

Annual Report

2015 | SPECTRUM MIGRANT RESOURCE CENTRE



Spectrum
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Spectrum Migrant Resource Centre is a Victorian-based not-for-profit organisation. We have been in operation for 35 years supporting the development of a more inclusive, culturally rich community in Australia, where migrants, refugees and those from diverse communities can reach their full potential.

We work across Melbourne's north and west, delivering services and programs from three offices in Preston, Dallas and Sunshine, as well as undertaking outreach in varied community settings.

Our current services include:

- Settlement support for newly arrived individuals and communities
- Working with culturally and linguistically diverse families to strengthen parenting and family relationships
- Working with young people from migrant and refugee backgrounds
- Culturally-specific aged care support and respite in the community and at home
- Assisting people with disability and their carers

This work is funded by federal, state and local government, philanthropy, and through fee-for-service arrangements. Spectrum's work is strengthened by effective partnerships with a range of community organisations and generous volunteers.

Vision

Generations of diverse communities and individuals reaching their full potential in Australia.

Mission

To work with diverse communities and individuals to successfully settle in all aspects of community life.

Values

Integrity
Respect
Excellence

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Chairperson's Report

Celebrating 35 years of supporting communities.

This year marks 35 years of Spectrum Migrant Resource Centre providing crucial services to culturally and linguistically diverse (CALD) communities in north-west Melbourne.

Australia has a proud history of welcoming 'those who've come across the seas' and generally remains a friendly destination for people who choose to settle here. The independent Scanlon Foundation monitors measures of social cohesion in Australia, including our attitudes to immigration and multiculturalism.

Their 2014 'Mapping Social Cohesion' Survey reported that respondents:

- generally had a low level of concern about the current level of immigration;
- continued to strongly support the view that multiculturalism is good for Australia; and
- continued to have a considerably more negative view of people who are Muslim than those who are Christian or Buddhist.

Since that survey's completion, national and international events have challenged our assumptions about the place of multiculturalism in our society. We must step up and re-affirm our common humanity and say 'no' to the exploitation of human suffering for political point-scoring on either side of the debate.

It's easy to succumb to irrational fear. There are random events that shock us; sustained violence and upheaval that

grips whole countries; media coverage that favours hype over logic and leads to increasingly misinformed public debate; and the perpetuation of racism by fringe elements.

In all of this, we are talking about real people, individuals and families who are caught up in events and impacted by public sentiment beyond their control.

Whether the communities suffering are on the other side of the world or in our own backyard, we must strive to see through the fog of fear, ignorance and mistrust, to the common humanity which binds us and demands a response.

It is this response that is the cornerstone of Spectrum's work supporting emerging and established communities. Although the scale of the asylum seeker and refugee challenge is at times overwhelming, I know we are playing our part in addressing the real and immediate needs of individuals and families.

Our range of services across settlement, family, youth, disability and aged care is the platform for our continued growth and expansion. Our recent successes in winning grants and the growing demand for our community and home support services gives me great confidence in the future of our organisation.

As a Board we are continually reviewing Spectrum's focus to ensure we remain relevant and meet the needs of all migrant groups at all stages of their journey.

I acknowledge the continuing and strong relationship we enjoy with the Department of Social Services which significantly underpins many of the services we provide. I am also grateful for the support of the Victorian Department of Health and Human Services and the Office of Multicultural Affairs and Citizenship.

Our Board has been renewed this year with the appointment of Moreno Grison, Judy MacGraw and Nesan Naidoo who bring with them a wealth of skills and expertise to complement those of the continuing directors.

I am grateful for the commitment and skill of the entire Spectrum staff and, in particular, the executive management team who have worked tirelessly and cohesively to drive our recent change and growth. I would also like to thank the many dedicated volunteers who ably support them.

Finally, thank you to my fellow directors for their continuing commitment. They generously give their time and willingly share their skills and experience on a volunteer basis for the benefit of Spectrum and our clients.

Sumith Perera
CHAIRPERSON

2014-15 Snapshot

August 2014:

A new Volunteer Coordinator role was created to strengthen our volunteer program.

September 2014:

An external evaluation of our Healthy Relationships in a New Culture project - which addresses violence against women in CALD communities - showed that the model was innovative, relevant and impactful.

October 2014:

Our head office moved to a new location at 306-308 Bell St, Preston after 18 years at the 251 High Street address.

November 2014:

Spectrum and a consortium of agencies led by Kildonan UnitingCare began piloting the Hume Moreland Services Connect Partnership, aimed at better integrating human services delivery for vulnerable and disadvantaged clients.

January 2015:

In a big start to the new year, Stelvio Vido was appointed CEO, and Spectrum was awarded the largest Settlement Grants contract in Victoria to deliver services in Melbourne's north and west, partnering with Whittlesea Community Connections.



CEO's Report

I'm very proud to write this message as CEO of Spectrum MRC.

As a second generation Australian, my motivation for taking on the role was the opportunity to make a real contribution to supporting people who had chosen to make Australia their home.

The journey of a migrant is not an easy one but with time comes understanding, familiarity, connection and a sense of belonging.

Spectrum has been supporting people on this journey and enriching lives for 35 years and continues to play an important role in CALD communities.

This past year we have notched up successes across a number of areas, which included being awarded a new Settlements Grant contract by the Department of Social Services. This affirmed the excellent work we are doing in settlement services and enabled us to establish a new service location in Craigieburn, a popular place to settle for many of our clients.

This contract also brought a new collaboration with Whittlesea Community Connections which will bring many benefits for our communities.

We rely on partnerships and collaboration with like-minded organisations who share our commitment to new and emerging communities. Without these partnerships we couldn't deliver our many services and I thank them all. I particularly want to acknowledge our relationship with AMES Australia, which supports us to deliver an even broader range of services to our clients.

