



annual report '18


spectrum
feel at home



Understand
the Journey



Be Different
and Be One



Focus on
the Client
Experience



Create
Tomorrow



See and Act with
an Open Mind



Co-Create
to Thrive



contents

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مرحباً بك Witoj
歡迎光臨
Merħba
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Καλώς ήλθατε
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Chào mừng
هي بيتك
An haa dhufu
Feel at home
स्वागत
Σαν το σπίτι σας
Osjećajte se kao kod kuće
Hossok familjari
Sentitevi a casa
家的感觉
Na inn ah ruat
Чувствувај се како дома
घरमा महसुस गर्नुहोस्
Poczuj się jak w domu
Oseñajte se kao kod kuće
Soo-dhawow
خوش آمدید

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chair's report

Much has been achieved, and there is still much more to do.



Amid the whirlwind of global and local debates about immigration levels, the resettlement of refugees and the impact of multiculturalism, it is timely to remind ourselves that Australia is a successful multicultural society forged by immigration, and to reflect on the pivotal role Spectrum plays in supporting old and new migrants and refugees to feel at home in increasingly hostile times.

Driven by our values, passion, creativity, and the aspirations of our clients, the past year has been one of ongoing transformation, consolidation and planning for the future, as Spectrum continues to respond to the challenges and opportunities of the social and economic environment within which we operate.

As this report attests, much has been achieved.

From our participation in new settlement programs, such as the Humanitarian Support Program and the Community Support Program, and our family and youth programs, to our significant aged and disability programs, and the strong growth in our home care packages, Spectrum continues to make a positive difference to the lives of migrants and refugees at all stages of their journey. This is the reason why we exist.

Of course, none of this is possible without the support and achievements of our people and stakeholders.

I acknowledge the work of my fellow Board Directors and thank them for their commitment, time and expertise. The year has seen change at Board level, with Hayley Underwood stepping down after 5 years. I thank Hayley for her

“Driven by our values, passion, creativity, and the aspirations of our clients, the past year has been one of ongoing transformation.”

valued contribution, particularly as Chair of Finance and Risk Sub Committee. I also welcome the appointment of Chris Baring-Gould to the Board. Chris brings a wealth of financial skills and expertise and not-for-profit experience to further strengthen existing Board capabilities.

I am grateful for the support of our various funding bodies, partners and stakeholders.

I would also like to recognise and thank our former CEO, Stelvio Vido, who departed in June 2018, for his significant contribution and thoughtful leadership. We also welcome new CEO, Bernie Nott, and looking forward to working with him as he leads the organisation into the future.

Finally, on behalf of the Board, I would like to thank and pay

tribute to all of the Leadership Team, our staff and volunteers for their hard work, passion and resilience in rising to meet the many challenges we face.

It is a recurring theme that there is still much more to do, but I am confident that our commitment, compassion, diligence and resolve will ensure that Spectrum continues to thrive in supporting migrants and refugees to feel at home.

Moreno Grison, *Chair*

“It is timely to remind ourselves that Australia is a successful multicultural society forged by immigration.”

ceo's report



2017/18 was a significant year for Spectrum and our work with people from refugee and migrant backgrounds. As I settled into the new role at Spectrum in mid-2018 I reflected on the big picture. In the past twelve months, the United Nations High Commissioner for Refugees (UNHCR) reported that the total worldwide population of forcibly displaced people reached a new high of 68.5 million, every day the world sees another 44,400 people forcibly displaced as a result of persecution, conflict or generalised violence. At the same time, we saw Australia's population tick over 25 million people. Coincidentally this is the same number of refugees who are seeking a safe haven and a place where they can feel at home in the world today.

As I write this report and reflect on my short time thus far at Spectrum, it is hard not to be struck by these numbers and the growing

global and local debates about immigration levels, the detention of those who seek asylum, the resettlement of refugees and the impact of multiculturalism. In our own backyard these debates are often clouded by issues of congested cities, housing, infrastructure, law and order. However, every day at Spectrum we are reminded that despite these complex challenges, Australia is a successful multicultural society forged by the resilience, talent, entrepreneurial spirit and the richness of the diversity of those who make it their home.

During 2017/18 Spectrum's services reached out and touched the lives of many seeking to feel at home in Australia from the newly arrived refugee family to the more established and migrant ageing communities. In my short time in the role I have been inspired by our dedicated and diverse team of 265 staff and volunteers.

