



South East Community Links acknowledges and respects the traditional custodians of this land, honouring their living culture and elders past, present and future.

To uphold confidentiality and protect the identity of our clients we have changed client names where necessary and these are identified with an \* next to their name. In other circumstances where clients are happy to be identified we have retained their actual names.

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#### Report from the CEO and Chair

#### Shining a Light on Strengths

South East Community Links shone a light on strengths during the year 2017/2018 to embrace change and to seize opportunities. We took important steps this year towards delivering our mission to achieve better social and economic outcomes for people in our community.

#### Diverse client engagement and valued partnerships

We continued to develop services under our specialist knowledge of clients, our community and our region. We engaged clients across cultures and ages through responsive services, projects, consultations, surveys and feedback. Access to universal services remains a significant barrier for many clients and their families.

Our results this year could not be achieved without the vital support of stakeholders and partners. We acknowledge the opportunities provided to SECL to work in partnerships with all levels of government and other community organisations. We particularly acknowledge our partnership with the City of Greater Dandenong Councillors and staff. We thank our generous private donors.

#### A focus on staff, students and volunteers

We increased professional development overall and we prioritised training in family violence, child safety, client data systems, and integrated service delivery. We uplifted our student and volunteer orientation, enabling us to provide more effective student placements and more challenging opportunities for volunteers. South East Community Links was buoyed this year by the Department of Premier and Cabinet's investment in our organisation to create a new service area in family violence

prevention. This two year pilot project will see us further strengthen our family services, our support to diverse communities, and our focus on gender equality.

We pay special thanks to all our staff, students and volunteers who make our day to day service delivery possible. In another demanding year we acknowledge our general managers Chris Pierson and Jinny McGrath and the leadership team, who provide structure and direction to help solve problems and anticipate change. We thank Denise Goldfinch for her eight years of service to Springvale Community Aid and Advice Bureau and South East Community Links who resigned in January.

#### **Outcomes framework**

Today, every community organisation is required to explain why, and demonstrate how, its services make a difference. South East Community Links was very pleased that the highly regarded consulting firm NOUS donated their time and expertise to help us tell our story.

We developed our Outcomes Framework – a whole of organisation approach to achieving better social and economic outcomes for our community. We named the framework the Bridge Model. We made three main changes to service delivery. First, we established diverse project teams to bring a broader range of thinking, knowledge and experience to every service we provide. Second, we created one South East Community Links door, ensuring a focus on the whole picture of inclusion and not just one piece of the puzzle. Third, we understand that our clients are the agents of change: that change begins and ends with families and individuals. When programs and services empower, inform and coach, clients can take steps to achieve goals and dreams.



#### Governance and finance

The South East Community Links Board has provided supportive and strong leadership which continues to guide our long term future and short to medium term operational demands. We thank all board members for their selfless voluntary contributions during the year. We acknowledge our departing board members Hang Vo, Julie Klok, Kris Wallwork and Jeanette Ward. Their specialist expertise in social justice, strategy, human resources and risk management were greatly appreciated.

The financial result this year is consistent with the board's risk appetite for retiring debt. The remaining costs of the 2015 merge have now been settled. A modest surplus has been achieved for two consecutive years.

We have exciting long term projects on our agenda, including a focus on our building and accommodation requirements. This priority in 2017/18 will no doubt grow and develop in the coming years.

#### Advocacy

Among other advocacy activities, South East Community Links led the community's response to cuts to asylum seeker income. With strong support from the City of Greater Dandenong Councillors and staff, local community agencies took action late in the year to highlight the impact of cuts to income on families and children. South East Community Links will continue to advocate for asylum seekers in the coming months as we come to terms with the harm to our community as a result of this policy.

#### Vale Anna Hall

In celebration of her life, we acknowledge the passing of Anna Hall on the 6 February 2018. Anna was a former Executive Director of the Springvale Community Aid and Advice Bureau, a founding organisation of South East Community Links. We remember Anna and her dedicated support for and contributions to social justice.



Ross Hepburn Chair



Rhonda Cumberland CEO

We thank all in our story for your hard work and support in 2017/18.