The launch this year of a new online portal for our popular Parenting in a New Culture (PINC) program will make it easier for families to access information and increase its reach in the community. The suite of resources assist parents in raising their children in Australia and have generated considerable media attention. We anticipate the website will build further on the success PINC has enjoyed since its inception.

We are responding to increasing demands for our services in the aged and disability support area, including an increase in the need for culturally and linguistically appropriate home support services. Our work in these areas is highly regarded and we hope to expand these offerings to a broad range of clients.

We have improved our financial performance through greater activity levels and closer attention to costs and reporting, which has resulted in a greater capacity to reinvest in our future growth.

We welcomed two new appointments to our management team; Aimee Griffin, General Manager Settlement and Family Services and Brett Lynch, Chief Financial Officer. Spectrum has been strengthened by the considerable skills brought by both.

In the NGO sector we do great work but our operating environment is not an easy one as we rely on uncertain and short term funding. However, this uncertainty can spur us on to constructive, robust thought and action.

I see many wonderful opportunities for Spectrum to support communities, but it does require a different mindset, imagination and a strong will to succeed. I am confident our team can focus on the opportunities rather than be discouraged by the uncertainty.

Our staff are passionate about diversity, human dignity, fairness, justice and the individual's right to realise their potential. They work here because they truly care about the people they serve, and I am continuously grateful to them for their hard work and dedication.

We have improved our financial performance through greater activity levels and closer attention to costs and reporting, which has resulted in a greater capacity to reinvest in our future growth.

Personally, I wish to acknowledge the support and commitment of my executive team to pursue an agenda of service improvement and excellence. I would also like to thank the Board for their wise counsel and, in particular, the guidance readily provided by the Chair.

Stelvio Vido
CEO

February 2015:

In a major external audit and certification assessment of our Disability Services we were shown to fully conform with the four Human Services Standards and awarded three years' certification.

March 2015:

Our new, re-designed website went live.

April 2015:

Spectrum's Parenting in a New Culture website, the first of its kind in Australia, was launched. Website content is available in three languages and includes easy to use resources and downloadable manuals aimed at CALD communities.

May 2015:

We launched the Hume Community Hub project, which aims to enhance service integration and develop social participation initiatives, such as a community garden, at our Dallas site.

June 2015:

The annual Let the Cultures Unite event was held in Hume, bringing together over 300 women from a range of cultural, ethnic and religious backgrounds in a celebratory evening of music, dance and culture.

Aged and Disability Services

Spectrum is committed to ensuring our aged care and disability services remain relevant, flexible, prompt and reliable for the hundreds of clients from diverse cultural backgrounds that we support.

This year, the Aged and Disability Services unit introduced major structural changes designed to prepare for the next wave of sector reforms. All positions were reviewed to reflect the growing complexities in aged care operations, changes in funding agreements, compliance and reporting requirements, as well as required skills and qualifications.

Key sectoral changes are the Australian Government's introduction of consumer-directed care approaches in home care; the transition to the Commonwealth Home Support Programme; the introduction of the *My Aged Care* website and contact centre; the transfer of Home and Community Care (HACC) services to the Commonwealth government effective from 1 July 2016; and the full rollout of the National Disability Insurance Scheme in Victoria commencing in 2016.

77,000

HOURS OF IN-HOME CARE DELIVERED BY MULTICULTURAL HOME SUPPORT SERVICE (MHSS)

8,740

HOURS OF COMMUNITY-BASED RESPIRE FOR PEOPLE WITH DISABILITY AND THEIR CARERS

34,000

HOURS OF SERVICE FOR PLANNED ACTIVITY GROUPS



MULTICULTURAL HOME SUPPORT SERVICE

The Multicultural Home Support Service (MHSS) provides, on a fee-for-service basis, multilingual home, personal and respite care for older people and people with a disability to assist them to live independently in their own homes. Our experienced workforce of over 150 support workers, fluent in more than 40 community languages, enables appropriate matching to clients with varying cultural, linguistic, and religious needs and preferences. This year the MHSS delivered over 77,000 hours of in-home care and respite services to over 1,500 clients and more than 7,900 hours of disability support services.

AGED CARE SUPPORT AND RESPITE

Our government-funded aged care support and respite services and programs include:

- 18 Planned Activity Groups (PAGs) for older people in Melbourne's north from varied communities, including Assyrian Chaldean, Chinese, Italian, Macedonian, Polish, Punjabi, Sri Lankan and Somali. PAGs help older people from CALD backgrounds remain active and independent, providing opportunities to connect and socialise with the community. Programs include both day-long care

and social support, depending on need, reaching around 380 people each week. This year over 34,000 hours of service were delivered to PAGs.

- Culturally-specific centre-based respite for five communities at the Clifton Respite Cottage and Spectrum Respite Centre Whittlesea, delivering more than 33,000 hours of care and respite services.
- Over 11,000 hours of in-home and community respite services for carers of frail aged people as part of the National Respite for Carers Program.
- Assistance with Care and Housing for the Aged, services and support for 116 financially disadvantaged older people from migrant backgrounds who were homeless or living in insecure housing to locate and maintain suitable and secure housing.
- The Homeshare Program in partnership with Care Connect, assisting seven older householders to find a suitable homesharer to share their accommodation in exchange for social assistance and support.
- Over 1,000 hours of assistance through the Access and Support Program, helping eligible older people from CALD backgrounds to access HACC-funded community services. The program

supports people to navigate the system while promoting engagement, empowerment and self-determination.

- Coordination of the Northern Federation of Ethnic Senior Citizens Clubs, including running monthly meetings so that clubs can network, share resources and ideas and provide practical advice and assistance regarding their operations.