They seek first to understand the journey our clients have travelled and then respond with empathy and compassion while searching for opportunities to improve.

I have been inspired by the way our Team embraces change and new opportunities. We have embraced the many changes brought on by the move to a consumer driven service system in aged and disability services. We have drawn on our strengths in settlement services to seed the Community Support Program, a community sponsorship program that, with the right policy settings, has the potential to reshape our refugee resettlement drawing on the power and compassion of the community. We also joined with our trusted partners to extend our humanitarian work with the new Humanitarian Support Program.

In the global context of immigration and refugee resettlement, Spectrum's footprint is small but

impactful. These are important times for us as leaders in a changing and often hostile world. These times call for courage, compassion, empathy, innovation and thought leadership. The year ahead will see us continue to embrace change, seek out opportunities to partner and collaborate and create an inclusive tomorrow for all those who seek to feel at home in Australia.

I wish to acknowledge and recognise my predecessor Stelvio Vido, whose stewardship and leadership for the three years before me, navigated Spectrum through a period of major reforms. I also wish to acknowledge the Board who are committed to the next phase of Spectrum's development and the opportunity to build on the organisations 37-year history of delivering culturally responsive services that play an important role in shaping our successful multicultural society.

“These times call for courage, compassion, empathy, innovation and thought leadership.”

purposeful impact

Spectrum's purpose: To enable people of migrant and refugee backgrounds to feel at home in Australia

Spectrum has a long history of contributing to culturally diverse communities. We provide practical support; we attend to social and economic needs and we facilitate strong and lasting community connections. Across all of our services, we touch the lives of many and we seek to have an extraordinary impact. We support our clients to create successes and we are rewarded to see our clients realising great achievements.

For some clients, we start providing support and coordination when they are still overseas. For others, we provide support, advice and coordination to assist in settlement

in a new country soon after they arrive. For those who for many years have made Australia home, we provide ongoing physical and emotional support through a range of aged and disability services. We are always looking for new ways to have an impact across the life journey.

But what is Impact?

Real impact is only ever surely seen, except but through the eyes of the beholder, because the extent to which the action is valued by the beholder, determines the extent of the impact.

For our team of dedicated professionals, whether they be helping people live comfortably in their own homes, or leading programs to enable people who have made the most difficult of journeys, to call Australia home, impact is arguably always about the human who stands before them.

Impact is the sound of preschoolers singing “kookaburra sits on an old gum tree” as they learn and practice English or the young person who finds confidence while sitting across from our CEO practicing their interviewing skills. It is also the older lady who smiles in the sunshine in her well maintained garden, after feeling overwhelmed at the tasks of life, or the kinship that develops over years of companionship, while maintaining people's independence.

For organisations like Spectrum, the challenge is to maintain our presence in, and value of all those moments that matter, while amplifying them, and creating as many of those moments that we can, every day.

Over the course of a year, the contributions of every single staff member, for every single client all add up to be a collective impact, that is something special and important to be part of.



12,631

attendances at services or programs



7,238

clients and support people support by our settlement services programs



192,109

hours of service delivered to clients who are aging or experiencing a disability



moments that matter



490

people supported by individual therapeutic casework, social support & education groups



586

people welcomed & supported through our Humanitarian Settlement Program

aging in australia



Today, 30% of Australia's population is overseas-born & 40% has one or both parents born overseas. Australia's population is drawn from about 185 countries & over 200 languages are spoken at home. Like the broader society, many of those who have made Australia home seek to maintain connection to culture as they age.

Spectrum's 37 years' experience informs us of many issues our clients face. Over many decades Spectrum's service to aging members of Victoria's kaleidoscope of cultural communities has evolved and developed. Created with the intention to provide services to people as they age, in their homes, in a culturally and linguistically responsive manner, Spectrum continues to hold this intention close.

As people age, the complexities of our multi-cultural communities and the generations who provide services to them, amplify. The cultural diversity of our team over the decades has grown and changed with the changing patterns of migration to Australia, and subsequently and simultaneously in line with the aging of those cohorts of emerging communities.

maintaining a diverse and valued mobile team

One of the most significant challenges facing the aging services sector is how to continue to serve aging communities in a culturally responsive manner,

when the generations who are following them, may not be practising either their language or their culture as extensively as those who came before them.

It is also a sector wide challenge to provide career paths for people who speak multiple languages and who can continue to provide the care and support.

