



spectrum
feel at home

annual report

2017



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welcome

feel at home

“Immense change over the course of 2016 & 2017 has provided Spectrum with challenge and opportunity.

We have responded with clear focus on helping people feel at home in Australia.”

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chair's report

I am proud to introduce my first annual report as Chair of the Spectrum Board of Directors.

Over the 2016-17 year, the Board has continued to focus on securing the continued sustainability and growth of Spectrum.

It is a constant refrain within the NGO sector, is that change is now constant.

One reality that unfortunately has not changed, is the overwhelming demand for refuge for displaced persons throughout the world. The magnitude of the challenge was recognised by the Australian government when it announced, and then facilitated, the entry into Australia of 12,000 Syrian refugees – in addition to the existing refugee intake for 2015/16.

Quite a number of those refugees have become our clients, who we are now supporting to feel at home in Australia. The breadth and intensity of services they require, varies considerably from individual to individual, and family to family. The collective capacity of Spectrum staff and programs delivers a rich package of support and advice – regardless of life stage or particular need. Through this local, tailored response, Spectrum helps the displaced to find their place again.

At the heart of Spectrum's work are some key drivers – creating a sense of place, of belonging, of feeling at home. This is the focus whether we are providing settlement support to a person newly arrived or in home support to someone emigrated post-war in 1950. The thread that runs through Spectrum's services is an appreciation and valuing of individual cultural identity.

The future is uncertain and change is all around us. We hold true to responding in a culturally authentic way, but we also recognise that we must change as the world changes. This means new or revised services, new systems, new ways of engaging, new ways of competing and collaborating.

For Spectrum it has also meant a change in corporate structure with the move to a company limited by guarantee. At Board level, the process of renewal continued as we bid farewell to my predecessor, Sumith Perera, who retired from the Board after two separate 5 year stints. Sumith served in numerous Board capacities and has made an invaluable contribution to Spectrum over a prolonged period. I thank him for his service and leadership, and wish him well in his future endeavours. In addition, the Board has been expanded with the appointment of two new directors – Nadine Parkington and Silvio Pontonio. Their addition has enhanced a Board that combines deep commitment to responding to the needs of people from refugee and migrant backgrounds, and a robust set of governance and leadership skills. I acknowledge the work of my fellow Board Directors who are all voluntary contributors. Their commitment and generous giving of time and expertise reflects the shared passion for Spectrum.

I want to gratefully acknowledge all the staff at Spectrum for their tireless work, passion and commitment despite the demands that have been placed on them. Similarly, I wish to thank the Executive Leadership Team for their efforts.

This all gives me confidence that, despite the many challenges, Spectrum continues to adapt and flourish in this new world.

Moreno Grison, *Chair*

“I want to gratefully acknowledge all the staff at Spectrum for their tireless work, passion and commitment despite the demands that have been placed on them. Similarly, I wish to thank the Executive Leadership Team for their efforts.”

“We hold true to responding in a culturally authentic way, but we also recognise that we must change as the world changes.”

ceo's report

It has been quite a year.

There is always a tension (and eventually a balance) between addressing the here and now challenges while anticipating and responding to what may lay ahead.



Staff have had to manage those competing demands in an environment where client need is increasing and competition is increasingly intense.

The arrival of 12,000 additional refugees from Syria (announced in late 2015) commenced in earnest in the third quarter of 2016. Spectrum's service area is one of the most popular destination for those settling in Melbourne. The increase in demand for services was significant and tested the staff and systems of Spectrum. The staff response ensured that all clients received the support and services they required in a timely way. The sustained and willing response of staff

to the situation was critical for the wellbeing of clients and reflected the commitment to helping people to feel at home in Australia.

Spectrum also continued to expand the support provided to refugees through the Complex Case Support program. The rapid expansion in this program highlights the number of refugees with a need for intensive, ongoing support.

The year also saw major changes in aged care and disability support — creating both opportunity and challenge for Spectrum.

Changes in aged care continues the move to more consumer choice and greater competition in the market. Spectrum responded by securing approved aged care provider status. This has provided the platform for Spectrum to offer management of homecare packages as a new service for clients. The service has proven popular with families and is anticipated to grow in the years to come.

Government funded support programs for older Australians have now all transitioned to the Commonwealth within the Commonwealth Home Support Program. The Program has also been a source of continuing growth for Spectrum with the provision of additional funding for an expanded range of services.

The rollout of the National Disability Insurance Scheme commenced in North East Melbourne with a number of people who have been assisted by Spectrum over many years moving from State funded programs to

the NDIS. It is pleasing to see the number of people who continue to use Spectrum services by choice after moving to the NDIS.

During the year, Spectrum also applied for and secured re-registration as a Registered Training Organisation.

The new look and feel of the Spectrum became well entrenched during the year creating a much more contemporary and clearer expression of purpose and focus.

And as one financial year ends, we turn our heads to projects to best position Spectrum for the future. Some of that work will focus internally on what we can do better, faster and more effectively. Other work will look out and address what needs to change in how we serve our communities and what we can best offer them. That client focus has always been front of mind for Spectrum — it is now an absolute imperative.

The people who work at Spectrum make it what it is — determined, compassionate, professional, welcoming and adaptable. Our people have continued to respond positively to change which is an increasingly constant reality for all organisations, regardless of sector. Their dedication and commitment create the Spectrum that the community values.

The Spectrum Board continues to provide leadership and good governance — Directors who all give generously of their time to Spectrum on a purely voluntary basis. Leadership of the Board passed this year from Sumith Perera to Moreno Grison. It is appropriate here to acknowledge the leadership provide by Sumith over many years and the commitment demonstrated by Moreno to his new role.

This Annual Report reflects the work of Spectrum; a vibrant, dynamic organisation undertaking valuable and valued work, that we are all enthused to be part of.

Stelvio Vido, CEO

“The year also saw major changes in aged care and disability support — creating both opportunity and challenge for Spectrum.”



Understand the Journey

We strive to understand our client's journey. We take an interest in their story and try to see the world through their eyes. We value each person's unique perspective and make decisions with empathy and compassion.