MHSS – Fast Facts

- Our oldest client is a 100-year-old woman who lives in Preston.
- Our most popular service requests are for Italian and Greek-speaking workers in the Brunswick and Carlton areas.
- Our newest up-and-coming suburb for referrals is Donvale.
- Our clients look for a few key things in a support worker – maturity, reliability, and a good language match.
- Support workers who are increasingly in demand are those who speak Arabic, Maltese, Mandarin, Nepali, Cantonese, Croatian, Assyrian and Punjabi.

Case study: Respite care leads to a lucky match

It was 1989 when Halime, then in her early 50s and recently widowed, decided to leave Lebanon with her two children to come to Australia. Understanding the importance of contributing to the community, Halime was quick to busy herself with various teaching roles including volunteering at weekend schools as well as tutoring young children in Arabic. But Halime's most treasured contribution was what she could give to her children, who she supported to gain part-time work and complete various levels of education.

Halime is older now and herself in need of extra assistance. Her daughter Lina was determined to find the best support available and learnt about our National Respite for Carers Program, which provides four hours of respite care a week. She knew it wasn't going to be easy introducing her Mum to a stranger, so she took the time to become acquainted with Ola, one of Spectrum's Arabic-speaking support workers and part of the Multicultural Home Support Service workforce, before introducing her to Halime as a family friend.

Ola was a perfect match for Halime. As fate would have it, Ola and Halime happen to be from the same village in Lebanon. The two now spend time together every week doing activities that Halime enjoys.

"She finds our trips to the shopping centre very exciting," Ola said. "We enjoy window-shopping and sushi and sweets. She holds my hand all the time and tells me stories about back home... reminiscing on the good old days."

As well as being a joy for both Halime and Ola, the respite care provides important relief for Halime's family who are reassured by the knowledge their Mum is being well cared for.

"Having Ola in our lives means that I am feeling 100 per cent sure that Mum is in the best hands possible and that she is having quality fun time while I am away," Lina said.

"Ola is a prayer that has been answered."



L to R: Ola shopping with Halime

DISABILITY SUPPORT

We deliver block-funded disability support services through the Respite for Older Carers program that provided 8,740 hours of community-based respite to over 40 people with disability and their carers. Clients were also engaged in a range of physical and social activities through our activity groups including cooking, swimming, bowling and Connect groups. Our Connect group was a major triumph proving that “doing all things together” makes a big difference. Disability Services received a late boost with the allocation of additional funding to Respite for Older Carers which allowed us to support an additional 10 clients through community-based respite.



Kosy's story: Connecting to the community

Hello, my name is Kosmas - most people call me Kosy. I live in Reservoir with my parents who originally come from Greece and mainly speak Greek at home. I do too, but I am bilingual so I speak English as well.

I'm proud of my culture and especially love traditional Greek dancing. As my parents get older I'm learning to be as independent as possible so they can have their own time. I catch a train and a bus by myself to get to the factory in Kew where I work every Wednesday and Friday. I do lots of different things there and I enjoy it a lot.

Since 2010, I have been accessing Spectrum's disability support. I enjoy working with my regular support workers Christine and Franca, and seeing all the other people at our regular activities. Every second Wednesday, after work, I go to the Cooking Club that Spectrum runs in Preston. I help people prepare and clean up dishes, knives and forks. I enjoy dinner with my friends there - George, Con, Dina, Thekle, Maria and our support worker Rosa (whose cooking I really like). I always look forward to other people's birthday celebrations.

Then every Thursday I go with Franca to a bowling club. Normally I play two bowling sessions with Tay and Anh. This is an important

place for me to catch up with many different people including some friends I have outside of Spectrum's club. After work on Fridays, Christine picks me up and we go shopping at Northland.

I attend Connect Group activities during the school holidays - it's a new Spectrum group for people with a disability. So far we've done many things together at many different places. I loved playing bocce and badminton at Edwardes Lake Park. I also danced to 80s pop music and traditional Greek music and then we shared dinner to celebrate Valentine's Day.

I am 42 years old now and I enjoy my life a lot with all the good people around me. The people at Spectrum have been great as they understand my needs and encourage me to go out and do as much as I can. I tend to feel anxious with a large group of people and feel easily confused when things do not go well. This comes from my disability which I have come to accept. Despite that, I believe I am an adult who is capable enough to continue to work and connect with people.

I want to thank Franca, Christine, Rosa and other people from Spectrum for helping me to feel confident as I am now and for helping me connect with friends through the different clubs they run.



Did you know?

The introduction of My Aged Care is one of the biggest changes to the aged care system ever undertaken by the Australian Government. These changes have been designed to give people more choice, more control and easier access to a full range of aged care services.

www.myagedcare.gov.au

Settlement and Family Services

The Settlement and Family Services unit supports newly arrived refugees, migrants and asylum seekers to successfully navigate and address the challenges of settling in Australia.

We assist people at first arrival and continue to provide support through the different phases of settlement, contributing to a more harmonious society where every individual can realise their potential.

900

CLIENTS SUPPORTED THROUGH CASEWORK

500

REFUGEES ASSISTED THROUGH HUMANITARIAN SETTLEMENT SERVICES (HSS) PROGRAM

2,000

PEOPLE WERE ENGAGED THROUGH COMMUNITY DEVELOPMENT ACTIVITIES



SETTLEMENT SUPPORT

Spectrum is part of AMES Australia's Humanitarian Settlement Services (HSS) consortium in North East Melbourne, which assists humanitarian entrants in their first 6-12 months in Australia. We delivered intensive, practical support to over 500 refugees this year, easing what can be an extremely stressful experience and helping them to settle into the community. Their key countries of origin were Iraq, Syria, Myanmar, Ethiopia, Bhutan, Somalia and Afghanistan.

