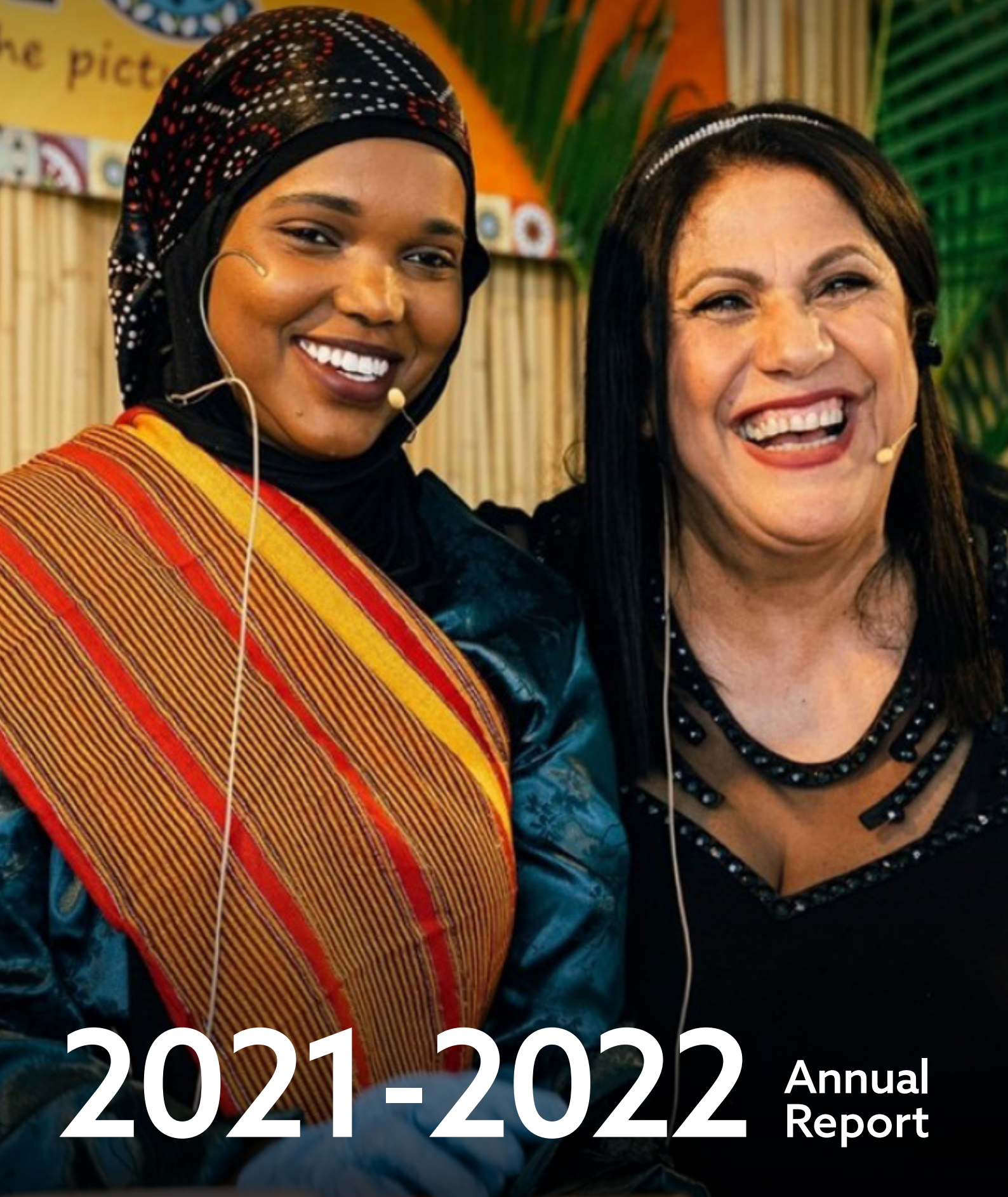




MULTICULTURAL
AUSTRALIA



2021-2022

Annual
Report

Acknowledgment of Country

Multicultural Australia acknowledges the traditional custodians of all the lands on which we meet, work and live. We recognise that this land has always been Aboriginal and Torres Strait Islander land and always will be.

We pay our respects to Aboriginal and Torres Strait Islander Elders – past, present, and emerging – and recognise the immense cultural and linguistic strength and diversity that has existed on this land for tens of thousands of years.

Every day, we work to welcome new Australians from across the world. As we do this, we acknowledge the history and current realities of our First Nations people and understand our individual and collective responsibility towards the achievement of justice, equality, and reconciliation.

Multicultural Australia and the multicultural communities we work closely with realise that understanding the past helps us shape the future. We commit to learning from the knowledge, traditions, stories, spirituality, worldviews, and experiences of Aboriginal and Torres Strait Islander peoples.

We support the Uluru Statement from the Heart and stand in solidarity with our First Nations communities to achieve legal and structural reform. We recognise the power of the three themes of the Uluru Statement from the Heart: voice, treaty, and truth – and pledge our support of self-determination, sovereignty, and reform for Australia’s First Nations peoples.

We, who come from many places, acknowledge the welcome offered to us by the traditional custodians of this land, the world’s oldest living culture. We express our desire for deeper connection with Australia’s First Nations people, as we learn to live on their land.

Multicultural Australia respects and values Australia’s First Nations peoples’ enormous resilience, courage, determination, and often unrecognised contributions to the country’s social and economic development. We walk together in solidarity, in the shared pain of the past and shared hope for the future.

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Cover image:
Multicultural Australia Cultural Support Worker, Fauzia Dakane, and Community Engagement Worker, Lida Daliri.

Since 1998, we have worked to advance multiculturalism in Australia and build communities where everyone belongs. Our clients and communities are at the heart of everything we do, and we are passionate about providing care and service that meets the specific needs of individuals and communities.

We have welcomed tens of thousands of individuals from refugee, asylum seeker, international student, and migrant backgrounds in Queensland – with the goal of creating a more equitable and prosperous society.

We help new Queenslanders settle into their new lives, build connections in their communities, find work and study opportunities, learn new skills and to feel at home. We also work with individuals, communities, business, and government to contribute to building a more welcoming Queensland through advocacy, cultural training, and community events.

These initiatives serve to bring people together, foster understanding and recognise the valuable contribution that new arrivals and migrants make to Queensland.

Welcoming, inclusive, and economically stronger community - an agenda shared with many others. Our part is to ensure that new Queenslanders are included, skilled and thriving. We are passionate about promoting positive conversations about inclusion.

OUR VALUES

We are fiercely committed to human rights and demonstrating our values in our daily work. We show up for one another, are faithful to our clients' aspirations, and we solve problems by finding the third way. We are ethical and strive for impact. We pride ourselves on being an organisation with the grit needed to affect real change.



6,000⁺

Clients supported



200⁺

Clients supported into employment



20,000⁺

Attended our major events



7,500⁺

Visits to our Redbank Plains Community Centre



PROGRAMS DELIVERED

in Brisbane, Logan, Gold Coast, Toowoomba, Rockhampton, Townsville, and Cairns



2,100⁺

Participants in our ParentsNext program

Welcome from our Chair

On behalf of our Board of Directors, I am delighted to present Multicultural Australia's 2021-2022 Annual Report.

In 2023, Multicultural Australia will celebrate 25 years since a few key leaders in the multicultural space came together to craft a vision for a new organisation with a focus on service delivery, advocacy and community education for newly arrived Queenslanders.

As a Board, we take this original vision very seriously, and I am delighted that almost 25 years on, Multicultural Australia is still delivering on this vision. We have grown significantly over that time and now offer more than settlement services, however, our focus remains on exceptional service delivery, community education, community development and advocacy.

We welcomed the reopening of our international borders, marking a significant change in operations from the last two years, allowing us to again focus on what we do best.

Unfortunately, with new areas of unrest in the world, we have seen a shift in where our arrivals have originated. The Ukraine now tops our list of arrivals and our teams have worked tirelessly assisting Ukrainian clients, and clients from other parts of the world.

We continue to focus on building the capability of the Multicultural Australia Board. This financial year saw the addition of two directors, Mr Edward Box and Dr Jessica Gallagher. We have already benefitted from their significant expertise and support in progressing Multicultural Australia's vision and mission.

I would also like to thank our CEO, Christine Castley, for her solid leadership and for demonstrating her exceptional knowledge in this period of growth and championing Multicultural Australia's focus on changing the conversation.

I encourage you to keep connecting with us at Multicultural Australia. Our teams undoubtedly create a sense of welcome, and it is everyone's role to engage in conversations that promote and encourage inclusion and diversity. Our organisation is at the forefront of these conversations, and I invite you to support this great work in any way you can; whether that be through volunteering your time, donating funds, or partnering with us.

Finally, I would also like to take this opportunity to thank the hard-working teams at Multicultural Australia.

Giri Sivaraman
Multicultural Australia Chair



Welcome from our CEO

This year has been a year of renewal as we step away from the focus on the pandemic and see our international borders reopen. In August 2021, the tragic fall of Kabul saw us propelled us back into our key service delivery domains in support of over 1,400 displaced Afghans.

We are proud to be able to do what we do best again; providing welcome, safety and belonging for all those who seek a new beginning, refugees, asylum seekers, migrants and international students contribute greatly to the social fabric of our society and every person in our organisation continues to do amazing work in playing their part in supporting our clients on their journeys.

Over the 2021-22 financial year, Multicultural Australia, led by its board and management team, has refined our strategies to deliver objectives. We have stayed true to our commitment to human rights, and we continue to develop a robust organisational culture based on ethics, compassion and creative problem solving.

I am personally very proud of our strengthened engagement in the Queensland community as we continue to focus on changing the conversation, recognising the value of culturally and linguistically diverse communities, and helping our multicultural communities feel welcome and included.

We have seen significant development in all areas of the organisation. The highlights for me have been the development of our cultural capability training and cultural support services, and the boost to our employment programs via new opportunities including the State funded Diverse Queensland Workforce program.

This past year our direct settlement service delivery included Brisbane, south-west Queensland, Logan, Ipswich and Gold Coast, and we continued to subcontract to our settlement service agency partners in Townsville and Cairns.