Be Different and Be One

Diversity is essential to who we are – we embrace our differences. We work as one team because this is the key to our success. We actively create a welcoming environment for each other and our communities.



Focus on the Client Experience

We put the client at the centre of everything we do. We focus on what we can do to help them feel at home. We seek feedback from clients and welcome the opportunity to improve. We know what great service feels like and work hard to deliver it.



See and Act with an Open Mind

We recognise that the world is changing and continuous transformation is now the norm. We choose to see the possibilities and respond with a positive attitude. We search for opportunities to improve and strive to overcome obstacles to change.



Create Tomorrow

We create tomorrow by being curious, creative and adventurous. We make sustainable choices, knowing the future is in our hands. We get involved in and contribute to activities that support Spectrum's long-term success.



Co-Create to Thrive

We nurture our partnerships with all customers, clients and organisations – our goal is a win-win outcome for all. We believe in the wisdom of collaboration and see feedback from partners and each other.

feature: growth

Business Transformation provides springboard for growth. Disruption became the buzz word for 2017, and over the course of the year, Spectrum has put in the hard work, readying to embrace growth opportunities

Where we've come from

When Stelvio Vido commenced in the role of CEO almost three years ago he realised that a business transformation needed to take place for Spectrum to remain relevant in this sector. With NFP's saturating the market and with the changes to the national disability service, consumer-directed care and settlement services sectors, brand differentiation was essential to Spectrum's sustainability. Two years ago Roxanne Strauss joined Spectrum to lead the brand and cultural transformation program.

What we did

"Recognising that the customer and the employee experience goes hand in hand, it was important that the brand strategy, purpose and values were completely aligned so that both clients and our people had engaging experiences when interacting with Spectrum.", says Roxanne.

- **Gave words to the Core:** Customer and employee research provided understanding that at the core of what we are here to do, is to enable people with migrant and refugee backgrounds to feel at home in Australia.
- **Enshrined our Values:** Our six values represent how we're going to deliver on this purpose.
- **Brought the Essence to Life:** The freshly distilled Spectrum brand essence was to life through a new

look and tagline "feel at home". We embarked on a whole new journey of focusing on people feeling at home in Australia. Importantly, we worked hard on enhancing the employee experience through leadership development, values-based recognition, peer-to-peer learning, flexible working and building a learning and feedback culture.

Where we're going to

The journey continues in 2018 as set ourselves up to be more financially sustainable, scalable and ready to deliver more impact more often. The focus is on growth and innovation.

At the heart of this is ensuring that we delight each and every customer by enhancing their experience when dealing with us.

We know that not-for-profit organisations that invest in quality experiences with their clients and community and thrive in the face of disruption. We will reimagine our internal processes such as making it easier for customers to contact us and introduce an enhanced customer relationship management system so we have a single view of the customer.

Further to this we will embark on period of growth through the investment in social enterprise where we further enable our people from migrant and refugee backgrounds to feel at home in Australia.

“The focus is on growth and innovation.”

feature: samia

Enabling Families to thrive in a new culture.

Spectrum's Parenting in a New Culture Program (PINC) is a unique offering to parents of refugee and migrant backgrounds. Thriving families is the goal.

In a supported and respectful environment, parents who have worked so very hard to create a new life of opportunity for their children, learn practical parenting tools, to help their family thrive in Australia.

Programs are tailored to each community group depending upon their needs. Bi-cultural workers blend seamlessly into the fabric of the programs, which are delivered in a blend of English and community languages.

Supportive, connected collaboration is Key

Spectrum connects with participants through a number of strong partnerships including in 2016/17, Coolaroo South Primary School (Coolaroo), Hume Valley Primary School (Dallas), Vic Seg and Bethal Primary School (Meadow Heights).

Wholly engaged Spectrum people

"I find it such a pleasure and privilege to journey with parents through the joys and challenges of their experience of parenting in a new culture. These parents display such resilience and determination, and they sacrifice so much to bring their children up with every opportunity. I respect their desire to instil in their children the cultural and religious traditions of their homeland, whilst balancing/finding value in accepting and fostering participation in the diversity of Australian culture."

Amy Hunter, PINC Project Officer



68

Programs delivered



115

Parents involved

Languages delivered



Arabic



Turkish



Assyrian



Dari



Chaldean



Urdu

Ahead in 2018

Romy Vitalien, Spectrum's Manager, Settlement & Family Services says "There is significant excitement around PINC as we move towards 2018, both within Spectrum and throughout the sector. The appetite for PINC is opening up a range of new partnerships for Spectrum, and allowing us to increase our each as an organisation and to support more families in meaningful and respectful ways.

New sources of funding have allowed us to bring the program into new regions, where it has been met with significant interest and demand. As we continue to bring PINC to new communities, we are reminded of the relevance and the richness of the program, which can be tailored to each community we work with under the guidance of our bicultural workers".

“2018 is shaping up as a significant year for the PINC program.”

Samia's Story

Samia Khochaba arrived to Australia with her husband and her two children on the 1st of July 2014. In Syria, she was a lawyer and her husband was a surgeon. "The war in my country was a horrible time that made it very hard to protect my children from the imminent danger to their lives. This is why we tried so hard to travel to Australia and pursue happy and safe lives."

Samia met Spectrum not long after arriving in Australia, through our Humanitarian Settlement Service (HSS).

"I was a HSS client and then I did my Certificate 4 in Community service placement with Spectrum. After continuing through volunteer work, I was offered the role of a bicultural support worker in the PINC program. Since then, I have been assisting with conducting multiple PINC programs. The PINC program is important because it provides newly arrived families with immediate support that helps them settle in smoothly."

Q. What has been your experience of being a parent in a new culture? What has been the biggest challenge?

A. "Parenting is a massive challenge regardless of the location and the culture that surrounds the family. But in Australia, I have found it more challenging to raise two teenagers in a new culture while maintaining our own traditions and values."

