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INDEPENDENT COMMISSION AGAINST CORRUPTION

THE HONOURABLE REGINALD BLANCH AM QC

PUBLIC HEARING

OPERATION TARLO

Reference: Operation E15/1982

TRANSCRIPT OF PROCEEDINGS

AT SYDNEY

ON TUESDAY 9 MAY, 2017

AT 2.00PM

Any person who publishes any part of this transcript in any way and to any person contrary to a Commission direction against publication commits an offence against section 112(2) of the Independent Commission Against Corruption Act 1988.

This transcript has been prepared in accordance with conventions used in the Supreme Court.

THE COMMISSIONER: Ms Sharobeem, you're still on the same affirmation to tell the truth that you took this morning.---Yes.

Thank you.

<EMAN SHAROBEEEM, on former affirmation

[2.03pm]

10 THE COMMISSIONER: Yes, Mr - - -

MR RAJALINGAM: Thank you, Commissioner. Ms Sharobeem, I'm going to show you volume 14, page 71 again and page 75. Ms Sharobeem, do you recognise that as the email that I showed you before the break, dated 30 January, 2007?---Yes.

Do you recall or do you see the first and second line of that email that it was being sent in the context of you applying for an outreach teaching position? ---It's written here, yes.

20

And you agree that your CV with false qualifications was attached to this email?---It is, it is written here.

I'll take you to page 79 of volume 14. Ms Sharobeem, do you agree that that is an email sent on the same day as the email I just showed you? Do you agree that it was sent on the same day, Ms Sharobeem, 30 January, 2007?---It's written the same day, yes.

30

It was, would you agree, if I show you page 75 again that email is sent at 6.32pm and the email on page 79 that I'm showing you now was sent at about 7 o'clock on the same evening. Would you agree with that?---Yes.

Do you agree that in the email you say that you've attached your bio for Immigrant Women's Health Service and yourself?---Yes, it's written here.

Do you agree that in that email you've attached two documents?---It's written here.

40

One of, one of those document is a statement of purpose. Do you accept that?---Yes, it's written.

Was that a document relating to IWHS?---It's indicating that.

Well, it isn't indicating that, Ms Sharobeem. I'm asking you if the statement of purpose document that has been attached to this email related to the Immigrant Women's Health Service?---I really can't say yes or no, but that's what's written.

The CV - - -?---Yes.

- - - would you accept was a document that related to you?---That's what's written, yes.

Do you know why you were sending this email to the Smith Family in January, 2007?---It's written here for the purpose of the conference. And we did have a conference.

10 Do you recall what that conference was about?---No, no. It was supposed to be a conference I spoke at. I'm just trying to write down - - -

I'll show you page 80 for the sake of completeness?---Mmm.

That is the entire email chain?---Okay.

So you can have a look at the document?---Sure. Yes, the computer club.

20 Just leaving aside the computers, you agree though that half an hour after you've sent an email attaching your CV to Ms Slade, you're sending this email to an officer of the Smith Family, aren't you?---It's appearing that way, yes.

Can I show you your CV that you attached to this email at page 81?---Sure, yes. Sure. That's again the wrong one.

Do you agree that the reference to you having completed a thesis in psychology is wrong?---Yes, it's wrong.

30 Do you agree that your having studied a Minor in Community Management is also – I'll withdraw that. Do you agree that you having studied a Minor in Community Management at the American University in Cairo is wrong? ---Yes, it's a mistake, of course.

Do you agree that the Master in Community Management at the American University is wrong?---Yes, it is a mistake indeed.

40 You never completed your degree at the University of Technology did you in 1994?---No, I didn't.

So that is wrong isn't it?---It's a mistake, yes, I agree.

Is the reference to your completion of a degree in commerce also wrong? ---I'm looking at that but, no, it's not. The spelling of Ain Shams is wrong.

Ms Sharobeem, I'm going to take you between pages 76 and 81. Take it from me that page 76 is the attachment to the 6.30 email.---This is the - - -

All right?---This is the bubble thought I created at the computer and I don't know - - -

Yeah.--- - - - how it went but definitely it went and it was wrong.

Do you see the reference to 2001, it says there American University in Cairo, registered with University of Technology. Do you see that?---That's my bubble thought and it's wrong.

10 I suggest to you that you wrote that in your CV. Is that right?---In my computer and definitely it was a mistake to send out.

And you intended on sending that to the officer from TAFE and the Department of Education, Ms Slade?---And it never proceed to anything.

Well, Ms Sharobeem, you've sent the email didn't you, you accept that?---It was appearing this way.

20 And do you accept that you've sent the email knowing that it had contained a false attachment?---It appeared this way, yes.

Can I take you to the attachment a half an hour later, page 81. Do you see that someone has changed the first qualification to remove from University of Technology after the word Sydney? So I'll take you back to page 76. ---Definitely.

30 And then page 81. You knew when you were sending these emails to the Smith Family that the attachments contained false qualifications didn't you?---No, of course, I - - -

Well, who - - -?--- - - - can't even remember sending it but I am agreeing that this email sent from my email address.

Can I - - -?---I am in full agreement that what you're saying is right but at the same time who would do such a mistake.

I suggest to you that you did this intentionally, Ms Sharobeem.---What did I gain from it? Nothing.

40 Ms Sharobeem, I'll take you to page 76 again.---Okay.

Do you see there the reference to 1999 American University?---19, yes.

It says you obtained an executive diploma in management on page 76. Do you agree with that?---It's written here, yes.

And was that the attachment to your 6.30 email, if you go one page before? ---I can't - well, I wouldn't know.

Well, there it is.---I wouldn't know. You said so and - - -

Yeah.---Well, that's what you say.

Do you agree that that was the attachment you sent?---You're saying so that's – I have to agree with what you're saying. I don't have any other evidence. I can't even recall. All these were just bubble thoughts on my computer.

10

Do you see the reference to the attachment as being 54.27 kilobytes?
---That's right.

Can I take you to page 76 again. so it was an executive diploma in management was it at the American University?---What's written, yeah. It's written here.

If you go to page 81 you refer to it as a master in community management only half an hour later, Ms Sharobeem. Would you agree with that?---It's written this way. I – it just shows exactly what I mean, my bubble thoughts.

20

It's written like that because you changed it didn't you, Ms Sharobeem?---I really can't remember doing that in half an hour and why

You will see the email that you send at 7 o'clock attaches a CV brief.doc. Do you see that?---Yes, I do.

And it is a larger file don't you agree?---Yes, I - - -

30 Go back to page 75.---It's - - -

It's about one kilobyte bigger isn't it?---Okay.

You refer to yourself at page 79 as Dr Eman Sharobeem in the email didn't you?---That's right.

I'll show you another document, volume 14, page 98. Please read that email.---The signature is again the wrong bubble thought.

40 Read the body of your email, please, Ms Sharobeem.---Oh, sure. Yes.

Have you read your email?---Yes.

Can you read the email below yours from Ms Darley of the Western Sydney Regional Organisation of Councils?---Yes.

How long had you known Ms Darley for?---I can't even remember Ms Darley at all.

What is the Western Sydney Regional Organisation of Councils?---It's an NGO.

You agree that these emails relate to you potentially being a mentor to a young lady?---I have been a mentor for many, many women.

Do you agree that this particular email that I'm asking you about - - -?
---Yes.

10

- - - relates to you being a mentor for a young lady?---Yes.

Do you agree that you attached a bio of yourself to the email?---Yes, there is a bio here.

I'll ask that you be shown that bio. It's on page 100. Just for the sake of completeness, that's page – just go back to page 99. That's the end of that document, just so that you're clear in your mind, Ms Sharobeem. Do you want to go back a page?---Ah - - -

20

Do you understand what you're looking at?---The end of the page.

Okay. Go back to page 98. Those are the two emails. Do you accept that?
---Yes.

Ms Darley's email is sent on 8 August, 2007.---Yes.

And it talks about you potentially doing some mentoring work, doesn't it?
---Yes.

30

Your email is on 10 August, 2007, two days later.---Yes.

Do you agree with that?---Right.

And your email speaks about your bio being provided to the girl you're potentially mentoring, and others in a group. Would you agree with that?
---Provided to her? Yes.