A highlight this year has been the success of our partnerships and events aimed at changing the conversation about refugees and migrants. In its fifteenth year, our LUMINOUS Lantern Parade was attended by more than 15,000 people, and the MOSAIC Multicultural Festival had more than 8,000 attendees, sparking thousands of conversations about refugees and their journeys. We're excited to see these events come to life in 2023 when we will deliver additional celebrations to mark our 25th anniversary.

I look forward to building on our relationships with our community, government and corporate partners and stakeholders so that together we can seize opportunities that make a real difference in the lives of the people and communities we serve.

Finally, I would like to take this opportunity to thank the teams within Multicultural Australia for their hard work and commitment over the past year. Every team member has demonstrated resilience, flexibility, and persistence in the face of disruption, change and renewal.

Christine Castley
Chief Executive Officer
Multicultural Australia



Welcome from our Patron

As Patron of Multicultural Australia, I wish to extend my congratulations on another year of supporting refugees, asylum seekers, international students and other new Queenslanders to settle and thrive in our great State.

Queensland has seen unprecedented numbers of new arrivals in recent years for a number of reasons, not least our safe, clean towns and cities, welcoming communities and the wonderful lifestyle on offer throughout this State.

The role your organisation plays in helping settle those from foreign countries and cultures ensures the transition is a successful one for all those involved.

Our new Queenslanders may come from different social, economic and often religious backgrounds, but they have much more to offer us in terms of skills, expertise, energy and of course, cultural life.

They also contribute millions in our economy every year and broaden our understanding of the world and our place in it.

Building a new life anywhere can be a daunting task, often involving language barriers, differences in habit and custom, and simply getting used to a different physical environment. This is where Multicultural Australia makes a real impact, supporting new arrivals to settle and grow in regional and urban areas, join sporting teams and community groups, integrate into our schools and access our world-class health system.

In doing so, you broaden our understanding of what it is to be a tolerant and truly multicultural society.

You make me very proud to be your Patron, and I wish you continued success in 2023 and beyond.

Her Excellency the Honourable
Dr Jeanette Young AC PSM
Governor of Queensland



Governance Report

Multicultural Australia's commitment to strong corporate governance and contemporary risk management practices contributes to organisational sustainability, delivery of meaningful client outcomes and inspires stakeholder confidence in our work.

Our governance framework is supported by a comprehensive suite of governance policies and procedures designed to establish accountability; facilitate effective meetings and decision-making; as well as managing our contractual, legal and regulatory compliance.

The Board of Directors meet monthly and further meets with Executive Management quarterly to discuss emerging strategic issues and trends, and to review Multicultural Australia's performance against our current Strategic Plan. This year the Board reviewed its Skills Matrix and actively recruited two new Directors to ensure an appropriate mix of skills and diversity to effectively discharge its duties.

Supporting the Board of Directors and two Advisory Committees, our Governance, Quality and Risk (GQR) unit is led by a full time Executive Company Secretary and is complemented by a team of risk, quality, privacy and project management professionals.

GQR collaborates across the organisation to build a common understanding that good governance leads directly to better outcomes for our clients.

Protecting the privacy and personal data of our clients and stakeholders is essential, and this year we have been working towards achieving accreditation under ISO27001 Information Security Management Systems to better manage ever-evolving cyber threats and maintain the confidentiality, integrity and accessibility of the information we hold.

Our robust data protection framework aligns with Privacy legislation and principles, is compliant of OAIC data breach processes, and is regularly reviewed for effectiveness, and is supported by providing ongoing training.

GQR ensures that our risk management processes are reviewed regularly and aligned with best practice and ISO31000:2018 Risk Guidelines. Full organisational risk reviews are conducted at least quarterly, with executive and senior level risk owners ensuring existing and emerging risks are identified, treated, monitored and tested for effectiveness.

GQR is also deeply committed to quality and continuous improvement. In the 2021-22 financial year, we proudly maintained accreditations under the ISO9001:21015 Quality Management Standard and the Queensland Government's Human Services Quality Framework (HSQF). Multicultural Australia has held ISO accreditation since 2014 and HSQF since 2015.

Multicultural Australia also engages an independent, external whistle-blower service to encourage transparency and ethical behaviour, and includes strict provisions for protection of whistle-blower.

Our Board



Giri Sivaraman - Chair

Giri joined the board in 2018 and was appointed as Chair of the Board in 2021. Giri is a principal and head of Maurice Blackburn's Queensland employment law department. He regularly advises trade unions and non-government organisations on governance, has acted for refugees in pro bono matters, and ran the firm's pro bono scheme for underpaid 7-Eleven workers. Giri is also a member of the Queensland Multicultural Advisory Council.



Jade Demnar - Deputy Chair

Jade joined the Board in 2018 and was appointed as Deputy Chair of the Board in 2021. Jade is a member of the senior executive service in the Federal Government and previously spent many years as a management consultant in global professional services firm, Accenture. Jade is also a member of the Australian Cervical Cancer Foundation Board.



Peter Forday - Director

Peter Forday joined the Board in 2011 and held the position of Chair from 2016 to 2021. He owns and operates a management consultancy specialising in organisational change, stakeholder engagement and leadership. Peter is also a Director of Mercy Community Services Southeast Queensland and Mercy Health and Aged Care Central Queensland, and is the inaugural Chair of Mental Health Lived Experience Peak Queensland.



Ed Box - Director

Ed has held senior executive roles across banking, most recently as the General Manager of Retail Distribution with Bank of Queensland and in General Manager Roles with CBA. Ed brings to the Board more than 30 years' experience in financial services and a proven track record in business transformation and building high-performing businesses. Ed has been a member of the Diversity and Inclusion Council and Chair of the Multicultural Council for the BoQ Group and, at CBA, he oversaw Migrant Financial Services and also established their Multicultural Council.



Dr. Jessica Gallagher - Director

Jessica is the Deputy Vice-Chancellor (External Engagement) at The University of Adelaide. She brings extensive experience in strategy development, delivery of innovative engagement programs, and building highly effective global partnerships across sectors to the Board. Jessica is also a Director on the Board of the Kokoda Track Foundation, an organisation working to improve the lives and futures of Papua New Guineans.



Ben Bolt - Board Observer

Ben was appointed as Board Observer in February 2022 as part of our commitment to providing board development opportunities. Ben is a proud Bundjalung man who has spent the last 10 years in leadership and management roles within Talent Acquisition and Human Resources. After gaining valuable experience in the aviation sector, Ben found his interests lay in contributing his skills and experience to values-led organisations that provide important social services, at scale. Ben values equity, social justice, and healthy and respectful relationships; and is proud to help those who help others.

Our Executive Leadership Team



Christine Castley - Chief Executive Officer

Christine is an experienced senior executive leader, with substantial expertise in organisational transformation and change management, strategic governance, project management, policy, community engagement, operations, and service delivery. She was previously Deputy Director-General in the Department of the Premier and Cabinet and the Department of Housing and Public Works. Christine is a passionate advocate for equal access to justice and services for everyone regardless of their gender, beliefs, or circumstances; is



Christina Skoien - Executive Manager, Governance and Risk and Company Secretary

Christina oversees Multicultural Australia's corporate governance and manages compliance, quality, and risk management. She joined Multicultural Australia in 2015 with extensive state government experience in the areas of women's policy, seniors' programs, and homelessness. Christina has a Graduate Diploma in Corporate Governance from the Governance Institute of Australia. Christina is a passionate advocate for gender equality, particularly for refugee and migrant women and girls.



Jason Olsson-Seeto - Chief Development Officer

Prior to joining Multicultural Australia, Jason was the General Manager of Membership and Engagement for the Queensland Law Society. Charged with ensuring community access to law services and access to justice, Jason also engaged with regional Queensland to support the delivery of professional development, wellness programs, services, and events. As the co-founder of Vocalise, a boutique outsourced social media engagement agency servicing high profile clients, Jason brings valuable skillsets in communications and media engagement to Multicultural Australia. Is a passionate advocate for Queensland's multicultural communities and is deeply committed to building a fair and inclusive state for every Queenslanders.



Rose Dash - Chief Client Officer

Rose has a Bachelor of Social Work and a Graduate Certificate in Business, Philanthropy and Non-profit studies, and has been working in the refugee and multicultural sector in Queensland and internationally in client service delivery, torture and trauma services, and community development for over 10 years. Rose has a demonstrated history of working holistically and collaboratively with diverse communities, and complex, vulnerable, resilient individuals and families. Rose is passionate about leading teams in creating impact for new arrivals through empowerment, opportunity generation; and building safe, inclusive, and welcoming communities in Australia.



Susanne Behrendt - Chief Operating Officer

Susanne brings a depth of financial and operational leadership expertise to Multicultural Australia, holding positions as a Chief Financial Officer and General Manager of Operations at a number of Queensland not-for-profit organisations. She is passionate about creating belonging and making an impact through her work and has served on several committees and boards promoting social cohesion, diversity, and inclusion. She holds qualifications in business, finance, science and the arts from her home country of Germany and the United States of America.



Vanessa Fabre - Executive Manager Partnerships and Events

Vanessa oversees major events, strategic partnerships, cultural training and social businesses for Multicultural Australia. She has over 20 years' experience in community and government sectors, joining Multicultural Australia in 2015. She holds a Master of Health Science, Bachelor of Applied Science (Environmental Health) and Graduate Diploma in Health Promotion. Through her career, Vanessa has led the development and implementation of significant social policy and change in areas of human services, community safety, community development and disaster management.

Strategic Pillar: Inclusive and Prosperous Communities

SETTLEMENT SUCCESS

Multicultural Australia will deliver settlement services beyond our clients' expectations, working with them to realise their aspirations and foster their ability to prosper. Our services will be centred on evidence-based practice and shaped by client and community voices.

PROSPERITY

We recognise that meaningful work is a critical factor in settlement success. Multicultural Australia will develop employment strategies that enable our clients to prosper and contribute to their communities. Importantly, these strategies will also help Australia build strong economies and communities. By investing in newcomers, we invest in Australia.

COLLABORATIVE COMMUNITIES

We will collaborate with stakeholders, partners, community groups and community service providers to build a network of welcoming and inclusive organisations and communities across Queensland where all newcomers will feel inspired to contribute and grow.