#### Service and Strategy

It was a great privilege to join South East Community Links in January this year as Manager of Strategic Projects and then later in the year as General Manager of Services and Strategy.

While still a relative new comer to the organization, the openness, skill and generosity of people working across the organization has made the task of joining the team and developing productive professional relationships across SECL an enjoyable and educative experience.

#### **Strengthening our Evidence Base**

As the environment in which we work continues to be increasingly data driven, we continue to invest in and strengthen our capacity to maintain a highly credible evidence base in relation to the social and economic outcomes achieved by our clients as a consequence of the services we deliver.

The significant work undertaken in in the Bridge Pilot and the development of an outcomes framework and measurement tool in the first half of 2018, have established a base for the next "great leap forward" in our ability as an organization to substantiate the efficacy of our work. This will increase our influence at all levels of government in relation to the future shape and scope of services provided to the diverse communities living in the South East of Melbourne.

#### **Service Integration**

Service integration remains a priority area across South East Community Links as we continue to develop and strengthen the single door through which our clients are able to seamlessly access all services and supports provided by our organization.



Chris Pierson General Manager Services and Strategy

#### **Service Delivery**

Despite the environmental challenges of an increasingly competitive funding environment that often favors larger corporate service providers, South East Community Links continues to provide a demonstrable example as to the value of place based, client centered service delivery. This is evidenced in part by the ongoing high levels of demand for our services across the Settlement Youth and Family, Financial Wellbeing and Bridge service teams.

The return on the investment of time and resources that have gone into the strengthening of our service delivery model and evidence base continues to provide opportunity for South East Community Links to expand our service offering to the communities that we serve.

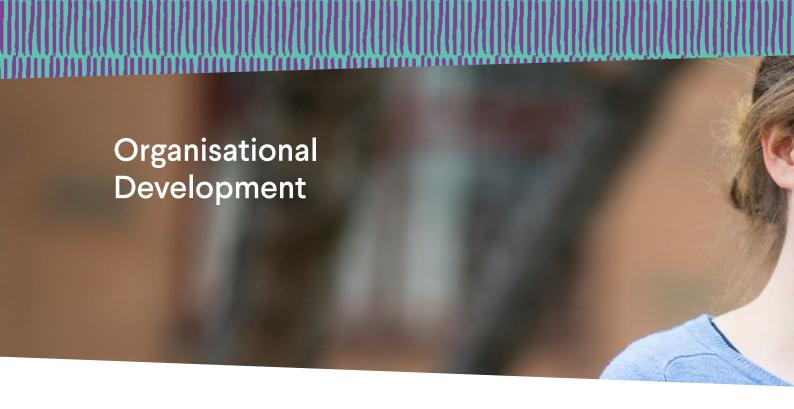
In the first half of 2018, South East Community Links was nominated by the Multicultural Affairs and Social Cohesion (MASC) division of the Department of Premier and Cabinet to undertake a series of strategic partnership projects in the areas of settlement services for new arrivals and the prevention of family violence in culturally diverse communities.

These important pieces of work will develop over the coming 12 months and will position South East Community Links to deepen our existing partnership with the Victorian Government and make a valuable contribution to improving the settlement experience of new arrivals to our region and the prevention of violence against women and girls living in our local communities.









#### Clients are our focus

If we are to achieve the first part of our vision- every person counts – it is imperative that we have good data collection systems to assist us to demonstrate that we are achieving this outcome for those who seek our assistance.

This year we successfully moved to one data collection system across the whole of the organization – the last remaining task of the merger. We can now record all client demographics and the services we provide in that system. This allows us to report unidentified data directly to funders of five different programs South East Community Links (SECL) delivers. It also enables us to extract reports for some other funding bodies. However there are still five funded programs that require SECL to enter data into different systems, indicating that State and Federal governments still have a way to go to reduce red tape.

This new data collection system also has the capability to incorporate our new outcomes measurement framework, which will be a focus for staff training and development over the coming year.

#### **Our workers**

Providing opportunities for workers to have access to training and support is an important part of ensuring worker health and well being as well as quality service delivery and good client outcomes. The past year has seen the consolidation of human resource processes so that we now have one onboarding and orientation program for all our workers - paid staff, volunteers and students. As well as organisational, site and program orientation, all client facing workers also complete training in the Resettlement Journey and Working with Interpreters, ensuring we can all deliver culturally sensitive services.