40

Do you see that in the email?---Yes, I can see that.

Do you see also that in that email that there's an attachment to it, biobrief2007.doc?---It's written, yes.

Can I take you to page 100. Is that the bio you sent to Ms Darley for this mentoring work?---A bio didn't contain all this information. A bio is one page only. This is a CV.

Is it titled "Brief Bio of Dr Eman Sharobeem"?---It is titled that.

You wrote it, didn't you? Do you want to see the remainder of that bio? It's four pages long. Just go through it slowly. And you tell me when you want to turn the page. Do you want to start at the first page again?---No, no. Go ahead.

Are you happy with the second page?---It's a CV. It's not a bio. But, yes, go ahead.

- 10 Have a look at it.---Yes. Can you go back to the first one, first page, please? If this has been sent out, it's a mistake, definitely, because all what I'm referring to is the information, not the education. The education part is the wrong part. But the rest of the information is absolutely true.

You sent the bio to Ms Darley so that the young girl you were mentoring - - -?---Definitely it was a mistake.

Just let me finish the question.---Sure.

- 20 You sent the CV to Ms Darley because you wanted the young girl you were mentoring to understand who you were, isn't that right?---As a manager of the organisation, yes, obviously.

You wanted her to think you had completed a doctorate, didn't you?---No, not really.

- 30 And did you want - - -?---That was my intention when I mentor any girls. I mentor them to direct their path in education empowerment. There's the reference to education here even in a bio. The bio shouldn't have all this information so that's where I'm confused. But I accept the fact that this information is wrongly written and it shouldn't be sent out. And by the way, I didn't gain anything from that at all.

Do you remember attending your first Community Relations Commission meeting, Ms Sharobeem?---First one, yeah, I think.

You know the last email I showed you was for 10 August, 2007?---Yeah.

- 40 Do you recall having a meeting with the Community Relations Commission three months later in December of that year?---It must have.

I'll show you minutes of a meeting of the Community Relations Commission on 12 December, 2007. Volume 14, page 113?---Okay.

Page, pardon me, Commissioner, I've just noted the wrong page down. So it's page 104, for the record, volume 14. Do you know, do you know who Ms Jaqueline Sargeant is?---Yes, I know of her.

You knew her in 2007, didn't you?---Yes.

Is that an email from Ms Sargeant to you and others?---Yes.

It is sent to your personal email address, isn't it?---(No Audible Reply).

Do you need the redacted version?---It's sent to the organisation and personal.

10 Yes. So it's sent to you personally and also to the organisation. Correct?
---That's right.

Turn the page. You'll agree that the email attaches minutes of a Community Relations Commission meeting essentially, doesn't it?---This is actually the region, Regional Advisory Council, not the Community Relations Commission. The Regional Advisory Council is councils under the Community Relations Commission.

20 All right. I'll just take you to the minutes of the meeting?---Yes.

Do you recognise that as the minutes of the meeting 12 December, 2007?
---Yes.

Do you see your name on that document?---Yes.

Are you referred to as Dr Eman Sharobeem in that document?---Yes. And I also acknowledge that what's in the introduction is wrong.

30 No, no, no, no, no. Ms Sharobeem?---Yes.

I'm going to ask you a question about the meeting first.---Oh sure, sorry.

All right. So I'll just ask that the document be turned off.---Okay.

All right. So I'll just ask that the document be turned off.---Okay.

All right. Do you remember the meeting?---No.

40 Do you remember introducing yourself in the context of the Regional Advisory Council or the Community Relations Commission as a Dr Sharobeem?---Yes, as Dr Sharobeem.

Do you recall introducing yourself in those meetings as someone who was a psychologist?---No.

These – I'll let you have a look at those minutes.---Yes, I read it.

Page 105. Can you read what's under paragraph subheading (i) introduction of new member.---I saw that.

Just before you do that would you agree above that part of the minutes the following is contained, “She”, namely you, “began by” – sorry, “She”, namely Ms Vongsaya, “began by welcoming new community member Dr Eman Sharobeem and asked her to introduce herself to the RAC.” Do you see that?---Yes.

10 Do you agree that that’s what happened at the meeting?---It’s common, yes, common practice.

You introduced yourself didn’t you?---Not to the minutes, no. What happened - - -

I’m asking about the meeting.---I introduced myself.

You introduced yourself didn’t you?---Yes.

20 And when you introduced yourself did you tell the other members that you were a psychologist?---No.

Can you read what's under the subheading for introduction of new member. ---I say I’m a doctor in psychology, yes.

Well, read it please. Read it aloud.---“Dr Sharobeem was born in Cairo, Egypt and is fluent in English and Arabic. She holds a PhD majoring in psychology and a minor in community management. She also holds a master in community management, a degree in commerce and diploma in community management of community organisations. Dr Sharobeem is currently the manager of Immigrant Women's Health Service. She worked for the United Nations where she held several roles including that of manager of the department of external relation, training manager and enterprise maybe unit executive director.”

30

Do you agree that you told members of the CRC and the Regional Advisory Council that you had completed a major in psychology?---I can’t really recall what it said but just let me tell you that those community meetings we took and very little minutes is taken and then the minutes taker just look at the action when it’s – you’re going to see it in other pages and calculate just roughly what people wants to write about the minutes. So the introduction here doesn’t mean that I said all that but most likely the minutes taker took it from maybe the CV or a bio which again was false, wasn’t or didn't have all the right information. But it doesn’t mean that I said all this. Definitely I didn't say all that.

40

Do you agree that – were there a number, number of people present at the meeting do you remember?---Yes, they are written here.

There are people from the Department of Community Services, do you agree?---It's written here all of them.

Department of Education and Training?---They are the representative of government organisation.

10 So you accept that there were representatives of government at this meeting?---Yes, in every meeting. This is the structure of (not transcribable) anyway.

I'll take you to another document, page 112. Do you recognise this email?
---Yes.

Do you recall submitting an application for the capacity building grants?---I was constantly submitting application for grants.

20 You accept that in the email you identify yourself as Dr Eman Sharobeem?
---Yes, and I recognise also this signature and it was wrong at that time but if you can see, sir, that it's always bubble thoughts wherever.

You've attached to this email an application form for funding, haven't you?
---It is appearing that way.

Turn the page to 113. You accept you are referred to as the contact person for the application?---Yes. I am always the contact person.

And you refer to yourself as Dr Eman Sharobeem?---That's right.

30 The next page. And the following page. Do you recognise that as the application that you drafted?---It is the template.

The things that are written in the application, you wrote those things, didn't you?---Well, it appears this way.

You gave evidence that you made many applications for funding.---A lot of it, yes.

40 So we would expect to see your writing in these applications, wouldn't we?
---I might have wrote some of it, and if it's a collective effort that a person of management or a person from the staff would write or contribute, I would just tick it and copy and paste in the actual document.

Who else at the Immigrant Women's Health Service would have had the knowledge to make any application for funding, Ms Sharobeem?---It depends on the time. Management committee sometimes did and participate. Some other times - - -

Just leaving the management committee out of it?---I can't. They participated in many events.

Well, just – I'm asking you was there anyone apart from the management committee that you think might have been responsible for making applications for funding?---We actually had - - -

10 Was there anyone else apart from the management committee and you that you think made applications for funding?---We actually had project coordinators in some stage. We had program coordinator, women's health coordinator, women's health project officers. During the years we had different positions around that area and they were all participating in the applications.

Do you know any of their names?---Yes, I recall one from the near past by the name of Jordana Kalac. I also remember the recent one, which is Joelle Moukhaiber.

20 Who?---Joelle Moukhaiber.

Joelle Moukhaiber?---Moukhaiber. I also recall (not transcribable), which worked with us for quite some time, and she was a worker as well.

Were they the contact persons on these applications for funding?---No, I am the spokesperson. I should be the contact person.

30 You are – you were the representative for any application for funding at the Immigrant Women's Health Services, is that right?---Up to year '14, '15, when I was extremely deteriorated and I was giving the task to other people to do that if possible.

Do you accept that at page 115, under "relevant experience and skills", you have written "manager, formerly member of UN task force in the Middle East, holding a PhD in psychology and master in management"?---It's written this way.