**We develop communities
where all feel valued,
safe and where others
are drawn to live.**



Humanitarian Settlement Program

As Queensland's leading settlement provider, we provide wrap around settlement support for newly arrived refugees. Our client centred approach is responsive to the unique needs and challenges of every individual we work with.

With more than 80% of our case managers coming from culturally and linguistically diverse backgrounds, their lived experiences as individuals from migrant and refugee backgrounds enable them to apply culturally informed frameworks with a specific focus on supporting clients to achieve positive outcomes in education, employment, communication, and community engagement.

Our HSP team has been agile in responding to global humanitarian crises and increased settlement needs from Afghanistan and Ukraine. Between August and December 2021, more than 500 Afghan clients arrived in Queensland, with an additional 1,400 being supported through Hotel Quarantine. We worked closely with federal and state government agencies to ensure that our clients were able to access mandatory hotel quarantine, were given essential items to start a new life in Australia, and were able to connect with the wider Afghan community in Queensland.

How we created welcome for our Afghan clients:

- Facilitated a series of in-language information sessions
- Held a Welcome Life Skills Workshop
- Hosted a welcome ceremony and afternoon tea at our MOSAIC Multicultural Festival.
- Introduced instant play groups at short-term accommodation



In April 2022, we swiftly established an intake team in response to the Ukrainian crisis. The team helped displaced Ukrainians in Queensland access our services and get the information they need to navigate a new life in Australia. Our team engaged the Ukrainian Community in Queensland and key service providers to understand the new and emerging needs of Ukrainian clients. Between April and June 2022, more than 270 Ukrainian clients received settlement support, increased settlement needs from Afghanistan and Ukraine. Between August and December 2021, more than 500 Afghan clients arrived in Queensland, with an additional 1,400 being supported through Hotel Quarantine. We worked closely with federal and state government agencies to ensure that our clients were able to access mandatory hotel quarantine, given essential items to start a new life in Australia, and were connected with the wider Afghan community in Queensland.



How we created welcome for our Ukrainian clients:

- Developed in-language resources
- Recruited Ukrainian cultural support worker
- Partnered with the Ukrainian Community of Queensland to connect clients to members of their community.
- Hosted a welcome ceremony and afternoon tea at our MOSAIC Multicultural Festival

Our Humanitarian Settlement Program (HSP) encompasses our Welcome and Initial Settlement Support (WAISS), Accommodation and Case Management teams.

Under pandemic restrictions, our WAISS team ensured that clients felt safe and connected from the moment they arrived in Australia, during their time in mandatory hotel quarantine, and when they transitioned to accommodation in the community. We worked closely with the Australian Border Force, Queensland Health, and the Queensland Police Service to provide appropriate care, safety, and support to clients once they arrived in Australia.

Amidst the Queensland housing crisis, our accommodation team sought creative solutions and new partnerships to provide clients with short-term and temporary accommodation that met their needs and ensured their safety. Additionally, the team have helped develop the knowledge and skills of our clients regarding the Queensland housing market, enabling clients to sustain more long-term accommodation within reach of their communities and essential services.

How we helped clients access suitable housing:

- Provided housing orientation through life skills workshops
- Delivered one-on-one support as required
- Partnered with public, private, and independent housing providers
- Engaged in advocacy with government and community peak bodies

CLIENT FEEDBACK

"We would like to thank you and say how grateful we are for the help you have provided us. We came to Australia from Ukraine in April this year due to the Russian invasion of our country. It was a very hard time for us. We were in fear and danger and had lost hope of a brighter future.

Australia gave us shelter and an opportunity to get stability in life. As this is a new country, new culture, and new laws for us, it was difficult to adapt to our new living conditions. When we came here, we lived in a stressful environment, so it was very important to us to feel safe and relaxed.

We are very grateful to Multicultural Australia, who gave invaluable support to our family. We are grateful to your Accommodation Team, who have worked hard to give us a home. We are also grateful to all the people who helped us to find accommodation and provide everything necessary for living. It is an amazing place, where we feel more confident, comfortable and 'at home' every day."

IN THE PAST YEAR, OUR CLIENTS HAVE COME FROM

41.9%
Afghanistan

1,357
new arrivals

20.1%
Ukraine

100%
of clients provided with safe accommodation

11.5%
Syria

219
families supported to secure basic household goods for initial long-term accommodation

11%
Iraq

5%
Congo

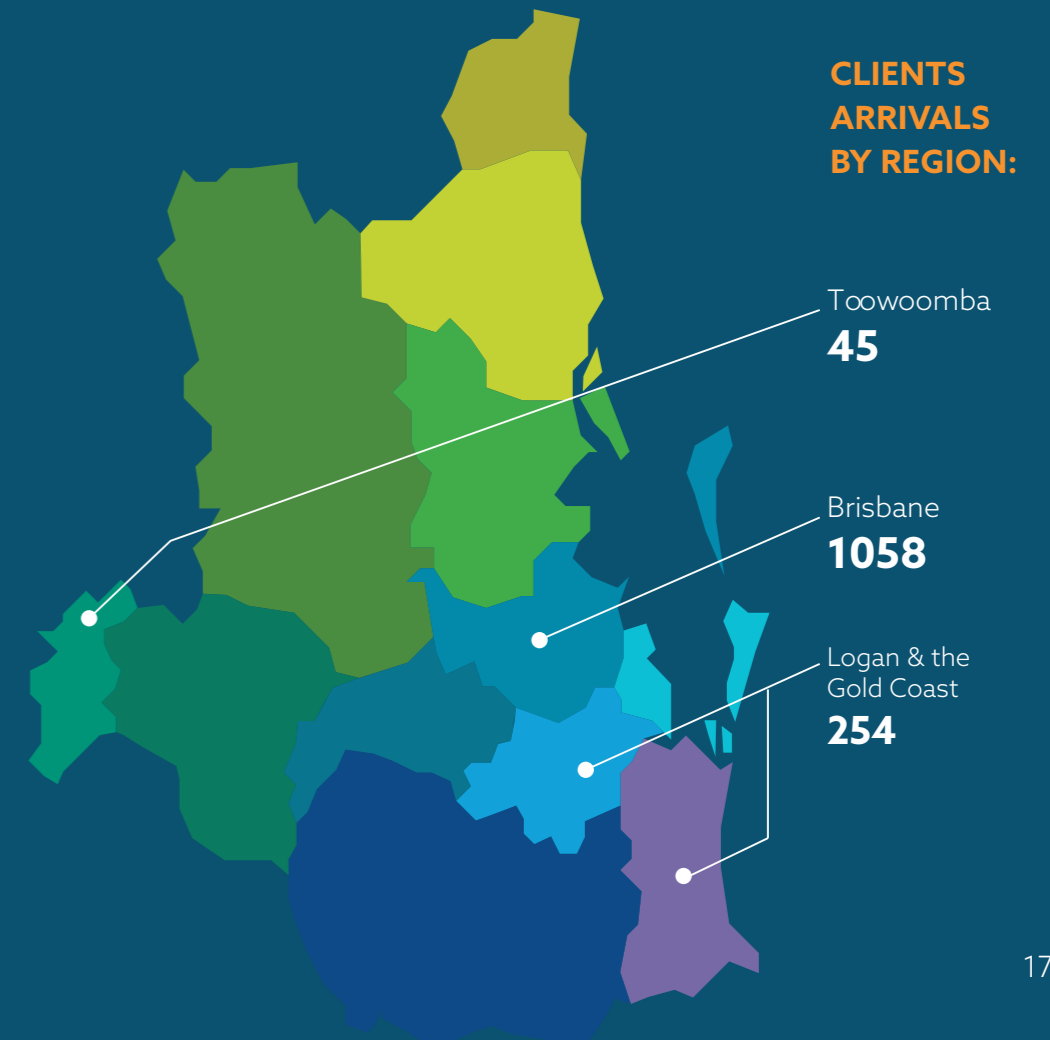
2.9%
Myanmar

2.6%
Iran

2.7%
Tibet

1.3%
Ethiopia

1%
Egypt, Eritrea, Malawi, Nigeria, Pakistan, Rwanda, Somalia, Uganda, Yemen



Unaccompanied Humanitarian Minors Program

Our Unaccompanied Humanitarian Minors (UHM) program provides accommodation, care, welfare and settlement services to children and young people who live in residential care or kinship care arrangements. Our experienced and passionate team provide tailored care and support to young people to ensure that the unique needs of every individual is met.

The team have had a particularly busy year, with support services being scaled up in response to the humanitarian crisis following the fall of Kabul in August 2021. Increased support involved recruiting new team members, particularly Residential Youth Support Workers, and expanding the catchment of UHM placements. In December 2021, we successfully achieved the required outcomes of the Human Services Quality Framework Out-of-Home Care re-accreditation, with extremely positive feedback regarding our response to the growth of the program.

Our practice framework is:

- Trauma informed
- Culturally responsive
- Child centred

Our staff promote:

- Wellbeing
- Independence
- Belonging
- Quality of life

UHM BY THE NUMBERS:

40 Clients

85% Based in Brisbane, Logan, and the Sunshine Coast

15% Based in Toowoomba and Rockhampton

35% The highest number of clients came from Afghanistan

GIVING OUR CLIENTS THE CARE THEY NEED

In August 2021, following the fall of Kabul, Afghanistan, Australia welcomed a significant number of humanitarian entrants, including young people who arrived as unaccompanied minors.

*Noshin and Amena are siblings who fled Afghanistan, leaving their parents and family, seeking safety in Australia. They faced significant persecution, not only as women in Afghanistan, but also for being elite and competitive athletes.

Upon their arrival in Australia in September 2021, a Multicultural Australia Cultural Support Worker Case Manager met the siblings at Brisbane airport and supported them through the 14-day mandatory hotel quarantine period. Noshin and Amena were then welcomed into the greater Brisbane community and received holistic support from the UHM team. Our Residential Youth Support Workers and their Case Manager played key roles in helping the sisters feel safe and welcomed.

Our Cultural Support Workers provided cultural and language support to help Noshin and Amena feel more at home and support an open flow of communication. We partnered with several key organisations that helped provide Noshin and Amena with the care and support they needed to thrive, including:

- Counsellors and advocates at the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)
- Health practitioners at World Wellness Group and Mater Refugee Health
- Teachers and staff at Milpera State High School
- Legal support from Refugee and Immigration Legal Service (RAILS) to secure permanent protection visas.

