



## **II. VOLUNTEERS SKILLS: Assisting community members**

Volunteers have been able to provide service and support to the Burundian in complex social welfare issues, not just the simple 'filling in form' type of services. Besides the transport and filling of forms, other services that volunteers were requested during the last quarter were:

Parenting, legal/ insurance, housing and schooling issues. It is noted that these highly complex issues would be often required a high level of skill and experience staff to assist clients in dealing with their issues. The training programs provided to volunteers also provide information of where they can refer the clients to meet their needs if the need exceeding the ABCSA's capacity.

## **SUMMARY RELATED TO FIRST PERIOD**

The results from the evaluation show the project has highly achieved its objectives and aims. All areas of the project have been viewed by all participants as highly achieved its objectives and aims. Although there is a minority of volunteer who has struggled with the training even when the training was delivered in Kirundi, most volunteers reported in their post project evaluation that they have been able to apply their knowledge and skills into practice. It is also evident that the volunteer components of the project activities are the highlight achievement of this project. The project also provide a best practice model for volunteering programme, in which volunteers should not only receive induction training but they should also be able to access to a support system either in a group or one-on-one to assist them for continuous professional develop. The project staff has also received mentor support from a senior staff from VCASA. This has allowed them worked alongside each other and the learning through modelling and coaching has proven to be the most effective. For example, the Burundian project staff has not only attended training on Reflective Practice and Clinical Supervision, but I have also participated in a routine supervision using reflective practice model with the VACSA's senior staff. This has enabled the Burundian worker to experience what these skills and knowledge before I put them into my own practice and supervising volunteers.

Feedback from the Steering Committee members shows that mentoring is also the preferred model for this type of project and it work best between the two ethnic communities rather than between mainstream organisation, where there would require more time to develop understanding between cultures. Through feedback and evaluation results, the project has successfully achieved its two year objectives and aims. In overall feedback, the Committee also agreed that this project has greatly achieved in assisting the supported organisation (ABCSA) in increasing its independency and capacity.

## **SECOND PART PROJECT (FROM JULY 2011 TILL NOW)**

### **SECTION 1: MENTORING TWO COMMUNITY GROUPS**

The ABCSA is mentoring small groups within community. The two group chosen were Burundian Women Dancers and Burundian Men's Drummers. Members of these groups have done two educative trainings. One was on Leadership, the other on how to organize fundraising. Furthermore, the ABCSA has helped those groups to plan and organize fundraising.

*Fundraising for women's dancers*



### **SECTION 2: DROP IN CENTRE SERVICES**

ABCSA is assisting Burundians and other Africans through its welfare office. Volunteers & Staff were able to assist more than two hundred people from different cultural backgrounds especially Burundians through Home visits, Transports, School visits, Administration/reception, Case management/ referrals, etc

### **SECTION 3: YOUTH INTERVENTION PROGRAM**

The second part of the project is school-based youth specific activities aimed at early intervention and providing Burundi young people access to generalist services offered by existing community organisation.

Educative information sessions were provided to 15 young people from Burundian members and other African background for the purpose of equip the young Burundian generation with suitable skills and knowledge to grow with so that they can become community mentors. The above sessions have already provided. Those include: Education in Hepatitis C; Youth issues; Mental health; Parents & Children's rights and Law; Sexual Transmitted Illnesses.

#### *Education in Youth Issue*





*Education in Parents & Children's rights and Law*



**Education in Sexual Transmitted Illnesses**

## **OTHER ACTIVITIES**

### **ANTI POVERTY EVENT**

The event which was done on the Anti poverty week 2011, 16<sup>th</sup> October was focused on providing information to various key members from Burundian Association. Those included volunteers, management Committee, Church leaders, and other members. On the day the above people were invited to come together and share information about healthy eating and healthy food.

A guest speaker from Primary Health Care based in Davoren Park was invited to come to provide information on health food and tips for health eating. A BBQ was prepared afterwards. (Funding from Community Centres)



*Anti poverty week 16 October 2011*

## ***PLAY TIME ACTIVITY***

Playtime provided children and their parents an opportunity to meet each other and to reduce stigma, “it was a great fun”, said one of the participants. It was also a great time for all parents and children to make friends and have fun together. Elias Kabura, Lidia Inarukundo, Jacqueline Nahimana and Goreth were trained to conduct those activities. (Funding from Community Centres)



*Play time @ ABCSA*

## **MEN'S SHED**

Men's Shed is a program for Burundian men. It assists them to come together and discuss some issues such family issues and share stories. In addition, trough this project elderly people participate and share stories related to past cultural experiences. The aims of this project are to:

- Enable Burundian men to gain information related to Burundi traditional culture in order to help young people to keep Burundian culture
- Provide opportunity for social and cultural strengthening to Burundian men as well as promote cultural heritage to wider community



- Increase an opportunity for young people to sit with elderly people to discuss about the past Burundian culture and try to see if they can use it in dealing with some issues family conflicts, separation between husband and their wives which are seen in some of Burundian families. (Funding from Families SA Department for Refugee and Families).



