

Tawasul Foundation - Capability Statement

2024 – 2026

*A premier refugee-led foundation driving national impact
through evidence-informed programs.*

ACNC Registered Charity | ABN 89 871 944 327

VIC & NSW

Who We Are

Tawasul Foundation was established to relieve the distress, isolation, and barriers to settlement experienced by refugees, newcomers, and culturally and linguistically diverse (CALD) communities across Australia. We are not an organisation that works on behalf of these communities from a distance. We are one.

Our leadership, our staff, and our volunteers have lived the experience we address. This is our most powerful credential, and it is what makes us different from every other multicultural engagement body operating at our scale. When government agencies and funding bodies partner with Tawasul, they gain direct, trusted access to communities that traditional service models cannot reach. Not because those communities are hard to reach, but because they have never been given a reason to trust.

Since 2022, we have positively impacted more than 20,000 people across Victoria and New South Wales, growing from a grassroots collective into a high-governance, ACNC-registered entity with formalised government partnerships, proven delivery infrastructure, and a participant satisfaction rate of 91% across all programs.

Impact at a Glance

20,000+ People positively impacted since 2022	7,000+ Families engaged directly	91% Participant satisfaction rate
\$150,000+ Project funding managed (2025)	2 States – VIC & NSW	5 Core capability pillars

Our Capabilities

Tawasul delivers across five strategic pillars, each designed to address a distinct dimension of community wellbeing and social inclusion. Every pillar is co-designed with community, delivered through trusted networks, and formally reported against measurable outcomes.

A

Family Safety & Community Leadership

In partnership with SSI, FECCA, and the Department of Social Services (DSS) We drive local engagement for national safety initiatives. Our flagship program, Leading Change: Keeping Multicultural Families Safe, equips faith and community leaders with the skills to recognise family, domestic, and sexual violence (FDSV) and connect people to specialist support services directly supporting the National Plan to End Violence Against Women and Children 2022–2032.

B

Social Cohesion & Harmony Advocacy

Department of Premier and Cabinet (DPC), and Department of Families, Fairness and Housing (DFFH)
We lead Strengthening Communities Against Racism a multi-faceted initiative delivering anti-racism training, bystander empowerment, and human rights law awareness. We use community arts, multilingual educational materials, and multifaith co-design to build the resilience and confidence communities need to challenge discrimination in all its forms. We lead bridging cultures and honouring Australian veterans through multilingual storytelling in podcasts and digital portals connecting with diverse communities.

C

Health, Wellbeing & Harm Minimisation

In partnership with LiverWELL, Salvation Army, Holstep Health, and BreastScreen Victoria

We bridge the gap between clinical health services and community participation. Our programs include breast cancer screening awareness workshops, gambling harm prevention, hepatitis B and C awareness, and mental health first aid all delivered in culturally safe settings and multiple languages, ensuring that preventative health information reaches those who need it most.

D

Digital Literacy & Inclusion

In partnership with Good Things Foundation Australia - Be Connected Program

We bridge the digital divide for seniors and newly arrived communities in Melbourne and Sydney. The Building Digital Skills project provides in-person, culturally safe support to people aged 50 and over, building confidence in online navigation, access to essential services, and digital connectivity ensuring no one is left behind as Australia continues its digital transition.

E

Settlement & Workforce Development

Talent Hub - Employment Coaching & Industry Pathways

We provide the social architecture for a successful Australian life. Through Talent Hub and partner organisations such as Talent Beyond Boundaries, and Community Corporate, we offer employment coaching, industry link-ups, qualification recognition support, and professional wellness workshops removing the structural barriers that prevent skilled newcomers from contributing at the level their experience deserves. To date, we have facilitated the settlement and social integration of over 20 families across Australia.

How We Work

Every program Tawasul delivers follows the same three-stage model. It is how we earn trust before we enter a community, maintain it while we are there, and prove our value when we report back.

01 Co-Design

Every program begins with listening. We consult directly with community members, drawing on the lived experience of our multilingual team to design services that reflect real need not assumption.

02 Deliver Through Trust

We reach communities through trusted cultural networks and established partnerships. Our programs are delivered by people communities already know and respect, across Melbourne and Sydney.

03 Measure & Report

We track participation, measure outcomes, and report formally giving government and philanthropic partners the evidence base they need to invest with confidence.

Governance & Quality Assurance

Tawasul operates to a corporate standard of non-profit management. We have successfully transitioned from a grassroots collective into a structured, accountable organisation capable of managing complex, multi-funder delivery environments.

- **Registered Charity** ACNC registered and fully compliant with all federal charity regulations
- **Impact Reporting** Comprehensive quantitative and qualitative impact reporting delivered to all funding partners
- **Government Relations** Experienced leadership in managing multi-layered relationships with Members of Parliament, local government, corporates, and tier-one contractors
- **Formal Partnerships** Formalised MOUs with Banksia Gardens Community Services, Talent Beyond Boundaries, Good Things Foundation Australia, NDIS providers, a Registered Training Organisation (RTO), and a registered migration agency
- **Financial Management** \$150,000+ in dedicated project funding successfully managed in 2025, demonstrating fiscal governance and operational scale
- **Quality Outcomes** 91% participant satisfaction rate across all health and social initiatives independently measured

Our Partners & Collaborators

Tawasul Foundation works alongside leading government agencies, peak bodies, and community organisations. Our partnerships are built on mutual mission, shared accountability, and a joint commitment to outcomes that reach the people they are designed for.

Government & Statutory

- Department of Social Services (DSS)
- Department of Premier and Cabinet (DPC)
- Hume City Council
- Victoria Police
- Fire Rescue Victoria
- BreastScreen Victoria

Health & Community Services

- LiverWELL
- Salvation Army Gambling Support Service
- Holstep Health Gamblers Help
- Banksia Gardens Community Services
- Kangan TAFE

Peak Bodies & NFP

- Settlement Services International (SSI)
- FECCA Federation of Ethnic Communities' Councils
- Foundation House
- Good Things Foundation Australia
- Talent Beyond Boundaries
- AMES Australia

Corporate & Technology

- Australia Post
- ElevenLabs (AI Voice Technology)
- SBS Special Broadcasting Service
- Metro Melbourne

Work With Tawasul Foundation

We invite enquiries from government agencies, funding bodies, and sector organisations whose mission intersects with ours. If you are looking for a partner who can reach the communities your programs are designed for with the cultural authority, governance standards, and delivery track record to make that investment count the conversation is worth having.

tawasul.org.au | info@tawasul.org.au | 1800 829 278 | PO Box 2075, Roxburgh Park VIC 3064