Is that correct or false?---Well, I'm only holding the honorary PhD. So this is not correct.

40 Do you recall writing references on behalf of others using your doctorate qualifications?---Writing a reference to - - -

For other people in the context of them applying for jobs, for example?---If you remind me, maybe I remember.

Did you or did you not?---I can't really recall but I know that you have enough to show me, so if I did I will acknowledge it.

Did you want to be known as a psychologist in public life, Ms Sharobeem?
---Did I, sorry - - -

Did you want to be known as a psychologist in public life?---I am known as
a doctor in psychology.

Did you want to practise as a psychologist, Ms Sharobeem?---I have been
practising casework since 1988.

10 How do you - - -?---And therapy.

Have you been practising as a psychologist?---Never. I am known as one,
but never. I acknowledge every time I have a client with me in the office
that all the information is kept confident. But no, I don't. And I never
claimed one, never registered for one.

20 You never said to any clients that you were seeing that you were a
psychologist?---I always say that I'm a doctor in psychology to give it the
brief of what is the honorary degree in psychology of women's and girls.

So you say you are a doctor in psychology to your clients when you see
them for sessions. Is that what you're saying?---In many occasions, yes.
Because that's the honorary degree is about women's and girls' psychology.
So instead of telling them the whole lot of it, I just take it and abbreviate it
to that. And by the way I didn't do that to gain anything. As a matter of
fact I give a lot from myself.

30 Did you receive any training to be a psychologist, Ms Sharobeem?---I am
not a psychologist to – I never claimed that I received training, no.

THE COMMISSIONER: When you tell someone that you're a doctor of
psychology, what do you think they're going to understand?---When I say it
in Arabic it gives more meaning than the word in English.

But you don't always say it in Arabic, do you?---It's actually 98 percent in
Arabic.

40 So you say it in other languages as well. In English too?---I might have said
that in English in a report or to the media by mistake, but to the people who
I care for as cases or as clients, no. In Arabic it doesn't mean that.

Are you saying that only two percent of the people you saw were non-
Arabic?---As a matter of fact, yes. I, I saw very, very few non-Arabic. The
media, because they used my story, my story as something to educate
people. I accepted that and every time I spoke, if I have the chance to tell
the reporter the whole thing, I take it as an opportunity. If I don't then they
take it from previous publications.

Do you understand that in the Australian context if you say you're a doctor of psychology, people are going to believe that you are a psychologist?---As far as I know there has to be registration to be a psychologist. And I never claimed that I have one. I even give a talk - - -

10 No, I'm not asking you that, whether you claimed or whether you sought registration. I'm saying do you understand that in the Australian context if you say you're a doctor of psychology people are going to understand that as that you are in fact a psychologist?---In a matter of fact, before this I didn't get that understanding. It never crossed my mind and I never thought that it might escalate to that. Maybe because I never seek to register. Maybe because I never felt that I am one. I am a person who is helping, who is giving out her life in supporting people. But I never claimed that I treated anyone for example or I give false impression that I am treating or accepting people as, as to be treated by me by medication.

20 Weren't doctors referring patients to you?---Yes, yes. But I have a system in the organisation where I have a partnership since I started actually with Transcultural Mental Health. And in any given time I did assessment and then all the cases are referred to the psychologist from Transcultural Mental Health, so it's not me.

30 But the doctors refer patients to you on the basis that you say you have a doctorate in psychology?---I don't think so because I am the spokesperson for the organisation and the face of the organisation, the person who is everybody is talking to at the same time. The language ability in the organisation is very limited. When at the beginning I started to train Marie and Watfa to be able to carry on the front load, they were not that good as equal to now. It took me years to reach where they are.

I don't think, I don't think - - -?---So I was the spokesperson. People have to refer to me - - -

I don't think you're addressing the issue.---Sorry.

40 The issue that I'm raising with you is the fact that doctors sent patients to you because you held yourself out as or said you were a, had a doctorate in psychology. And the doctors would understand that you were a psychologist because you said you were a doctor in psychology.---I wasn't under that impression, sir, honestly. All that I know is I'm the spokesperson for the organisation. People know that I refer – the client go back to their doctor and say that Eman referred us or Dr Eman referred us to so-and-so. And so-and-so is carrying, or the psychologist from Transcultural Mental Health, will start carrying.

So it didn't, it never occurred to you that by telling everyone you were a doctor of psychology that doctors would take you at your word and that you were a psychologist?---It might actually but I never performed treating any

patient. And they know that. They all, however, actually not all, it's maybe two, three people did that and straightaway when they send the referral it is referred back to the psychologist, not me. I only do the assessment.

MR RAJALINGAM: Thank you, Commissioner. Ms Sharobeem, I'm going to show you a number of doctors' referrals of people to you to see. Can I ask you, while that's being brought up, it's volume 14 to page 123, how did you refer to the people that you were seeing? As clients or patients?---It is known in the organisation that they are the clients but yet I -
10 - -

How do you refer - - -?---Clients.

- - - to the people you were seeing in these sessions that we're talking about?---Clients and registered as clients.

And when you say you were referring to them as clients, is this when you are counselling them?---When I sit with them to do the assessment and start the counselling process.
20

I'll show you volume 14, page 123. Do you recognise that form?---My name in it, yeah. Health Insurance Commission.

Do you recognise your name next to servicing allied health professional's name?---It is written here.

And at the top, just under the redacted version, under the redacted part, it says that the patient is referred to allied health professional Dr Eman Sharobeem, would you agree?---It is written here.
30

And that was in May 2009?---Yeah. Somewhere, yeah.

Do you remember this document?---No.

Pardon me, Commissioner. I'll just ask you to turn the page. And the next page. Do you see there the diagnosis for this particular person is major depression and anxiety disorder? Do you accept that?---It is written here, yes.

40 Did you have any training in diagnosing major depression?---No.

Did you have any training in diagnosing any anxiety disorders?---I don't have any training in diagnosis.

Yeah.---Full stop. But depression and anxiety, when it's identified it's referred to a psychologist.

I'll take you to another document, volume 14, page 137.---I don't even know that I ever received this.

Were you – did you know a Dr [REDACTED]-[REDACTED] The name doesn't ring a bell.

Do you accept that this is a referral to you as Dr Sharobeem from a doctor?
---Um - - -

Do you recall receiving documents like this from your clients?---No.

10

I'll take you to volume 14, page 141. Do you see there in the scribbled doctor's writing that it's for or in relation to a bipolar disorder?---Well, no, I can't even – Strathfield Family Medical Centre. To be quite honest, if we received this, definitely the psychologist carried on and looked after the case. I don't treat anyone. But all the correspondence comes to the organisation, comes under my name, including any bills. Everything comes under my name.

20

I'll take you to page 144. That's another doctor's referral to you isn't it, Ms Sharobeem, and it's a referral to Dr E. Sharobeem?---Okay.

Do you accept that?---I can see it, yes.

Do you need to see the redacted versions of these documents?---Well, if you want to show me.

Sorry, a clean version of these documents. Do you want to see - - -

30

THE COMMISSIONER: The unredacted version.

MR RAJALINGAM: The unredacted version of these documents?---Um
- - -

40

THE COMMISSIONER: We've just blanked out personal details.---Well, it's, it's – well, I don't need to see them. As I said I see the client when they arrive to the organisation and refer them so many of those I wouldn't even open it because it would be in an envelope and I will just send it to the psychologist with the client when we make the time. But if you can see here, sir, it is written down, "I appreciate your kind management and care."
So the system is everybody knows that the clients refer to the organisation, they are seen by me and then I would determine if the case is to see a psychologist or she needs first to see a lawyer or she needs to be in the groups to get engaged or we just talk back to the referral doctor and say look, we have nothing to offer her and we will provided her other service or refer her to other service. It is the common practice and all correspondence comes to me because I am the one, I am the only one. It doesn't mean that I'm presenting myself as the treating person.

MR RAJALINGAM: I'll show you page 270 of volume 14. Do you see that that is a doctor's referral for now about five years later in 2014 to you, Dr Sharobeem?---Yes, I can see that.