### **AUSPICE THE NORTHERN LINK MARKET**

The ABCSA has auspiced the Northern Link Market project funded by Playford Alive. The project aims to link communities together and socialise with other cultures as well as having the opportunity to purchase fresh and healthy products at low prices for people in the playford area and surrounding areas. Amongst the organisers include Modeste Hatungimana, Elias Kabura, Donatien Ntikahavuye, Mastaky Rukukuye, Wendy, and Ina.





*Aboriginal group performing on the launch of Northern Link Market*

## **COMMUNITY ENGLISH CLASS**

The Association of the Burundian Community of SA in partnership with the Vietnamese Community are providing assistance to Burundians and other Africans wishing to improve their English language, numeracy and literacy, housekeeping and maintenance. The class is open every Monday from 4pm to 7pm. They are current 10 people attending the program.

### **MANY THANKS**

*I would like to thank organisations and individuals who provided any sort of assistance for our association. We could not reach anything without your support. Many thanks also to management committee, volunteers, staff for supporting each other in this journey of building our community and helping to provide assistance to Burundians and other Africans in culturally appropriate way.*

**I wish you all a merry Christmas and New Year with your families**

**MODESTE HATUNGIMANA**

## **STRATEGIC PLAN 2010- 2012**

### **GOAL1. Service delivery**

Achieved by:

Providing assistance and supporting Burundian people living in South Australia in order to promote their wellbeing. Advocating on behalf of Burundian people for settlement related issues in order to enhance their self-esteem and independence.

### **GAOL 2. Community development**

Achieved by:

Improving the office with appropriate office equipment and getting a stable, localised and affordable office centre.

### **Gaol 3. Staff development and human resources**

Achieved by:

Providing training to staff and volunteers' skills and knowledge in order to improve quality services to community members.

### **Gaol 4. Integration**

Achieved by:

Acknowledging cultural differences in order to enhance an understanding and raise awareness for mainstream organisations and for Burundian people.

### **Gaol 5. Cultural Preservation**

Achieved by:

Linking to different groups in the Burundian community to assist and empower them in their cultural activities to enrich the multiculturalism of South Australia.

### **Gaol 6. Fundraising**

Achieved by:

Developing and implementing fundraising events/activities in order to sustain the activities of the Burundian community.

## **TREASURER'S REPORT**

On behalf of the Association of the Burundian Community of South Australia (ABCSA) Management Committee, I would like to present this Treasurer and Financial reports for the year 2010 – 2011.

The ABCSA has engaged to support merely its community members to integrate in Australian society. It also provides support to other community members in needs: Sudanese, Rwandese, Congolese and others. The main supports provided by the ABCSA include: assist community members to find rental property, education through information sessions and cultural preservation to the community.

Although, the ABCSA is providing support to the community, it has faced different challenges such as lack of funding to run a number of programs such as helping clients over five years in Australia and community van to assist clients to attend information sessions and community events.

The unaudited 2010 – 2011 financial year report shows incomes and expenses of funds received by the ABCSA. These funds have been managed according to requirements of grants providers and the ABCSA financial management policy 2010. The report gives also an overview of the current grants and funds that the ABCSA is running.

In 2010 – 2011 financial year, the ABCSA received funding from various departments, council, funded organisations, memberships and fundraising.

The ABCSA received federal government grant. The grant was managed by the Vietnamese community to empower and mentor the ABCSA to be potentially independent.

The Association was successful in gaining State government grants to empower volunteer skills and to buy furniture for volunteers. These include:

- Volunteer support Fund provided by the Department for families (Community Benefit SA) to empower volunteers. A Volunteer Support Worker has been employed to assist volunteers to get an understanding of their job requirements.

- The department provided also the grant to buy furniture to be used by volunteers in their daily tasks when they are assisting our clients or other activities in the community.

#### **Other small grants:**

- The department of families funded the Men's shade program that aims to bring men together to share past experiences and have fun with other men.
- The City of Playford provided grant to assist the ABCSA to promote the Burundian culture by celebrating the Independence Day in Australian society.
- Multicultural SA assisted also the Burundian community to promote culture through traditional dance among other communities.
- Community Centres of South Australia has been a good supporter to the ABCSA by delivering training to Burundian workers and other community members. It also assisted the Burundian community to gain understanding on poverty and how to improve lifestyle.

#### **Funded organisations Support**

- Migrant Resource Centre of South
- Australia Australian Refugee Association

(ARA)

#### **The ABCSA has also raised funds through memberships and fundraisings.**

I would firstly like to thank our volunteers, staff and the former Management Committee team and Community members for their ongoing support and co-operation.

It is unbelievable how the ABCSA is significantly growing. This has been possible due to all those bodies that supported and those that are continuing to work shoulder on



shoulder with the ABCSA. Let me secondly address my special thanks to all of you who supported and who is continuing to support us in this hard work. And finally, I

thank the new management team that has confidence in me to provide this financial report on behalf of the treasurer who is now overseas.