We also deliver Settlement Services that support refugees and migrants beyond their first six months of arrival. Settlement needs are addressed through casework, community development programs, youth-specific support, and immigration assistance for humanitarian entrants. Across Spectrum's three locations in Melbourne's north-west - Preston, Dallas and Sunshine - we provided casework to over 900 clients and immigration assistance to over 300 people.

In addition, more than 2,000 people were engaged through community development activities, including settlement support groups and programs addressing issues such as driving safety, financial literacy, employment, water safety, health and the environment.

Complex Case Support offers a specialised and intensive case management service for refugees with exceptional needs beyond the scope of generalist settlement services. Spectrum assisted 10 such clients this year to access support with issues such as crisis accommodation, family violence, severe or debilitating medical conditions, and mental health. We aim to mitigate the issues or crises our clients present with and identify sustainable support structures to prevent these issues re-occurring. Strengthening of our internal resources this year will allow us to respond to even more cases in the future.



L to R: Inam, Fahmi, Ilham and Amal

Case study: Siblings assisted to settle into a new life

Amal and three of her siblings, brother, Fahmi, and sisters, Inam and Ilham had a difficult journey before their arrival in Melbourne on a 202 visa last year. They left their home in Iraq four years ago and then spent three years in Syria waiting for their visa applications to be accepted.

"We were very happy to come to Melbourne. The situation in Syria was bad, ISIS was very near," Amal said.

"Spectrum gave us a lot of service starting with meeting us at the airport. They took us to accommodation and brought everything for us, including food; they invited us to the office to do a lot of different things so we felt very supported," Fahmi said.

"They came to the house and asked what we needed. Roshni, our case manager, arranged for some charities to also come visit us and bring furniture and food until we can stand on our feet," Amal said.

"Also very important was the fact Spectrum helped us go to school. We are all now at Kangan Institute to learn better English."

Six months after arriving in Australia, their brother - who had been living in Australia for some time - sadly died. Spectrum was there to support Amal and her family at this difficult time.

"The greatest thing Spectrum did for us was when we lost our brother and Nessim, our community guide at Spectrum came with us to the church. We never forget how Spectrum helped us during that time. It made the biggest challenges small to us. We appreciated it very much."

For Amal and her siblings, the most important aspect of their relationship with Spectrum has been the sense of dignity it has afforded them.

"When we came to Melbourne we didn't have any money. We lost everything in Iraq. Spectrum gave us a lot, helped us to live in a house. Allowed us that dignity again. We are treated as human beings. We are not having to ask for help, now we can live with dignity," Amal said.

"We decided to forget the past and start a new life - and Spectrum helped us very much with this. We know we are not alone. Every problem we face, they give us support. All the people at Spectrum have a smile, have a nice soul, and deal with people with love. That has been so important," she said.

"When we came here we were looking for a small light," Fahmi said. "We found here a bright, bright light to guide us everywhere. Thank you very much for what you did for us."

COMMUNITY DEVELOPMENT IN ACTION

In October 2014, a settlement support group was established in Sunshine for women from the Afghan community to assist them to increase their social connectedness, self-confidence, awareness of local services and venues, and improve independence and mobility. During weekly sessions, participants enjoyed activities such as conversational English, group excursions, health literacy, and engagement in a community garden project. Participants became more confident in accessing settlement services as well as mainstream community services. As a result, they were eager to become involved in other projects, operate more independently in the future and assist other community members.



YOUTH SERVICES

We supported and engaged young people from refugee and migrant backgrounds through outreach at schools, school holiday and weekly sport activities, outdoor camps, and projects focused on leadership and employment. We also delivered education support programs at four locations in Melbourne's north that provided study assistance to more than 100 refugee background students each week.

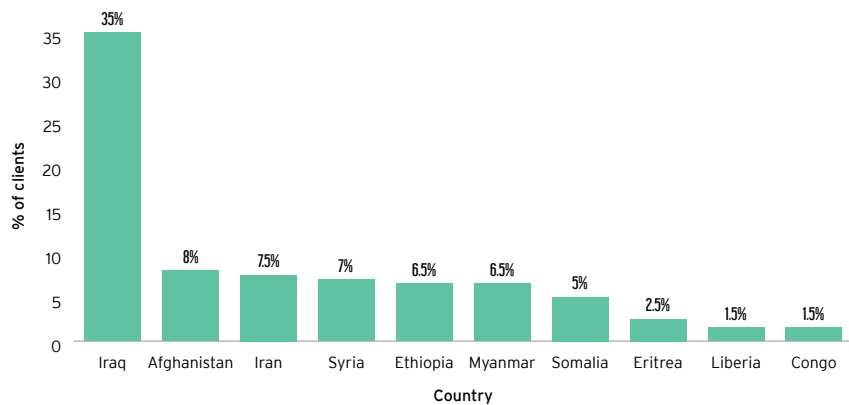
YOUTH IN FOCUS

Youth Events and Leadership (YEL) was a 10 week leadership program held with recently arrived young people in northern Melbourne. It aimed to increase awareness and understanding of cultural and community needs, leadership styles, community capacity-building, effective communication, conflict resolution and teamwork. Young people participated in hands-on exercises such as public speaking workshops, community volunteering, event planning, project development and promotion. The pilot program concluded with participants planning, coordinating and hosting their own community event during Refugee Week, attended by over 50 people.

ASYLUM SEEKER ASSISTANCE

Through the Status Resolution Support Services program, delivered in a consortium led by AMES Australia, we supported more than 150 asylum seekers who are living in the community on bridging visas until their protection claims are resolved. Clients are connected with essential community services, local community groups and volunteers, and assisted to establish themselves in the Australian community.