Bernie Nott CEO Spectrum says, "Spectrum's large team of diverse, skilled and experienced Support Workers are intensely and personally valued by our clients, and their families and carers. Spectrum support workers are essential to the fabric that is Spectrum. Every day, they are helping people to maintain their independence in their homes across Melbourne, in a respectful and meaningful manner.

I recently had the opportunity to welcome all our team, including all our Support Workers in from the field, to shine a light on their work at a Service Recognition Celebration. Many of our team have spent many years serving the people of Melbourne, and this commitment translates to the wonderful feedback we

receive from clients, often when our team have stepped up at the most poignant and important of times"



"I want to stay in my home for as long as possible"

Award for Organisational Leadership

In June 2018, Spectrum was recognised for Organisational Leadership at the National Cultural Diversity in Ageing Excellence Awards, for the Customer Experience Transformation Project.

Notably, though this award recognised the transformational impact that our recent and ongoing Customer Experience Project has had on the way in which Spectrum goes about delivering services for clients who are ageing, the Customer Experience Project created benefits for all our clients. Over the lifetime of the project, both staff and clients alike, came together to think and act collaboratively, and creatively, to provide our clients with wonderful opportunities to direct the way they want to live their lives.



“I would like to highly commend the excellent care that was provided to both my mum and myself when it came to making arrangements and caring for my mum. (The Spectrum team) have been enormously patient with my requests and enquiries at a difficult time for me. They were patient, responsive and compassionate at all times. The careers who were allocated to mum were fantastic — firstly because they were mainly Italian speaking which was a TOTAL success and secondly because they were experienced, compassionate and women who were like sisters to me.”

**John Michanetzis — Manager,
Home Care Packages**

“The past year has seen rapid change to the way services for people who are aging are organised. Spectrum has embraced the opportunity to guide people through gaining approval for a Home Care Package, and choosing Spectrum as their culturally responsive Home Care Packages provider. There has been significant challenges as people navigate the systems. Spectrum’s broad sector knowledge and network has enabled us to help people make informed choices and importantly to get the most of the packages they have been allocated.”

**Chris Scopelianos —
Care Advisor**

“There are so many wonderful options available to people who are aging. We can assist clients to choose services that support them to do the things that they want to do, that reflects how they truly want to spend their time. Importantly we can make changes as their needs change. I always tell our clients that it is their life and it is their decision on how they want to live it.”

**Bevan Toerien — Manager,
Central Support Team**

“Spectrum’s team of Care Administrators receive thousands of phone calls and emails every week, and we endeavour to respond to each and everyone, in a manner that respects the uniqueness of every single client, and their needs. Our team aim to work in collaboration with our clients and their carers. Even though we are at the end of a telephone we really get to know our clients, and want to achieve the best outcome for them. We also work very closely with our valued team of mobile Support Workers. Our Support workers are our eyes and ears in the homes of our clients, and help us to understand when we need to change and adapt.”

**Wendy Cisar —
Manager, Aged and
Disability Services**

“Our Aged and Disability Team continue to deliver responsive, empathic and inclusive services for families and individuals from culturally and linguistically diverse backgrounds. We see the changing needs of the diverse people and communities we work with and seek to build on our partnerships and develop innovative responses.”



staying social

Keeping active and social as people age maintains general good health and wellbeing.

Spectrum runs 14 Social Support Groups and 7 Centre Based Respite Groups. Centre Based Respite provides carers with an opportunity to have a break from their caring role.

We cater for a range of cultures: Italian, Macedonian, Chinese (Mandarin and Cantonese), Filipino, Vietnamese, Punjabi, Assyrian and Polish.

The groups engage in a range of cultural activities such as Tai Chi, traditional cooking, arts and crafts, Mahjong, games, celebrations of cultural holidays, etc.

This year the groups have introduced regular client forums so that clients are involved in the planning of the Programs. Information sessions that have been run by external agencies such as Bone and Joint Health, Advanced Care Planning and Home Safety from Victoria Police.





Meet Jose

Jose and Veronica Rodriguez arrived from the Philippines in the 1970's and settled in Coburg. They raised their family in Melbourne and they have three children and two grandchildren.

Since retiring, they wanted to expand their friendship group and attended some local community groups, but didn't feel that emotional connection. After contacting Spectrum, they were referred to Filipino Group in South Morang. For the last six years, Jose and Veronica have made the weekly commute from Coburg to attend this community group.