Training sessions provided to all or major cohorts of workers during the past year included: the new Client Management System, Bullying and Harassment, Privacy and the new Data Breach requirements, First Aid, Time and Stress Management, Family Violence and Child Protection, Motivational Interviewing, Supervising Students, Supporting Volunteers and Developing a Theory of Change. All paid staff also participated in training linked to their professional development plans.





Volunteers continue to be a major resource in our work with clients and we have seen an increase in culturally diverse and younger volunteers during the past year.

Students from RMIT, Monash University, Holmesglen TAFE, Victoria University, Federation University and Deakin University continue to add value to our service delivery, particularly in the area of generalist case work which receives minimal funding from government. This year 37 students undertook their placement at SECL.

On behalf of SECL, I take this opportunity to thank all our paid staff, volunteers and students for the continuing commitment to quality services for clients and adapting to changes introduced during the past year.



Jinny McGrath General Manager Organisational Development

#### **Facilities and Resources**

We have been working with the City of Greater Dandenong to develop plans for a major renovation at our Dandenong site which will be undertaken next financial year. Through the Stronger Communities Programme we received matched funding for furniture and equipment which will allow us to have a fully operational training room and community hub at the Dandenong site. In Springvale, this funding program has assisted us to purchase a car to facilitate home visits and collection of food and baby goods for clients.

#### Governance

This year Barbara Van Ernst, a volunteer from Leadership Victoria Great Connections, assisted the Board to finalise its selfevaluation and skills audit. The outcomes of this are informing recruitment of new Board members and Board development.





#### Service performance

\$157,784 provided in

**Emergency Relief** 



\$300,123

provided in

Microfinance Loans



74 Community Education sessions delivered

students engaged in school based sessions

716

Young people participated in community capacity building events and workshops









Our clients are from 122 different postcodes

## Top 5 countries of birth other than Australia

Afghanistan, Myanmar, Sri Lanka, Sudan & Iran

# Top 5 languages other than English

Dari (Farsi), Burmese, Persian, Vietnamese & Arabic



Our clients are from over 102 different countries







Volunteer hours 2017/18 **9,555 hours** 









#### **Change Maker Award**

# David Jefferies is the winner of the 2018 South East Community Links Change Maker Award

David Jefferies started his volunteering career with the L2P program back in 2010 when Vic Roads first launched the program in Victoria. Supported by City of Monash and City of Kingston, our L2P program matches disadvantaged young learner drivers with volunteer mentor drivers who assist them with obtaining their required minimum 120 hours of supervised driving experience in order to obtain their probationary licence. The program offers volunteer mentor driver training and access to 2 fully licenced and insured vehicles for program use.

David was one of the founding members of the L2P Steering Committee providing program guidance and accountability whilst he volunteered as a mentor driver for many disadvantaged migrant and refugee young people who faced multiple barriers to accessing driving tuition and driving experience.

David has individually mentored over 43 learners since 2010 and has supported 40 of these young people to successfully obtain their P-Plates. His dedication has seen him not just working with one learner across

the year as is most often the case, he has supervised and supported up to 5 learners per year. This time has equated to over 5000 hours in the form of on the road driving supervision. David never saw his role as being limited to driving supervision; he is a natural coach and mentor to many of his learners, supporting them with their personal goals in relation to education, employment, wellbeing and financial independence. David works organically with young people along our Bridge to Social and Economic Mobility, building trust and rapport whilst identifying the areas of need and guidance.

In between his overseas and interstate holidays and golf commitments, David also offers support on a weekly basis with car servicing, car maintenance and program accountability. As a member of the Wheelers Hill Lions Club he facilitates opportunities for young people to volunteer at different community events across the year; building their self-esteem and sense of belonging to the local community. He is an incredibly positive, compassionate and dedicated member of our SECL community and we are proud to announce him as our SECL Change Maker for 2017-18.







