



# Annual Report 2016 - 2017



**International  
Social Service**  
AUSTRALIA

Defending children • connecting families • across the world





protect,  
defend  
and support



## **Our Vision**

A world in which children's best interests and rights are defended, and families are connected.

## **Our Mission**

To protect, defend and support the best interests and rights of children and families in Australia who have been separated by international borders.

## President's Report

ISS Australia experienced further strong growth in 2016-17, with the advent of new funding and services resulting from careful relationship building and advocacy to government in previous years.

These new areas of involvement boosted our service diversity and strengthened our capacity – not to mention our self-confidence! The new services also made a significant contribution to the very marked increase in cases managed by ISS Australia in 2016-17. These totalled 2,627 – a 92% increase on the previous year, demonstrating among other things significantly increased demand for our services.

ISS Australia continues to focus principally on service provision, occupying a unique space as the only dedicated, not for profit provider of intercountry casework services in Australia. We nevertheless also remain interested and involved in research, advocacy and training activities where these complement our service mission and resources permit. The most significant such activity in 2016-17 was our dedicated child rights advocacy, supported by philanthropic funding, which reflected ISS Australia's ongoing status as the Australian section of the global child rights network, Defence for Children International.

My thanks to my fellow directors, all of whom have made significant contributions to ISS Australia's governance and stewardship on a voluntary basis. The Board's longest-serving member, Marilyn Webster, retired during the year and must receive a special commendation for her outstanding contribution to ISS Australia and the ISS network on so many levels, over so many years. My appreciation also for the organisation's staff team, now expanded to 23 and located around Australia, for their continued strong service and dedication to mission. The Board also commend ISS Australia's Executive Director Fionn Skiotis for his ongoing leadership and drive.



**Vedran Drakulic**  
President

## Executive Directors' Report

2016-17 saw ISS Australia begin delivery of two new services in the intercountry adoption (ICA) field – our ICA Family Support Service, provided with lead partner Lifeworks, and our ICA Tracing and Reunification Service.

Both services are funded by the Commonwealth Department of Social Services, and are a wonderful complement to ISS Australia's existing intercountry services; many ISS network members overseas also play a role in ICA. The new services have boosted our capacity and our geographical reach, while we have continued to provide high quality casework responses across the full range of our intercountry services, notably our other "flagship" service in the area of international parental child abduction or IPCA.

I would like to acknowledge and thank all of ISS Australia's funders and donors, particularly our key sources of government funding: the Commonwealth Attorney-General's Department, the Commonwealth Department of Social Services and the NSW Department of Family and Community Services. Gandel Philanthropy, the Besen Family Foundation, the Myer Foundation's Sidney Myer Fund and the Victorian Women's Trust have been key sources of support from the philanthropic sector during 2016-17. We have also continued to enjoy the support and trust of a wide range of individual donors and members, as well as organisational and institutional partners including our much-valued research partner, the University of Melbourne.

Finally, I would like to thank all ISS Australia's Board members, who have continued to contribute generously of their time, experience and expertise in guiding the organisation. Thanks also to our volunteers, interns and students, who regularly bring new faces and fresh ideas to our workplace. And lastly, a huge thank you to my colleagues, now working across Australia, without whose dedication and passion ISS Australia would be just one more NGO among many thousands, rather than the truly unique organisation it is.



**Fionn Skiotis**  
Executive Director



## About International Social Service (ISS) Australia

ISS Australia provides professional social work, legal and mediation services to families and children in Australia separated by international borders, with an emphasis on the rights and best interests of the children involved.

With over 55 years' experience defending children's rights and connecting families across the world, ISS Australia is a leader in its field and the only Australian NGO focused on intercountry casework and related services.

ISS Australia is a member of the global ISS network, established in Europe and the USA in 1924. The ISS network today extends to over 130 countries worldwide, and supports over 50,000 families each year.

ISS Australia's network membership provides us with the unique capacity to refer cases to qualified and experienced colleagues in most countries of the world, confident that our clients' issues will be dealt with quickly and will receive a high-quality response.