"What could be better" says Jose — coffee, food and great conversation with companions that understand me, and our lives in Australia.

As the full time carer for his wife Veronica, who has dementia, this

group provides Jose with support and socialisation as well as offering some respite. Since Veronica's dementia, our lifestyle has changed and going to the group every week is something I look forward to. With this and the regular excursions, it has become an integral part of our support network.

A jovial man, Jose says the best part of this group is having personalised support and socialisation. Jose is thankful for the support he has received from Spectrum. "It has become harder at times with Veronica and I am unable leave her on her own – we needed assistance. Spectrum visits us at home and their advice and support has been invaluable."

“Spectrum visits us at home and their advice and support has been invaluable.”

welcome

Settlement is feeling at home.

With 68.5 million displaced people seeking safe haven around the globe it is unsurprising, even for the island nation Australia is, that we are asked to share our boundless plains with an increasingly culturally diverse profile of new Australians. The team at Spectrum stand ready to say welcome to all.

The concept of successful settlement has been enshrined in the National Settlement Service Standards Outcomes which reflect the 9 priority areas set out in the Settlement Council of Australia (SCOA) National Settlement Framework.

At Spectrum we wrap this up in the words of the people we serve, that successful settlement is to “feel at home”. This ethos drives all that we are, and all that we do.

It has been a year of change and uncertainty for those responding to the global need for successful settlement, against a backdrop of arguably hostile and protectionist rhetoric. This is particularly challenging for an organisation like Spectrum who wears its humanitarian heart deeply within its DNA.

Spectrum has responded strongly in 2017-18 with expansion of our services. Also, coming in 2018-19 with the rollout of SETS, we will build on our strengths, and expand our geographical reach.

Good news

From time to time, the team at Spectrum put down their superhero capes to simply enjoy moments when things go well.

One of the team's most favourite of times is to see families re-united. Recently we received good news from a client who was reunited with his wife and two daughters, as a result of Spectrum's settlement migration assistance.

He last saw his family in September 2010 when he fled Myanmar and had to leave his wife and children behind. After a 5 year journey, he arrived in Australia in March 2016, and requested

our assistance to bring his family to safety. Spectrum supported him to complete and lodge visa applications for his family.

In June 2018 our client's wife and two daughters were granted visas to Australia.

The family attended our Sunshine office to thank Spectrum for our support, and specifically to migration agent Dragica Arbutina, who has been supporting our clients and communities for more than ten years.

This is why Spectrum exists, and why we all do that we do.



Humanitarian Settlement Program (HSP)

In collaboration with AMES Spectrum provides a range of support services through the Humanitarian Settlement Program for vulnerable people forced to flee their homes and who have been accepted by Australia as humanitarian visa entrants. Our priority and focus is to support our clients to achieve economic and social participation and to use our strengths-based practices to work with them to build their new lives in Australia.

Community Support Program (CSP)

In February 2018 Spectrum was awarded Approved Proposing Organisation (APO) status. As one of only eleven national providers, we are developing momentum to assist people to settle in Australia through successful employment outcomes and community sponsorship.



“Home is where your heart is

Immigration Advice and Application Assistance Scheme (IAAAS)

In 2018–19 Spectrum will subcontract to Settlement Services International (SSI) to deliver services funded by the Department of Home Affairs. This program provides immigration advice and visa application assistance to vulnerable people who arrived lawfully in Australia and are seeking a Protection Visa. This service has opened Spectrum to a world of contact outside our geographical borders, to the heart of pathways from conflict from all over the world.

