)
Professional fees	(23,676)	(32,550)
Evaluation fees	(347,481)	-
Other Expenses	(83,377)	-
Total expenditure	(9,923,315)	(9,234,985)
Operating surplus/(deficit) before income tax	620,726	(47,108)

THE VICTORIAN FOUNDATION FOR SURVIVORS OF TORTURE STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2010

	2010	2009
	\$	\$
CURRENT ASSETS		
Cash and cash equivalents	2,273,014	971,727
Term deposits	—	551,669
Trade and other receivables	1,091,970	836,352
Total current assets	3,364,984	2,359,748
NON-CURRENT ASSETS		
Property, plant and equipment	1,463,438	1,418,385
Total non-current assets	1,463,438	1,418,385
TOTAL ASSETS	4,828,422	3,778,133
CURRENT LIABILITIES		
Trade and other payables	771,476	815,648
Borrowings	74,074	63,507
Deferred income	1,309,369	968,695
Provisions	907,395	653,227
Total current liabilities	3,062,314	2,501,077
NON-CURRENT LIABILITIES		
Borrowings	211,314	226,549
Provisions	37,459	153,898
Total non-current liabilities	248,773	380,447
TOTAL LIABILITIES	3,311,087	2,881,524
NET ASSETS	1,517,335	896,609
EQUITY		
Opening balance	896,609	943,717
Surplus/(Defecit) for the period	620,726	(47,108)
TOTAL EQUITY	1,517,335	896,609



**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF THE VICTORIAN FOUNDATION FOR SURVIVORS OF TORTURE** Chartered Accountants
& Business Advisers

We have audited the accompanying financial report of The Victorian Foundation for Survivors of Torture, which comprises the statement of financial position as at 30 June 2010 and the statement of comprehensive income, statement of changes in equity, and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the Statement by Members of the board.

The Responsibility of the Members of the Board for the Financial Report

The members of the Board are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporation Act 1981. This responsibility includes establishing and maintaining internal controls 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.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. 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 auditor's 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 auditor considers 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 members of the committee, as well as evaluating the overall presentation of the financial report.

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 followed applicable independence requirements of Australian professional ethical pronouncements.

Audit Opinion

The financial report of The Victorian Foundation for Survivors of Torture is in accordance with the Associations Incorporation Act 1981 including:

- (i) giving a true and fair view of the entity's financial position as at 30 June 2010 and of its performance and cash flows for the year ended on that date; and
- (ii) complying with Australian Accounting Standards (including Australian Accounting Interpretations) and the Associations Incorporation Act 1981.


PKF


J A Mooney
Partner

21 October 2010
Melbourne

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POEM HONOURING FOUNDATION HOUSE CLIENTS IN PRINT

Waiting for time, space, a place.

Waiting to create a home.

Waiting for some peace

Waiting for healing.

— Carolyn Wilson

A poem written by Foundation House generalist counsellor Carolyn Wilson has been published in a book celebrating life in Melbourne through the eyes of its poets and artists.

Ms Wilson wrote 'Ode to the Waiting Room' while preparing to leave clients and colleagues in a move from Foundation House Dandenong in the south-east to the organisation's Brunswick office. Ms Wilson says the poem was her way of honouring the people—refugees, asylum seekers and workers—who meet in the office reception area, and all the interactions that take place in that space.

Reflecting on Melbourne, a compilation of 220 poems and 97 visual artworks/photographs, was launched by long-time Foundation House supporter and well known Melbourne writer, Arnold Zable at St Paul's Cathedral on October 18th. The book, which was produced by Poetica Christie Press (PCP) to commemorate Melbourne being named the second UNESCO City of Literature in the world (the first is Edinburgh) also includes contributions from leading Australian poets, including Bruce Dawe, Judith Rodriguez, Chris Wallace-Crabbe and Tom Shapcott.

Reflecting on Melbourne, Poetica Christie Press (PCP) www.poeticachristi.org.au

ODE TO THE WAITING ROOM

Waiting for the interpreter

Waiting for the client

Waiting for a letter

Waiting to meet the doctor.

Sleeping on the couch,

Catching precious rest.

Waiting for time, space, a place.

Waiting to create a home.

Waiting for some peace

Waiting for healing.

Waiting for news, - any news

Waiting for darkness to fade, the pain to dull, the nightmare to pass.

Waiting for a smile

Waiting for a chat

Waiting for chai, for coffee, a biscuit.

And while we wait,

We laugh

We worry

We cry

We shake.

We exchange a kiss,

A greeting in broken Dari

A discrete cigarette,

A recipe

An offering of love.

We are all waiting.

Waiting, hoping, cursing, praying.

— Carolyn Wilson, January 2009

Foundation House

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SURVIVORS OF TORTURE INC.

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Victoria, Australia

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