The ISS network today extends to over 130 countries worldwide, and supports over 50,000 families each year.

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## What we do

### Our Services

Focus on the care, protection and support of children and families separated across international borders. Our unique services include:

- International Parental Child Abduction (IPCA) – Social Work Support
- International Parental Child Abduction (IPCA) – Legal Assistance
- International Family Mediation
- International Post Adoption and General Family Tracing and Reunification
- Intercountry Child Welfare and Kinship Care
- Intercountry Adoption Family Support
- Intercountry Adoption Tracing and Reunification

All our services are provided by qualified social workers, mediators or lawyers, experienced in working across international borders and in delivering high-quality, timely and confidential services.

In addition to service provision, ISS Australia engages in research, advocacy, policy development, capacity building and training where these complement our service mission and resources allow.

### Service Achievements

We handled 2,627 separate cases, an increase of 92% on the previous year. In other words, service provision by ISS Australia has more than doubled in three years. This means more families and children assisted with complex intercountry matters – at ISS Australia we never lose sight of the fact that “cases” mean real families with real and often very troubling needs. We do our very best to provide the highest quality services despite the limited resources available to us.

We handled 2,627 separate cases, an increase of 92% on the previous year...

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## 2015–2017 Service Data

Service Areas	2016-17			2015-16			% change
	New	Ongoing	Total	New	Ongoing	Total	
IPCA	132	102	234	154	39	193	+21
Tracing – general	30	42	72	45	38	83	-15
Tracing – post-adoption	88	295	383	91	160	251	+53
Kinship placement	35	54	89	37	15	52	+71
Other child welfare	89	96	185	71	51	122	+52
Family mediation	69	52	121	113	12	125	-3
Family / adult welfare	7	10	17	11	5	16	+6
Legal	457	290	747	390	115	505	+48
ICAFSS	426	-	426	-	-	-	-
ICATRS	334	-	334	-	-	-	-
Other	12	7	19	20	1	21	-11
<b>Total</b>	<b>1,679</b>	<b>948</b>	<b>2,627</b>	<b>932</b>	<b>436</b>	<b>1,368</b>	<b>+92</b>

## Projects

### ***Animama* – short animations to support mothers in the developing world**

ISS Australia is pleased to support and auspice the *Animama* project, developing a series of short animated videos to provide accessible information on child health and wellbeing to mothers in the developing world. Established by Project Founder and Director Hagai Avisar, *Animama* has completed its first video, which can be viewed at [www.animama.org](http://www.animama.org) – why not visit now?

### **IPCA / DV Practice Protocol**

ISS Australia has used funding provided by the Victorian Women’s Trust to collaboratively develop a Best Practice Protocol for workers and services engaging with mothers impacted by family violence and thinking of fleeing with their children overseas. The Protocol and accompanying Project Report can be accessed via ISS Australia’s website at this location: [www.iss.org.au/our-projects/ipca-dv-best-practice-protocol/](http://www.iss.org.au/our-projects/ipca-dv-best-practice-protocol/)

### **Online child rights training course**

With generous two-year funding provided by Gandel Philanthropy, ISS Australia has been fine-tuning the content and structure of an online training course on child rights, called *From Principles to Practice*. The fee-based course will be made available in 2018 and will be targeted at all those working with children in Australia, including child protection workers, social workers and many others.

### **Child Rights Australia**

Also in the child rights field, ISS Australia has used funding kindly provided by the Besen Family Foundation to develop a dedicated child rights website called *Child Rights Australia*. The website provides information, resources, rights-based analysis and opportunities for activism and will become go-to place for child rights information and resources in Australia. Take a look at [childrightsaustralia.org.au](http://childrightsaustralia.org.au)

### ***The Colour of Time***

With funding from the Commonwealth Department of Social Services, ISS Australia developed a sequel to the groundbreaking publication *The Colour of Difference*; the new publication is known as *The Colour of Time* and is available as an e-book via Amazon and iTunes. For further details see the dedicated article on page 12 of this Report.