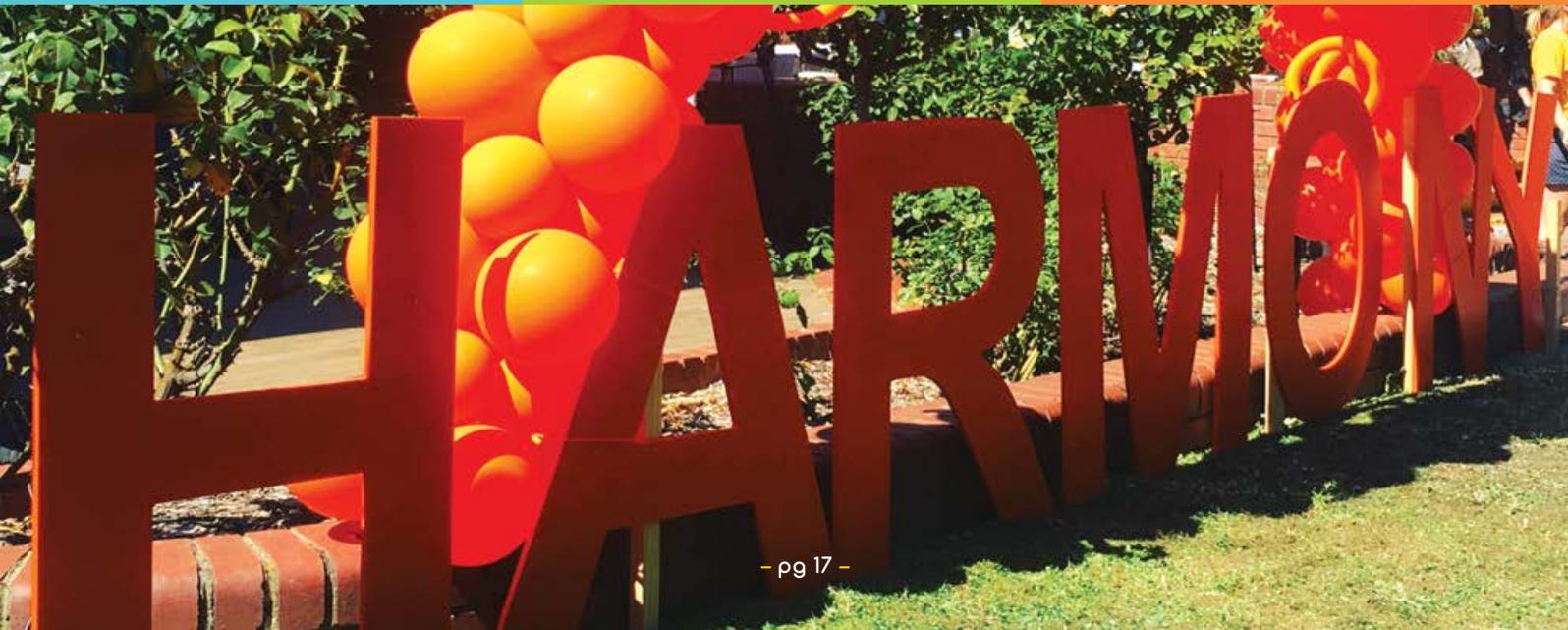
“Everyone has the right to freedom of movement...”

– United Nations Declaration of Human Rights.

Settlement Grants Program (SGP)

In June 2018 Spectrum tendered for this program now known as SETS and has been awarded funding through to 2022.

In order to improve social participation, economic well-being, independence, personal well-being and community connectedness, we are embarking on program re-design to achieve the greatest impact.



building harmony

for parents and teens.

Spectrum aims to deliver a holistic and wrap-around service response that assists clients to integrate, thrive, contribute and achieve, while actively promoting and embedding economic participation and social cohesion into service delivery.

26 PINC
programs delivered

293 participants

Spectrum's proven track record, and deep experience combined with a contemporary client centred approach uniquely positions us to provide services that move seamlessly with clients as they settle and move around the northern and western growth corridors of Melbourne and surrounds.

Engaging with young people of refugee and migrant backgrounds requires an understanding of the unique and complex set of challenges they face

Spectrum employs youth workers trained in coaching and employment pathways to provide targeted

support to young clients. Amongst the suite of programs our highly successful Parenting in a New Culture Program (PINC), developed to support parents to learn practical parenting skills to enable their family to thrive in Australia.

Spectrum's new Parents and Teens in Harmony (PATH) program grew out of an identified need through the PINC programs. PATH aims to support families as their children grow into teenage years, and begin to embrace teenage life in Australia, and the very unique challenges this presents to parents of refugee and migrant backgrounds.



Harmony for Karen teens

The Karen community has established strong roots in Melbourne and is emerging as a thriving community. They are creating new roots largely in the western suburbs of Melbourne after fleeing conflict in Myanmar and spending, sometimes years, journeying to Australia, often via Thailand.

Recently, Spectrum's PATH program was delivered to 28 participants from the Karen community of Myanmar over the course of a weekend camp in Pennyroyal, regional Victoria. Most uniquely, participants spanned 3 generations; teenagers, their parents and grandparents, and involved Spectrum Youth workers, family relationship team and bi-cultural workers, all working towards creating family harmony in homes with teens of Karen backgrounds, in Australia.