# SECL's Client Assessment Tool

During the last quarter of 2017 our Senior Practitioners collaborated, sharing their expertise and practice knowledge to develop a Client Assessment Tool. This tool shaped discussions between client facing staff and clients to better understand the situations and experiences our clients face in relation to key issues. The rich client insights provide South East Community Links with opportunities

to elevate the voices and experiences of disadvantaged client groups, so that we and other services and funding bodies can better respond to meet their unique needs.

Over 1000 clients across the age span were engaged, with key findings highlighting:

#### **Employment and Career Opportunities**



11%

were employed in a job at the time of completing the survey

- 55% would love to have a job
- 37% of respondents haven't had a job in the past 3 years
- 33% of respondents have a resume & references and need/ want to find a job



#### **Education and Learning**

left school before year 10

- 45% of respondents would like to study
- 43% believed schooling is very important
- 42% had a qualification or certificate
- 57% spoke more than one language



#### Financial Management

had their own bank account

- 37% have debts
- 20% borrow money to make ends meet
- 31% have a budget

#### **Family Stability**



**70%** 

didn't experience harmonious family relationships

- 35% have children living with them
- 69% of 13-17 year olds didn't feel secure in their homes
- 55% didn't feel they had a secure place to live
- 18% had moved more than once in the past 12 months
- 21% lived alone

#### Wellbeing



43%

participated in activities in their community

- 15% preferring to not go out alone
- 29% feel worried most of the time
- 57% don't find it easy to get around
- 52% cook their own meals
- 67% have friends
- 82% don't participate in activities in their community



# Responding to Family Violence



"Discrimination is any practice that makes distinctions between individuals or groups to disadvantage some and advantage others." (Queensland Government, 2014)

South East Community Links (SECL) and RMIT are researching money and gender to better understand economic abuse across cultures. This project commenced in 2017 with seed funding from the Department of Premier and Cabinet. While we understand economic abuse occurs in all cultures, our challenge is to develop financial support services that draw upon the lived experience of women rather than assume that economic abuse is a one size fits all problem.

Our goal is to share women's stories, identifying values, preferences and practices of money management within the family. Conversation circles have been used in Australian Aboriginal and Torres Strait Islander research as a respectful way of deep listening to each other. Every person has an opportunity to share her views. The knowledge gained will link women together to develop plans for change and increase safety. General learnings will be translated into case studies, tools and skills to contribute to worker training and programs aimed at preventing economic abuse.

From the principle of non discrimination, we can share women's stories, empower participants and develop culturally appropriate and safe financial inclusion and financial counselling support.

In 2017/18 accomplishments included:

- Conversation circle discussions with women from hard to reach communities, including Dari speaking women from the southeast of Melbourne.
- Engagement of female community leaders who received support and up to date family violence training. This has strengthened women's connections across communities and increased their understanding of economic abuse risk factors.
- Increased understanding of financial abuse by using the perceptions of the gender of money. The gender of money refers to the way men and women in different cultures inherit, use, manage and control money in the family. It places cultural practices like forced marriage and dowry within a broader perspective of gender inequality as it relates to money.

Built on SECL's financial resilience focus and multicultural engagement, the DIVER\$ITY program will improve staff capability of recognising the 'red flags' of financial abuse when women request financial or housing assistance. Early intervention can then assist in preventing family violence across cultures.

DIVER\$ITY has extended connections across communities whilst building a greater understanding of gender inequality and money. SECL and RMIT are currently applying for further resources to continue to develop non discriminatory and safe economic support for women across cultures.



#### Building Safe Communities for Women

The Department of Social Services
Building Safe Communities for Women
initiative provided a platform for South East
Community Links to launch Furthering Life
Opportunities for Women (FLOW).

FLOW was developed to build the capacity of culturally and linguistically diverse (CALD) communities to recognise domestic and family violence and increase knowledge about available support services. Working with Afghan, Burmese and Tamil communities in the southern region of Melbourne, FLOW engaged community leaders in the planning and delivery of educational information sessions that empowered community leaders, including young people, in promoting gender equality and a culture of non-violence.

Valuable insight and learning was acquired through FLOW's project partner, the Australian National Research Organisation for Women's Safety (ANROWS) who facilitated the Action Research component of the project. This ANROWS partnership provided an incredibly valuable opportunity for SECL to learn from and work with other organisations across Australia through the establishment of a community of practice model. Specialised knowledge from Our Watch, leaders in the field of primary prevention of violence against women and children, enhanced professional development and fostered a space of continual improvement.