ISS Australia is pleased to support and auspice the *Animama* project...

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## Child Rights Australia

Defence for Children International (DCI) is an international non-governmental child rights network based in Geneva, and active in Australia since the 1980s.

In 2014, its Australian section merged with ISS Australia, bringing a stronger child rights focus to ISS Australia and explicit child rights expertise, advocacy and campaigning capacity in the form of the part-time position of Child Rights Advocate. Dr Olivia Ball was appointed to this role in April 2015 and we thank Gandel Philanthropy and the Besen Family Foundation for their support for this role.

To reflect this new focus, ISS Australia created an initiative called *Child Rights Australia*, which is unique in advancing the rights of all children within Australia's jurisdiction. Its campaign priorities are:

- Defending children's rights in relation to the growing phenomenon of international commercial surrogacy
- Advocating for Australia to ratify the 3rd Optional Protocol to the Convention on the Rights of the Child, which would allow children and their representatives to take complaints to the UN
- Working towards a ban on smacking and all forms of violence against children in all settings. Fifty-four countries worldwide, including New Zealand and Scotland, have banned all forms of corporal punishment of children and another 54 are committed to achieving a ban.
- Advocating for an increase to the minimum age of criminal responsibility to at least 12 years, preferably higher. (Currently, children as young as 10 can be charged, tried and imprisoned in all Australian states and territories.)

Find out more in our opinion piece published by *Right Now* on the subject of both the minimum age of criminal responsibility and the 3rd Optional Protocol to the Convention on the Rights of the Child.

In 2017, we were fortunate to host two interns: Hilary Williams from Monash University and Apolline Kempter from Toulouse, France. Apolline volunteered both in children's rights and our social work department, honing her skills in communications. We welcome regular volunteers and interns at our National Office in Melbourne, and hope to continue our collaboration with Monash in 2018.

### Online resources, campaigning and training

We now have a website for Child Rights Australia where you can find information, resources and opportunities for activism. We hope in future to add a section of the website especially for children, and to expand our digital campaigning.

We are also finalising an online training course in children's rights theory and practice for anyone working or volunteering with children. Our market research suggests it will be of particular interest to social workers and family therapists.

### UN Global Study on Children Deprived of Liberty

This DCI-driven study was created by the UN General Assembly and is headquartered in Geneva. As DCI in Australia, we seek to lead the civil society response to the study in Australia, with a view to significantly reducing the number of children deprived of liberty and the human rights violations they suffer. A 3-year national study will seek to:

- Establish the extent of and conditions in which children are deprived of liberty in Australia
- Document best-practice alternatives to detention

'Deprivation of liberty' includes juvenile justice, immigration detention, children imprisoned with a parent, in residential care and detained for involuntary medical care. Each country is asked to respond to the study with national data, using local funding. We are looking for donors moved to support this important work. Please let us know if you have any leads.

**Follow us on Twitter @ChildRightsAust**



## Intercountry Adoption

ISS Australia is proud to have developed a dedicated Intercountry Adoption (ICA) Service in 2016 as a result of two new Australian Government (Department of Social Services) funded projects.

In April 2016 ISS Australia became jointly responsible for delivering the Intercountry Adoption Family Support Service (ICAFSS), together with lead partner LifeWorks Relationship Counselling and Education Services. ICAFSS provides both counselling (LifeWorks) and information and support services (ISS Australia) for people experiencing intercountry adoption across Australia.

ICAFSS has given ISS Australia the opportunity to expand nationally by establishing five (3.0 FTE) Intercountry Adoption Information and Support positions in Sydney, Melbourne, Brisbane, Adelaide and Perth. Our staff provide free advice, support and education to people across their lifespan who have an experience of intercountry adoption, including expatriate adoptions.