Both Noshin and Amena have achieved many milestones since arriving in Australia: participating in team sport, engaging in education, obtaining drivers licences, and navigating an interstate trip independently in preparation for their transition from the program when turning 18 in the coming 12 months. Our Unaccompanied Minors team is proud to have supported Noshin and Amena through holistic, trauma-informed and client centred care.

*Noshin and Amena's names have been changed to respect their privacy.

Settlement Engagement and Transition Support Program

Our Settlement Engagement and Transition Support (SETS) program helps individuals from culturally and linguistically diverse backgrounds build capacity within the first five years of settlement in Australia.

We help our clients:

- Get connected to services and support
- Build their confidence
- Increase their capacity to succeed

The program made more than 5,000 referrals across low and medium intensity support services during the financial year, linking clients to support services that help increase their participation socially and economically.

Our monthly client newsletter provides value-added information to help clients navigate the services available to them and access a wide range of opportunities.

HELPING OUR CLIENTS THRIVE

A client from Iran with vision impairment, who was on an 18-month wait list for cataract surgery, was referred to our SETS team for case management support. His living environment at the time was not ideal, which impacted his physical and mental wellbeing. With assistance from his SETS Case Manager, he was supported with referrals to:

- A psychologist who provided therapeutic intervention
- Vision Link, an organisation that helped him access alternative accommodation
- Vision Australia, an organisation that provided mobility support
- Transport assistance through subsidy arrangements
- The Queensland Blind Association and NDIS for access to assistive technology and independent living resources
- TAFE, where he has since completed a Certificate in Business Administration

His Case Manager also worked to expedite his surgery. He has since completed a university pathway programme and is applying to study a degree in psychology. He successfully exited the SETS program and now engages with Multicultural Australia as a volunteer.



SETS BY THE NUMBERS:

692 Clients with low needs received support

1604 Clients with medium levels of need received support

1061 Clients successfully exited the program

COMMUNITY PARTICIPATION AND NETWORKS Inc. Housing were our most common client referrals

Giving our clients the care they need In Toowoomba

Since 2017, nearly 3,000 members of the Ezidi (or Yazidi) community, originally from Iraq and Syria, have settled in Toowoomba. Many adults and children in the community have experienced significant prolonged trauma prior to their arrival in Australia, having witnessed and experienced genocide. Women and children in the community had lower rates of education and literacy.

Aware of the negative effects of the impact of trauma and language barriers on settlement success and sense of belonging of individuals and families, Multicultural Australia worked to provide wrap around support and care to the Ezidi community to help them along their journey.

Five years later, the community are actively engaged socially, economically, and culturally in Queensland's Garden City, with many starting businesses, connecting with local churches and participating in education.

Reports of successful integration are inspiring to hear, with feedback of community members displaying a keen interest in learning more about Australian culture whilst celebrating and maintaining their own cultural traditions.

Now, Multicultural Australia's Settlement Engagement Transition Support (SETS) team engages with the community on three key programs that support their wellbeing:

- Health Relationships Education: A youth program that engages with sixty Year 9 and 10 Ezidi students on issues they're experiencing and keeps them connected.
- Men's group: Supporting open conversations about culture, family, and the Australian law, and linking male clients to services that assist with trauma.
- Women's group: Providing language support, access to social and mental health services, domestic and family violence support and educational opportunities.

Developed in collaboration with the Ezidi community, multicultural youth and key community and government stakeholders, these programs play a crucial role in creating a space for community members to feel safe, supported and connected.

An example of this has been our Toowoomba Housing Hub pilot. In 2021, due to increasing pressures on the Toowoomba housing market, Multicultural Australia noted a significant impact to SETS clients in accessing and navigating the rental market independently, particularly from the Ezidi (Yazidi) community. It was found in that many clients who were not confident to seek support from mainstream service were highly represented in the number of homeless people, or those at risk of homelessness. Multicultural Australia approached the Toowoomba Housing Hub, which hosts several service providers (i.e., Department of Housing, Tenant's QLD, Lifeline, etc.) and proposed a partnership for a pilot where a Multicultural Australia Ezidi Bicultural Worker is based within the hub to enable the Ezidi community to build trust and sense of safety, develop knowledge and confidence to access the mainstream services, and to increase the cultural capability of the hub's various organisations through enabling informal and formal discussions about the Ezidi culture, faith, experience, language and traditions.

Status Resolution Support Service

Our Status Resolution Support Service (SRSS) helps individuals seeking asylum resolve their immigration status and navigate life in Australia. The clients we work with are in extraordinary circumstances and require intensive care and support to embark on their journey of settlement and healing. The support we deliver is culturally and contextually aware, particularly given that many people seeking asylum have experienced past trauma and protracted periods of having their protection claims assessed.

In the past year, the team supported individuals and families to engage with the US resettlement program. Whilst the feelings about the US resettlement program were varied, eligible candidates who decided on the third country resettlement option, were supported through the several steps in preparing for this significant step in their settlement journey.

We help SRSS clients:

- Access the services they need
- Understand their rights and responsibilities
- Build capacity for independence
- Participate socially and economically in Queensland



Community Support Program

Our Community Support Program (CSP) enables individuals, families, communities, and businesses, to sponsor humanitarian visa applicants with employment prospects, and to support new arrivals in their journey to Australian settlement.

Multicultural Australia has been an Approved Proposing Organisation (APO) for the CSP since 2018. Community members can work with APOs to propose, and support CSP entrants. In 2021/22, the CSP program received over 280 enquiries to sponsor Humanitarian entrants. Under the pandemic restrictions, many applicants were unable to arrive. Since the start of 2022, we have begun to steadily welcome more CSP entrants including our first arrivals under CSP in Rockhampton.

Multicultural Australia is looking forward to enhancing the CSP in Queensland over the coming years to complement the range of settlement services and opportunities for new arrivals that can contribute to Australia's future, particularly after the challenges posed by international border closures.

Refugee Health Outreach Program

Since 2017, Multicultural Australia has delivered the Refugee Health Outreach Program, funded by Darling Downs and West Moreton Primary Health Network. Our Refugee Health Officer coordinates with primary health services in the Toowoomba region to help address barriers and build their capacity. This ensures that general health practices and allied health providers are enabled to meet the needs of our local refugee community. This year, our Refugee Health Officer engaged with 14 local General Practices and became a member of the local Refugee Health Clinical Advisory group.

HELPING CLIENTS ACCESS HEALTH SERVICES

Laila* arrived in Australia over two years ago with a degree of permanent bilateral hearing loss. Due to her hearing loss, Laila has not been able to learn English, attend appointments by herself, participate socially in the wider community or gain independence towards successful settlement outcomes.

Laila was unable to access funding or support for her disability. Additionally, she wasn't aware of what was available to her, was not engaged with NDIS or disability support payment. She also was required to pay for specialist appointments and interpreting during the consultation. Laila's situation was raised with the Refugee Health Officer after she approached her case manager about the mounting costs of specialist appointments and hearing aids – which she had not received yet.

The Refugee Health Officer connected with the hearing service, Carers Queensland, and occupational therapists to work out what had been done towards a solution for Laila's hearing loss, what she was eligible for and how to best move forward. The Refugee Health Officer and the client worked together to:

- Organise reports from specialists to get a diagnosis
- Schedule GP appointments to obtain referrals to allied health
- Obtain an occupational therapist impact report for a NDIS application
- Obtain a NDIS access number
- Schedule appointments with the occupational therapist and an interpreter

Additionally, the Refugee Health Officer, client, and collaborators will continue to work together to attend the occupational therapist appointment, apply to NDIS and access funds to continue the journey towards appropriate hearing devices.

Community Development

Our Community Development team work with local communities state-wide, including our culturally diverse communities, to welcome new Queenslanders. Newly arrived clients are connected to community organisations and welcome hubs to minimise social isolation and foster a sense of belonging. The welcome and community hubs are spaces for newly arrived clients to participate in life skills workshops and activities, such as English conversation classes, women groups, and youth groups.

This year, our team conducted a series of consultations with community and faith leaders from emerging and established refugee background communities. Leaders and elders identified issues of barriers to employment, access to social support and challenges of starting a business. The feedback from the sessions has been shared with relevant community organisations to help inform their services. Additionally, we co-developed an action plan with community organisations to improve economic participation and social inclusion for vulnerable members of their communities.

We upskilled our clients and communities in:

- Life skills training
- Financial literacy training
- Disaster management workshops



A DEDICATED SPACE FOR COMMUNITY LEADERS

Our monthly Community Leaders Gathering meetings are an opportunity to connect with diverse local community leaders, identify emerging needs and tailored solutions, and increase cross-cultural connection between communities.

Community and Faith Leaders identify priority areas and common issues affecting their communities, and collectively design solutions and actions. The gatherings provide a co-design and consultation platform for Services Providers to improve programs and inform policies. Examples of this includes input into the review of the anti-discrimination act, and the Department of Education's CALD School Inclusion Policy.

ParentsNext

A federally funded program that helps develop the skills and confidence of parents with children under the age of six, ParentsNext is a flagship regional program for Multicultural Australia. The program gives participants access to driving lessons, study opportunities, work checks, job readiness training and more to prepare for future work. It runs across 14 sites in Darling Downs, Central Queensland, and Townsville, and has a strong track-record of delivering culturally informed and appropriate care to Aboriginal and Torres Strait Islander clients.



2,147 Parents participated in the program

35% First Nations clients

39% Engaged in accredited training

32% Learned to drive

22% Entered employment

A BRIGHT FUTURE AHEAD

When Ya-Chi joined the ParentsNext program, she was unsure about a career path she wanted to pursue and that would be right for her. The ParentsNext team spent time discussing different career paths, and after much consideration, Ya-Chi decided to work towards becoming a hairdresser.

Ya-Chi was supported to enrol in a Certificate II in Salon Assistant, at TAFE. She completed this certificate in 6 months and went on to enrol in a Certificate III in Hairdressing at TAFE. Ya-Chi has received financial support from the Participation Fund towards her enrolment fees, a laptop, and hairdressing equipment to complete her studies.