Q. What do you love about the PINC program?

A. "It informs the parents that they are not alone in their struggles. It also gives them advice on how to care for their children and take care of themselves."



“It informs the parents that they are not alone in their struggles. It also gives them advice on how to care for their children and take care of themselves.”

feature: raad

Raad's Story: Focus on Fathers

Over a number of years of delivering PINC programs to newly arrived parents, Spectrum identified that there was a need to create a very specific, welcoming space for Father's to build their parenting skills, and to share and grow from their experiences.

Spectrum PINC Facilitator, Alex Dentener observes, "What I see when working in PINC is that families are often struggling with the changes they face when moving to Australia, particularly the difference in culture, lifestyle and customs. For fathers this change also affects their role and identity, which can have a real impact on their wellbeing as well as their families wellbeing. I love working in PINC, especially with the Fathers group because it provides migrant fathers with an opportunity to connect with other fathers, learn and test new parenting skills, build their knowledge of Australia and its system and also their capacity and confidence as healthy men and fathers in Australia. The flexibility of the program means we can cater to the needs of the men, and provide additional material and support so that participants receive the skills and information they need to support their children and their families to thrive in Australia".

Alex recently conducted a 5 session course with fathers which was delivered in Arabic. He sat down with course participant Raad, who is from Iraq, and of Assyrian descent, for a chat about his experience:

Q. What did you learn from this course?

A. As you may know, there are many differences between the country we came from and Australia in terms of culture and the way of dealing with kids and teenagers. In the beginning of the course, I learned about the pressure and tension the average immigrant family faces due to moving from one place to another place with different culture. I learned that there are

laws that govern the way we deal with and treat kids, in addition to organisations and agencies that protect the children and families. I also learned how to contact these agencies if I need to.

Q. How has the course affected the way you assume your role as a parent in Australia?

A. Among the techniques I learned about parenting in the new Australian culture was self-control and admitting that I am going through difficult time and the fact that my family and I are living in a culture different than the one we are used to.

The other important aspect I learned throughout the course is the proper way of dealing with teenage kids. I was introduced to the reasons of the conflict that arises between the parents and teenage kids, in addition to learning how to face problems and challenges head on. I came to realise that this phase is not only difficult for the parents, but for the kids as well, because we are all in the process of adjusting to the new culture.

Q. Do you think this course is important? Why?

A. Yes. I think this course is highly important because it helped me receive and process a large amount of information related to dealing with my children, especially as I have children of different ages, including teenage kids.

I can see the important results of this course every day. I have changed the way I deal with my kids. I have become calmer and I enjoy more self-control when dealing with my family.

I personally think that this course is very important for any person who arrives in Australia, in fact many Australian's could benefit from this experience!





feature: simon & gabriel

Opportunity amongst change.

We have seen many excellent outcomes while supporting our clients to maximise their support under the new the National Disability Insurance Scheme (NDIS). These outcomes have been achieved by working closely together with our clients and their family and carers.

Jeanne Poustie, Spectrum's Manager, Disability Services says, "It is important that we welcome and support the person, not defined by their background nor what they can't do. Rather more, our practise is informed by their life experience, and the services we provide, are defined by our shared goal of their hope and vision for their own future".

“The services we provide are defined by our shared goal of their hope and vision for their own future.”

The Challenge

Over the course of 2016/17 the team at Spectrum have observed first hand, the challenges facing people of culturally and linguistically diverse backgrounds when engaging with the NDIS, and transitioning to the new system. Language and cultural barriers can affect successful engagement with and transition to, the NDIS.



21.9%

of NDIS participants should come from a CALD background, estimates the National Ethnic Disability Alliance



4.0%

of participants with approved plans were classified as CALD, in the NDIS Quarterly Report 30 June 2016

What we're doing

Our team has been very active, reaching out to people to encourage them to begin working with Spectrum before their NDIS Planning Session, and do great pre-planning.

Spectrum works with our clients in the longer term to strengthen their ability to co-ordinate their supports and to continue to participate in their community. We're helping to resolve moments of crisis and strengthening networks to help people thrive in whatever they love to do.

We work together to understand people's goals, develop a personalised plan tailored specifically to their needs, and monitor over time.

Simon's Story

Simon moved to Specialist Disability Accommodation (a group home for people with a disability) in mid 2017. This was a long-awaited dream for Simon and Gabrielle, who is his mother and primary carer and a lot of effort was made to achieve success.

Chapter 1.

Simon

Simon is a 44-year-old, wonderfully vibrant man from a Lebanese Arabic speaking background who loves to dance, gets a regular chiropractic treatment and adores going out for a drive.

Simon was also born with a severe level of disability impacting on his physical and neurological function. He has lived in his family home all his life and enjoys attending his day option five days a week.

Simon started to participate in Spectrum's individual support, funded by the Victorian Department of Health and Human Services (DHHS). Simon received personal care and home care mainly on weekday mornings and community access support mainly on weekends provided by from Spectrum's support workers while he is at home. He regularly accessed short term accommodation on weekends so his parents could have a break.

Gabrielle

Simon's parents became older and started to have multiple health conditions. They also have a family responsibility to look after their elderly parents.

Gabrielle wanted Simon to enjoy his own life as independently as possible, however it was not possible until the NDIS came to him in December 2016. He had been on a wait list for Shared Support Accommodation for almost 20 years.

Hiroshi

Hiroshi Mitsui is a Support Coordinator with Spectrum who supports 32 clients whose services are covered by the National Disability Insurance Scheme (NDIS).

Hiroshi, for whom English is a second language says, "All my clients come from diverse cultural, linguistic and socio-economic backgrounds. Each client has a unique story in how they reached community-based disability services and how challenging it has been for transition from the old system to the new one."



Chapter 2.

Simon, Hiroshi and Gabrielle

Transitioning to the NDIS was undoubtedly a period of some uncertainty and concern for Simon and Gabrielle.

As Support Coordinator for Simon, Hiroshi started to coordinate transition of all the supports he had before. There was much to be done – assessment, planning, referrals, reporting to NDIA, budgeting the coverage and linking our internal financial department and Simon's external plan manager.

