

having an impact



annual
report
2019



spectrum
feel at home



Understand
the Journey



Focus on
the Client
Experience



Be Different
and Be One



See and
Act with an
Open Mind



Create
Tomorrow



Co-Create
to Thrive

contents

chair's report	2
ceo's report	3
impact data	4
in the spotlight	6
successful settlement journey	8
our board	10
our staff	12
financials	14
acknowledgements	16



chair's report

“ Spectrum has over the past 12 months embarked on a journey to grow our impact and make our voice heard ”

Building a truly inclusive and multicultural Australia is not merely an outcome of demographic changes and high level, government policies. In today's challenging environment, the future success of Australia's multiculturalism requires both strong voices and impactful programs that respond to emerging developments and trends, and enable our migrant and refugee communities to fully participate in Australia's social, economic and cultural life.

Spectrum has over the past 12 months embarked on a journey to grow our impact and make our voice heard.

We started with the challenging tasks of strengthening our foundations and consolidating what we do best. With a new CEO and Executive Team in place, we reflected on how we could maximise the growth and impact potential of existing programs and worked on improving our internal governance and risk management systems and capability.

We started to explore the possibilities of new connections and partnerships that will help meet new demands and extend our influence. All of this work is ongoing.

Our Settlement Team successfully retendered to provide services under the Settlement Engagement and Transition Support (SETS) program for the next 3 years. The new program expands our reach and provides an important platform from which we can build.

Focusing on the future, the Board, together with our Leadership Team and Staff, engaged in a series of collaborative discussions to reset our purpose and strategic intent. This culminated in our new three-year Strategic Plan 2019 – 2022. Driven by innovation, diversification, and collaboration, the new strategic direction ensures that Spectrum remains at the forefront of making a difference to the lives of our migrant and refugee communities.

It has been a busy year and the effort, as always, has been a collective one.

Thank you to all my fellow Board Directors for your commitment, skills, wisdom and guidance. At Board level, we farewelled Judy MacGraw, who stepped down after three and a half years. I thank Judy for her commitment and much valued contribution, particularly as Chair of the Governance Sub Committee. We also welcomed Rebecca Power to the Board to further strengthen our capabilities, particularly around governance.

Thank you also to our various funding bodies, partners, stakeholders, and particularly our clients. Your support and trust in Spectrum is invaluable.

Finally, on behalf of the Board, I would like to thank our CEO, Bernie Nott, all of the Leadership Team, and our dedicated Staff and Volunteers for their hard work and commitment. We simply couldn't achieve what we do without your collective efforts.

The past year has been eventful; much has been achieved, and as always, there is still more to do. The coming year promises to be challenging, but guided by our purpose and aspirations there is much to look forward to.

Moreno Grison
Chair

ceo's report



2018/19 was a year for new beginnings and exploring new horizons at Spectrum.

At Spectrum, we celebrate diversity and deeply care about inclusion. Today Australia is a more diverse society than ever before. Almost 7M Australians (28% of the total population) were born overseas and a further 21% are second generation Australians.

During the year, we found that our society's cohesion was tested by local and international events such as the Christchurch tragedy and the increasingly contested global and national politics that is immigration policy. At these times, we saw the barriers to inclusion resurfacing and doubled down in our work to showcase the richness of our diversity, the human potential that resides in the refugees and migrants that we work with and we reminded our world that the Australia's social and economic fabric has been shaped by its program of migration and settlement.

Spectrum's success and longevity is a testament to its ability to constantly adapt. After a proud 38 years supporting refugees and migrants to prosper we found ourselves at another time when we needed to adapt our services to the change happening around. It was time to embark on new beginnings.

In 2018/19, we took on an expanded geographic footprint under the Commonwealth's Settlement Engagement and Transition Support (SETS) Program of refugee settlement, seeded new partnerships and programs and continued to develop our Humanitarian Settlement (HSP) and Community Support (CSP) programs and migration services. The expansion of these programs heralded an opportunity to rethink our approach around the principles of integrated service responses, social and economic inclusion and specialist support.

Everyday at Spectrum we are inspired by the talented and resilient people walking through our doors. Refugees and migrants with career dreams and a passion to apply their entrepreneurial creativity to their ideas. Too often, we find barriers getting in their way. According to the Centre for Policy Development, only 17% of refugees are in paid work after being in Australia for 18 months, and many, particularly women, are forced to accept work that is below their skills level. Employment and economic participation is a cornerstone of successful settlement, but with a slowing economy and the prospect of rising unemployment, we recognise the need to adapt and deepen our capacity to respond. This gave rise to an exciting alliance with Refugee Talent where together we developed a multi-faceted approach securing employment outcomes that will be launched in the New Year.