"While completing this course, I entered a hairdressing competition and received a bronze medal - a proud moment that I never dreamed of achieving," Ya-Chi said. Taking advantage of study opportunities has helped Ya-Chi develop and advance her English speaking and writing skills in a workplace setting. By July 2023, Ya-Chi will be a trade qualified hairdresser and ready to start a new career.

Migrant Youth Vision Project

Our Migrant Youth Vision Project (MYVP) links young people to a wide range of education, training, employment, and sport opportunities. Delivered by an experienced and passionate team, MYVP participants are supported to develop their confidence, motivation, and creativity and achieve their aspirations.

This year, our team engaged more than 380 clients and helped over 100 young people secure paid work opportunities. For many young people, it's their first job, and an exciting opportunity to develop transferable skills which prepare them to advance their careers and explore their options.



SURF'S UP

Our annual youth beach trip, delivered in partnership with the Queensland Program for Survivors of Torture and Trauma (QPASTT), is a full-day trip to the Gold Coast for more than 50 of our young people. Activities include an in-water beach safety session hosted by Queensland Surf Lifesaving, team building, music, and lunch. For several participants, it is a highlight of the year's activities.

SMASHING GOALS

In collaboration with Football Queensland, we ran a coaching program to upskill youth from refugee backgrounds. Seven young people completed the program, leading to paid work with Football Queensland as referees or junior coaches.

IN THE ZONE

Our homework club, in partnership with Price Waterhouse Cooper (PwC) Brisbane, helped 40 young people improve their homework and study skills and get career advice from leaders at PwC.

107 Gained employment
54 Completed work experience
104 Engaged in educational opportunities
256 Participated in sports and cultural activities

IN THE DRIVER'S SEAT

Delivered in person and online, the driving test preparation and learners' program helped 43 young people get their learner's and driver's license. The program partnered with Keys 2 Drive and the Police Citizens Youth Club for driving lessons.

WINNER TAKES ALL

A collaboration with the Acacia Ridge YMCA, the Multicultural Australia Cup is a school holiday indoor soccer tournament. Over the four holiday intakes, 81 young people participated in the competition.

SIGANTO DIGITAL LITERACY PROGRAM

In partnership with the State Library and Siganto Foundation, we developed a series of Digital Literacy Workshops in Brisbane. The program upskilled 66 young people in digital safety, computer maintenance, troubleshooting and building. All participants were given the computers they built.

Welcome Café

An initiative to provide young people from refugee and migrant backgrounds with barista skills, our Welcome Café also helps our youth build confidence, improve their communication, and grow their network.

Based at our Woolloongabba offices, the Welcome Café operates pop up stations at key Multicultural Australia events such as LUMINOUS and MOSAIC. To date, 42 young people have been employed through the Welcome Café, with eight securing jobs with the Gardens Club, run by the WISE Foundation.

This year, twelve clients from St James College, Milpera State High School, and Ipswich State High School completed work experience with our Welcome Café.



International Students

Our International Students team provide support and advice that helps students navigate life in Australia more easily. This year, we continued our great work with Study Gold Coast and the Gold Coast Student Hub, conducting several information sessions. More than 100 students attended workshops exploring:

- Storm Readiness with Suncorp
- Tax Returns with the Australian Tax Office
- Beach Safety with Queensland Surf Lifesaving
- Fair Work with Maurice Blackburn Lawyers
- Road Safety with Moto Dojo



Redbank Plains Community Centre

A dedicated hub for our clients and communities to engage in education classes, access services to support their settlement in Australia, and build connections in their local community, the Redbank Plains Community Centre is a vibrant and well-known space in the community.

Whilst pandemic restrictions impacted the ability of community members to engage with the centre, we were still able to meet the needs of the community through the delivery of our programs and workshops such as:

- Project Nourish
- English Conversation Classes
- Women's Group
- Financial Counselling

During the year, the Redbank Plains Community Centre hosted several events celebrating the contribution of the multicultural community including Harmony Day, LUMINOUS in the Neighbourhood and a series of Multicultural Lunches. We also had the privilege of hosting the Honourable Alex Hawke MP, Minister of Immigration and Citizenship, on a regional visit.

Toowoomba

Through the delivery of our Humanitarian Settlement Program, Settlement Engagement Transition Support, ParentsNext, Youth Hub, Refugee Health, and Employment programs, we have helped create a regional city that is more welcoming, diverse, and inclusive than ever before.

Our Toowoomba Multicultural Centre is a vibrant hub for communities to connect, share and learn. Flagship programs run through the centre include our weekly distribution of OzHarvest donations; multicultural women's group gatherings, the Queensland Police Service drop-in support and information sessions, refugee and immigration legal services, AMPARO advocacy, our Skill Up youth program, delivered in partnership with the University of Southern Queensland and much more.

In addition to our client-focused work, our Toowoomba team actively engage with the wider community to change the conversation about refugee and migrant communities in the region. Activities over the past year include:

- Float in the Toowoomba Carnival of Flowers parade
- Gold sponsor of the Toowoomba Languages and Cultures Festival
- Hosting Luminous in Toowoomba, attracting 500+ attendees



7525 people visited the centre

76hrs of volunteer support each week

29% were under 18

86% were visitors aged 26-40



PREPARING YOUTH FOR THE FUTURE

This year, we partnered with the University of Southern Queensland to deliver our Strength and Skill Up program, a ten-week positive social relationship program for Yazidi Youth. Funded through the Community Based Crime Action Committee, the program engaged young people aged 15 – 21 to reduce the risks of exclusion and isolation; help them strengthen their connections with family and friends in school, work, and volunteer settings; build confidence; develop skills; improve civic and service-systems literacy; and create opportunities for active participation in society.

Rockhampton

Our footprint in Rockhampton continues to steadily grow through our delivery of the Skilling Queenslanders for Work and ParentsNext programs. Our dedicated team have nurtured relationships with clients, communities, and external partners to make a significant impact in the region.

A Queensland Government funded initiative, the Skilling Queenslanders for Work (SQW) program helps unemployed and underemployed jobseekers develop skills that lead to positive employment outcomes. This year, nearly 100 students and trainees were engaged through six SQW project including traineeships in hospitality and construction.

TUCKERTIME HOSPITALITY TRAINEESHIP

A program designed to equip trainees with certificates and skills in hospitality, food safety and barista training, the Tuckertime Traineeship employed groups of 13 trainees for 20 weeks. Additionally, the program made an impact in the wider community through the:

- Collection of food from Aldi and Coles each day to distribute in the community and to cook meals for people in need
- Donation of an average of 50 prepared meals to the women's shelter each week
- Reduction of an average of 600kg of fruit, veg, bread, meat and pantry items from landfill each week



Cultural Support Services

Designed to help us better connect with and meet the needs of clients, our Cultural Support Services pair Cultural Support Workers (CSWs) with clients of similar cultural, ethnic and/ or religious backgrounds.

Our team of more than 120 Cultural Support Workers speak 80+ languages and are diverse in culture, ethnicity, and belief. They are employed on a casual basis to deliver culturally appropriate and responsive support to clients – including assistance with interpreting, capacity building and cultural competence. They have helped us deliver culturally informed services to thousands of clients across Southeast Queensland and Toowoomba over the past year.

Our CSWs work in a variety of settings including our settlement programs – Humanitarian Settlement Program, Settlement Engagement Transition Support and Status Resolution Support Services – community development and fee-for-service projects with external organisations.

120+ Cultural Support Workers

80+ languages spoken

96 SQW students and trainees

67% of SQW participants found jobs

Strategic Pillar: Changing the Conversation

We will seize opportunities to advance multiculturalism in Australia, creating welcome and a strong sense of belonging for newcomers.

IMPACT AND INFLUENCE

Multicultural Australia will strive for impact and aim to be a voice of influence to advance multiculturalism. Our work will use the best evidence and our impact will be measurable, so we know we are making a positive difference. We will leverage strategic partnerships to build our knowledge of emerging issues, best practice in service delivery, diversity and inclusion, and significant issues facing newcomers. Our goal is to help effect humane multicultural policies.

COMMUNITY OF INTEREST

We recognise the importance of a community of interest to influence and advance multiculturalism in Australia, built through our services, programs, social businesses, events, and celebrations.

VALUING PARTNERSHIPS

Multicultural Australia will value and grow our strategic partnerships across a wide range of sectors to promote our vision and help us deliver conversation-changing programs, events and celebrations. Our relationships will focus on building leadership that creates a positive social movement for change.



Results Based Accountability

Measuring the difference we make in the lives of our clients and communities is vital. Results Based Accountability (RBA) is the framework that we have implemented to ensure the work we do has impact and we stay focused on our mission. It gives us a clear picture of how much we have done, how well we did it, and whether our clients and communities are better off as a result.

RBA practices are helping our client service teams clarify the outcomes they aim to achieve with clients, design appropriate performance measures to collect valuable data, and use Turn the Curve exercises to develop action plans that improve outcomes.

We are seeing better results across our organisation – from an increase in the number of ParentsNext clients who have gained their driver's licenses, to a rise in clients who have secured employment. Other significant wins over the past year include the redesign of the Humanitarian Settlement Program (HSP) application check, which resulted in the creation of a standardised tool to assess settlement outcomes for newly arrived humanitarian entrants. HSP staff worked in partnership with the Client Voice Reference Group on the project.

How Turn the Curve exercises are helping us improve

As part of LUMINOUS 2022, our Events team surveyed attendees to understand if people experienced a greater sense of belonging after attending the event. The results showed excellent belonging outcomes in all areas apart from Toowoomba.

The Events team conducted a Turn the Curve exercise to learn why belonging was significantly lower in Toowoomba and what can be done to address it. They found that a major point of difference in Toowoomba was that the event was not planned in collaboration with community leaders. The team developed an action plan for 2023, using a community development approach to achieve shared ownership.

The survey results of the 2023 event will be assessed against the numbers, with a particular focus on Toowoomba, to understand the impact of embedding a different approach.



DATA DASHBOARDS
Closely linked to the Results Based Accountability measures, our data dashboard project is an important piece of work that involves the development of a suite of Power BI dashboards for the meaningful review and analysis of our performance measures.

Seven data dashboards are live, with five more in development. A leap in increasing our organisations data literacy and information maturity, data dashboards will enable future growth and development in data analysis to help Multicultural Australia keep fit for the future.