After a 20 year wait, the most important task was to assist Simon apply for Shared Supported Accommodation.

An option presented itself through DHHS, and Hiroshi worked with Simon and Gabrielle to apply. Collectively it was intended to trial it. However, it turned out to be a significant turning point. After further communications, an offer of a permanent accommodation finally came through.

Hiroshi remembers "There are some wonderful days in my job, and the day I was able to call Gabrielle and Simon to let them know that the application had been successful was definitely one of those. Gabrielle and Simon were just so happy when I called to tell them." They happily accepted the offer as soon as Gabrielle took Simon to the accommodation as both loved it.

Of course there was much to be done behind the scenes to ensure a smooth transition.

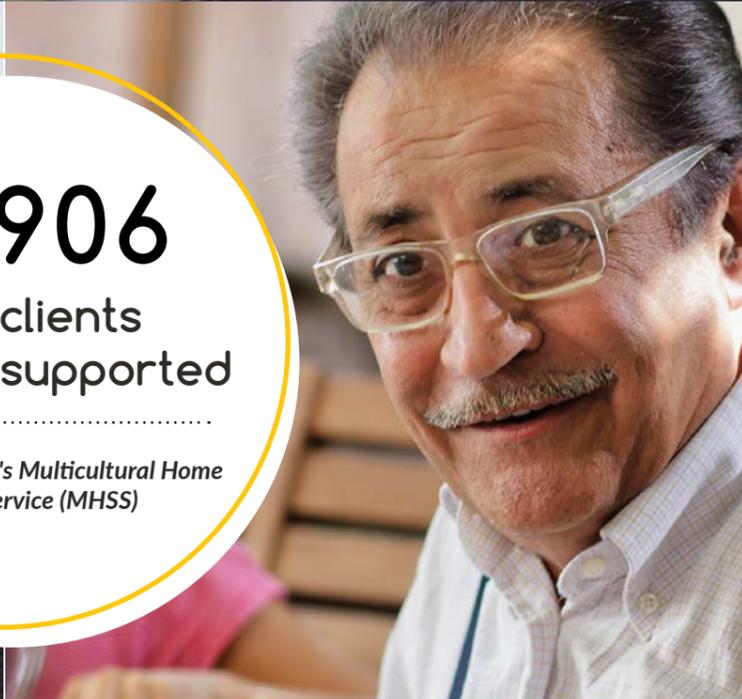
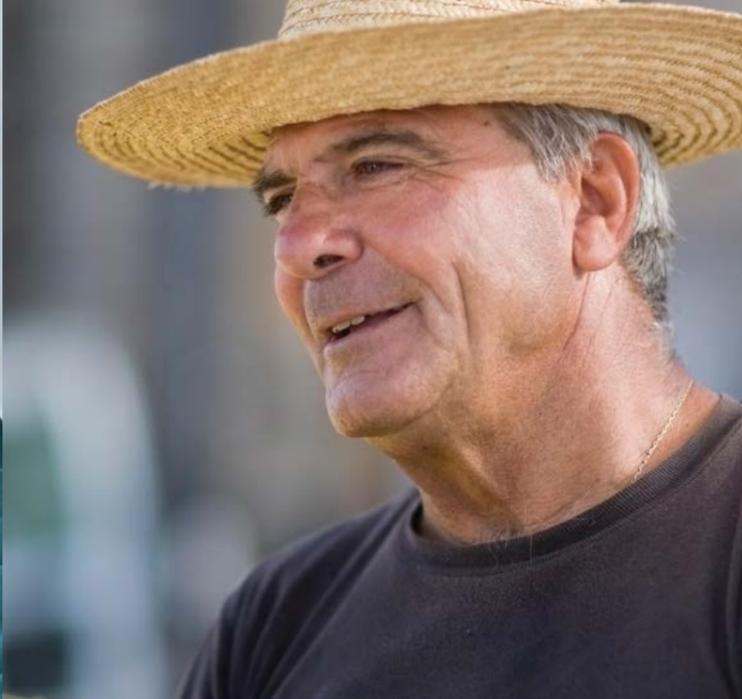
However, after all the hard work and effort, Simon moved in!

Simon has settled well in the new environment, with five housemates all receiving support. He still attends day activities on weekdays and goes out on weekends with Christine, who is his favourite support worker from Spectrum.

Gabby says "Simon is loving the house he shares!"

“There are some wonderful days in my job, and the day I was able to call Gabrielle and Simon to let them know that the application had been successful was definitely one of those. Gabrielle and Simon were just so happy when I called to tell them.”





feature: rafaella & luke

Aging like all life journeys is not logical, well paced, nor predictable, particularly when you are standing in it.



906
clients
supported

Through Spectrum's Multicultural Home Support Service (MHSS)

Aging can be messy and periodically confronting, and glorious and funny all at the same time. For Spectrum, embracing, respecting and celebrating the diversity of our clients, and their life experiences, is central to the way we go about providing the services they need.

What does Client Directed Care really mean to people as they age?

2017 heralded a new era for the way Australia provides services to people as they age. By contrast to the traditional block funded approach to the provision of services, government funding now 'moves' with the person who is aging, giving them autonomy over the package of services they can choose to put together to support them as their needs change over time.

This significant shift, creates a competitive environment for services. This has given Spectrum

clients increased choice and flexibility in the way care and support is provided. At the same time, with choice comes responsibility and an increased need for information and guidance. With changes comes risk, and sometimes fear.

Andrea McLeod, Spectrum's Chief Operating Officer reports on this transition for Spectrum, "Spectrum has risen to this opportunity, understanding acutely that our long experience in delivering services to aging people with culturally diverse backgrounds, positions us well to provide the full suite of Home Care Packages, from Level 1 to Level 4."

Through Home Care Packages Spectrum can now offer:

- A care plan that is specifically tailored to each client;
- A suite of services that can change with our clients over time;
- Advice and guidance, to enable our clients to choose.