Intercountry adoption families and adult intercountry adoptees have benefited from the support of our staff, who understand the complexities and common issues associated with intercountry adoption. These include grief and loss, identity issues, behavioural issues, placement disruption, disability and health issues, support and advocacy with schools. As one of our clients wrote to their ICAFSS worker "It is great to have an environment where you can discuss adoption issues with people who know and understand!" ISS Australia continues to feel honoured and well equipped to support intercountry adoption families on the lifelong journey that can be triggered by ICA

In July 2016 ISS Australia was pleased to receive funding for a second ICA service, the Intercountry Adoption Tracing and Reunification Service (ICATRS). ISS Australia already provided tracing and reunification services on a fee-paying basis, but identified this as one of the most significant needs for intercountry adoptees. This new free service primarily provides information, support, and counselling to intercountry adoptees and adoptive parents in relation to their decision to trace birth family overseas, and support to facilitate the tracing process overseas.





ISS Australia generally tries to use the resources of the ISS international network to trace birth family and seek other information relevant to adoptees' identities. However some ISS members based specifically in countries of origin for Australian intercountry adoptees have limited capacity to provide comprehensive search and reunion services. Considerable time and energy has therefore gone into exploring, identifying and verifying possible search services or individuals who can assist with tracing and reunification services in these countries of origin.

There has been a huge demand for ICATRS, with over 130 new cases allocated to its four (2.0 FTE) ICA Tracing Social Workers in the first 10 months of operation. This high number of referrals was achieved with little marketing and promotion of the service, demonstrating that demand is great and could in fact be greater still when the service becomes widely known and promoted.

ISS Australia appreciates the opportunity to provide ICA tracing and reunification services, and we are strongly committed to clients' ultimate wish to be reunited with their birth family. Our team has experienced the astounding impact when this occurs.

Other highlights since the creation of ISS Australia's ICA Service include:

- Establishing a 12 member Intercountry Adoption Tracing Advisory Group, which meets quarterly to collaboratively enhance best practice on ICA tracing and discuss practice issues in relation to ICATRS
- Hosting specialist Intercountry Adoption Training in September 2017 for over 30 participants from Central Adoption Authorities in Australia and New Zealand, and other ICA professionals

ISS Australia's ICA Services are managed by Sarah Burn (Coordinator) and Damon Martin (Manager). ISS Australia greatly appreciates service funding provided by the Australian Government Department of Social Services.

There has been a huge demand for ICATRS, with over 130 new cases allocated to its four (2.0 FTE) workers...

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## International Parental Child Abduction

Overseas travel has never been easier for many people, offering possibilities for employment, family connection, cultural exchange and recreation. It can also give rise to previously unimagined problems, such as international parental child abduction (IPCA).

Support is offered to assist parents through the painful and complex emotions of grief, anger and betrayal engendered by IPCA.

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IPCA is the international removal of a child by a parent without the consent of the other, or the retention of a child internationally beyond previously agreed timelines. IPCA commonly occurs in the context of family conflict and parental separation, and its impacts on children and parents are far reaching.

ISS Australia operates the only professional service specifically for families affected by IPCA in Australia. Funded by the Commonwealth Attorney General's Department, both social work and legal assistance are offered to support affected family members and, ultimately, uphold the rights and best interests of children.

Demand for the legal service is invariably high. The service offers general advice to parents involved in cross border parenting or who are concerned their child's other parent plans to remove them internationally. Where a legal remedy applies under the 1980 Hague Convention on the Civil Aspects of Parental Child Abduction, our lawyers may assist parents to make an application for their child's return, or to respond to an application from the other parent.

Social work support is available to any family members affected by IPCA. Our social workers can refer them to legal support through ISS Australia or the community in order to prevent the child's removal. Social workers support parents who may be planning to remove children overseas through offering referrals to family support and legal services, in order to uphold the safety of the parent and child while seeking to prevent their removal. This is especially important when working with mothers wishing to flee the country with their children due to family violence.