THE COMMISSIONER: And this and all those letters from the doctors are saying to you thank you for seeing the person so they're thanking you for actually seeing the person that's been sent.---Yes, and I always saw them and then we look at what to do with them, how to treat the case.

10 Yes, well, concentrate on this one and have a look at that.---Sure.

This doctor seems to think that you gave an opinion and managed - - -.
---Yes.

- - - recent anxiety and stress so the doctor is of the view that you actually did something - - -.---Yes.

- - - apart from sending them on to somebody else.---Yes, of course, many cases like that around HSC will come to me and I would say it is stress and anxiety and I would spend some time with the youth or the young person and then if there is a need to see a psychologist they would see them. But usually it's one time or two time when I sit with them as clients. We talk about what exactly pressuring them and most of the cases like [REDACTED] daughter all what I say to her is how about we take camomile as a start.

20 What I'm pointing out to you is that the doctors obviously think you are a psychologist and they send these people to you for treatment. That's what these letters are saying. Now, are you saying they've just got an entirely wrong understanding of what you were doing?---If they would expect me as a psychologist, sir, they would expect me to give treatment to - - -

30 That's what some of these things say.---There's no treatment, it's managing the case. Managing the case is what I used to do. Managing the case means making a plan for this person.

It says opinion and management.---Yeah, and I give opinion of course. Of course I have to give opinion.

40 But isn't the doctor sending the person to you for an opinion because the doctor thinks you're a psychologist?---Everybody knows out there that I'm a doctor in psychology and I have many years' experience in that field and it is obvious that I will give opinion. It is legitimate that I look at the case and see if a young person or a person is determined to see somebody or they just need an engagement in some other level.

I think you've just said it all. Thank you.

MR RAJALINGAM: Thank you, Commissioner. And I'll show you a, page 273, page 274?---Can I also say something else, sir, in that regard? I just would like to add also that a lot of those referrals came to me and only me in particular because simply I well known in the community as a person who is talking to the Arabic community and the parents of the Arabic community. So because of the pressure of education, because of the pressure of the culture, because of the pressure of religion, I was the only one and I accepted to be, with all this pressure, to be able to deal with those cases. So it's actually, I committed a lot of my time to support these people and get them from A to B so they would know what to do after. And because it's not known in the community that a person seeing a psychologist is a good thing, it is actually known as a person seeing a psychologist is crazy. So it is an obvious matter that those people came to me not as a psychologist, but a woman who is wise and know how to deal with those cases. If they would know that I'm a psychologist they wouldn't come. That's a well-known factor.

THE COMMISSIONER: I'm sorry you just, a moment ago you told me that everyone knew you as a doctor of psychology?---All this referral people, yes. I'm talking about the, the client themselves.

I see. Thank you.---Sorry, I just wanted to explain that about the culture.

MR RAJALINGAM: I'll take you to page 275. Do you recognise this document as a GP mental health treatment plan?---It is written on it, yes.

Can you see the problem and diagnosis to be depression as one of them?
---Yes.

30 And number 2 is chronic psychotic disorder, Ms Sharobeem. Do you accept that? It's on the document?---It's written, yes.

Turn the page and do you see there in past history a number of different diagnoses that are related to mental health?---Yes, I can see that.

And they are over approximately two years. Do you agree with that?---12, 13, yes.

40 Let's go back to the first page and this particular plan was it seems drafted or done in February, 2014. Do you see that, top right?---Okay. Yes, yes.

So we go the page over. And the one after that. And you are referred to as one of this patient's mental health professionals. Do you accept that?---It is written down here.

And do you accept that you were referred to as a psychologist here?---He refer me as that or she referred me as that.

You had no experience diagnosing psychotic disorders did you, Ms Sharobeem?---And I never did. I never did. And I, actually if you notice, the culture is Egyptian. That's why the client was referred to me. And this particular client definitely saw a psychologist. Maybe I spend time with her, just talking briefly about the culture at home. And then she maybe join the groups or saw the psychologist. But I don't even know what's written in this.

10 Pardon me, Commissioner. I'll take you to page 273. And Ms Sharobeem this, this is a redacted version of the mental health care plan that was found at our during the execution of a search warrant by the Commission?---I definitely found it in my diary.

You know that it relates to someone who is not Egyptian?---Um - - -

It relates to a person with a last name [REDACTED]-All right.

And (not transcribable) first name.---Yeah.

20 Do you remember that person?---No.

All right. Well - - ?---It's in '14. I was extremely tired. I didn't see a lot of people. Maybe I saw her once and then referred her straightaway.

These and all of the other referrals that I've taken you to were found at your home during the execution of a search warrant.---Which – I don't know what that means. Okay.

30 It means all of these documents were at your home at some stage.---Which means it didn't escalate at all to anything. If those clients were not escalated to anything, then they were just clients I saw for once. They didn't go further to see the psychologist.

Ms Sharobeem, you were busy practising as a psychologist, weren't you? ---No. I was busy advocating for the rights of human beings, refugees and extreme violence.

40 Can you remember also receiving referrals from Mission Australia?---Yes. Mission Australia is a partner.

I'll take you to that referral as well. 120, volume 14. Do you see there that the manager from Mission Australia is referring to you as doctor?---Yes, I am.

You accept it relates to 2009?---It's written down here, yes.

The next page, 121. It is clearly addressed to you as "Dear Doctor", do you accept that?---It is addressed as doctor, yes.

Did you at any stage think there were many people as of 2009 who thought you were a trained psychologist?---I never claim to be one and I never said that I am one.

You never said at any stage that you were not a trained psychologist, did you?---I can't even respond yes or no to this, because, no, of course, if I'm not one why would I say I am one. I'm not one. I am not one. I don't know what else I would say. I actually said many times that I'm not one.

10

THE COMMISSIONER: But you've also said many times that you're a doctor of psychology.---That's right. Which is the honorary degree.

But you didn't say "honorary degree of doctor of psychology". You said, "I am a doctor of psychology." And you've already said that everyone in the referring community knew you were a doctor of psychology.---That's right.

Now, what - - -?---And I - - -

20

What does that mean in Australian terms to you?---Definitely in Australian term and today's day, I know that it's wrong. But at that time, when I was running and doing all the work, I didn't really care much because I always in my mind and conscience knew that I'm never gaining any benefit out of that at all.

MR RAJALINGAM: Thank you, Commissioner. Ms Sharobeem, you told staff members at the IWHS that you were a psychologist, didn't you?---No.

30

And did you tell staff members at IWHS that you had completed your studies in psychology?---No.

Ms Abboud has given evidence in this Commission that that conversation took place. What do you say about that?---Well, Ms Abboud to a great extent was, in my understanding, my right arm. And to be betrayed by your right arm is very harmful. So I can't say much. I can't say more than that.

40

Ms El-Baf, who was the other worker at the service, also said she had a conversation with you where you had told her you had studied psychology. What do you say about that, the other arm?---This is just a clear indication of what happened at the service when I started to get really tired and sick and I have many other evidence that Ms Abboud and Ms El-Baf, where I used to say Watfa and Marie, where both of them (not transcribable) by another third party called [REDACTED] [REDACTED] and she's the one planned the whole thing and the whole defamation against me, and I know that and I have enough evidence.

You have suggested to this Commission that many of your clients were Arabic.---Yes.

And you said that I think 98 per cent of them were Arabic.---Yes.

And would you, would you see them on an ongoing basis?---Ongoing, no, because there is certain elements that I give to them and it's usually given in one or two occasion but if the client choose to see me again, if the client have anything arise they would like to discuss I would see them. In particular when it comes to marriage counselling I would be seeing the client more than once.

10

As a – would there be any need for you to refer a particular person to another Arabic-speaking worker?---Yes.

In what, in what capacity, for what reason?---For example if the client would like to see a psychologist I always requested from Transcultural Mental Health proof of the language for the psychologist would be Arabic so I can do the refer.

20 THE COMMISSIONER: Which psychologist did you send people to?
---Our partner in many years Ranya Yacou from Transcultural Mental Health. She's a psychologist and she used to be with us regularly.

Sorry, what's the name again?---Ranya Yacou.

How do you spell that?---The surname is, sorry, Yacou, I believe it would be Y-a-c-c-o-u [sic].