In 2018/19 our work with people from diverse backgrounds who are ageing and living with disability continued to expand. We extended our home care, respite and social support group programs and prepared for the introduction of new aged care standards. Our Multicultural Home Support Service (MHSS) reset its focus on creating pathways to employment and enabling our service partners to access high quality, responsive and culturally aligned carers.

These programs continued to adapt and enhance quality and practice as we were reminded that community expectations are changing through the introduction of new standards and Royal Commissions into mental health, aged care and disability services. Spectrum welcomes the opportunity to bring the voice of our clients to these forums to shape improved and more inclusive services.

At Spectrum we recognise that what we do is complex and no one organisation or level of government can do it effectively alone. We value our many partners and I wish to acknowledge what each brings to our work.

I would also like to acknowledge our Board and wonderful Team. Our Team of over 230 staff bring a unique ability to walk alongside people with empathy and understanding as together we navigate the complexities of settlement and the journey through life in a new culture. I had the pleasure to publicly recognise members of our Support Worker Team for their loyalty and service over many years. The results of our 2019 Diversity and Inclusion Staff Survey affirmed our Teams deep engagement with our Purpose and their commitment to inclusion.

As the 2018/19 year ended, I was excited to join with our Board to launch Spectrum's *Strategic Direction 2019-2022 - 'Harnessing the collective power of our diversity for an inclusive Australia.'* We are embarking on an exciting pathway to be a growing and impactful enterprise. We aspire to a profoundly inclusive Australia, a place where the extraordinary diversity of people enhances the lives of all. The future will see Spectrum reach out to people of all refugee and migrant backgrounds, provide access to a support network, enable successful participation and inclusion for an enriched and diverse Australia. I look forward to sharing more about our Strategic Direction in the coming months.

Bernie Nott
Chief Executive Officer

impact data

Settlement and Family Services

(2018-19 Financial Year)



Total number of clients:

Settlement Services (SETS and Settlement Grants)

3,566

Humanitarian Settlement Program (HSP)

500+

Family and Relationship Services (FARS)

200+

Parenting in a New Culture (PINC)

137

Refugee and Asylum Seeker Strategic Partnership (RAP)

100

Status Resolution Support Service (SRSS)

100

Community Support Program (CSP)

80

Skills First Reconnect

60

Immigration Advice and Application Assistance Scheme (IAAAS)

14



The average number of students attending Homework Clubs per week:

35

Aged and Disability Services

(2018-19 Financial Year)



The total hours of service in the 2018/19 Financial Year was

174,919



The average number of clients serviced per month is

1,110



Our Support Workers currently speak

38

different languages in total, which are:

- | | |
|-----------------|-----------------|
| Albanian | Italian |
| Ahmaric | Lebanese Arabic |
| Arabic | Macedonian |
| Assyrian | Maltese |
| Bosnian | Mandarin |
| Cantonese | Nepali |
| Croatian | Polish |
| Cyprian | Punjabi |
| Dinka | Russian |
| Egyptian Arabic | Serbian |
| English | Samoan |
| Farsi | Somali |
| French | Spanish |
| German | Swahili |
| Greek | Tagalog |
| Hakka | Timorese |
| Hindi | Turkish |
| Indonesian | Ukrainian |
| Iraqi | Vietnamese |



The average hours of service per business day is

702

Based on 1:1 and group activity servicing



There are

21

Planned Activity Groups (PAGS) altogether



The PAGs are delivered to

7

different nationalities: Italian, Vietnamese, Filipino, Chinese, Macedonian, Polish, Punjabi



There are

17

Aged and Disability Programs

in the spotlight

With evidence indicating that one in 10 Australians experience feelings of isolation and loneliness, connections matter. Research concludes that connecting with family, friends and the community provide people with happiness, security, support and a sense of purpose.

'Connections and feeling at home' is front of mind for Spectrums 21 Planned Activity Groups (PAGs) delivered to seven nationalities: Italian, Vietnamese, Filipino, Chinese, Macedonian, Polish and Punjabi.

Every Wednesday for the past seven years, the Chinese PAG provides a pick-up and drop-off service to Chinese residents in and around the South Morang area.