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Employment

Our Employment Services provide job readiness support, employment coaching and employment activities to increase our clients' skills and help them secure paid work opportunities. A strength-based and person-centred service delivery model, we initially meet with clients to understand their needs and aspirations, then provide tailored support to help them achieve their goals.

Clients have gained skills and knowledge from our wide range of formal and informal upskilling programs supported by partner organisations. This year, our employment team helped 264 clients secure jobs with nearly 80% of clients finding that their employment aligns with their career aspirations.

We also work with Employer Partners to help them recognise and realise the many benefits gained by engaging a diverse multicultural workforce.



107 Client referrals from Brisbane, Logan, Gold Coast, Toowoomba, and Rockhampton

54 Clients secured jobs

104 Clients were still employed after three months

Work & Welcome

A Multicultural Australia initiative connecting jobseekers from refugee and asylum seeker backgrounds with Queensland schools, businesses, and government bodies, Work & Welcome builds a more inclusive and capable workforce.

Starting as a pilot program at Padua College in North Brisbane, Work & Welcome now partners with more than 40 organisations.

Multicultural Australia identifies program candidates and finds placements based on their strengths, career goals, and the needs of partner organisations.

The program includes work preparation, assessment of candidates, shortlisting, and screening of candidates; and tailored cultural support for the duration of the paid placement (minimum 12 weeks). In that period, candidates grow their knowledge and skills in the Australian context, build meaningful connections and gain the needed confidence to progress their career, building their sense of hope and belonging.

Host organisations get access to a diverse, motivated, and talented pool of candidates with a wide range of experience, knowledge, and skills. They work with candidates who bring unique perspectives, problem solving skills and resilience. Additionally, organisations are recognised as Work & Welcome partners, with access to Multicultural Australia cultural events, corporate volunteering, and networking events.

SKILLS FOR THE FUTURE

A university student in her home country, Ugbad was eager to broaden her knowledge when she arrived in Australia from Ethiopia in early 2022.

After meeting with Ugbad to understand her wants and needs, our employment team secured a three-month work placement for her at Clairvaux MacKillop College in Mount Gravatt, Brisbane.

The placement gave her an opportunity to learn new skills, gain Australian work experience and build her confidence.

"This supportive environment has helped me to make new friends and networks," said Ugbad. "In the future I hope to work in the health industry, but for now I am very happy to be part of this school."



Pictured: Work & Welcome participant, Prince, who completed a placement with Queensland Rail.

22 Client placements
78% Secured employment

Shaping Your Future

An award-winning career mentoring program, Shaping Your Future received the Minister's award at the 2022 Queensland Multicultural Awards. Run by Multicultural Australia, in partnership with Randstad, the program supports new Australians from migrant and refugee backgrounds to improve their employment potential by matching them with mentors in their desired careers.

The program runs for six to eight weeks and includes two networking events. Mentors complete cultural awareness training delivered by Multicultural Australia and mentoring training through Randstad before the program commences.

Our two intakes during the year paired mentees with mentors from Randstad, EY, John Holland, Deloitte, EY, Queensland Government, Hastings Deerings, Suncorp and La Boite.



50+ Mentors & mentees

9 Partner organisations

Diverse Queensland Workforce

A Queensland Government funded initiative, the Diverse Queensland Workforce (DQW) program creates pathways to employment for underemployed and unemployed migrants, refugees, and international students aged 18 years and over. Multicultural Australia delivers the program in Redbank Plains, Inala, Woolloongabba, and Toowoomba.

Clients have access to individual career plans, support with resumes and job search, employment related information sessions, work readiness workshops – covering topics in Australian workplace expectations, employment skills, digital literacy, and networking – career mentoring, and referrals to work experience programs.

NATALIYA'S JOURNEY:

Nataliya Borulko, originally from the Ukraine, arrived in Queensland in March this year, and joined the DQW program in May. Having already studied and gained work experience in her home country, Nataliya made use of career planning and overseas qualification sessions, received support in writing her resume and cover letter, and conducted mock interviews with her employment consultant.

After assessing her options and mapping out her career aspirations as part of the DQW program, Nataliya decided to study a Certificate in Liberal Arts at the Australian Catholic University.

She has engaged with two more Multicultural Australia career programs since, having participated in the Work & Welcome program where she completed workplace experience with Queensland Rail, and Shaping Your Future, a career mentoring program that partners clients with mentors in a wide range of Australia's leading organisations.

After completing her placement with Queensland Rail, Nataliya was offered a permanent role. For Nataliya, the wrap around support she received from Multicultural Australia helped her navigate the Australian job market with ease.

"Multicultural Australia helped me understand everything. Without the help I received, I wouldn't have been able to apply for the job that I'm now doing. We need organisations like Multicultural Australia - they are doing great work," Nataliya said.



Pictured: Nataliya with our expert Employment Development Coordinator, Claire Uwimana.

120 client supported

83% of clients secured jobs

Skilling Queenslanders for Work

A Queensland Government initiative focused on equipping underemployed and unemployed individual from diverse backgrounds and lifestyles with work ready skills, the Skilling Queenslanders for Work (SQW) program is delivered by Multicultural Australia in Brisbane and Rockhampton.

The program focuses on youth, Aboriginal and Torres Strait Islander individuals, people with disabilities, mature jobseekers, women re-entering the workforce, veterans and ex-service personnel, and individuals from culturally and linguistically diverse backgrounds.



Future Leaders Advocacy Group

Our Future Leaders Advocacy Group (FLAG) is an advocacy, empowerment, and professional development collective for young people by young people made up of young people from multicultural backgrounds. FLAG is a platform for youth to amplify the voices in their communities and seek positive change on issues affecting their peers.

Over the past year, FLAG have engaged with government, business, and community leaders on important issues.



• August '21

ROUNDTABLE WITH GOVERNMENT

FLAG, Youth Voice, and Migrant Youth Queensland co-hosted a roundtable discussion with the State and Federal Government on issues impacting culturally and linguistically diverse youth, with a focus on education, employment, and mental health.

• October '21

DEPARTMENT OF EDUCATION SCHOOL IMMERSION PROGRAM

FLAG leaders participated in the co-design of the school immersion program. FLAG supported Multicultural Australia to produce content to help young people explore conversations about discrimination and actions to make their communities safer. The program launched on 19 October 2021 as the Culture Collective.

• April '21

MULTICULTURAL EVALUATION FOCUS GROUP

FLAG participated in the Multicultural Evaluation Focus Group hosted by the Department of Children, Youth Justice, and Multicultural Affairs. The session conducted an evaluation of the impacts of the Multicultural Recognition Act 2016. Attendees spoke of their experience of living in Queensland, discussing issues of welcome, discrimination, access to government services and employment as the Culture Collective.

Events

Our events are an opportunity to change the conversation about migrant and refugee communities in wider society. Through a series of iconic events that tell the stories of our clients and communities, we are creating a platform for Queenslanders to create welcome, promote inclusion, and give new Australians a sense of belonging.



2021 SUNDAY 10 OCTOBER

MOSAIC

Queensland's largest multicultural festival, is a must-do event at Roma Street Parklands each year. A celebration of the melting pot of cultures in Brisbane, MOSAIC showcases the creative and culinary arts of our culturally and linguistically diverse communities with a vibrant line-up of live music, dance, spoken word poetry, cooking demonstrations, food, and fashion.

The 2021 event attracted more than 5,000 attendees and engaged more than 70 community groups to share their culture with our festivalgoers.

2022 WEDNESDAY 16 MARCH

STAND-UP FOR WOMEN AT THE SIT-DOWN COMEDY CLUB

Proving that laughter is the best medicine, Stand-Up for Women at the Sit-Down Comedy Club brought together seven female comedians from diverse backgrounds to share their hilarious perspectives on life.

An International Women's Day fundraiser, more than \$8,000 was raised on the night, with proceeds going towards Domestic and Family Violence Services.

2022 FRIDAY 10 JUNE

LUMINOUS

Now in its 15th year, LUMINOUS has grown to become one of Queensland's most iconic events. A lantern parade like no other, LUMINOUS is a powerful statement of welcome, inclusion and diversity that is celebrated on Queensland Day.

With an audience of more than 20,000, walking groups from communities, religious and civil organisations, government, and the corporate sector carried lanterns that reflect who they are and what they do. The procession ended with a world music concert in South Bank.

In the lead up to LUMINOUS at South Bank, several LUMINOUS in the Neighbourhood, and LUMINOUS in the Regions events were held.



Volunteering

Our volunteers play a significant role in creating welcome for our clients. They deliver practical support to clients through their settlement journey, helping clients adapt to life in Australia and find a sense of belonging in the communities they settle in.

Volunteers are also helping us change the conversation about refugee and migrant communities by giving their time, knowledge, and skills to bring events such as LUMINOUS, MOSAIC and Our Journey to life. Anyone who has attended a Multicultural Australia event has likely encountered one of our volunteers. They are warm, friendly, and passionate about contributing towards our mission to create welcome, inclusion, and belonging.

How our volunteers are helping:

- Welcome ambassadors
- Events support
- Logistical support to distribute donations
- Transporting support for clients with appointments
- Administrative support
- Homework tutor



Strategic Pillar: Fit for the Future

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IMPACT AND INFLUENCE

Multicultural Australia will strive for impact and aim to be a voice of influence to advance multiculturalism. Our work will use the best evidence and our impact will be measurable, so we know we are making a positive difference. We will leverage strategic partnerships to build our knowledge of emerging issues, best practice in service delivery, diversity and inclusion, and significant issues facing newcomers. Our goal is to help effect humane multicultural policies.