And the first name is Ranya?---Ranya.

30 R-a-n-y-a?---Yes.

And where does she practice?---She was employed by Transcultural Mental Health which is our partner and she would practice at our service regularly.

Thank you.

MR RAJALINGAM: Thank you, Commissioner.

40 THE COMMISSIONER: Is she the only psychologist you send people to?
---No. There would be others as well where if Ranya is not there I requested from Transcultural Mental Health to send another one and the names are not really coming quickly to my mind but they are all registered in the folder. We used to have a folder for them and their name most of the time mentioned.

MR RAJALINGAM: Ms Sharobeem - - -?---And also another external doctor, a male doctor by the name of Mahmoud Abu-Arab. He is a local psychologist where I used to refer men to him. Because of the gender issue

he used to send women who he finished treatment with them to us where we do management of the case after he finished treatment and if we have clients where we need to send we send it to him as well.

THE COMMISSIONER: Was he of the view that you were a doctor of psychology too?---He always referred to me as Immigrant Women's Health manager, Dr Eman Sharobeem.

10 Yes. And what was his name again?---Mahmoud Abu-Arab.

How do you spell the last name?---Sorry, it's A-b-u-a-r-a-g, Arab.

Thank you. And he's in private practice?---Yes.

Whereabouts?---I believe now in Auburn.

Auburn?--- I believe so.

20 Thank you.

MR RAJALINGAM: Thank you, Commissioner. Do you recall asking Ms El-Baf to send you emails of issues that there were in the office from time to time and what action had been taken?---No, that's a daily email not from time - - -

30 That always happens?---Most of the time unless she's busy and then she goes or if she can't send the attachment. I actually – when I found in part of my training over the years, when I found that they are not capable of writing an email I developed a formula for them, like a document so they can write item and action.

But do you recall these emails about issues and action?---Yes. I, I actually developed that.

I'll show you volume 14, page 130. You've told Ms El-Baf that you were a psychologist didn't you, Ms Sharobeem?---No, never.

40 That's why this is here, this email is written by Ms El-Baf. Look at the fourth box down.---Fourth box, sorry.

Look at the issues and action.---Which is about Rita or – yeah, here. That's, yeah, I can read that.

Yeah, so Ms El-Baf was telling people you were a psychologist, Ms Sharobeem. Isn't that right?---Again she's talking to an Arabic speaking person so she must have explained it in Arabic. And the psychologist - - -

This is email in English to you.---Yes.

And it refers to a conversation she's had with a person called Rita.
Correct?---That's right.

And she's telling you that she's told Rita that you're a psychologist. Do you agree with that?---And definitely I corrected her after that.

Really?---Definitely. Definitely. And definitely I corrected the client when the client called me.

10

Did you correct all the doctors when they referred patients to you as well over the years?---I might have but many of those doctors I have no relation with them. I don't know them and I never contacted them before.

Did you know - - -?---Many of them.

Did you know that Ms Abboud and Ms El-Baf were telling people who attended the service that you were a psychologist?---In Arabic, yes. The translation in Arabic, yes. Because there is no meaning of it.

20

You were well known in the Fairfield area as a psychologist, weren't you?
---Many of the close friends know me as doctor in psychology.

You did nothing to tell people that you had not received any training in psychology to the point of being doctor, did you?---How would you do that, sir? Whenever there is occasion, I do, of course. And that's how people know that I have a PhD, honorary PhD.

30

Is it the case that you would treat patients?---No.

Would you provide opinions about people's mental health?---If it's depression, basic depression, yes. If the person is continuously crying in the meeting I have with them, what would you call that? Desire to cry? No, it is depression and they need to see a professional, then I refer them.

I'll show you a letter. Volume 14, page 129. Just before you put that up, actually. Would you ever see patients for more than one occasion?---I don't see patients but I see clients for more than one occasion.

40

Would you ever see clients you were seeing in your capacity as a psychologist on more than one occasion?---No. I see them as the manager, as Dr Eman who is wise and can direct them into what to do at that stage because of the culture, because of the transition in different community, because of the bullying people will face because of the racism, because of the conflict in religion, because of many other issues as parenting, and it was also part of the service I provided as part of the multicultural parenting program, the one-to-one, and Smith Family know that.

Volume 14, page 129. Can you read the body of that letter?---Yes, I can read it.

Ms Sharobeem, this – that letter was lifted from your computer.---Yes.

You accept that by looking at that letter it would seem as though you'd been seeing that person since April 2009.---I, I didn't even wrote those words.

10 Ms Sharobeem, it was on your computer?---That doesn't matter, my computer was a public place, my room was a public place.

Do you agree at the time of writing, at the time this letter's dated - - -?---In '09?

About three months later?---Yes.

That would suggest about three months' worth of counselling, would you accept that?---I didn't even write this letter.

20 Ms Sharobeem, was there any other psychologist at the Immigrant Women's Health Service, in house?---Yes.

There were?---Yes.

Who were they?---The Transcultural Mental Health for - - -

In house psychologist?---What do you mean in house?

30 People employed by the Immigrant Women's Health Service to perform psychological counselling work?---We have a partnership agreement. We tried to get funding from the department to do that but the department never give us funding to employ a psychologist, hence I had this agreement with Transcultural Mental Health and STARTTS.

And the letter's written, the letter's signed off by you, isn't it?---The signature here, I don't use psychologist and service manager, that's why I'm just wondering about this letter because this is not even my words or words I use.

40 Would you agree that the letter would suggest the treatment was of a psychological kind?---The wording here is saying so.

You counselled this person for about three months, didn't you?---Well, I don't know even this person to say yes or no.

Well - - -?---It's obviously a student at university and counsel her for three month and for what?

Don't you identify in this letter counselling to be in the form of a treatment process, last paragraph, is that right?---The last paragraph I would appreciate your consideration, oh sorry, have been counselled. This is not even my language to admit that this letter is written by me, I don't use those terminologies to be able to repeat them even.

I'll show you another letter volume 14, page 139.---Sure.

10 And the next page as well. Go back to the first page, do you want to read that letter Ms Sharobeem?---Yes, I'd like to read it please. Can I see the second page.

Yes.---I understand and wrongly psychologist is written down here, I don't recall the letter but for sure that letter sent from the organisation and I spoke to this person called Julie, but to be quite frank, those not even words I use or terminology I use so most probably I got this diagnosis from the psychologist about the case and I wrote it and yes, I acknowledge that psychologist wrongly written down here.

20 There's no reference to any other psychologist in that letter is there?---The only thing I notice is that on behalf of the organisation and her treatment but definitely the client name is known to you and you can definitely check the folder which has all the client names and check who was treating her.

Ms Sharobeem, you wrote this letter didn't you?---I can't recall definitely. This is not my language. I am a simple person when it comes to letters.

30 It is, it is your language Ms Sharobeem, I suggest to you?---No, no. No, I don't use – see the thing which I'm trying to make clear here, and I'm not trying to take up your time, but the obvious thing is there's diagnosis done and I'm not qualified to do diagnosis and I wouldn't know these terms, that's what I'm referring to. That is the letter, I might have used those but not the diagnosis itself.

You weren't qualified to make diagnoses but you were, weren't you, Ms Sharobeem?---If I would use those terminologies I would have (not transcribable) them at least.

40 You have referred in this letter to the patient having suffered symptoms of depression and anxiety for six months, haven't you?---It's written down here.

Which suggests that you'd been seeing her for six months, him or her?
---She's a member of the group, so definitely I will see her regularly.

It would suggest that you're seeing her in your capacity as a psychologist offering psychological counselling aren't you?---When you are not – I'm seeing all the group neighbours and that's how they are engaged regularly.

And I give them all my time to be able to continue. And that's, that's what I used to do.

I'll take you to page 142 of volume 14. Have a read of that.---Yes.

Do you recall writing letters of support in relation to visa applications?
---Yes.

10 Do you recall writing letters of support of visa applications and expressing psychological opinions in those letters?---Those are my opinion as I already saw her with stress and anxiety identified, that's normal. That's normal for a caseworker to identify stress and anxiety. And yes, I know the case from Egypt and yes, I supported that.

Ms Sharobeem, the first paragraph - - -?---What's wrong with that?