For many, the company and connections makes a world of difference. Not only is there no language barrier which enables them to understand each other, they have also become an extension of each other's family providing support, social interaction and information necessary to community integration.

Susan has been attending the group for the last four years. This group is an integral part of her life in here Australia. From good coffee, lunch and conversation, Susan enjoys the social outings, the community information and the exercise classes. *"The most important thing in a community like this is having people around to support and engage you," says Susan. "Taking care of each other keeps you alive and healthy."*

Susan's story is typical of those who enjoy the PAGs. Spectrum has designed these groups to enhance people's independence by promoting physical activity, cognitive stimulation, good nutrition, emotional wellbeing and social inclusion. People with carers can also benefit from attending PAGs, specifically designed to support care relationships.

It is anticipated that by 2021, 30% of our population over the age of 65 years will be people who were born overseas.

For people from cultural and linguistically diverse backgrounds, a sense of loss of one's own culture and values can also emerge as they grow older, further contributing to feelings of isolation and loneliness.

With more studies discovering how senior communities can be designed to maximise sharing, friendship, health, and happiness; Spectrum continues to advocate for senior citizens, promoting independent living, as well as providing respite and support for carers groups offering them a range of social and cultural activities in a relaxed and fun environment.



“ What could be better than a great cup of coffee and chatting with your friends? ”

Susan, member of the Chinese Planned Activity Group (PAG)



successful settlement journey

Ruth arrived in Australia in July 2019, with her husband and three children. In Ethiopia, Ruth and her husband, both being Engineers, successfully ran their own engineering firm, holding major road and rural infrastructure contracts with the Eritrean Government. With political volatility and issues with ethnicity and religion, Ruth realised her family was in danger. After Ruth spent some time in prison because of her ethnicity, she realised that it was not safe to remain in Ethiopia.

Upon her arrival in Australia, Ruth was introduced to Spectrum and was assigned a Case Manager, Mark Abernethy and a Case Worker, Ban Mohammed. *“Both Mark and Ban, have been so helpful with our settlement into the community. They have visited me at home, assisted me with navigating community programs, English classes and being part of the local child maternity program*

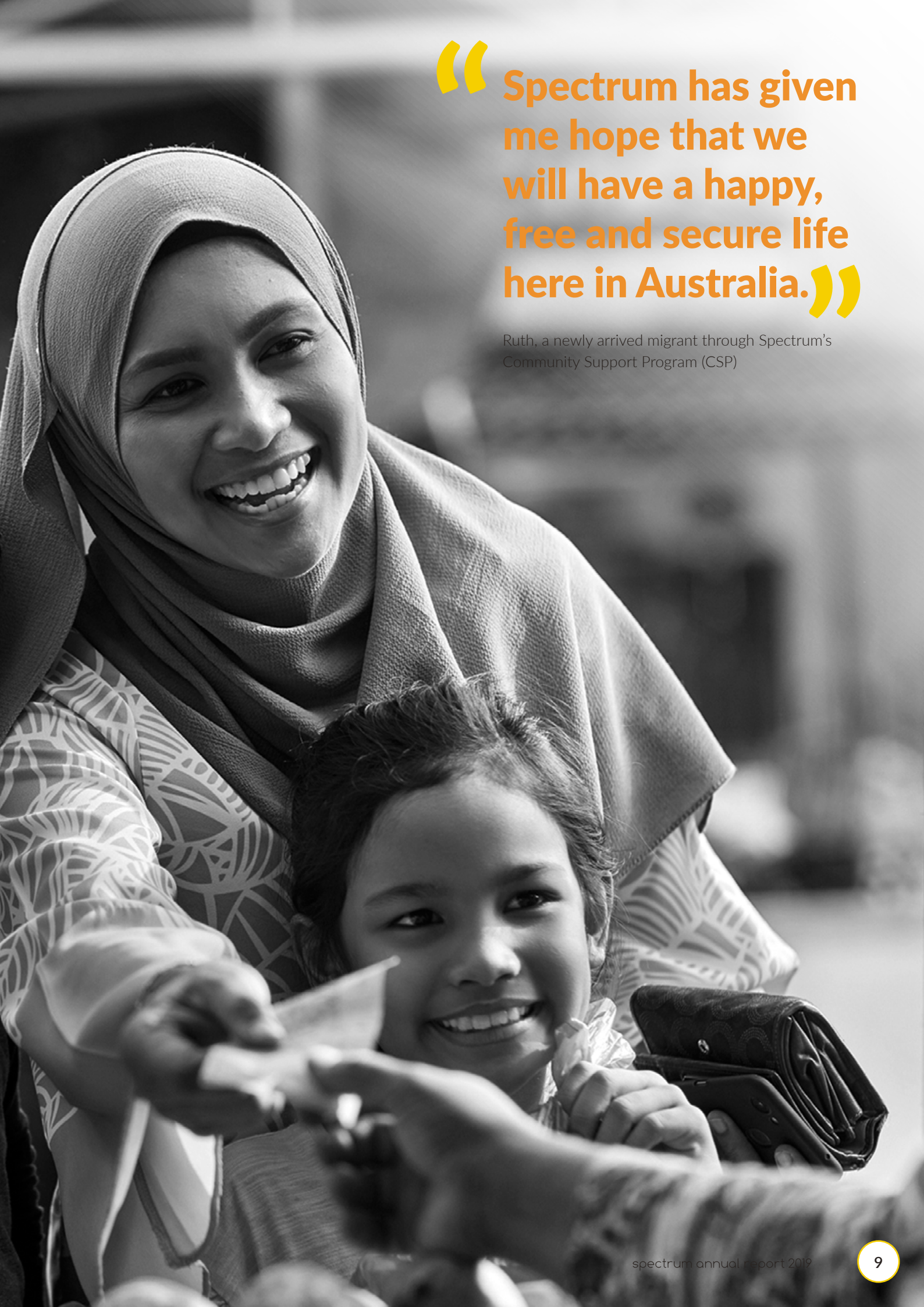
for my 10 month old. They have helped me with Medicare, accessing the dentist and provided invaluable support to my family and I.”