Highlights of 2017:

- Establishing a team of Home Care Packages, Service Co-ordinators;
- Promoting our services to clients through targeted, grassroots community based advertising;
- 23 clients choosing Spectrum for their Home Care Package provider.

“This has given Spectrum clients increased choice and flexibility in the way care and support is provided.”



Rafaella's story

With Luke, Son of Rafaella

"Mum has a number of challenges in her everyday. At 91 years of age her mobility is declining as her frailty and arthritis increases. Her eyesight is deteriorating due to macular degeneration and her hearing is poor. She has been determined to prepare her own meals as meals prepared by third party have not been satisfactory.

With family widely disbursed, we were struggling to help her to maintain a clean and healthy environment in and around her home, and her independence was declining, as it became harder and harder to get out and about, to go to medical appointments and do her shopping."

Q. Aging doesn't just happen to your mum. What were the key challenges or concerns you were facing as her primary carer?

A. What a fraught and complex journey it is. I needed to learn to navigate the various government departments and programs to get access to the services that would help my mother maintain a comfortable life style in her own home.

Just some of the challenges we experienced included:

- Making sure that she had an emergency call system available in her home (MEPACS). She has a wrist strap button she can press should she need emergency assistance;

- Arranging for in-home care through government approved service providers to ensure mum has the daily assistance and support that she needs;
- Being easily contactable and available to provide assistance at short notice if necessary;
- Managing my mother's financial affairs. Banking, mail, paying her bills, communicating on her behalf, as well as arranging for Power of Attorney.

“Rafaella is a very engaging person, who was experiencing some limiting changes.”



John Michanetzis, Spectrum's Home Care Packages Case Manager, tells of meeting with Luke and Rafaella, "Rafaella is a very engaging person, who was experiencing some limiting changes. Her son Luke is a

tremendous advocate for supporting her to continue doing the things she loves, in her local community, for as long as we possibly can. Of course, doing this while respecting her Italian culture, was considered very important. For Luke too, it was important that he could get in touch with us easily, talk to us often, and that we could respond quickly. We were delighted when they chose Spectrum".

Service spotlight: multicultural home support

Spectrum's Multicultural Home Support Service (MHSS) helps frail older people and people with disabilities to continue living in their own homes. The types of services we provide include:

- Personal care
- Home care
- In-home and community-based respite care
- Escorted shopping, outings and appointments (with transport if needed)
- Overnight care
- Dementia-specific support
- Intensive short-term assistance (if you're returning home from hospital, for example)

Living diversity: be different and be one

- **Who answers the phone when I call?** Spectrum's office based Care Administration Team's own cultural diversity supports clients from a wide range of cultural backgrounds and languages. Featured languages include Greek, Arabic, Italian, Croatian, Cantonese and Macedonian.
- **Who walks in my door?** Our mobile workforce of experienced support workers speak more than 45 languages – including Greek, Italian, Macedonian, Chinese, Serbian, Croatian, Spanish, Arabic, Turkish and Vietnamese.
- **Will you be able to talk with me?** We match our support workers to our client's cultural, gender, linguistic and religious needs and preferences.
- **Are you near me?** Our care services and accompanying focus on diversity reaches locations where there is most need across Melbourne including expansion into eastern communities including Glen Waverly through to Eaglemont.



Aiche Merhi, one of Spectrum's Care Administrators says of her working days, "I spend all day on the phone to both clients and our support workers, making sure that we match exactly the right Support Worker to our clients."

Ola El-Kassab, one of Spectrum's Support workers featured in a video story released by Spectrum via YouTube earlier in 2017 says, "This is the best part, working with Spectrum, it is about the relationship, it is very special". You can watch the full story here: <https://www.youtube.com/user/spectrumvic>

MHSS supports:

- 1435 Clients through our Brokerage arrangements;
- 906 Commonwealth Home Support Clients; and
- 113 Clients with Disabilities.



1435

Clients supported through our Brokerage arrangements



113

Clients with disabilities supported by Spectrum's MHSS team

feature: community

Team Spectrum works tirelessly throughout the year to bring bespoke programs to culturally diverse communities across Melbourne, to help them connect and learn, and feel at home in Australia. Their continuing innovation and engagement with the people they serve is celebrated by just some of the highlights presented here.



Cohesion

Cohesion is a special community festival hosted and co-ordinated by Spectrum, and held at Hume City Hub, 61 Riggall St, Dallas. The

event aims to celebrate the local cultural diversity, to manifest pluralism, foster cross cultural connections and promote stronger engagement between communities and the service providers, available in the local area to support communities.

There was music and laughter and celebration of the wonderful cultural traditions that showcase how beautifully different we all are, from all the corners of the world we come. And in the respect, and wonderment at all that was different, we became one community, celebrating feeling at home in Australia.



Young leaders are grown

Spectrum in partnership with Hume Interfaith Network Youth Group and Victoria Police took 25 young people

from culturally diverse backgrounds to a youth leadership camp to Halls Gap, Victoria in the Grampians National Park. This camp was led by young leaders of HIN, Sal and Ronaldo with support from Kumari &

Ajit (Spectrum), Georgina (Banksia Gardens), Ash and Jane (Victoria Police). Participants were from diverse backgrounds such as Iraq, Iran, Syria, Lebanon, Somalia, Palestine, Australia, India and Pakistan.



Beach daze

In the lead up to summer holidays a number of Spectrum program participants were invited to beach excursions. Beautiful days of freedom, fresh air,

sunshine, sand and sea. Of course, this is the perfect backdrop for some practical learning including helping young families enjoy and being safe at the beach in the Australian summer. There's slip slop slap seek and slide, swimming between the flags, rips and introductions to the native wildlife too....in between the sheer joy and terribly important tasks of wave jumping and sand castle building.



Just keep swimming!

Spectrum delivers an Aquatic Employment Pathways Program in partnership with Life Saving Victoria (LSV). Young people from Eritrea, Ethiopia, Congo, Iran, Egypt,

Tibet and Somalia, are learning to swim with dream of

following in the steps participant, Awet, who is now undertaking his Pool Life Saving Course sponsored by LSV.