- - - of the letter - - -?---Yeah.

20 - - - refers to the writer. The patient was referred to the writer. Do you see that?---Yes, referred to me, the writer. What's wrong with that? Yes, I just said that all clients were referred to me. And because she's from Egypt as well, technically she was referred to me.

Wouldn't that suggest that you assessed this person?---Yeah, for sure I assessed her.

And you say in your letter, don't you, that you've detected stress and anxiety?---Yes, of course. It's easy to detect stress and anxiety.

30 But you were not qualified to do so, were you, as a psychologist?---No, as a psychologist, no, I am not one. And I didn't say here that I'm a psychologist at all. I'm saying, yes, I detected that. Psychological issue was deprived and could not sleep and had issues and I can see that and I stated that.

You understood, didn't you, that a person suffering from domestic violence in a relationship could make an application for a, for an extension of their spousal visa in effect?---Yes.

40 And you knew that as a psychologist you could provide an opinion that could support that application didn't you?---I am not a psychologist to offer an opinion. I am the manager of the health service which is the only one used to be there to help women in domestic violence situation. And hence the number of people referred to us is humungous, in the thousands. And my name was known for that. I supported many women to count, many.

This letter refers to you as a doctor, do you agree with that?---Yes, yes.

And do you also agree that it was sent in report of a visa application?
---It is appearing to be that.

And it would, would it have also addressed the competent person part of that application?---The competent?

Person.---Address the person, sorry, come again with the last part.

10 Were you purporting to be the competent person for the purposes of that statutory declaration that is submitted in connection with the visa application?---In reading this, when I saw the women, that's what I felt and I put in, in words.

20 To be a competent person, did you know that you needed to be a registered psychologist?---No. A welfare worker is a competent person, a social worker is a competent person, a nurse, a Justice of the Peace, a manager of an organisation and I didn't sign on any false documentation. I can't, of course, remember this person but what I said defiantly is the truth about the case at that time.

Can I take it - - ?---And may be that client already saw the psychologist and she told me that, I don't know but that's very simple what I used to do to support women.

I'll take you to page 146.---Sure.

30 This letter is dated 15 September, 2010. Do you agree, and I'll first of all let you know that it was found, this document was located on your computer and do you agree that it has your name as service manager, psychologist, on it?---Can I just read it? I remember the case, I saw him three or four times as a student, give him some tips and the psychologist down there is wrongly written, I admit that but I, the my opinion about his case that he's suffering from anxiety and lack of study and focus it's a very simple opinion about the student at that time.

40 I'll take you to page 147. Sorry just go back to that last 147.---And by the way, sorry, the case, the (not transcribable) the student, I just would like to also to say that I remember his father tried actually, all his best to push the student to continue with me and I said no, I'm not qualified.

THE COMMISSIONER: But you do remember that client and you do remember writing that letter?---I do remember, I can't really remember that word psychologist at all and if it was written, that's a big mistake, but I do remember the child himself.

That word psychologist has been written on a number of documents, so they're big mistakes each time are they?---It is a big mistake sir, I

acknowledge it's a big mistake but I never claimed anything out of that or gained any position out of that.

All right. I understand what you say.

MR RAJALINGAM: Page 147, perhaps you should read that first Ms Sharobeem. Just let you know Ms Sharobeem, this was also found on computer in soft copy.---Yes it's very simple, I'm acknowledging that she came to us with diagnosis of depression and anxiety and this is just to
10 acknowledge that she started with us as a client and then she wanted to get her divorce from the church. I didn't see her as a client at all, I only saw her a couple of times and then she asked me to give her a support letter.

Did you see this person on three different occasions?---Might be two or three, may be, the record would show.

Did you assess her as having stress, anxiety and depression?---No. She came already with the assessment. We didn't do – I didn't see her – she actually presented to me after the violent situation.
20

There's no reference to any other psychologist in your letter to the church is there?---She might of seen another people outside but when she came to us that's what she said, that she's suffering from so and so and so.

I'll take you to page 148. Have a read of that.---Yeah, it's a support letter.

You wrote it didn't you?---I might of because I remember writing a lot of letters to support the clients.

30 It was found on your computer. You would have written it. Correct?---As I said, sir, not everything on my computer would be my own production. But it's, it's written here has been referred to the organisation with severe depression and anxiety caused by her family circumstances which led to her homeless so obviously that's her word and she was referred by that so I'm just writing the obvious.

Do you accept that the letter refers to seeing the client in 2010, first paragraph?---Yeah, she came during – it's written she came during 2010.

40 And you're writing in 2011?---Yeah, it's written down here. She's a client of the organisation.

And would you accept that that would mean that you've been seeing her for some time?---Every client comes to the organisation and attend to the group. I see them regularly and they stayed with us for years.

I'll show you page 151 unless you want to look at that document anymore?
---No, no, it's, it's a support letter.

Do you accept – again this was a document found on your computer in soft copy form. Do you accept it's a letter written in September, 2011 with your name at the end of it, do you accept that?---Obviously it was written and again the word psychologist is wrongly there and I don't know and my apology. It's wrong but I didn't actually use or do anything with that.

10 Well, you're providing an opinion that someone is unfit to work aren't you?
---Definitely if she's unfit to work then she's unfit to work if she suffered from torture and trauma.

In what capacity were you saying that this person was unfit to work?---I am the caseworker. I am the only one seeing clients.

You're saying you're a psychologist in this letter, Ms Sharobeem.---That's, that's wrongly written definitely.

Didn't you intentionally put that there?---No. I - - -

20 Are you sure about that?---I am sure that I had no intention but I am sorry for those mistakes.

30 You don't refer to yourself as a psychologist, is that what you're saying to this Commission?---As, as an honorary person in psychology or whatever it was. I'm just tired of repeating this and it's obvious that I was busy seeing people all the time and there was different templates. I would – actually just I remember one thing now, just, just one thing. One, one second. All those templates were they – sorry, I'm asking you. Sorry, just let me rephrase that. We had a system in the organisation where because I was extremely busy at certain time which I can't remember which year, a template would be actually there at the front office with Watfa and Marie and they will fill the information as I tell them over the phone with the template they have with all the information. They bring it to me to sign or they sign on my behalf and many of them like that. I just remember that right now. I didn't even recall that from the beginning of the day so I'm not really sure if this is found on the server or this is found on, on the PC itself.

Do you remember talking in the SBS program Insight?---Yes.

40 Yes or no? We're going to take this slowly, Ms Sharobeem. Yes or no, do you remember that?---Yes, I do.

And do you remember talking about polygamy?---Yes.

I wonder if we've got the actual audio of that. I know - - -?---And I do recall - - -

Just wait, please wait for the question?---I'm trying to save you time.

Okay, don't.---Sure, sorry.

Do you remember appearing on the program?---Yes.

Do you remember being, talking about a young girl named Danielle?---No.

10 Do you remember being told that Danielle had mixed feelings about the polygamy relationship, polygamist relationship she was in?---I remember the incident, but I don't remember the details.

I'm going to play a part of this program to you?---Sure.

I'll take you to one portion of this program, Ms Sharobeem. You can tell the Commission if you recognise your voice.

AUDIO RECORDING PLAYED

[3.32pm]

20

MR RAJALINGAM: Ms Sharobeem, that was actually the ABC Radio National excerpt of you talking with Ms Rachel Kohn. Did you hear, did you hear yourself speaking in that interview?---Yes.

Did you hear yourself talk about your, your qualifications as a doctor in psychology?---Yes, that's what I believe I had as an honorary degree.

Okay. Did you also hear yourself speak about your studies in psychology?
---Yes, I did and I already said that I did many short courses.

30

But did you also hear yourself talk about the certificates that you completed in psychology?---I said that, yes, I completed many certificates, but none of them escalated to university.

That's just false, isn't it, Ms Sharobeem?---Why?

What training have you done as a psychologist?---I didn't have training as a psychologist I did many - - -

40

So what certificates have you completed?---Um - - -

And where at? When and where?---When my husband was diagnosed with all that by a doctor here in Australia I started to study and I started to gain information and knowledge of how to treat him.

Did you obtain a certificate in psychology?---I didn't obtain one from university, no.