FLOW achieved fantastic outcomes with community groups, schools, young people, leaders and workers.



- 100% of Burmese community members engaged in the program found that the information on healthy relationships was helpful in their personal relationships.
- 90% of Tamil community members stated an increased understanding and knowledge of gender equality, the different types of family violence, what health and unhealthy relationships look like and where to get support.
- 51% of Afghan community member participants reported an improved understanding of important cultural differences in Australia with respect to family violence as well as the importance of spending time with children.
- 80% of all participants believed the community sessions were useful and requested more training around these topics in the future.
- 75% of student participants across
  the three schools reported increased
  knowledge about gender inequality, healthy
  and unhealthy relationships, family violence,
  supports and services available to them.

SECL's FLOW project is featured in ANROWS publication; "Evidence to Action and Local Action as Evidence; Findings from the Building Safe Communities for Women and their Children Action Research Support Initiative". Flow has contributed to a rich source of evidence based practice in the field and enhanced SECL's current work in the primary prevention of violence against women and children.



# SECL BRIDGE to Social and Economic Mobility

In 2016/17 South East Community Links (SECL) engaged in a review of services and recognised that there was a need for more integrated approaches to service delivery that focused on early intervention and prevention. In response to this, SECL developed the Dandenong Pilot using a service delivery framework known as the Bridge to Social and Economic Mobility (The Bridge).

The Bridge is based on a framework originally developed by EMPath, a Boston nonprofit organisation that has a long history of supporting women and families in the journey to economic self-sufficiency. Like SECL, EMPath recognized that traditional methods of service delivery were not always addressing the complex impact of poverty and sought a different way of thinking about and working towards combating poverty and increasing economic independence. The theory of change upon which The Bridge is based is that to move from crisis > stability > resilience > social and economic mobility is a journey across a bridge supported by six critical pillars. Five of these pillars - family stability, well-being, education and learning, financial management, and employment and career management are drawn from the EMPath model. However, in adapting the model to the Australian context and to include a stronger focus on social inclusion, SECL has developed a sixth pillar - Diversity, Participation and Opportunities.

For participants to successfully cross the Bridge and reach social and economic mobility, they must attain explicitly defined outcomes in each Bridge pillar. A key to ensuring success for participants is the use of Mobility Mentoring. This is a long-term

partnership between staff and participants whereby staff coach participants in being future focused, developing planning and decision-making skills, setting priorities and action plans, achieving goals, dealing with set backs and learning how to connect with resources and advocate for themselves. The coaching method is rooted in the latest brain science research which demonstrates how the stresses of ongoing, entrenched poverty inhibits brain development, particularly how we analyse problems and set goals, and thus how we navigate the many challenges involved with getting ahead.

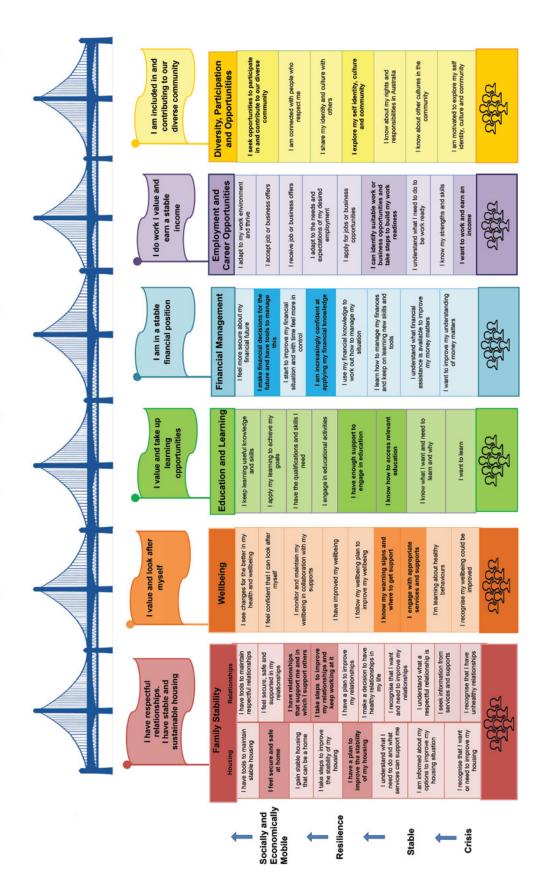
During the past year the Dandenong Pilot team has undertaken considerable training in The Bridge model and are rapidly becoming experts. They are now all working with participants who want to engage in this model and are seeing great value in its integrated approach. Participant's initial positive outcomes suggest that The Bridge has the potential to facilitate positive change.