SETTLEMENT SERVICES CLIENTS: TOP 10 COUNTRIES OF ORIGIN



COMMUNITY CAPACITY-BUILDING

Spectrum has an ongoing partnership with the Brotherhood of St Laurence's Ecumenical Migration Centre to deliver the Refugee Action Program in Melbourne's north. This program continued to produce strong outcomes for newly arrived communities through varied activities, such as working with Bhutanese and Iraqi Turkmen groups in responding to their self-identified needs, supporting asylum seekers in Whittlesea via English classes and a social soccer program, and running leadership training for 15 participants in the Whittlesea area. An external evaluation confirmed the program is having a positive impact with respect to community strengthening, settlement and capacity-building.

TOP 10 (GROUPED) ISSUES ADDRESSED THROUGH CASEWORK

ISSUE	%
Migration	33
Legal	20
Document Help	13
Material/Financial Assistance	8
Accommodation	4
Other	3
Education and Training	3
Youth	3
Life Skills	2
Health	2



L to R: Christian, Souzana, Iwan, Zaya and Ilyan

FAMILY SERVICES

The Family Services team continues to deliver tailored support to families from culturally and linguistically diverse backgrounds. We aim to strengthen family relationships, prevent family breakdown and ensure the wellbeing and safety of children by providing casework, broad-based counselling and education to families.

The Family and Relationships Services program assisted families with grief and loss counselling, intergenerational conflict, family violence issues, dispute resolution, community capacity-building and child protection notifications. Assistance to around 100 clients occurred via specialist casework, groupwork and secondary consultation in the northern Melbourne catchment.

Delivery of the Parenting in a New Culture (PINC) program was boosted this year with the development of new resources, modules and a dedicated website. PINC aims to improve family functioning in newly arrived CALD communities by working with parents, through workshops and follow-up support, to anticipate and respond to the challenge of parenting in a new cultural context. Workshops cover issues such as managing family stress, learning in school, children's development needs, and dealing with teenagers.

A number of parenting workshops were delivered to communities in Preston and Sunshine, and for the first time, PINC was piloted in the Hume local government area with Communities for Children funding. This benefited four communities: Assyrian Chaldean, Iranian, Afghan and Arabic-speaking Iraqi. Sixty parents participated in the courses, supported by bicultural workers. In working with Afghan families, we formed a partnership with Mount Ridley College in Craigieburn to support newly arrived parents at the school.

Case study: Supporting families in a new culture

Zaya and his wife Souzana are among the millions of people who have been displaced by the conflict in Syria. They spent over a year in Lebanon with their three young boys - Christian, Iwan, and Ilyan now aged 9, 5, and 4 - before finding a safe refuge in Australia. Their children's future was foremost in their minds.

"Without the war, I would never have left Syria, for any reason" Zaya said.

Families face many challenges when arriving in a new country. They must learn a new language, find employment and somewhere to live. The resettlement process also puts a lot of pressure on family dynamics and parents can often find it difficult to manage the needs of their children growing up in a new cultural context. Understanding new laws and services related to family life can be another area of confusion.

Spectrum developed the Parenting in a New Culture (PINC) program to address the issues faced by families at an early stage of settlement. This includes supporting and educating parents through delivery of culturally-tailored workshops on varied parenting topics, combined with the use of language-specific parenting guides, materials and co-facilitation by a bi-cultural support worker.

After hearing about PINC, Zaya and Souzana were keen to receive guidance

with raising their children in Australia. Following his participation in parenting workshops and an excursion with five other families, Zaya found his perspective on the role of the parent start to change.

"In my country, when I was a boy and got upset, the adults and other children would just ignore me, not take any notice. That is normal, and how life was. From these sessions, I really enjoy learning different ways of supporting my children, especially when they are upset, to learn how to communicate better with them and to encourage them to grow," Zaya said.

They gained a lot from the experiences of other families and also began practising some of the negotiation and positive parenting techniques they had learnt. The family created an activities routine during school holidays which included focused interactive play time together.

"We tried to use the information and skills from the workshops with our children, and explained what we learned. They have responded really well - it's making a big difference to our family."

Zaya and Souzana are now focusing on providing an environment in which their sons can study hard, succeed at school and importantly, notes Souzana, "be good people".

Our People



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Without the hard work, loyalty and commitment of our people, both paid and unpaid, Spectrum would not be able to help our clients on their journey to a better life with greater opportunities...

286

STAFF AS AT
30 JUNE 2015

5,700

HOURS OF
VOLUNTEER SUPPORT

At Spectrum we are proud of the diversity, passion and skills our people bring to their work in supporting culturally and linguistically diverse communities, including those who are more vulnerable due to their recent settlement, age or disability.

Without the hard work, loyalty and commitment of our people, both paid and unpaid, Spectrum would not be able to help our clients on their journey to a better life with greater opportunities.

We recognise the need to invest in our staff and volunteers by strengthening internal systems, capacity, and infrastructure. This year saw the restructure of the Aged and Disability Services unit, including developing a new management structure for the Multicultural Home Support Services team to enhance support to our mobile workforce and service delivery to CALD older people and people with disability.

There was also a focus on the development of programs to enhance workplace cohesion, engagement and health. Staff feedback from an organisation-wide survey conducted in 2015 has resulted in health and wellbeing initiatives such as 'Fruit at work' and the formation of a Wellness Committee, comprising members from each office site.

Spectrum was also delighted that our staff member, Roshni Chhetri was shortlisted for Caseworker of the Year at the 2015 Australian Migration and Settlement Awards.

