

New server means quality service for Australian Refugee Association

"The donation of Cisco goods from DonorTec was extremely well received by our organization,"

- Kevin Liston,

Director Australian Refugee Association

Who are they?

The Australian Refugee Association (ARA)

Where are they?

South Australia, Australia

What do they do?

The Australian Refugee Association (ARA) believes in the desire and capacity of refugees to be part of the culture and economic life of Australia.

ARA provides advice, assistance, advocacy and practical support with:
Settlement Services
Migration Services
Employment Services
Public Education
Policy and Advocacy.

What did they receive?

Cisco goods which enabled them to replace their server.

The outcome?

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- Kevin Liston

www.ausref.net/

Since the Australian Refugee association (ARA) was first created as the Indo-China Refugee Association in 1975, it has expanded its work to include people escaping persecution in any country.

It uses a broad definition of a refugee to include others such as asylum seekers, their families and migrants in need.

ARA assists people to move forward from the refugee

experience, rebuild their lives and their community, live in dignity and become contributing members of the Australian community. ARA also works with the Australian community, deepening their understanding of the refugee experience, involving people in practical ways by volunteering and providing both practical and financial assistance.

In May of 2007, through the DonorTec program, ARA received Cisco goods enabling the association to replace its ailing server.

"We were going through a bit of a crisis at the time, because our server was causing problems, and we needed to replace it in a hurry," said ARA Director, Kevin Liston.

"We got the parts very quickly and it was a life saver – we are very appreciative, regarding both the price that we received the goods for, and the quick turn around time it took to get us up and running again," he said.

"As an organisation, we don't have a lot of loose change, and to be able to take advantage of the DonorTec system was fantastic," Mr Liston said.

"The donated goods mean that we are able to function a lot more effectively internally, and if we can function more rapidly, it benefits our staff and clients, because we are able to respond to their needs more efficiently."

Mr Liston said that the goods "so generously provided by DonorTec" last year had greatly improved ARA's communications and information management systems, enhancing staff capacity to provide quality services.

"I would absolutely advise other not-for-profit organisations to go for it – and use the DonorTec system! It is very helpful."



Australian Refugee Association Director, Kevin Liston, works with the new server.