So that was a lie we just heard with you on ABC Radio National wasn't it?
---It was misinterpretation of what I wanted to say.

It was a lie wasn't it?---I don't lie. I don't lie. I was caught in what I
wanted to say and I wasn't able - - -

10 You mentioned a graduation ceremony, Ms Sharobeem, you mentioned a
graduation ceremony in that excerpt, didn't you? Do you want to listen to it
again? Should we?---No, I actually remember but in my graduation
ceremony, yes, when the family had the ceremony for me, I actually said
that to them and the other thing I didn't say here but maybe it was said
somewhere else that every course or every study I did it was because of him,
actually and because of the incident of violence he had against me that I to
say, or to accept his apology is to allowed to go and study or to go to work.
That's exactly what happened but may be that was a very vital mistake but
everything that was said in that about what happened and what he did is
true.

20 Where did you get married to Gamal, where was that?---Where?

Where?---In Egypt in upper Egypt.

When did you say?---When 1984 I believe.

What sort of psychological illness did he have?---As far as I know - - -

30 Well, you've just told us you've studied a number of certificates in relation
to his illness, haven't you? Wasn't that the effect of your evidence that
because of his illness you started studying certificates?---That's right.

And what did you learn about his illness?---I wanted to tell you what the
doctor to me from the beginning.

No, what did you learn - - -?---Oh, myself.

- - - yourself after doing these certificates about his illness?---The last thing
I was able to see in him is the schizophrenia which was very obvious in his
attitude and behaviour.

40 And what sort of diagnosis or process did you go through to get to a
conclusion schizophrenia?---I wouldn't be able to go through all this
because I'm not a trained one - - -

No, because you're not a psychologist are you Ms Sharobeem?---I'm saying
I'm not a trained one.

And you've never studied in psychology have you Ms Sharobeem?---I did
short courses, yes.

Can you think about that overnight.---Yes.

Very carefully and we'll talk about it tomorrow morning, you can tell me where you studied psychology?---I said to you before, sir, that I did not study psychology and I have no intention to lie from the beginning, I said that but you're asking about my husband, that's different story because he was diagnosed in Egypt and then Australia.

10 Isn't the story about your ex-husband very much connected to your assertion that you started studies in psychology?---Sorry, come again with the question.

Isn't your ex-partner Mr Gamal and his psychological illness as you've put it, closely connected to your own studies of psychology, isn't that what you're saying to this Commission?---What I'm saying is, because of my attempt to help him, I did a lot of study to understand without creating a scandal around him and that people would know what's happening at home. I wanted to keep the image in the community that we are a good family and that he, nothing wrong with him but then one of my friends discovered when he was trying to help her with her work at the, her computer she discovered the different side of him and she told me as well.

20 You made a representation to this person, Ms Rachel Kohn, on the ABC Radio National program that you had done certificates in psychology, didn't you? Isn't that what you said to her?---I did two courses, yes.

All right. I'm going to take you to the SBS program. Do we have that cued? This is Insight. You on Insight. I'm going to play you another excerpt from ABC.

AUDIO RECORDING PLAYED

[3.41pm]

MR RAJALINGAM: I'm going to pause it there for a moment, Ms Sharobeem, and take you to another part of the interview. I'm not going to play the whole thing. If you want access to the whole interview, we can give it to you.---I have it on a stick.

40

For the moment I'm just going to play another part of it.

AUDIO RECORDING PLAYED

[3.42pm]

MR RAJALINGAM: Your head wasn't in the books, was it, Ms Sharobeem, when you were in Egypt - - -?---It was. In Egypt?

- - - at the National Women's Council or at any time, was it?---No, it was here, when I was here, that I put my head down and I kept studying short courses and - - -

What was the first subject that you started in psychology?---Not in psychology, but you will have in my CV list of the study.

10 Did you just tell this Commission before, about two minutes ago, that you had completed some certificates in psychology?---I did a lot of studies.

What was the first subject you did in psychology?---I can't remember right now.

Because you never did it, did you?---I did. And I have no intention to lie again. And that was a slip of a tongue.

I will - - ?---But everything else was said was right and true.

20 I'm going to play you the – by 2015, Ms Sharobeem, you're busy, busy, busy seeing people as a psychologist, weren't you?---Not as a psychologist.

You referred to them as your patients, didn't you?---The term I use all the time is clients. Maybe sometimes.

You've said that before in your evidence. I accept that.---Yeah. Maybe sometimes slipped. But it's not intention at all to call them patients.

30 You would call them patients, wouldn't you?---No, I wouldn't but I'm not denying the fact that it might be a slip of a tongue sometimes. But it's, it was repeated even - - -

It may also be the slip of a text message as well, Ms Sharobeem, which I'm going to show you a number of.---Of course. But also I need to - - -

40 Volume 15, page 155.---I also wanted to say that if I am with anyone, I would definitely try to stop people from communicating with me. So I might have in a message wrote patient instead of client, just to give the person on the other side that I can't continue talking, because not everybody would understand the meaning of a client. That's all. But the normal term is clients and it was repeated many, many times in the things you heard.

I'm going to take you through a number of text messages and we'll see how much we can get done in fifteen minutes?---Oh, sure.

Okay. Brief volume 15, page 155. You have a read of that Ms Sharobeem?---Yes.

Firstly, number 7, if we just go up, number 7?---Yes.

Do you recall receiving messages from members of the public asking for a psychologist via text message?---Um - - -

That's one isn't it?---He's a friend, yeah.

10 Can I take you to number 10? Is that you sending a text message? You say, "I am with patient. Can't talk"?---Yes, that's talking to a friend, wouldn't understand the word case client. The same friend, yeah.

The person [REDACTED] here, number 11, number 10, same person, understands the word confirmed?---His English is good, but it's meaning - - -

He doesn't know the meaning of client. Is that what you're trying to say to this Commission?---It's the same meaning. It's the same meaning. I didn't change my language.

20 You're not speaking, you're not texting in Arabic here, Ms Sharobeem. You're texting in English.---As I said to you - - -

Do you agree with that first of all?---As I said to you - - -

Do you agree that you were texting in English?---It is English language, sir.

30 I'll take you to number 14.---But at the same time I texted these people and you can see who they are. Because they don't understand the word client, sometimes I used it as patient. But none in the record that I used the word patient in the organisation.

Ms Sharobeem, the text message under number 8 is also from the same person. Do you want to read that aloud?---That's what I'm saying, for that person, yes. Because - - -

40 What did you think, just by looking at the text messages doesn't it appear as though that person has a fairly good command of English?---Yes, he can speak good English and we can text in Arabic. But if I am with anyone, I just want this person to leave me alone.

You referred to the person you were seeing in your rooms - - -?---Definitely.

- - - as a patient, didn't you?---Oh, it's written here.

And you did that on a number of occasions, didn't you?---Well, you have the list of them. But this is not the practice. And you know and you have evidence that I don't use this term. You have enough evidence in the organisation I used to run. I don't think this mistake would be subject to

how I deal with people. And none of my clients used to be called patients. It's just to keep people away from me at that time.

Go to page 156, please. All right. If you go to 15, can you read that aloud? It's a text message.

THE COMMISSIONER: It's not on the screen I don't think.

10 MR RAJALINGAM: Page 156. You read that aloud. That's a message sent to you. Would you agree with that, Ms Sharobeem?---I need to - - -

Do you agree that the message under 15 was sent to you?---I need to see that. Yes.

Can you read it aloud?---“Hi, (not transcribable). How are you?”

20 Aloud. Louder. I can't hear you.---“Are you feeling any better? Can you please call me when you have time. I want to ask you if you got time for [REDACTED] to see him. We went to the GP and he gave him a referral to see a psychology.”

Is the person – yeah. Do you understand the text message first of all that you've been sent?---Yes.

Do you understand that the person being referred to in that message was at some stage an inmate of a correctional centre?---Yes.

30 Did you understand that that person also had some dealings with the Parole Board?---No, but I know that he - - -

You didn't?--- - - - was a drug addict.

Turn the page back to 155. You respond in the affirmative essentially that you'll figure out an appointment time don't you?---Well, I don't see but, yes, fine.