Spectrum recognises that employment is a cornerstone of settlement success, we are working together with Ruth to scope out suitable employment opportunities. This next part of Ruth’s settlement journey will enable her to continue her engineering career.

Ruth’s story is one of many that Spectrum is proud to be a part of. We continue to connect the newly arrived with services, creating opportunities and pathways, assisting them to find the road to fulfilling their dreams of a successful settlement in Australia.

Images used for illustrative purposes only.





“ Spectrum has given me hope that we will have a happy, free and secure life here in Australia.”

Ruth, a newly arrived migrant through Spectrum's Community Support Program (CSP)

our board



left to right top
Monica Deng
(Observership Program),
Chris Baring-Gould,
Pal Singh and
Rebecca Power.

left to right seated
Nesan Naidoo,
Moreno Grison,
Claire Bourke and
Bernie Nott.



Diversity and multiculturalism are cornerstones of Australia's future prosperity and social cohesion. Given the challenging social and economic landscape which we find ourselves in today, there is still much work to do if we are to fully realise the potential of our diversity. I deeply care about fostering an inclusive and intercultural Australia that both builds on the legacy of past generations of migrants and harnesses the potential, and contribution, of our more recently arrived migrant and refugee communities. As a Director, I am strongly committed to ensuring Spectrum is at the forefront of improving the lives of our multicultural communities and making a difference to their migrant journey.

Moreno Grison

I care deeply about contributing towards the cause of making Australia home for our refugee and migrant community and the beacon of hope that they will become for future generations. This is food for the soul and a reward that cannot be acquired by material means and adds to the purpose and meaning of my life. As a melting pot of the various cultures and ethnicities that now call Australia home and the fabric of our society that is richer for the migrant contribution; I am privileged and honoured to be a part of Spectrum and its Board.

Nesan Naidoo

As a board member I am deeply passionate about building an inclusive and diverse society. Our purpose at Spectrum is that all new Australians feel welcome and can access the services they need to successfully settle and thrive in this wonderful country. Our Team have an opportunity to connect and make a significant or small difference to lives of new Australians and their families.

Claire Bourke

Connectedness and a sense of belonging is essential to our mental, physical and spiritual wellbeing and something that Spectrum champions in our purpose. Being involved in an organisation that actively drives this purpose is a privilege and an honour.

Rebecca Power

All of us Australians were migrants and refugees once. Spectrum plays an important role to welcome refugees and migrants into their new home, Australia. This is our act of hospitality towards those in need. Once they feel at home, they can begin to contribute towards their communities as new Australian. As a result, our nation will be richer economically, culturally, and spiritually.