ISS Australia acknowledges the financial support of the Victorian Women's Trust with a recent project to further uphold the right to safety from family violence of children and parents affected by IPCA. The project involved the development of a practice protocol which outlines steps in assessing the safety of mothers and their children, promoting the right to safety, cautioning regarding the effects of IPCA on children and themselves and facilitating links with specific family violence support agencies. The protocol also promotes ISS Australia's services to family violence support agencies. The protocol is available on ISS Australia's website as a vital tool in IPCA prevention.



ISS Australia offers comprehensive services for parents whose children have been internationally removed. Parents can be assisted to apply for their children's return under the 1980 Hague Convention if applicable in their case, or be guided towards other legal remedies. Meanwhile, support is offered to assist parents through the painful and complex emotions of grief, anger and betrayal engendered by IPCA. This support involves crisis and longer-term counselling, case management and referrals, particularly in situations where parents present with a risk of mental illness, self-harm or suicide. Most importantly, social workers can sometimes informally negotiate contact between a child and left-behind parent, through collaboration with our ISS colleagues in the country concerned, bringing much needed reassurance to both child and parent.

Despite popular belief, securing the return of an internationally abducted child does not typically signal a happy ending for the affected family. Rather, it begins the negotiation of new parenting arrangements, family relationships and routines. ISS Australia's social workers assist parents whose children have returned to plan for this transition, and to access the professional and social resources to achieve the smoothest return possible for the child and parents.

An important function of our IPCA service is consultancy and training to agencies in the community and legal sectors, in which ISS Australia has again been active this year.

In December 2016, a presentation was made to family consultants employed by the Family Court of Australia concerning the long-standing impacts of IPCA on returning children and left-behind families. In March 2017, staff delivered a presentation on the legal and psychosocial aspects of IPCA to community service providers and academics in Albury-Wodonga. Staff have also presented to the Japanese Ministry of Foreign Affairs in relation to the handling of IPCA cases, and attended a regional conference concerning the operation of the 1980 Convention in the Asia-Pacific region.



## ICA Project: The Colour of Time

ISS Australia's Intercountry Adoption Service was honored to produce a publication entitled *The Colour of Time: A Longitudinal Exploration of the Impact of Intercountry Adoption in Australia*.

The publication was funded by the Australian Government, Department of Social Services (DSS) and produced in partnership with The Benevolent Society's Post Adoption Resource Centre (PARC) and Intercountry Adoptee Voices (ICAV). ISS Australia was greatly assisted by Lynelle Long's coordination and liaison with the original and new contributors. Lynelle worked tirelessly and was instrumental in the book's completion.

The book is a collection of personal experiences as told by intercountry adoptees in the Australian context and is a sequel to PARC's important 2001 publication *The Colour of Difference*. The stories shared touch on themes of identity, race, cultural integration, belonging, search and reunion and parenthood and are explored across different generations.

ISS Australia appreciates the contribution from all intercountry adoptees whose stories are included in *The Colour of Time*. It cannot be underestimated how invaluable and insightful their journeys of self-discovery are to not only adoption professionals but more importantly those affected by adoption. We also acknowledge their courage and honesty in sharing their ICA experiences and having their voices heard in public through this important resource.

The book's launch was attended by over 120 guests, including many of the contributors and their friends and family. With over 45 Australian intercountry adoptees from various ages (young children to older adults), countries (Burundi, Vietnam, South Korea, Chile etc) and locations in Australia (Perth, Adelaide, Cairns, Melbourne etc), this was undoubtedly the largest gathering of intercountry adoptees ever in Australia. Several contributors spoke at the launch on their experiences in being part of the project.

Dr Patricia Fronek, a highly regarded adoption specialist from Griffith University wrote:

"Published sixteen years after its predecessor *The Colour of Difference*, *The Colour of Time* is a compulsory read for anyone personally or professionally involved in adoption. It is a privilege to be invited back into the lives of adoptees who first told their stories years ago and of those younger adoptees who we hear from for the first time. Life stories of struggles, loss and joys are shared with readers. The complexities of their life journeys especially show how critical race, culture, and reconnecting to first families or countries of birth are to senses of identity and belonging. If you only ever read one book about adoption, this is it. After all these are the people that adoption is all about."