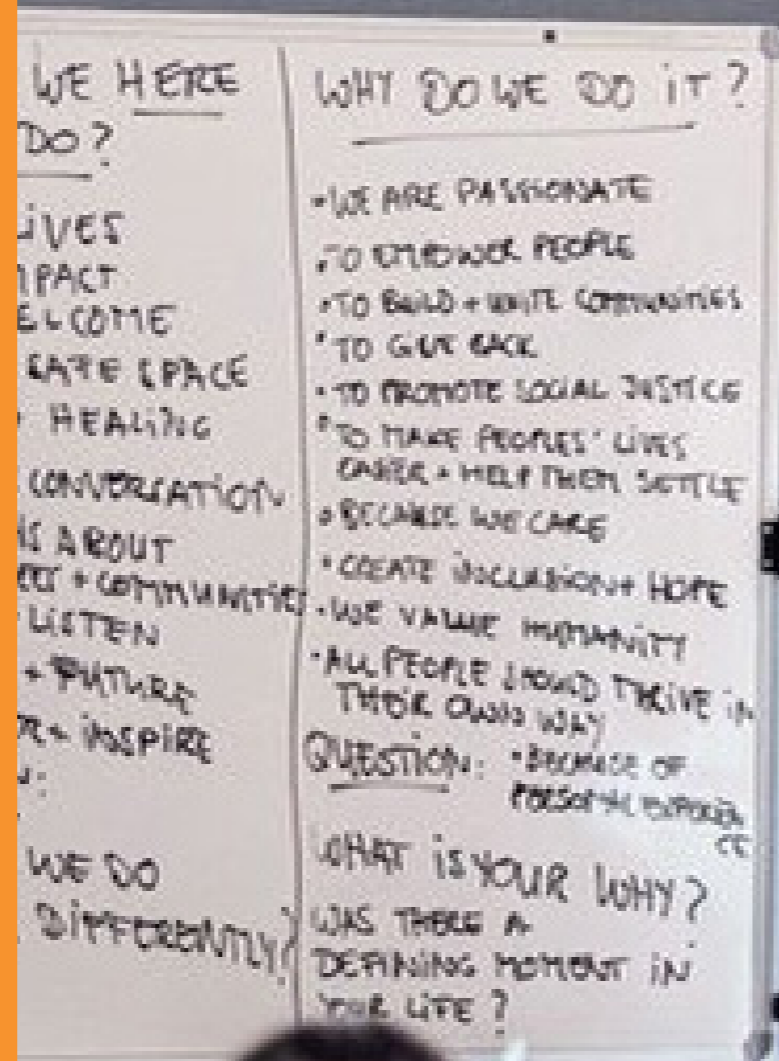
COMMUNITY OF INTEREST

We recognise the importance of a community of interest to influence and advance multiculturalism in Australia, built through our services, programs, social businesses, events, and celebrations.

VALUING PARTNERSHIPS

Multicultural Australia will value and grow our strategic partnerships across a wide range of sectors to promote our vision and help us deliver conversation-changing programs, events and celebrations. Our relationships will focus on building leadership that creates a positive social movement for change.

We will invest in the right skills, knowledge, and technology to achieve our vision. We will invest in social business opportunities that help us shape a better future for all.



Cultural Capability Training

Our cultural capability training focuses on building organisational capacity to meet the needs of culturally and linguistically diverse individuals and communities.

An introduction to the conversation about how we can create welcome, connection and belonging in our society in meaningful ways, Cultural Capability Training with Multicultural Australia is conducted by a facilitator with a depth of knowledge and skills, and a team member with lived experience as a migrant or resettled refugee.

Multicultural Australia staff engage in cultural capability training as part of our staff induction process. Apart from being a professional development opportunity for team members, the training creates a space for staff to learn about the lived experiences of their colleagues and broaden their worldview.

Organisations that have engaged with Multicultural Australia's cultural training over the past year include YFS Logan, Women's Health Rockhampton, World Wellness Group, and Crime Stoppers.

This year, we delivered several fee-for-service workshops to meet the unique needs of the organisations we engaged with. Delivered in collaboration with each client, the workshops explore issues such as the case for diversity, tools to build cultural competence and strategies to create inclusion and equity in service provision and interactions with multicultural staff.



Partnerships and Creative Connections

Our Partnerships and Creative Connections team exists to share stories and build belonging, connection and joy through our arts, sports, education, and training programs, in collaboration with our colleagues and community, government and business stakeholders.

Partnerships play a significant role in our work, as we engage organisations with aligned visions of social impact to join us to intentionally advance multiculturalism in Queensland. A blend of financial and in-kind support helps us achieve our goals and create positive outcomes for our clients and communities.

This year, our valued Partners have helped us host intimate citizenship ceremonies, invite community to attend unifying events and deliver cultural training which allows corporate, government and non-government organisations to grow their cultural competency and more effectively support and understand the communities they work with.

We engaged in a Partnerships, Alliances and Sponsorships assessment with KPMG to better understand where we are positioned with each of our key organisational relationships using key metrics. This resulted in the creation of a governance framework to manage our Partnerships and help ensure alignment with our strategic pillars and benefit to our communities.

SUNCORP

Our Suncorp partnership continued to provide our staff, clients, and community with services to promote financial inclusion. With the support of mentors from Suncorp, our Shaping Your Future career mentoring program was held in October 2021 and May 2022. Suncorp also provided professional development opportunities for our staff, including train-the-trainer financial literacy training which provided staff with financial management training to empower communities.

COMMBANK

Our Partnership with CommBank grew over the last financial year as they became our sole banking service provider. CommBank continues to support our Humanitarian Settlement Program clients with bank accounts and valuable financial assistance that helps foster social inclusion.

LA BOITE

La Boite remained strong partners, particularly in the arts space. The Multicultural Youth Arts Program (MYAP), delivered in partnership with La Boite grew steadily, providing an avenue for creative enrichment for young people. Facilitated by La Boite's Teaching Artists and supported by Multicultural Australia and the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT), the program delivers theatre workshops for young people from refugee and migrant backgrounds to foster leadership, self-expression, confidence, communication and build upon their senses of cultural identity and belonging.

DELOITTE

Our valued partnership with Deloitte grew over the past year. By participating in our career mentoring program and providing valuable pro bono assistance and advice, Deloitte have helped us develop our internal capability and the capability of our clients.

BRISBANE LIONS

We continue to maintain an enduring partnership with the Brisbane Lions and AFL Queensland, creating pathways into sport for refugees and migrants and creating opportunities for our clients to feel at home in our local sporting community. This is achieved primarily through our Connecting Through Sport program, which has been successful in providing young newly arrived Australians with opportunities to connect with local clubs and foster a sense of community and belonging.

Our Partners

- AFL Queensland
- Aust National Maritime Museum & National Monument to Migration
- Brisbane Bears - Fitzroy Football Club Limited (Brisbane Lions)
- Brisbane City Council
- Brisbane Festival
- Centacare (Cairns)
- Commonwealth Bank
- Deloitte - Mentoring
- Department of Education
- Diversity Umpires Training
- Football Queensland
- Governance Institute of Australia
- Headspace Toowoomba
- La Boite Theatre company
- Melaleuca Refugee Centre Torture and Trauma Survivors Services of the NT Incorporated
- Netball Queensland
- New Employment Services Model
- QPAC
- Queensland Police Service
- QUT
- Randstad
- RISE Sport
- Suncorp
- Talent Beyond Boundaries
- Thrive Refugee Enterprise
- Unify Intercultural Australia
- Townsville Intercultural Centre
- University of Queensland
- Welcoming Australia
- Work and Welcome Partners



Connecting Through Sport

Our Connecting Through Sport (CTS) program is a collaborative initiative with a range of sports, community, and tertiary partners, funded by the Department of Health. The goals of the program are to increase participation of refugees, migrants, international students, and women in sport, while building the capacity of sporting and community clubs to be more inclusive and welcoming of diversity.

This year, we engaged more than 6,000 refugees, migrants, and international students in the program, exceeding the key performance indicators of the program by more than 300%.

The program also engaged nine partner clubs to create Diversity and Inclusion Action Plans, helping clubs build a framework that promotes diversity, inclusion, and equity.

6,023 young people participated in the program
560 young people transitioned to a sport club or school competition
185 members of clubs & sport associations undertook Cultural Awareness Training

SPORT TO FOSTER BELONGING

Saman, Sipan and Rizgar fled Iraq with their family in 2018 and settled in Toowoomba. The brothers had never played club or competitive football before. Keen to try something new, they attended a four-week Connecting Through Sport program, delivered by Football Queensland from USQ Football Club. The brothers were welcomed by a friendly football club and introduced to club sport via the program. They subsequently transitioned to age-appropriate teams in the 2022 football season.



Research and Advocacy

Driving Multicultural Australia's core strategic focus, the Research and Advocacy function of the organisation helps ensure client voice is included in our work and drives commitment to and understanding of opportunities for human rights-based reform.

The research we undertake helps us to understand, analyse and coordinate data and insights to develop and support a research, advocacy, and evidence-based service delivery agenda. At a community-level, telling our clients' stories in submissions and reports can increase the power and influence of community voice.

Key research submissions

- Submission to the Women's Safety and Justice Taskforce – Options for Legislating Against Coercive Control
- Submission to the Community Support and Services Committee on Social Isolation and Loneliness in Queensland
- Submission to the Legal Affairs and Safety Committee Inquiry into Serious Vilification and Hate Crimes in Queensland
- Submission to the Office for Women and Violence Prevention on a new Queensland Women's Strategy
- Submission to the Queensland Human Rights Commission on the review of the Queensland Anti-Discrimination Act
- Engagement with the work of the Royal Commission into violence, abuse, neglect and exploitation of people with disability (the submission was in the previous FY June 2021). Participation in the National Forum on the settlement experiences of culturally and linguistically diverse people with disability (Nov 2021); and supporting, in conjunction with the SETS team, a former MA client's appearance at the Royal Commission (providing their experience of engagement with an Australian Disability Enterprise).

HEARING THE VOICES OF OUR CLIENTS AND COMMUNITIES

Where possible, our programs and initiatives are co-designed with community. Evidence of this is our involvement in the Parliamentary Inquiry into serious vilification and hate crime. To help individuals from multicultural communities feel safe about sharing their stories, we created a community campaign that created a platform for voices to be heard. We partnered with trusted individuals and organisations and created safe environments for people to feel comfortable sharing painful experiences of racism and discrimination in Queensland.

The campaign ran from 11 June to 12 July 2021, with an intent to raise awareness of the Inquiry amongst diverse communities across Queensland and hear the voices of individuals who will be directly affected by the outcome of this inquiry. In total, 41 community submissions were received and submitted to government.