Chris Baring-Gould

Spectrum has provided me with an opportunity to promote and support my reality of all-inclusive Australia. The cultural diversity of this land has enriched my life beyond my belief and imagination. I want every person who calls Australia home to experience the same in their own unique way.

Pal Singh



our staff



One of my biggest joys in life is bringing a broken family together. There is nowhere on this whole world that I was able to do it. Spectrum is the only place where I felt that I could make a huge difference in people's lives. No other place could contain my happiness seeing a family coming together after war tearing them apart. This is what inspires me to come to work every day!

Abeer Elmobayed,
Migration Agent

What inspires me is that I'm out in the community and lending a helping hand where most needed – especially to those who are vulnerable. I take great comfort in knowing that I've brought a ray of sunshine to their life and for me it is the most rewarding just to see them smile.

Rosa Rossi,
Support Worker

What inspires me is that knowing that each day I come to work, our Team makes a life changing difference at someone's home. Getting to hear the amazing experiences and challenges our Support Workers face on a daily base is also key to our successes! I believe I have been given a rare opportunity to give back to our communities – especially those who sacrificed and left behind so much to make Australia the place we all call home!

Aiche Merhi,
MHSS Care Administrator

As a Groupwork Facilitator, I have the privilege of meeting families that range from being newly arrived to those that have resettled here for over 10 years. I am always in awe of the resilience of our clients and their ability to adapt to their new environments despite the hardship they face. I admire how they are able to maintain their cultural and religious values without compromise as minorities, which is truly a learning and inspiration for me as someone who also had struggled with my identity as a person of colour and a former refugee. One of the programs I facilitate which further supports their values is Spectrum's Parenting in a New Culture (PINC) program. The main pillar of PINC is to remind families to embrace their new culture without losing their original.

Amona Hassab,
Group Facilitator

I find inspiration in every aspect of working with clients particularly working with newly arrived fathers who are devoted, dedicated and passionate in being a healthy role model for their children and have a respectful relationship within their family and community. I'm inspired by the tangible outcomes that I can see every week within Fathers Group and positive changes that I can make in family's lives to raise children in a new culture confidently and successfully. Working with Fathers makes me feel satisfied and motivated to come to work with an optimistic outlook for the future of newly arrived clients and society.

Reza Mousavi,
Group Facilitator



237
employees

87%
feel that diversity is embraced at Spectrum

89%
are proud to work at Spectrum

94%
have an understanding of how their work contributes to Spectrum's mission

financials

After another year of successful client outcomes, the financial position for Spectrum continues to remain strong.

The operating result achieved in 2019 was well up on previous years with a surplus of over \$327K, realised before write downs attributable to a new Accounting standard requiring credit losses to be recognised and additional payments made to align with the EBA for Support Workers. This resulted in a net deficit of just under \$60K for the financial year 2019.

Total income increased for the year by over \$800K, driven by Grant funding from increased CHSP sources. The positive revenue trend also continued with Fee for Service income.

In summary, the net equity of \$2.35M remains in a solid position.

Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2019

	2019	2018
	\$	\$
Revenue	14,338,244	13,511,382
less		
Employee benefits expense	11,493,975	11,050,345
Depreciation and amortisation	242,080	176,949
Administration expense	1,155,935	881,419
Occupancy expense	565,423	682,297
Communication expense	53,828	109,309
Other expenses	499,765	516,075
Allowances for Expected Credit Losses	129,767	73,309
	197,471	21,679
Back pay of SW employees	168,658	-
Consultancy back pay of SW employees	87,800	-
Surplus before income tax	(58,987)	21,679
Income tax expense	-	-
Surplus for the year	(58,987)	21,679
Other comprehensive income	-	-
Total comprehensive income for the year	(58,987)	21,679

Statement of Financial Position as at 30 June 2019

	2019	2018
	\$	\$
Assets		
Current		
Cash and cash equivalents	3,811,579	3,142,818
Trade and other receivables	772,705	1,479,235
Other assets	98,777	79,935
Current assets	4,683,061	4,701,988
Non-current		
Property, plant and equipment	614,344	739,458
Intangible Assets	230,562	272,637
Non-current assets	844,906	1,012,095
Total assets	5,527,967	5,714,083
Liabilities		
Current		
Trade and other payables	2,090,865	2,415,821
Provisions	958,499	636,653
Current liabilities	3,049,364	3,052,474
Non-current		
Provisions	128,201	252,220
Non-current liabilities	128,201	252,220
Total liabilities	3,177,565	3,304,694
Net assets	2,350,402	2,409,389
Equity		
Retained earnings	2,175,402	2,234,389
General reserve	175,000	175,000
Total equity	2,350,402	2,409,389

acknowledgements

Federal Government

Department of Health
Department of Home Affairs
Department of Human Services
Department of Social Services
Federal Police