2000 copies of *The Colour of Time* were printed and have already been given away free; it is now available as an E-book on iTunes and Amazon.





## International Project: Children with Disabilities

ISS Australia's Manager NSW Office / ICA Service, Damon Martin, has had the privilege of working with the ISS's General Secretariat (GS) for the past four years on the Children with Disabilities (CWD) project.

Entitled 'A Better Future is Possible for Children with Disabilities Living in Institutions', the project was created by Marie Jenny, Coordinator of the GS's Special Projects Unit, and has been implemented to date in Burkina Faso, Vietnam, Mauritius, Mexico, and Romania.

This global initiative aims to promote the rights of CWD living in institutions to access family-based care. The project also trains caregivers on the specific needs of CWD by encouraging the authorities to develop alternative care measures. This allows carers to provide systematic and regular assessments of CWD while also utilising the ISS-developed practical tools. Damon has been involved with the project's implementation in Vietnam, through his role as a Social Work Expert. Phase One of the project in Vietnam has now concluded, and included four stages: a fact finding mission; identifying, recruiting and training of local trainers; full training of carers in institutions; and follow-up and evaluation.

ISS Australia will now lead implementation of the project in Cambodia. Damon and ISS Australia colleague Sarah Burn conducted a Needs Assessment fact finding mission in October 2016, funded by UNICEF Cambodia, resulting in an extensive report with recommendations to enhance alternative care opportunities for CWD in Cambodia. This report was submitted to the Cambodian Government's Ministry of Social Affairs, Veterans and Youth Rehabilitation and will be officially launched in early 2018, with a view to ISS Australia implementing the key recommendations through further UNICEF Cambodia funding. ISS Australia is honoured to implement this global initiative in Cambodia, which will undoubtedly improve the lives of CWD residing in institutions while also prioritising family-based care.

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## Get involved

### Volunteer with us

ISS Australia welcomes volunteers in all our areas of professional practice, as well as fundraising and business development, media and comms, marketing, admin and so on. We provide a supportive and friendly environment and comprehensive induction and training. To volunteer, just call 1300 657 843.

### Become a member

Anyone can join ISS Australia as a company member, for a modest fee. By becoming a member you will help strengthen our organisation, learn about the outstanding work ISS Australia does and have the right to vote at all General Meetings and provide input on our future direction.

### Tell a colleague, friend or family member

Do you know someone who might be interested in our work and passionate about assisting children and families? Please let them know about ISS Australia – they may wish to volunteer, donate or sign up to our e-newsletter.

### Donate now

Every donation has the capacity to change the lives of families and children requiring our services. Donations can be for any amount, and either one-off or recurrent. To make a donation simply visit [www.iss.org.au](http://www.iss.org.au) and click on 'DONATE', or call 1300 657 843. **All donations over \$2 are tax deductible.**

### Leave a bequest

Make your legacy one that will change forever the lives of children and families separated across international borders. To discuss your bequest options in confidence please call us on 03 9614 8755.

### Sign up to our e-newsletter

Our e-newsletter is published on a regular basis and will keep you up-to-date with the latest news on ISS Australia's work, events, research and publications, developments in our sector and inspiring case studies.

### Follow us on Facebook or Twitter

Like us on Facebook: [facebook.com/ISSAustralia](https://www.facebook.com/ISSAustralia)  
Follow us on Twitter: [@iss\\_au](https://twitter.com/iss_au)



## Acknowledgements

ISS Australia gratefully acknowledges the support of the following funders, donors and partners:

### Government Funding Bodies

- Commonwealth Attorney-General's Department
- Commonwealth Department of Social Services
- NSW Department of Family and Community Services

### Philanthropic Foundations and Trusts

- Gandel Philanthropy
- Besen Family Foundation
- Myer Foundation (Sidney Myer Fund)
- Victorian Women's Trust