STAFF NUMBERS (AS AT 30 JUNE 2015)

Full-time:	43
Part-time:	41
Casual:	20
Multicultural Home Support Service workforce:	182
Total:	286

Our staff speak more than 35 languages

AMHARIC, ARABIC, ASSYRIAN, AZERI, CANTONESE, CREOLE, CROATIAN, DARI, FARSI, FILIPINO, FRENCH, GERMAN, GREEK, HAZARAGI, HINDI, HUNGARIAN, ITALIAN, JAPANESE, KISWAHILI, KIKUYU, MACEDONIAN, MANDARIN, NEPALI, PASHTO, PUNJABI, ROMANIAN, RUSSIAN, SERBIAN, SLOVAK, SOMALI, SPANISH, THAI, TIGRE, TIGRINYA, TURKISH, URDU, VIETNAMESE

Staff Profiles



Roshni Chhetri

Roshni is a Case Manager with our Humanitarian Settlement Services team in Dallas and this year she supported over 200 people through her work in welcoming humanitarian entrants to Australia. Roshni ensures that they have accommodation, food, and a start-up pack of household goods and then links them with mainstream services as well as their local community. She quickly earns the trust and respect of clients and her hard work, dedication and skill was formally recognised at the recent Australian Migration and Settlement Awards where she was shortlisted for Caseworker of the Year. Originally from Bhutan and arriving as a refugee in 2010, Roshni has become an active community leader in her own right and is passionate about assisting others to successfully settle in Australia.



Raymond Agius

Raymond Agius has worked at Spectrum for 13 years as a driver and activities assistant for Planned Activity Groups (PAGs), which assist older CALD people to remain connected and active in the community. Each week, Ray transports 30-40 clients for a variety of PAGs - Polish, Italian, Macedonian and others - picking up participants from their homes and dropping them back. One day a week he also helps to run PAG activities and pitches in with a wide range of tasks, like washing the dishes, whenever extra help is needed. Ray has shown great compassion, warmth, professionalism and support to the older people that he assists and takes great pride in his work. During his 13 years with us he's collected a lot of stories and experiences, and has got to know many of the long-standing clients very well. Of his role with Spectrum, he simply says, "I love it."



Volunteers

Spectrum's volunteer program has gone from strength to strength over the past 12 months, with 66 volunteers donating a total of more than 5,700 hours.

Our newly created position of a paid Volunteer Coordinator recognises the importance of our volunteers and ensures our volunteer program is aligned with Spectrum's values and the national standards for involving volunteers in not-for-profit organisations. It has also allowed the development of a program framework and volunteer management system, including best practice recruitment and retention, service delivery, documentation, supervision, continuous improvement initiatives, and growth and promotion strategies.

While Spectrum continues to promote and grow its volunteer workforce across

a range of program areas, volunteers have mainly contributed their time to the following programs:

- Clifton Respite Cottage
- Drive to Thrive
- Family Learning Programs
- Planned Activity Groups
- Spectrum Education Support
- Spectrwm Respite Centre Whittlesea

Education support initiatives in particular have seen a significant increase in numbers in the past year, with volunteer tutors making a key contribution to the Education Support Program in Preston and Family Learning Programs run in partnership with three primary schools in the Darebin and Hume local government areas. This enabled an increased number of families and students to benefit from access to learning support.

Spectrum greatly appreciates and values the dedication and commitment of its volunteers. The individuals and communities we support benefit immeasurably from the work performed by volunteers, who themselves also benefit through increasing their skills and confidence, making new friends and expanding their networks.

If you would like to assist with any of our programs, please contact our Volunteer Coordinator at volunteering@spectrumvic.org.au



"Volunteering allows me to feel a sense of achievement by giving back to the community. It gives a great deal of satisfaction to work alongside a remarkable team with the same goal and passion to improve student's literacy, life skills, self-esteem and confidence."

Hammad,
Family Learning Program volunteer



Generosa with Leticia (L) and Enriqueta (R)

Case study: A passion for people

Generosa is one of the many volunteers who generously give their time to support Spectrum's centre-based day respite programs in Melbourne's north. These programs offer culturally appropriate group activities and meals to enhance wellbeing and social interaction for older people from CALD backgrounds, and in doing so also provide a break for their carers.

Generosa works at the Spectrum Respite Centre in South Morang assisting a group of older people from Filipino backgrounds who attend the centre weekly. She helps set up and run activities, supports client participation, and contributes to fostering a welcoming, 'home away from home' environment that clients greatly appreciate.

Since Generosa began volunteering in 2015, she has found the centre to be a friendly, supportive and positive workplace and has developed a strong bond with many of the clients. In her own words, "whenever they see me they are happy and whenever I am away, they look for me or miss me".

Generosa is passionate about working with older people, which is also reflected in her involvement as a committee member of the Filipino Elderly Association. She also benefits from her volunteering as much as they do.

"It's a privilege to serve the elderly and learn from the experience and wisdom they've earned over time," she said.

Board and Management

Board of Directors

Spectrum MRC is an incorporated association governed by a voluntary Board of Directors, which is made up of ordinary members and co-opted members. Our Directors bring skills from a variety of fields including management, accounting, auditing and finance, health, education and law, as well as from the community, government and business sectors, both locally and internationally. They are passionate about improving the lives of migrants and refugees settling in Australia.



**SUMITH PERERA,
CHAIRPERSON**

Sumith rejoined the Board in 2012 after previously serving for five years and is currently Chairperson. He has a broad commercial background having worked in senior roles within large accounting, logistics, and management consulting firms. He is currently the Chief Operating Officer at Hall & Wilcox Lawyers. Sumith brings significant experience in finance, human resources, information technology and risk management to Spectrum, and is a keen advocate for its role in assisting migrants and refugees to settle and have a fulfilling life. He has a Bachelor of Economics from Monash University and is a member of the Institute of Chartered Accountants in Australia.