Okay. Now, what do you think you're making an appointment for with this particular person?---To see him as his aunt.

40 His aunt?---Yeah.

You're kidding me, aren't you? Go back to page 156. It refers to a referral. It refers to a GP referral to see a psychologist.---So definitely an appointment was made for him to see the psychologist.

Because they thought you were a psychologist, Ms Sharobeem.---No, no, no, no, no, no, no, no, no, no. He saw our psychologist. Now I remember. Yes, please go back to the book and you will find that he saw the

psychologist, yes. I saw him and I made the appointment for him to see the psychologist.

You met up with him and saw him as the psychologist didn't you?---No. He made, he saw the psychologist, and go back to the book please. He did see the psychologist.

We will come back to this topic tomorrow, Ms Sharobeem.---That's fine.

10 I'll ask you to have a look at message number 16. I suggest to you, Ms Sharobeem, that around May, 2015 you were either in your office or doing media interviews for most of your time when you were at work. ---Sorry, I didn't hear what you're saying. I was reading. What - - -

Well, read 16 first. Tell me when you finish reading it.---Yeah. What's wrong with 16?

I suggest to you, Ms Sharobeem, that in around middle of, middle of 2015 - - -.---Yeah.

20 - - - you were either very busy seeing clients or doing media interviews. ---Yeah, that's the truth.

I'll take you to text messages 18 first. Read that.---18.

Have you read the text message?---I am trying. 18. Yes.

Does the message essentially – well, firstly, it's sent to you isn't it?---Yes.

30 It is clearly asking you whether or not you have a PhD in psychology isn't it?---That's right.

And your response is – under 17 you say, "What"?---Yes.

What do you say in the message?---The honorary degree in psychology.

No, no, no, you don't say that. You say, "Yes, I do," don't you?---Yeah. Sorry about that.

40 You say, "Yes, I do".---Yeah.

Is that right?---I - - -

Is that right?---It's written here.

You don't mention anything in your message about having an honorary psychology degree or - - -?---I can't see I did.

- - - doctorate or master's - - -?---I can't see I did.

- - - completion, nothing like that?---I can't see I did.

You had three words in that text message, Ms Sharobeem.---Definitely I was in a hurry and I left it at that and the - - -

Well, there's absolutely no uncertainty about what you're saying here. You're saying to this person - - ----That's true.

10

- - - that you have qualifications as a psychologist or a doctorate in psychology aren't you?---This is my honorary degree. That's what I know and that's what I have.

Go to page, sorry, text message 21. Do you see there a message from somebody asking you to do some, do some work effectively, to look at an email?---Yeah.

20

I'll make this really simple for you. Can you read your text message which is sent in reply to her, what does it say? Read it out aloud.---“Yeah, I will do after this patient here.”

No, that's not what it says, read it out, word for word?---“Okay, we'll do after this patient.”

30

You're using the word patient because you refer to these people as your patients.---No, that was again, the same mistake I used to do when I want people to leave me alone until I finish with the client that's the exact truth sir, it's just, if you find me in any other place saying patient then you can say it's my attitude or the way I treated people.

You go to page 157 read pages, text 26, 25, 24 and the portion of 23 to yourself and when you've done that, let me know.---Can you repeat the portions again you want me to read?

26, 25 and 24.---Yes, it's a domestic violence situation, yes.

40

The person texting you, would you agree refers to you as doctor, hi doctor? ---Yes, that's what I'm known of.

You clearly didn't know who she was when she sent you that message, is that fair to say?---Yes.

My name is Viola.---Yes, she's an Arabic speaking from the Egyptian community as well.

She tells you she's got an appointment on 18 February.---The staff definitely made that appointment, yes.

And she's asking them, she's asking to see you earlier, isn't she?---And I responded and said I'm busy.

You say you've got no chance, text 23, for an appointment essentially before 18?---Yes, that's what written - - -

10 You were booked up between 5 February and 18 February seeing patients weren't you?---No, I don't see patients sir but, at the same time, you have my diaries and you can see what's written each page and you can see how busy I was and I was extremely deteriorated, not only busy. I was digging deep to find cases for, cases of young girls going to be deported for marriage or cut in the FGM, and that was my call at that time.

Were any of your clients or patients, however you wish to refer to them, participants of the programs at Immigrant Women's Health Service?---Many of them.

20 What's the proportion do you say?---Roughly 50 per cent.

Page 163 have a look at the text from 75 going up.---Would you be able to just get the page up a bit. Thank you. No, no, up, the other way around. Yes, I was doing a lot of marriage counselling.

You, the question to you from this person on 12 October, 2015 was, "are you working as a psychologist regarding this issues."---Yes.

Firstly, do you agree that's what's contained in the message?---Yes.

30 Do you understand the issue to be marital separation?---Yes.

Do you understand the question to be asked in the last part of the text, the person is asking you whether or not you're a psychologist aren't they? ---And my response was wrong, yes I should have explained the whole thing to her but she's again, from an Egyptian community and she wouldn't understand.

40 Your answer is not only wrong but you're saying to her that you have a very long waiting list, aren't you?---That's right. I do.

And it was a waiting list of patients that you were seeing as a psychologist at that time, wasn't it?---No, I don't. I don't see, I didn't see patients.

That was in late 2015, wasn't it, Ms Sharobeem?---When I was extremely ill. And I didn't see this client at all, neither her husband. And I was doing marriage counselling, especially for the Coptic community.

I'll take you to page 195. This is a form of communication called Viber. I don't know if you know what that is on - - -?---It was my way to communicate with the clients.

Do you know what Viber is? Do you know what Viber is?---Where actually want to hide them away from their parents.

Pardon me?---We used Viber to communicate with young girls who want to talk about forced marriage.

10

All right. You know it's some sort of messaging device, right?---It's a messaging software.

Go to 265.---265.

265. Here you're saying you had patients with you in plural.---How can that be? Definitely I'm just trying to keep people away from me, so I would focus on what I have in hand.

20

Even if that's what you're doing, Ms Sharobeem, you're suggesting to this person that you're a doctor of some sort, aren't you?---Who is this person?

Well, we won't know because of the Viber program. But it's certainly a message that you've sent, isn't it?---You have the script and I already give you the explanation why sometimes I use this in writing. But of course you noticed during the day that I don't use the word patient, and I admit many time that I don't. I don't treat anyone. Yes, it was wrongly written that, in some documents which I don't know how it came out. Obviously I don't know.

30

Commissioner, I think I've nearly done that section but might have a bit more to go tomorrow.

THE COMMISSIONER: Okay. Well, before we finish, Ms Sharobeem, when I listen to one of those radio interviews, it seemed to me that what you were saying was because of your husband's mental health issues, you became interested in mental health issues. You then went away and studied. You then got one degree, two degrees, in fact, it said. And you had a graduation in relation to it all. Now, all of that was just entirely wrong, wasn't it?---Not entirely, sir. When I did - - -

40

But it was wrong.---It was wrongly said, absolutely.

So why did you say that on national radio?---That was absolutely wrong. That was absolutely wrong. And even when I heard it now, it sounded wrong. But what happened to me is exactly that. Since the beginning of our marriage - - -

No, no. Look, I understand, I understand that and I can understand that you became interested in it, but it was the other aspect of it.---That, that was wrong.

10 It was completely wrong.---But the only thing is I received the honorary degree because of the psychology of women and girls, as I said, and I received a party by close friends and at that time I actually said it out loud, and people heard me saying, that I am glad now I have a title apart from Miss or Mrs, so people in Egypt will not call me a divorcee or a separated woman. That's - - -

Yes, but what you said was totally misleading and wrong.---Was wrong. It was wrong. But I didn't mean to mislead anyone or get benefit from anyone at all. At that time I was very tired, very deteriorated, and the only thing I was doing is helping people. I didn't gain anything from helping people.

20 Well, I appreciate that a lot of your motivation is helping people, but what we're looking at is the other aspect of what you were doing. So in any event, you can talk to your lawyers about that. And we'll adjourn until tomorrow morning.

THE WITNESS STOOD DOWN

[4.04pm]

AT 4.04PM THE MATTER WAS ADJOURNED ACCORDINGLY

[4.04pm]