**Unaudited financial report from 1st July 2010 to 30th June 2011**

<b>Income</b>	<b>Amount</b>
<b>Carrying over Balance as the 1st July 2010</b>	\$1,211.79
<b>Community Development Grants</b>	
Anti-Poverty Week (Community Centres SA)	\$550
Independence Day Celebration(Multicultural SA)	\$1,100
Men's Shade (Families SA)	\$2,000.00
Be Active (Community Centres SA)	\$825.00
Hepatitis C Awareness (Hepatitis Council SA)	\$250.00
Community Support (MRCSA)	\$400.00
<b>State Government Grants</b>	
Volunteer Support Fund (CBSA)	\$15,000.00
Volunteer Furniture Fund (CBSA)	\$5,000.00
Building volunteers capacity Fund (DFACS)	\$4,600.00
<b>Council Grants</b>	
Cultural Independence Day Fund	\$4,200.00
<b>Memberships</b>	
Burundian Com. Contributions	\$591.40
<b>Fundraising</b>	
Community Fundraising	\$336.40
	<b>\$36,065</b>

<b>Expenditures</b>	<b>Amount</b>
<b>Community Development Grants</b>	
Anti-poverty week	\$550
Independence Day	\$450.00
Men's Shade	\$928.47
Be Active	\$825.00
Hepatitis C awareness	\$250.00
Community Support	\$400.00
<b>State Government Grants</b>	
Volunteer Support Fund	\$15,000.00
Volunteer Furniture Fund	\$5,000.00
Build Volunteers's capacity Fund	\$4,600.00
<b>Council Grants</b>	
Cultural Independence Day Fund	\$4,200.00
Total Community expenses	\$1,207.66
Total	<b>\$33,411</b>
Balance	\$2,654.00

## CURRENT FINANCIAL REPORT: 1ST JULY 2011

<b>Carrying over Balance as 1st July 2011</b>	\$2,654.00
<b>Federal Grants</b>	
Settlement Grant Programme (SGP)	\$75,000.00
<b>Local Government Grants(City of Playford)</b>	\$2,000.00
<b>Community Support Funds</b>	
ARA Jobs Kilkenny	\$500.00
MRCSA	\$200.00
<b>Fundraising</b>	
Community Fundraising	\$3,300.05
Memberships/ Contributions	\$300.00
<b>Total</b>	<b>\$83,954.05</b>

CYRIAQUE NIJENAHAGERA



## **MENTOR'S RECOMMENDATIONS**

The mentor of the project has provided a number of recommendations based on these project outcomes:

1. An external committee to oversee the development and implementation of the project to be recommended as vital as it provide not only expertise support project's host organisations. This has been evident in the partnership between the Playford Council and the ABCSA for the new office in 2011 - 2012. For an effective committee, it is also recommended that the committee would have terms of reference to guide them for their purpose, functions and structure.
2. Training sessions for volunteers is recommended to be designed using the adult learning type model where all learning types to be taken into account when preparing for the training materials and activities. It is recommended that all 4 learning types are to be taken into account to maximise the learning outcomes for participants. For example, the training to be designed with variety of teaching methods: small group discussion, visual aids (power-point, pictures), games, reading materials, lecturetype, etc.

A bi-lingual staff should be there if the session could not be delivered in participant first language. When there is a terminology that could not be understood due to cultural differences, the bi-lingual staff can then assist in comprehension the meaning of the terminology. Assistance from a bi-lingual staff would enhance participants learning outcomes enormously as they can seek help when there is language difficulty.

3. It is noted that an on-going training program is one of the vital components in assisting volunteer in their continuous professional development as well as providing a mutual support environment for them when they come to meet each other. It was observed that the sharing of experiences has come naturally in these meetings/trainings. Furthermore, due to the complexity of the issues presented by the community, an on-going training would be very important to update information and up-killing for staff and volunteer to be able to meet the demands of the community. This training programme also helps in overcoming the issue of working in isolation. It is therefore recommended that the volunteer training calendar to be implemented for both their professional development and personal development.

5. It is recommended that the Reflective Practice to be implemented in conjunction with the mentoring model. This model would assist the persons in continuous professional development, even when the mentor support is no longer available.
6. Mentor model has been evaluated by this project as best practice in which one organisation takes on the role of mentor and the other as mentoree. This model has ensured that the project would achieve its objective in developing the organisation, but it also ensured the sustainability of the project as skills and knowledge of the mentoree would continue to benefit the community in the future after the project is completed.
7. Based on the successful of this project, it is recommended that the Department of Immigration and Citizenship, Settlement Grant Programme to continue to provide funding to other emerging communities for a similar project. The selection of organisations involved would also need to ensure an equal partnership and willingness from both organisations. A formal MOU agreement is needed to ensure that expectation are carried out by both parties.

Steering  
Committee





## *Our Mission*

*The Association of Burundian Community of South Australia aims to serve the interests of all Burundians in South Australia with the aim of building united and vibrant community that can make a positive contribution to our multicultural society.*



*Burundian drummers*