**HAYLEY UNDERWOOD,
TREASURER**

Hayley joined the Board in 2013 and currently serves in the role of Treasurer. She has over 11 years' experience in the accounting profession, having commenced her career at Moore Stephens Chartered Accountants (now ShineWing Australia) where she is now an audit partner specialising in the not-for-profit and education sectors. Hayley has a Bachelor of Commerce (Accounting) from La Trobe University, is a Registered Company Auditor, a member of the Institute of Chartered Accountants in Australia and a Graduate of the Australian Institute of Company Directors.



**ANTHEA GREEN,
SECRETARY**

Anthea joined the Board in 2011 and is currently Secretary. She has had a long career in the health, aged care and disability sectors, including as CEO of The Shepherd Centre, Australian Hearing and the National Heart Foundation. Anthea brings to Spectrum her extensive knowledge in change management, health service delivery innovation, human resources management, stakeholder management and managing the interface between governments and the private sector. She was previously a Director at Aquarius Aged Care, National Patient Transport Group and KU Children's Services. She has a Bachelor of Arts degree from Australian National University.

Executive Management Team

STELVIO VIDO

Chief Executive Officer
Bachelor of Commerce, LLB, MBA, GAICD

BRETT LYNCH

Chief Financial Officer
Bachelor of Business (Accounting), CPA

AIMEE GRIFFIN

Settlement and Family Services General Manager
Bachelor of Arts (Hons)
Masters of Law (International Human Rights)

ANGELA QUERO

Aged and Disability Services General Manager
Bachelor of Behavioural Sciences
Graduate Diploma in Occupational Health Practice

RACHEL THIRIMU

Human Resources General Manager
Bachelor of Education, MBA



MORENO GRISON

Moreno joined the Board in 2014. He has 30 years audit and accounting experience across a wide range of businesses and market segments and currently works as a senior auditor, leading and conducting audits and assurance reviews of large corporate tax governance and compliance. Moreno brings to the board skills in auditing, financial analysis, project management, governance and risk, and his experience as a member of the Melbourne Health Community Advisory Committee for five years. He has a Bachelor of Business (Accounting), Graduate Diploma in Industrial Relations, and Master of Business (by Research) from Victoria University.



MARGHERITA COPPOLINO

Margherita joined the Board in 2014. She has over 20 years experience consulting on a wide range of disability, diversity and inclusion projects to companies and organisations in the private, government and not-for-profit sectors. She brings specialist skills in project management, mediation, facilitation, recruitment, and case management. Margherita is also Chair of Arts Access Victoria and was previously a Board Member and Chair at the Australian Federation of Disability Organisations. Her qualifications include a Bachelor of Education and Training and Diploma in Training and Assessment from Melbourne University.



JUDY MACGRAW

Judy joined the Board in 2015. Her career spans over 30 years in public sector senior management roles in the education and transport sectors and as CEO of the Community Services and Health Industry Skills Council. She currently runs a management consultancy specialising in executive advisory services. Judy brings specialist skills in quality and change management, human resources, strategic policy and planning, workforce capability and business improvement initiatives. She has a Bachelor of Arts and Diploma of Education from the University of Sydney and postgraduate qualifications in quality management, fraud and risk control, publishing and editing.



NESAN NAIDOO

Nesan joined the Board in 2015. He has over 25 years experience in leadership, financial planning and executive management. He is currently CEO of an international coaching and corporate training business, and serves on the board of three not-for-profit organisations in the health, education and financial services sectors. Nesan brings to the board specialist skills in business improvement, change management, strategic leadership, human resources and executive coaching. He has a Bachelor of Arts, Diploma of Personal Financial Management, and certification in strategic leadership, business acumen and marketing. He has also completed the General Manager Program at the Australian Graduate School of Management.



Executive Management (L to R): Angela Quero, Rachel Thirimu, Stelvio Vido, Brett Lynch and Aimee Griffin.

Financial Report

The 2014 - 2015 financial year was a period of stabilisation for Spectrum, providing a solid foundation for further development and sustainability into the future.

A number of key changes were made to the management team during the year and we relocated and consolidated several of our offices. The decision to discontinue Spectrum's training services has had an impact on both the revenue and costs of the business.

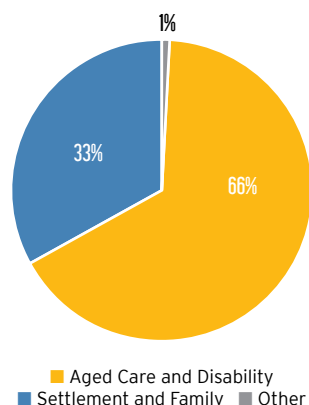
Spectrum focused on its strength in Settlement and Family Services and Aged Care and Disability which resulted in a trading surplus of \$199,583 for the year. This was a significant turnaround after incurring losses over the past two years.

The net assets of the business were \$1.914 million at the end of the year as compared to \$1.713 million in 2014.

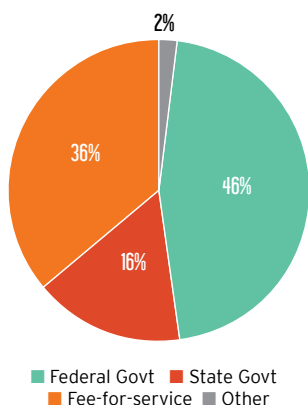
Revenue

Spectrum had two primary business streams in 2015, Settlement and Family Services and Aged and Disability Services. Total revenue for the year was \$10.5 million as compared to \$11.9 million the previous year. The business remains heavily reliant on state and federal government funding with 63% coming from these sources and the balance from our fee-for-service activities.