### Partners

- LifeWorks Relationship Counselling and Education Services
- Herbert Smith Freehills
- University of Melbourne (Social Work)

## ISS Australia's People



### Patron

#### **The Hon Alastair Nicholson AO RFD QC**

Former Chief Justice of  
the Family Court of Australia;  
Chair, Children's Rights  
International

### Board of Directors

Vedran Drakulic – President  
Freia Carlton – Vice President  
Rowan Brittain – Treasurer  
Deborah Fry  
Mary Griffin  
Barbara Lane  
Dr Fiona McIntosh  
Marilyn Webster (retired Nov 2016)

### Staff

#### **National Office**

Fionn Skiotis – Executive Director  
Ann Freilich – Accountant  
Meilisa Southwick – Office Manager / Paralegal  
Helen Freris – National Services Manager / Manager,  
International Family Mediation Service  
Siobhan Kavanagh – Senior Social Worker  
Aga Duc – Intercountry Social Worker  
Amelia McDermott – Intercountry Social Worker /  
ICA Information and Support Social Worker  
Eleni Bailey – Intercountry Social Worker /  
ICA Information and Support Social Worker  
Lizzie Gray – ICA Tracing Social Worker  
Dr Ann Wollner – Manager, Legal Service  
Jenny Tam – Lawyer  
Dr Olivia Ball – Child Rights Advocate  
Dr Klaus Serr – Senior Research Associate

**NSW Office**

Damon Martin – Manager, ICA Services / Manager, NSW Office

Sarah Burn – Coordinator, ICA Services

Janet Henegan – ICA Information and Support Social Worker

Jane Adams – ICA Tracing Social Worker

Jane West – ICA Information and Support Social Worker

Kay Hardefeldt – Manager, NSW Services

Phoebe Lewis – Intercountry Social Worker

Sara Langford – Intercountry Social Worker

Tabata Rodriguez – Intercountry Social Worker

Phoebe Peters – Intercountry Caseworker / Office Administrator

Rosa Saladino – Manager, Legal Service

Rebecca Chapman – Lawyer

**Brisbane**

Melissa Hanning – ICA Information and Support Caseworker

**Adelaide**

Sandi Petersen – ICA Information and Support Caseworker / ICA Tracing Caseworker

Suhyin Park – ICA Tracing Social Worker

**Perth**

Melanie Boulton – ICA Information and Support Caseworker

**Students, Interns and Volunteers**

Jeffah Thabach (Social Work student)

Laura Dragonetti (Social Work student)

Sarah Coady (Social Work student)

Apolline Kempster (Intern)

Hilary Williams (Intern)

Dane O'Mara (Legal volunteer)

Emily Biggs (Legal volunteer)

Ema Stevanovic (Legal volunteer)

Juanita Truong (Legal volunteer)

Alison High (Social Work Volunteer)

Stefania Cagnin (Social Work volunteer)

Elsa Valdivielso (Research volunteer)