Every week they have an hour lesson (split into groups based on standard), with the goal that once they are competent swimmers they will proceed into Life Saving Victoria Life Guard Training Course and gain employment as pool life guards.

The Spectrum team are excited to be able to provide young people with swimming lessons, and build up their safety skills and confidence in water, and are confident that they will become role models for many more people in their communities.



Pathways to work

Spectrum's Employment Pathways Program in Sunshine, Victoria is jam-packed with action squarely directed at providing tangible pathways to employment.

Our participants learned much, expanded their networks and have been excited to learn about all the opportunities and possibilities open to them.

Special thanks to everyone who came to work with our young people and welcomed us into their businesses, including Brimbank City Council, WEstjustice, Western Bulldogs, Foundation House, Unilever, Kalsooni Hair and Beauty, Metro Trains, Lawson Delaney, The University of Melbourne, CMY, YMCA Victoria, Heritage Council of Victoria, Kyneton Secondary College, Slater and Gordon Lawyers, The Social Studio, Abbotsford Convent, Lentil As Anything and Richmond Union Bowling Club.



Home-words

On World Refugee Day we held a youth-led event for, called Home-words. The event was the culmination of projects facilitated throughout term 1 and 2

with newly arrived young people studying English at Melbourne Polytechnic. While Spectrum led these

projects, we couldn't have done it without or strong partnerships with Melbourne Polytechnic, Darebin Youth Services and Darebin Community Health Centre.

Home-words, uses audio art such as poetry, spoken word and hip-hop, as a means of youth engagement, confidence building, English language improvement and storytelling.

Participants worked with local poets and hip-hop artists, over a series of workshops, to create two audio tracks/songs. The theme was 'what is home and how do we create home in a new place?', which encouraged participants to expand vocabulary and understanding of speaking about emotions, memories and hopes for the future.

https://www.youtube.com/channel/UC5PhcgObz0fk4_xQ6r4LisA



Settling seniors

This pilot was developed out of an expressed need from senior members (50 yrs +) from the Myanmar community for settlement and language support in a social group

setting. Consultations with the Myanmar community and other service providers also indicated a gap in services for grandparents.

The aim of the sessions was to provide a safe, supportive group environment for participants to reflect on personal experiences and emotions throughout their settlement journey. The role of the facilitators was to initiate thoughtful discussion of cultural differences and nuances in Australia and Myanmar, promoting connectedness, inclusivity and equity amongst a uniquely diverse community. It was also an opportunity to provide a platform for participants to discuss and explore alternative ways of improving their general mental health and wellbeing needs.

"I think this program is excellent. It can not only be for our ethnicities but everyone from Myanmar. The more different communities the better understanding we have of different cultures in Myanmar, which will create peace and development in the world." Chin speaking participant.

board



Moreno Grison

Moreno joined the Board in 2014. He has over 30 years accounting, audit and tax compliance experience and is currently collaborating with Victorian Government

departments in providing Peer to Peer capability support to Government agencies in Timor Leste. Moreno brings skills in auditing, financial analysis, project management, governance, and risk to Spectrum. He was previously 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 Masters of Business (by Research) from Victoria University.

“Coming from a migrant family, I have an appreciation of the migrant journey and strongly value the important work that Spectrum performs; I am continually inspired by the passion and humanity of Spectrum in helping migrants, be they young or old, to feel at home.”



Judy MacGraw

Judy joined the Board in 2015. Her career spans over 30 years in public sector senior management roles and as a past CEO of the Community Services and

Health Industry Skills Council. She is a director on a number of mutual and membership based boards and is a Member of the Australian Institute of Company Directors. 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. For Judy, being on the Spectrum Board means active and personal contribution to the health and well-being of migrants, refugees and a culturally diverse Australia.



Hayley Underwood

Hayley joined the Board in 2013 and currently serves in the role of Chair of Finance and Risk Committee. She has over 13 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 Chartered Accountants in Australia and New Zealand and a Graduate of the Australian Institute of Company Directors.

“I joined the Board of Spectrum because I wanted to use my finance skills to give back to the community but I never expected to find an organisation that truly inspired me and an organisation that is so passionate about what they do and helping our clients feel at home.”



Silvio Pontonio

Silvio has worked in Executive management roles in Australia and the UK from 2003. During this time he served on Boards of not-for-profit organisations as

well as peak bodies, actively engaged and contributed to government and departmental advisory committees to inform policy and innovation in redesigning hospital services with a view to community orientation and efficiency. Silvio has been an active contributor to healthcare reform with a view to creating synergy between hospital and primary care.

Silvio is currently a Principal, Health Nexus Group, and is involved with planning service delivery for targeted groups including mental health, forensic mental health, and aged care especially related to CALD groups.



Nesan Naidoo

Nesan joined the Board in 2015. He has 28 years of experience in leadership and executive management. He is currently CEO of an international Consulting

company, 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. He has an MBA from MBS, BA, and qualifications in strategic leadership, business, marketing and General Manager Program through AGSM.

“Spectrum allows me the opportunity to support new migrants and refugees to feel Welcomed & Respected in a diverse Australia where everyone is appreciated for who they are, irrespective of race, color or creed.”



Pal Singh

Pal joined the Board in 2016. He has strong skills in people, commercial, strategy and risk management with over 20 years of leadership experience in managing,

developing and transforming multimillion dollar businesses across Australia and Asia Pacific. He is a member of CPA, graduate of Australian Institute of Company Directors and MBA from Monash University. He has worked in information technology, logistics, manufacturing, consumer products and professional services sectors and currently working with Transport NSW as a commercial manager.

“Membership to the Board provides me with the platform to oversee settlement of refugees and migrants, promote their well-being and help them achieve a fulfilling life.”



Nadine Parkington

Nadine Parkington is a future forward strategist with a strong background in technology with over 15 years experience in digital strategy. Nadine runs

her own consultancy working with large corporate businesses including Medibank, Bunnings and Suncorp. Her work experience has spanned UK, NZ and Australia working on both global and local business.