“This weekend has really changed our lives forever”

Appreciating intergenerational conflict that each experienced as a result of the extremely different life experiences was critical to the programs success. The PATH program provides education and

support to teenagers from migrant backgrounds and to their parents, to increase intergenerational understanding, to promote connection to culture amongst the younger generation, and to enhance communication and harmony in the home during the crucial adolescent years.

“My mum had many things to tell me, it made me cry because we do not usually talk like this”

Participants have reported genuine wonder at the outcomes from the program. The learnings and experience provided a framework for parents to begin to treat their children as young adults and to praise their young people for their endeavour and courage in this new world. These programs are emotional experiences and require participants to bring open minds to embrace change, to establish confidence and trust in each other.

“We have had a big lesson in communication; we have regained our trust and everything which was previously lost”

Participants reflected on the healing provided through sharing their stories of their own journeys, discovering how to tell the stories of childhood, of decisions and trauma to resolve layers of hurt and behaviours built by generations of displacement.

“Something is changing, something big is changing”

Fostering new foundations based on love and mutual respect will enable these families to adapt to the challenges their young people will experience over the coming years. The goal is connected families, who then cast tall pillars of leadership amongst both generations to inspire connected communities.

“We are closer and stronger. It has been touching to receive so much love from our children”

creating inclusion

within a diverse community.

The Learning for Life Program is a first of its kind; and now, in its 5th iteration, has involved 50 participants from at least five different communities (Burmese, Chin and Karen, Kachin and Karenni speaking backgrounds) and promotes connectedness, inclusiveness and equity amongst a uniquely diverse community.

50 participants from
5 communities

40 weeks of sessions
over 18 months

The program, a partnership between Spectrum and Foundation House, for Brimbank Council delivered 40 weeks of psycho-education sessions over a 1.5-year period to newly arrived senior refugees and migrants from Myanmar.

The delivery of group-centered, therapeutic sessions was developed from an expressed need from senior members of the Myanmar community, for settlement and language support, in a group setting. Consultations with community leaders and other service providers also indicated a gap in services for grandparents.

Aim: To improve mental health and wellbeing outcomes for vulnerable older people (50+) from Myanmar

Key outcomes:

- Provision of a safe, supportive group environment for participants to reflect on personal experiences and emotions throughout their settlement journey
- Increased participant awareness of the nature of trauma, the effects of traumatic experiences and possible coping strategies
- Enhanced participant knowledge and usage of local health and wellbeing services
- Increased participant knowledge of healthy ageing strategies
- Strengthened connections between peers and the wider community
- Western Melbourne service providers are educated about the needs of senior members within the Myanmar community

"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."

**Thang Hmung 74 years,
from Chin State Myanmar**



connecting & engaging young people.



The Youth Settlement Hub Club program provides young people from a refugee or migrant background, who are aged between 15–25 with an opportunity to connect with other young people, share their culture and experiences and learn more about life in Australia. The program also offers a great opportunity for participants to practice their English in a friendly environment. Occurring weekly, on a Tuesday afternoon, the program delivers workshops, information and recreational opportunities in a fun, inclusive and accessible format. Hub Club excursions offer participants the opportunity to participate in important community events and outings in a safe and supported way.

Activities/themes:

- AFL workshop
- Basketball night
- Martial Arts workshop
- Dance classes
- Pilates
- Dinner parties (where the participants have cooked three-course meals)
- Christmas in July
- Healthy relationships
- Health literacy/healthy eating
- Theatre sports to improve English
- Australian politics
- Art and crafts
- Cyber safety
- Inspirational Women (for IWD)
- Easter
- Employment in Australia
- Media night (where we met with a Journalist from an Australian Arab newspaper, who then published an article about the program)
- Debating
- Goal setting
- DJ/Karaoke night with Save the Children

174 participants over 8 months

Excursions:

- Trampoline Park
- Royal Melbourne Show
- Beach day
- Bush walking
- Bowling and Laser Tag
- Roller skating
- City Scavenger Hunt
- Westmeadows Tennis Club



Plans for the future:

We are establishing the Hub Club Youth Committee (HCYC), which will have Volunteer Youth Advisors who will assist in the planning and implementation of the program. This opportunity will include providing leadership training to the advisors.

assuring quality outcomes

Commitment
to quality
drives
continuous
improvement

2017-18 has seen a concerted effort in embedding the Spectrum Quality Management and Safeguarding Framework across all programs to support continuous improvement processes and to provide a benchmark for best practice. This work will position Spectrum very well for the significant reforms ahead in the Aged, Disability and Settlement sectors.