**Auditor**

LD Assurance Chartered Accountants

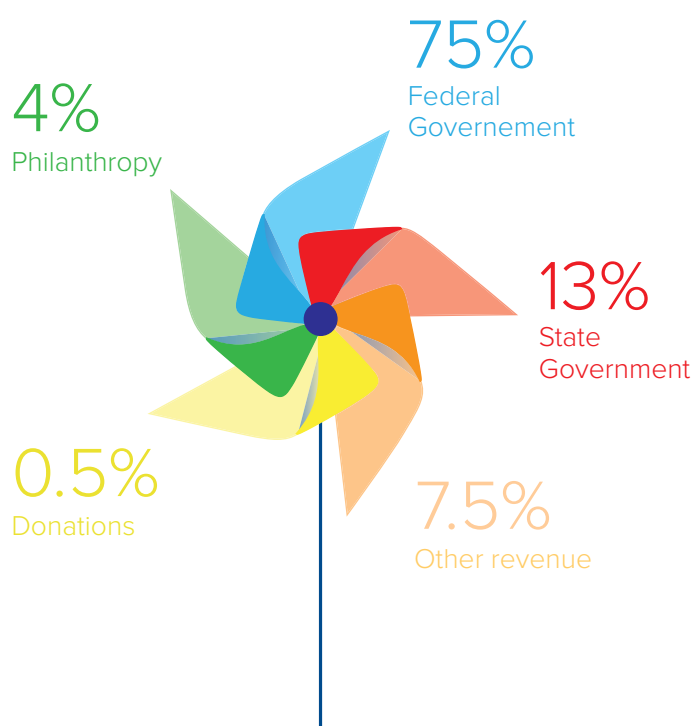


## Financial highlights

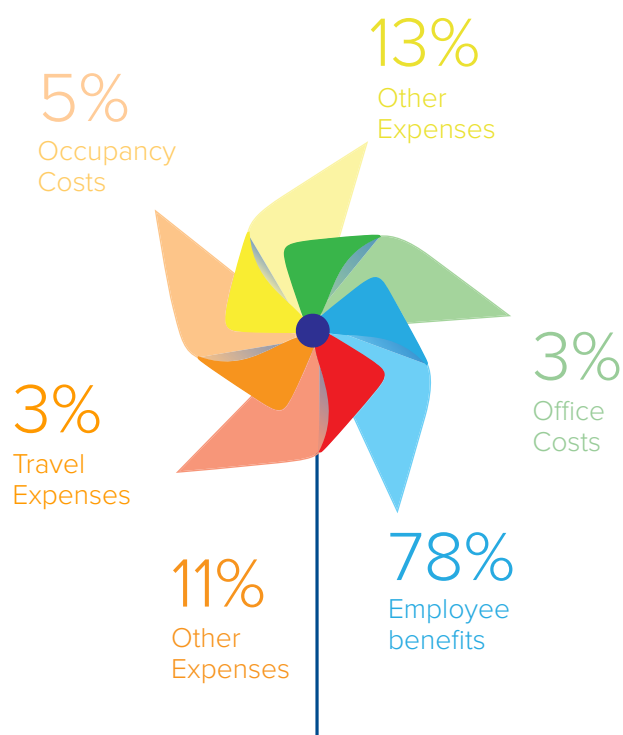
### Operating Result

	2016-17	2015-16
Revenue	2,071,686	1,508,756
Expenses	2,085,263	1,493,545
Surplus / (Deficit) for the year	(13,577)	15,211

### Revenue



### Expenses



Based on the 2016-17 Audited Financial Statements completed 31 October 2017 by LD Assurance Chartered Accountants, ISS Australia's appointed Company Auditor.

## Financial position

	2016-17	2015-16
<b>Assets:</b>		
• Current assets	1,622,474	1,598,569
• Non-current assets	911,372	925,743
<b>Total assets</b>	<b>2,533,846</b>	<b>2,524,312</b>
<b>Liabilities:</b>		
• Current liabilities	1,532,451	1,509,340
<b>Total liabilities</b>	<b>1,532,451</b>	<b>1,509,340</b>
Net assets	1,001,395	1,014,972
Accumulated surplus / (deficit)	(104,767)	(91,190)
Reserves	1,106,162	1,106,162
Equity	1,001,395	1,014,972

ISS Australia is the Australian member of the worldwide International Social Service network.

ISS Australia is also the Australian section of the global Defence for Children International movement.









**International  
Social Service**  
AUSTRALIA

**National Office**

Level 2, 313-315 Flinders Lane  
Melbourne, VIC 3000  
Australia

**T:** 03 9614 8755

**F:** 03 9614 8766

**E:** [iss@iss.org.au](mailto:iss@iss.org.au)

**NSW Office**

Suite 501, 80 William St,  
Woolloomooloo NSW 2011  
Australia

**T:** 02 9267 0300

**E:** [issnsw@iss.org.au](mailto:issnsw@iss.org.au)

**Australia-wide, phone (local call cost):**

**1300 657 843**

**[www.iss.org.au](http://www.iss.org.au)**

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