State Government

Ambulance Victoria
Department of Education and Training
Department of Environment, Land, Water and Planning
Department of Health and Human Services
Department of Premier and Cabinet
Metropolitan Fire and Emergency Services Board
Office of Multicultural Affairs and Citizenship
Victorian Multicultural Commission
Victoria Police

Local Government

Banyule City Council
Brimbank City Council
City of Darebin
City of Whittlesea
City of Yarra
Hume City Council
Melton City Council
Moreland City Council
Wyndham City Council

Philanthropy and Corporate

Blick Creative
Collier Charitable Fund
Corporate Video Productions
Dawtek
Equity Trustees – Alfred Felton Bequest
Kru Consulting
LOTE Marketing
Marian and E.H. Flack Trust
Maurice Blackburn Lawyers
Minuteman Press
Neale Mar
Newsboys Foundation
Saunders Legal
Stary Norton Halphen Lawyers
Tobias Titz Photography
Ven Creative

Community

African Drumming Melbourne
Alzheimer's Australia Vic
AMES Australia
AMES HSS Consortium

Arabic Welfare
Arts Centre Melbourne
Asylum Seeker Resource Centre
Australian Community Logistics
Australian Football League
Australian Institute of Family Studies
Banksia Gardens
Bendigo Kangan Institute
Berry Street
Birth for Humankind
Brimbank Proactive Unit
Broadmeadows Family Relationship Centre
Brotherhood of St Laurence
Cancer Council Victoria
Care Connect
Centre for Culture, Ethnicity and Health
Centre for Multicultural Youth
Co-Health
Collective Spark
Darebin Community Health
Dallas Brooks Community Primary School
Darebin Libraries
Dianella Community Health
East Preston Islamic College
Eastern Melbourne Primary Health Network
Ethnic Communities Council of Victoria
Football Federation Victoria
Foundation House
Greek Orthodox Community of Melbourne and Victoria
Headspace
Helping Hoops
HDAA
Hume Central Secondary College
Hume Interfaith Network
Hume Moreland Services Connect
Hume Whittlesea Local Learning and Employment Network
Inner Northern Local Learning and Employment Network
Kildonan UnitingCare
Leading Age Services Australia
Lentara UnitingCare
La Trobe University
Lifeline
Life Saving Victoria
Mackillop Family Services
Macleod College
Meadows Primary School
Melbourne Fire Brigade
Melbourne Polytechnic
Melbourne University
Melbourne Victory

Merri Community Health Services - Carerlinks North
Mind Australia
Monash University
Moores
Mount Ridley College
Multicultural Centre for Women's Health
Muslim Women's Centre for Human Rights
Neami National
New Hope Foundation
North Link
North West Area Mental Health Service
North West Metro Police
Northern AMEP Consortium
Northern Federation of Ethnic Senior Citizens Clubs
Northern Community Legal Centre
Orygen Youth Health
Polokala
PRACE
Preston Neighbourhood House
Preston North East Primary School
Pro Bono Neuropsych Network
Refugee Talent
Relationships Australia Victoria
Reservoir High School
RMIT University
Salvation Army
Samaritan Foundation
Settlement Council of Australia
Settlement Services International
Scarf
St Kilda Mums
Swinburne University
Thornbury High School
VICSEG New Futures
Victoria Legal Aid
Victoria University
Victorian Aboriginal Community Controlled Health Organisation Incorporated
Victorian Foundation for the Survivors of Torture (Foundation House)
Vic Tas Uniting – Communities for Children
Victorian Managed Insurance Authority
Western English Language School
Whittlesea Community Connections
Whittlesea Community Leadership Network
Western Community Legal Centre
Women's Health in the North
Women's Health West
YACVIC
Youthworx Media



dallas office

(03) 9977 9000

Level 5, 61 Riggall St
Dallas, VIC 3047

sunshine office

(03) 9300 8600

163 Harvester Rd
Sunshine, VIC 3020

multicultural home support services

1300 735 653

feel at home **online**

 facebook.com/spectrumMRC

 [@spectrum_feelathome](https://instagram.com/@spectrum_feelathome)

 spectrumvic.org.au