Spectrum has embraced the principles of quality improvement to ensure that our service commitments are being achieved for our clients. Spectrum is committed to quality being embedded in every function and process undertaken by Spectrum.

Highlights:

- Certified Quality Management System ISO 9001:2015
- Certified Human Service Standards 2018
- Re-registration with the Department of Health and Human Services (DHHS).

Training

- Rolled out Quality Training on the newly developed policies and procedures for Quality, Privacy, Feedback, Complaints and Incident Reporting to 190 staff.
- 30 sessions of training offered to staff across all sites, and including our mobile workforce.

Process and Practice

- Developed internal quality processes that continue to enable Spectrum to achieve consistency of practice and performance across all programs.

- Developed improved practices and systems to protect the privacy and security of client information.
- Introduced Child Safe standards.
- Re-affirmed organisation-wide commitment to “acknowledgement of country” at all meetings and events.
- Reviewed and developed risk management policy and procedures in consultation with Victorian Managed Insurance Authority (VMIA).

Awareness & understanding

- Increased awareness and understanding of all people engaged with Spectrum of our commitment to a systems focus with ongoing effort to improve our performance against key performance indicators, best practice principles, legislation, business assurance and sustainability of Spectrum.
- Continual commitment to creating an environment where quality assurance is an everyday practice for all Spectrum staff and where Spectrum shares a willingness to review practices and explore and implement new and improved ways of doing things.
- Created Easy Read communications and promotional material.
- Increased the number of languages communications materials are translated into.



meet the 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.

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.

Nadine Parkington

Nadine Parkington is a future forward strategist with a strong background in technology with over 15 years experience in digital strategy, has a Masters in Design Studies and is a Graduate of the Australian Institute of Company Directors. Nadine runs her own consultancy working with large corporate businesses. Her work experience has spanned UK, NZ and Australia working on both global and local business.

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.

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, professional services sectors, and currently working with Transport NSW as a commercial manager.



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 Customer Solutions and Acquisition at Australia Post. 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.

Chris Barring-Gould (joined the board December 2017)

Chris is an experienced and values-driven finance professional, with over 30 years of private and not-for-profit sectors experience. He brings recognised capabilities in leadership and management, strategy and its execution into operations, transformational change and good governance.

An experienced and widely practising board member, Chris is a CPA with a Bachelor of Business and Masters in Business Administration.

Silvio Pontonio (retired August 2018)

Silvio has worked in Executive hospital management roles in Australia and the UK from 2003. During this time he served on the Boards of not-for-profit organisations as well peak bodies. Since 2015 Silvio has worked as a consultant to government, Departments of Health, hospitals and peak bodies, and has been an academic staff member teaching postgraduate students, supervising students on clinical placement and providing lectures in health and mental health reform. Silvio has remained actively involved in volunteering in the community and brings a passion and commitment to supporting CALD communities, mental health and aged care. Silvio has a Bachelor of Arts (Hons), Bachelor of Social Work, Master of Applied Science (Org Dynamics). He is also a member of ACHSM and AASW.

Hayley Underwood (retired April 2018)

Hayley joined the Board in 2013 and served 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.

leadership team

Building a community of leaders shaped by the richness of our diversity.



The year represented a period of leadership transition for Spectrum as we farewelled our CEO of 3 years, Stelvio Vido. “Organisations will always experience transitions; as leaders we hold an enormous responsibility as we are but mere stewards of a ship for a short time” says our new CEO Bernie Nott.

Those organisations that prosper in transition are those that build a depth and breadth of leadership.

At Spectrum, we recognise that we are all leaders in our own way, from the Support Worker who leads and supports a family as they to care for their elderly parent, to case manager guiding a family through

the complexities of settling into a new country following years of trauma.

Our goal is twofold, to build a community of leaders, both within our organisation and in the communities we serve, and to foster shared leadership that is shaped around the richness of our diversity.

Spectrum's Purpose: We enable people with migrant and refugee backgrounds to feel at home in Australia

Bernie Nott CEO

"We can be proud of our achievements over the past year. In these turbulent and divisive times, our Purpose and Values have never been more important than right now. Spectrum looks forward with purpose and the confidence to lead with courage and compassion in pursuit of a more inclusive society."