“Spectrum is about making people feel at home, with three generations of migrants in my family, I know how important it is to help people feel at home.”



Claire Bourke

Claire joined the Board in 2016. She has over 25 years of experience in strategy, transformation, technology, sales and marketing roles, and is currently General

Manager of Technology at Australia Post, working on technology and digitalisation areas. Claire brings a high-level of skills as an effective, passionate and outcomes-focused change leader, with a strong capacity to align and develop technology and business solutions.



Sumith Perera (retired December 2016)

Sumith rejoined the Board in 2012 after previously serving for five years and is currently Chair. 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.

executive leadership



Stelvio Vido
Chief Executive Officer

Appointed CEO in 2015, Stelvio brought a strong skill set in leadership, general management, business development

and corporate governance – all essential skills to drive effective and innovative service delivery in an increasingly competitive not-for-profit environment.

Stelvio has over 30 years senior executive experience in not-for-profits, management consulting, local government and commercial media. He has also held board director and chair positions across a range of organisations in the training, education, healthcare and community service sectors.

“Every day, we aim to help refugees and migrants to feel at home in Australia — that’s a great motivator for working at Spectrum.”



Andrea McLeod
Chief Operating Officer

Andrea brings more than 20 years’ experience delivering services to individuals

and communities. She has worked in the public, private, and not-for-profit sectors and has held Directorships on a number of boards, including Board Chair. Beginning her career in the public health and disability system as a midwife, Andrea has worked in a range of settings in NZ, and, several post graduate qualifications later, moved into health management and leadership roles including Chief Operating Officer at the Royal NZ Plunket Society (NZ), and Executive General Manager Community Services at the RDNS (Australia).



Roxanne Strauss
Chief Growth Officer

Roxanne has over 17 years’ business experience in the corporate, not-for-profit and government sectors, with roles covering the

Australian, European, African and American markets. With a Master of Management, Graduate Diploma in HR, Advanced Diploma in Group Facilitation and Bachelor of Commerce, Roxanne has accreditation in a variety of coaching and leadership modalities and tools.

Roxanne’s passion is to ignite change and she does this in two ways; through working in business to lead growth, brand and cultural transformation programs and with individuals to help them find direction, purpose and take action in life. She volunteers as the Chairperson of a grassroots not-for-profit organisation in Australia and Tanzania.

senior leadership



Renaldo Tomasiello
General Manager,
Finance

Renaldo Tomasiello manages the Finance function at Spectrum which includes month

to month cash flow, payroll and reporting, and also the program expenditure with Government stakeholders and internal client's alike.

A qualified CPA Renaldo with a back ground in Community Health and Health Promotion, Renaldo's career highlights include successful rollout of multiple accounting systems including the implementation of Accounting Business Intelligence software, introduction of value added reporting across Events management and key metrics analysis data provision.

Driven by the motivation to bring change and improvement to Finance processes, Renaldo is bringing a fresh approach by positioning the Finance team a key partner of the business rather than just a number crunching exercise.



Katherine Anderson
Human Resources
Manager

As HR Manager, Katherine is responsible for managing the full suite of strategic and operational HR and

Administrative Services for Spectrum's people. She has worked in both the not for profit sector, as well as large multination organisations specialising in finance, IT and risk management and healthcare.

Katherine holds a Bachelor of Psychological Science and enjoys using her studies of religion, philosophy and psychology to work with diverse and passionate staff to create positive change for them professionally and in turn their clients.



Romy Vitalin
Manager, Settlement
Services

Romy Vitalien manages a range of programs at Spectrum, spanning complex and intensive

case management, family and relationship services (groupwork and therapeutic casework), and a suite of settlement services including casework, youth work, community development and migration assistance.

Romy has a Masters of Social Work, a Bachelor of Laws and a Bachelor of Arts, and has worked extensively with people of culturally and linguistically diverse backgrounds as both a social worker and a legal practitioner.

Some highlights of Romy's career include volunteering as a lawyer and mediator at the Legal Aid Scheme in Ghana, coordinating the reception of asylum seekers into the Australian community following their release from immigration detention facilities while working for AMES, Australian Red Cross and Life Without Barriers, and working to restore contact between family members separated internationally as a result of conflict, natural disaster and forced migration with the Red Cross International Tracing Service.

Romy is driven by the opportunity to partner with newly arrived refugees and asylum seekers to become self-reliant and to participate equitably in society, and to harness the enormous contributions that this resilient cohort can offer to Australian society.



Wendy Cisar
Manager, Settlement
Services

Wendy has committed her strong social justice values to 25 years' experience in the not for

profit community services, health and welfare sectors in management and leadership roles. In addition, Wendy has coordinated and taught in secondary, vocational and tertiary education settings. Wendy's professional background includes managing her own businesses in leadership management, building and construction and rural home services work. A diverse background which supports her flexible and adaptable approach and zest for new challenges and emerging needs. With qualifications in social work, education, community development and management Wendy has also been a director at governance and board level in NSW and Victoria and chaired a Victorian government women's project. Wendy also volunteers her time in mentoring and fund raising.



Clayton Carelse
Manager, Aged
Services

Clayton is responsible for all of Spectrum's services for aging people of culturally diverse backgrounds. He

has 18 years of experience working in the aged and disability sectors across local government and not for profit organisations in North and West Metro Melbourne. With qualifications including Bach of Health Science, Grad. Dip. In Disability Studies and Dip. Of Management I have undertaken various Case Management, Service Coordination and Program Management roles (including 6 years at Care Connect and 9 years at Uniting Age Well) in provision of Aged and Disability Home Support and Home Care Package Programs.

"I have a commitment to influence and implement excellent service delivery across community care programs that support clients to maximise their potential, well-being and maintain independence."



Natalie Dillon
Marketing and
Communications
Manager

Natalie manages Spectrum's Marketing and Communications. This

includes implementation of the fresh new Spectrum brand and execution of all communications across all channels. Market changes in the Aged Services sector, and NDIS has provided opportunity to embrace a business growth strategy requiring a culturally diverse marketing strategy, implemented through targeted manner at grassroots level.