REVENUE BY BUSINESS STREAM



REVENUE SOURCES



\$10.5m

TOTAL REVENUE

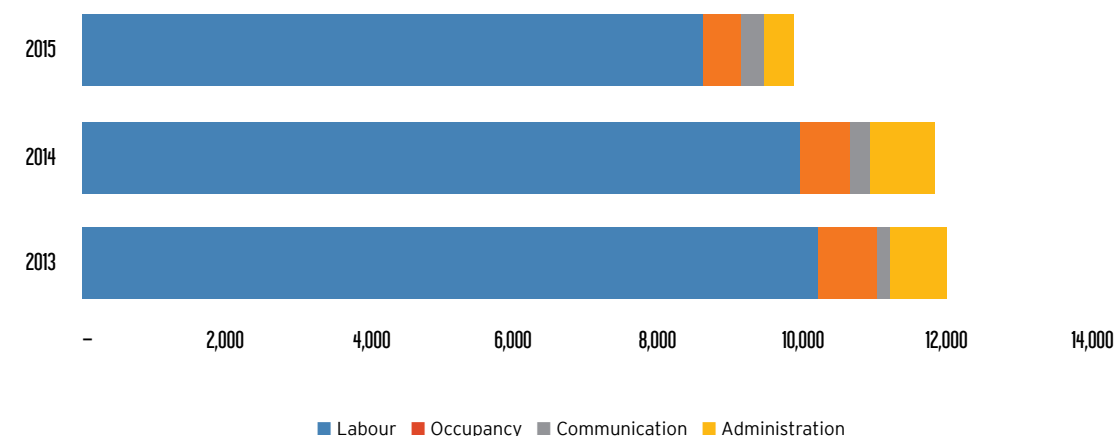
\$1.9m

NET ASSETS OF THE BUSINESS

Expenditure

Total expenses for the year were \$10.3 million as compared to \$12.5 million in 2014. This reflects the restructure of the business and the cessation of the training organisation. Our major cost is our employee related expenditure which accounted for 83.5% of total costs.

EXPENDITURE BY CATEGORY



Statement of Profit Or Loss

For the year ended 30 June 2015

	2015 \$	2014 \$
Revenue		
Operating activities		
Operating grants	6,543,647	7,520,814
Fee for service	3,774,592	4,014,067
Other income	134,158	250,408
	10,452,397	11,785,289
Non-operating activities		
Interest received	89,957	118,252
Total Revenue	10,542,354	11,903,541
Expenditure		
Employee benefits expense	8,644,681	9,972,869
Depreciation of property, plant and equipment expense	71,094	84,641
Administration expenses	407,137	867,547
Occupancy expense	524,868	678,746
Communication expense	304,249	285,015
Other expenses	390,742	610,798
Total Expenditure	10,342,771	12,499,616
Surplus/(Deficit) for the year	199,583	(596,075)

Statement of Financial Position

As at 30 June 2015

	2015 \$	2014 \$
Assets		
Current		
Cash and cash equivalents	2,736,705	2,803,095
Trade and other receivables	873,182	781,328
Other assets	10,734	9,539
Current assets	3,620,621	3,593,962
Non-current		
Property, plant and equipment	239,173	374,411
Other assets	–	10
Non-current assets	239,173	374,421
Total assets	3,859,794	3,968,383
Liabilities		
Current		
Trade and other payables	1,221,582	1,294,808
Provisions	652,724	843,192
Current liabilities	1,874,306	2,138,000
Non-current		
Provisions	71,962	116,440
Non-current liabilities	71,962	116,440
Total liabilities	1,946,268	2,254,440
Net assets	1,913,526	1,713,943
Equity		
Retained earnings	1,813,526	1,713,943
General reserve	100,000	–
Total equity	1,913,526	1,713,943

Our Supporters and Partners

Federal Government

Attorney-General's Department
Department of Immigration and Border Protection
Department of Social Services

State Government

Department of Education and Training
Department of Health and Human Services
Department of Premier and Cabinet - Office of
Multicultural Affairs and Citizenship
Victorian Multicultural Commission

Local Government

Banyule City Council
Brimbank City Council
City of Darebin
City of Whittlesea
Hume City Council
Moreland City Council

Philanthropy and Corporate

Australian Communities Foundation - Dennoch Fund
Collier Charitable Fund
Inner North Community Foundation
LUCRF Community Partnership Trust
Marian and E.H. Flack Trust
Maurice Blackburn Lawyers
Newsboys Foundation
Regional Rail Link Footscray - Deer Park
Scanlon Foundation
Stary Norton Halphen Lawyers

Community

Australian Football League
Alzheimer's Australia Vic
AMES Australia
AMES HSS Consortium
Broadmeadows Family Relationship Centre
Brotherhood of St Laurence - Ecumenical Migration
Centre
Cancer Council Victoria
Care Connect
Centre for Multicultural Youth
Cricket Victoria
Dallas Brooks Community Primary School
Deer Park Football Club
Football Federation Victoria
Foundation House
Good Shepherd Microfinance
Greensborough Family Relationship Centre
Hume Central Secondary College
Hume Whittlesea Local Learning and Employment
Network
Inner Northern Local Learning and Employment
Network
Kildonan UnitingCare
Lentara UnitingCare
La Trobe University
Life Saving Victoria
Mackillop Family Services
Meadows Primary School
Melbourne Fire Brigade
Melbourne Polytechnic
Merri Community Health Services - Carerlinks North
Mount Ridley College
New Hope Foundation
Northern AMEP Consortium
Preston North East Primary School
Relationships Australia Victoria
RMIT University
Sunshine Heights Football Club
Victoria Police
Victoria University
Western English Language School
Whittlesea Community Connections
Western Community Legal Centre
Women's Health In the North
Women's Health West
Youthworx Media



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mrc

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