Silvio Pontonio (joined August 2018) Director, Strategy

"Spectrum has a long legacy of contributing to successful stories of settlement and migration. We are committed to continuing this legacy. As the Australian community becomes more culturally diverse, we are actively working with communities to ensure that we are strong contributors to a bigger success story."

Renaldo Tomasiello General Manager, Finance

"A year of change is only the beginning, as the Finance Team continues to evolve into a valued partner with our programs contributing to real and sustainable outcomes for our customers."

Romy Vitalin Manager, Settlement Services

"Our Settlement and Family Services continue to strengthen, with a range of new programs being added to our suite of services this year, demonstrating that we continue to be a preferred partner of government and community. With the client experience at the forefront of our work, we are building an integrated and holistic service model, so our clients can benefit from our range of services regardless of their funded program area. This is an exciting time, characterised by a renewed vision of what successful settlement looks like, and what Spectrum's role is in the broader settlement and multicultural sectors."

Wendy Cisar Manager, Aged and Disability Services

"Our Aged and Disability Team continue to deliver responsive, empathic and inclusive services for families and individuals from culturally and linguistically diverse backgrounds. We see the changing needs of the diverse people and communities we work with and seek to build on our partnerships and develop innovative responses."

John Michanetzis Manager, Home Care Packages

"An exciting journey of establishing a culturally responsive Home Care Packages program, and setting the foundations for further expansion into CALD communities."

Bevan Toerien Support Centre Manager

"This year Spectrum has embarked on technologically enhancing our customer experience. With the introduction of a leading telephony including upgrades to our CMS system, we have paved, advanced and strengthened our connection with the broader community."

Alicia Davenport Quality Manager

"This year we improved our quality management systems. Our staff are seeing real results emerging from their commitment to understand the client experience, reflect on their practice and look for new, innovative and improved ways of delivering on our purpose."

Natalie Dillon Marketing and Communications Manager

"While navigating change, and embracing the customer experience Spectrum has reached out to a vast array of Melbourne's cultural communities. We've grown our services, enhanced participation and expanded our footprint by strengthening our presence digitally through SEO, via social media, at state, local and grassroots community events, and through our branding, collateral and communications."

Katherine Anderson Human Resources Manager

"Spectrum's people are culturally diverse, multi-skilled and passionate about responding to significant community and sector change. Spectrum's clearly defined values and vision offer a compass for all to navigate this change. Our goal is to have a workforce that is engaged, aligned and supported in the work they do and the HR team are committed to supporting the organisation with this."

financials

The net position of Spectrum is strong. There has been significant and necessary investments in upgrades of property and technology that will position Spectrum well in the longer term.

A strong operating performance of \$184K surplus was realised before the investment in assets brought the overall profitability to \$21k for the 17/18 financial year. While the overall financial result for 2018 was down on previous years, Spectrum is in a sound financial position and these investments will create firmer foundations for future growth and impact.

Statement of Profit or Loss for the year ended 30 June 2018

	2018	2017
	\$	\$
Revenue	13,511,382	13,330,717
less		
Employee benefits expense	11,050,345	11,109,674
Depreciation of property, plant and equipment expense	176,949	45,095
Administration expense	881,419	876,740
Occupancy expense	682,297	548,384
Communication expense	109,309	159,227
Other expenses	589,384	520,977
Surplus	21,679	70,620

Statement of Financial Position as at 30 June 2018

	2018	2017
	\$	\$
Assets		
Current		
Cash and cash equivalents	3,142,818	3,062,089
Trade and other receivables	1,479,235	1,414,928
Other assets	79,935	54,319
Current assets	4,701,988	4,531,336
Non-current		
Property, plant and equipment	739,458	593,291
Intangible Assets	272,637	-
Non-current assets	1,012,095	593,291
Total assets	5,714,083	5,124,627
Liabilities		
Current		
Trade and other payables	2,415,821	1,800,164
Provisions	636,653	729,346
Current liabilities	3,052,474	2,529,510
Non-current		
Provisions	252,220	207,407
Non-current liabilities	252,220	207,407
Total liabilities	3,304,694	2,736,917
Net assets	2,409,389	2,387,710
Equity		
Retained earnings	2,234,389	2,212,710
General reserve	175,000	175,000
Total equity	2,409,389	2,387,710

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

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



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

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