Client Voice Reference Group

Multicultural Australia's Client Voice Reference Group (CVRG) comprises individuals with lived experience in line with our clients and communities. The CVRG acts as an advisory group to Multicultural Australia to ensure our strategic priorities, program design and program delivery are informed by client voice.

The group plays an important role in the design of our programs and initiatives, research, and communication with clients to ensure that the language we use is accessible and inclusive.

DEFINING COMMON WELLBEING OUTCOMES

Tasked with defining the key conditions of wellbeing that are central to our clients' wellbeing goals, our CVRG engaged in a series of workshops that unpacked the factors that contributed to their personal wellbeing and that of their community. Belonging, interconnection and self-reliance were identified as key factors contributing to wellbeing.

Following this, we developed client surveys that measured whether our work contributes to an increase in belonging, interconnection and/or self-reliance across all our client and community programs and initiatives.

Digital Transformation

OUR KEY ACHIEVEMENTS

Technical readiness

- Core network upgrade
- Enterprise backup & restore upgrades
- Server infrastructure upgrade
- WAN upgrade
- Deployment of a Mobile Device Management System

IT capacity and capability

- Development of an ICT strategy
- Implementation of an Information Security Policy Framework
- Release of ongoing cybersecurity training
- Development of an Information Management Strategy

Core Business Systems

- Deployment of a Governance Dashboard for Executive reporting
- Deployment of a new Accommodation Management System
- Deployment of a new Human Resource Information System

Leadership at all levels

At Multicultural Australia, we understand that to achieve our strategic goals and fulfil our mission, we need a team who are passionate, skilled, and given opportunities to develop themselves personally and professionally.

We are focused on nurturing the talents and interests of our staff by promoting a practice of leadership at all levels, giving individuals true ownership of the work they do and opportunities to make decisions that positively impact their teams and the wider organisation.

How we are developing future leaders:

- Creating opportunities for staff to share their knowledge with their teammates and the wider organisation
- Developing the cultural, digital, and technical capabilities of staff Exploring opportunities for team members aspirations to be nurtured by involving them in projects of interest



Financial Report

Multicultural Australia's revenue remained steady and while still below pre-pandemic levels, an increase in government funded program income provides an indication of recovery.

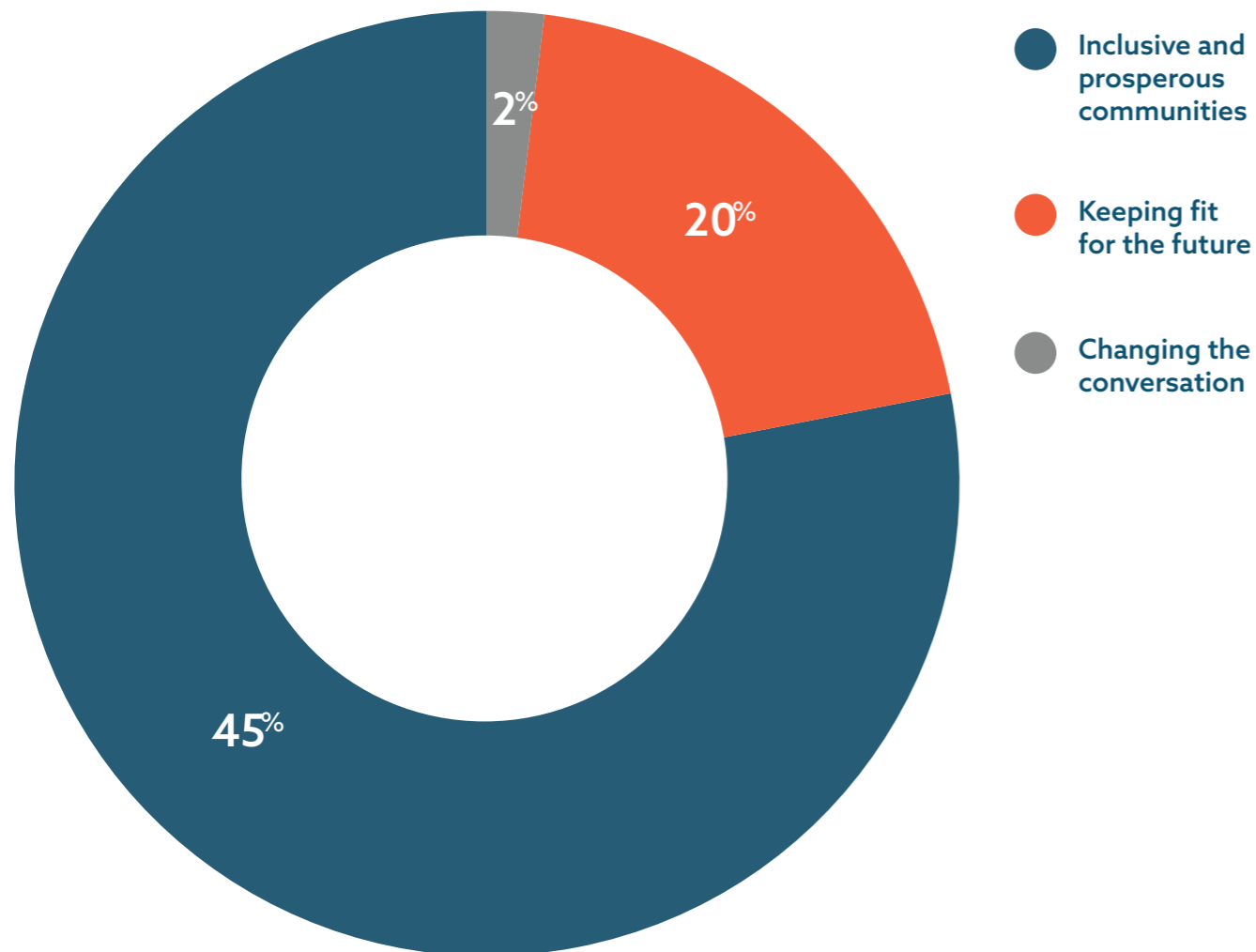
Our asset to liability ratio remained unchanged at 2.9:1, demonstrating continued strength in our financial position and an ongoing effort to control expenditure during times of continued uncertainty.

We remain dedicated to focusing our efforts and financial resources towards the achievement of our strategic objectives.

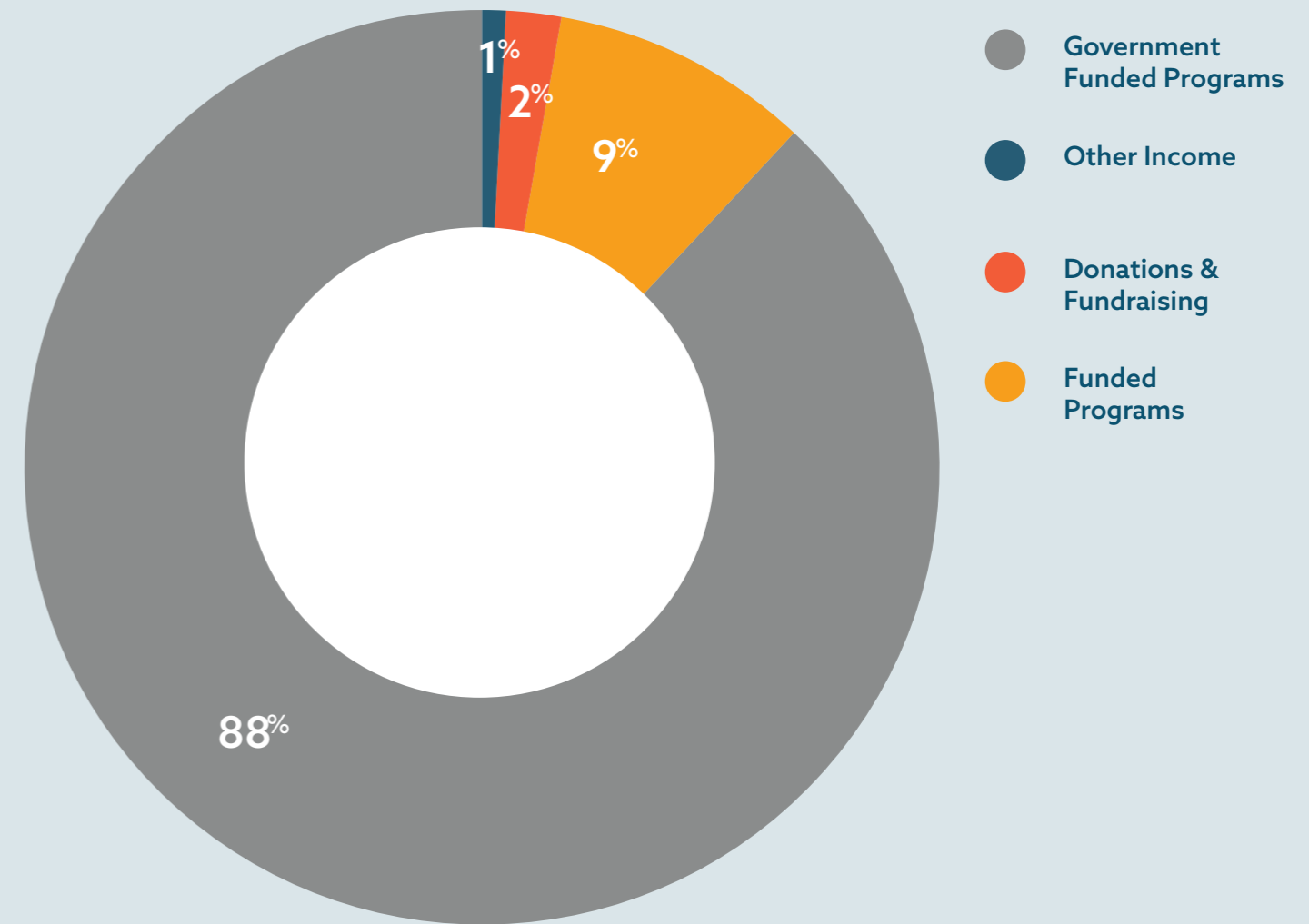
\$32.5m
TOTAL REVENUE FOR FY22

2.9:1
ASSET TO LIABILITY RATIO

FY22 EXPENSES BREAKDOWN



FY22 REVENUE BREAKDOWN





**MULTICULTURAL
AUSTRALIA**



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