Natalie brings to Spectrum over 20 years marketing and business management experience in leading Australian and International companies including Deloitte, Vanguard and Arthur Robinson and Hedderwicks, and most recently as Co-Founder of 3Fish, Australia's leading ethical clothing company.

Natalie's experience is deepened by her commitment to thought leadership as a key tool for creating engagement and motivating action toward change.

"Spectrum is rich in diverse and inspiring stories that should inspire many to embrace the joy of inclusion."



Jeanne Poustie
Manager, Disability
Services

Inclusion runs deep for Jeanne, who is passionate about enabling people with disabilities to reach

their full potential. A vibrant and engaging leader, Jeanne, is focussed on inspiring people from culturally diverse backgrounds to actively engage with the new opportunities presented by the NDIS.

With over 25 years leadership experience across Disability, HACC, Child Protection/Out of Home Care, Attendant Care and Health sectors combined with a Bachelor of Arts, Bachelor of Social Work and Certificate IV Training and Assessment, Jeanne's experience includes leading a Disability Respite team nominated for the prestigious 2014 Robin Clark Awards (excellence in leadership and work with children, youth and families).

financials

The operational performance again produced a surplus in 2017, while continuing investment in building internal capacity and delivering new services.

A third consecutive surplus of \$70,620 again helps consolidate the organisation as it transitions from the changing funding landscape to the new consumer driven home care market, in particular in the aged care sector.

In 2017, the organisation continued to earn 62.6% of Total Revenue from many State and Federal Government funded programs. Funding also increased significantly in the Fee for Service business streams with added funding of \$623k being realised.

The surplus result added to the net assets of the organisation. A figure of \$2.38million underlies the asset foundation of the organisation with cash again dominating the balance sheet at just over \$3m.

The continued surplus results in performance and subsequent strong financial position over the past few years has given the organisation the opportunity to invest in new technologies as well as improvements in business processes and new funding opportunities. This allows Spectrum to position itself well amongst the competitive landscape that is evolving at a rapid pace.

Statement of Profit or Loss for the year ended 30 June 2017

revenue	2017 (\$)	2016 (\$)
operating activities		
Fees for service	4,617,931	3,994,170
Operating grants	8,346,383	7,351,388
Other Income	309,548	233,642
	13,273,862	11,579,200
non-operating activities		
Interest received	56,855	75,839
total revenue	13,330,717	11,655,039
expenditure		
Employee benefits expense	11,109,674	9,566,723
Depreciation of property, plant and equipment expense	45,095	46,966
Administration expenses	876,740	546,478
Occupancy expense	548,384	493,547
Communication expense	159,227	178,645
Other expenses	520,977	419,116
total expenditure	13,260,097	11,251,475
surplus	70,620	403,564

Statement of Financial Position as at 30 June 2017

assets	2017 (\$)	2016 (\$)
current		
Cash and cash equivalents	3,062,089	2,764,018
Trade and other receivables	1,414,928	981,201
Other assets	54,319	60,772
total current assets	4,531,336	3,805,991
non-current		
Property, plant and equipment	593,291	192,207
total non current assets	593,291	192,207
total assets	5,124,627	3,998,198
liabilities		
current		
Trade and other payables	1,800,164	989,814
Provisions	729,346	568,623
total current liabilities	2,529,510	1,558,437
non-current		
Provisions	207,407	122,671
total non current liabilities	207,407	122,671
total liabilities	2,736,917	1,681,108
net assets	2,387,710	2,317,090
equity		
Retained earnings	2,212,710	2,017,090
General reserve	175,000	300,000
total equity	2,387,710	2,317,090

thank you

Federal Government

Department of Health
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
City of Yarra
Hume City Council
Moreland City Council

Philanthropy and Corporate

Collier Charitable Fund
Equity Trustees – Alfred Felton Bequest
Kru Consulting
Marian and E.H. Flack Trust
Maurice Blackburn Lawyers
Newsboys Foundation
Stary Norton Halphen Lawyers
Ven Creative

Community

African Drumming Melbourne
Alzheimer's Australia Vic
AMES Australia
AMES HSS Consortium
Arabic Welfare
Asylum Seeker Resource Centre
Australian Community Logistics
Australian Football League
Bendigo Kangan Institute
Birth for Humankind
Broadmeadows Family Relationship Centre
Brotherhood of St Laurence
Cancer Council Victoria
Care Connect
Centre for Culture, Ethnicity and Health
Centre for Multicultural Youth
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
Headspace
Helping Hoops

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
Lentara UnitingCare
La Trobe University
Life Saving Victoria
Mackillop Family Services
Macleod College
Meadows Primary School
Melbourne Fire Brigade
Melbourne Polytechnic
Melbourne Victory
Merri Community Health Services - Carerlinks North
Mind Australia
Mount Ridley College
Multicultural Centre for Women's Health
Neami National
New Hope Foundation
North-West Area Mental Health Service.
Northern AMEP Consortium
Northern Community Legal Centre
Polokala
PRACE
Preston Neighbourhood House
Preston North East Primary School
Pro Bono Neuropsych Network
Relationships Australia Victoria
Reservoir High School
RMIT University
Salvation Army
Samaritan Foundation
Scarf
St Kilda Mums

Swinburne University
Thornbury High School
VICSEG New Futures
Victoria Legal Aid
Victoria Police
Victoria University
Victorian Foundation for the Survivors of Torture
(Foundation House)
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





spectrum
feel at home

dallas office

(03) 9977 9000

Level 5, 61 Riggall St
Dallas, VIC 3047

sunshine office

(03) 9300 8600

163 Harvester Rd
Sunshine, VIC 3020

northcote office

(03) 9977 9000

192 High St
Northcote, VIC 3070

**multicultural home
support services**

1300 735 653



feel at home
online

 facebook.com/spectrumMRC

 twitter.com/SpectrumMRC

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

 spectrumvic.org.au