We are now moving out of the pilot phase and the coming year will see aspects of The Bridge roll out across the organisation, with the Bridge team continuing to evaluate and refine the model. The development of SECL's new outcomes measurement framework will also enable us to better illustrate participant's rich stories of change using The Bridge model during the next 12 months.





# South East Community Links Theory of Change for our Bridge to Social and Economic Mobility





# Ursula's journey to Social and Economic Mobility

Ursula\* and her husband migrated to Australia from Europe in the mid eighties. Shortly after their arrival her husband experienced a massive heart attack leaving him unable to work again.

Immediately, Ursula became the carer for her husband, and responsible for supporting the family on a small government carer payment. Ursula never had the opportunity to learn English and was never able to obtain paid employment in Australia.

South East Community Links (SECL)
Community Wellbeing team first started
working with Ursula in response to urgent
assistance she required in relation to utility
bills and food. With the identification of further
financial issues relating to her high Telstra
account and disconnection notices pending for
energy accounts, a SECL Financial Counsellor
began working with Ursula.

About six weeks later, Ursula returned to SECL with Supreme Court documents in hand. Lawyers, acting on behalf of the Financial Service Provider (FSP) were seeking Court Judgement to foreclose on all outstanding guarantees and business loans obtained in her name including the family home which were secured over the loans totalling over \$350,000.

Upon further discussion, Ursula advised that in order to support her son's wish to buy into a small business, she was persuaded to register the business as a company and become the company director. The business loans and business guarantee were approved with the family home being used as security. Other debts the son led his mother to incur included personal loans, credit cards, infringements and payday lenders. Trying to pay these debts led to other debts like the utility bills, phone bills and council rate arrears.

Using the holistic and collaborative framework of SECL's Bridge to Social and Economic Mobility the following outcomes were achieved:

#### **Financial Management**



It was identified that as Ursula's son had facilitated all credit facilities relating to business and personal debts, the FSP had breached guidelines of the Australian Banking Codes of Practice of "Unconscionable Conduct", ASIC regulations and the Australian Consumer Credit Protection Act, and the FSP were complicit in contributing to Elder Financial Abuse. The FSP was required to set aside the customer's liability for the business loans and remove the mortgage over the family property for those facilities.

Other associated debts are currently on long term hardship arrangements with no further interest or charges on personal loans and credit cards with minimal repayments. Council rates are on hardship with further concessions applied. With grant support, utilities connected and affordable payment plans in place, Ursula is in a much better place.

#### **Family Stability**

Ursula was able to remain in the family home and she now feels safe and secure in her housing.

#### Wellbeing



Ursula now receives Home Care support which has been upgraded to include home maintenance, meals on wheels, physio and podiatry. Ursula was also referred to community dental for urgent works.

#### **Education & Learning**



Ursula developed knowledge around her financial rights and responsibilities and her right to gain independent advice so she is fully informed to make financial decisions.





### Ahmed's journey to employment, financial stability and improved wellbeing

Ahmed was 7 years old and living in Afghanistan when his father was taken by the Taliban. That wasn't the only tragedy he faced in his early years. Tragically, he also witnessed the death of his three older brothers.

Ahmed\* was fortunate, he managed to escape Afghanistan and seek temporary refuge in Iran with his remaining family members. Iran was a safer place, but not a long term option for his family. By 2012, Ahmed's mother had managed to save a small amount of money to give her only remaining son a chance at a better life. At 17 years of age, Ahmed arrived as an unaccompanied minor in a vastly different country, Australia.

Adjusting to his new life wasn't easy. He carried with him significant trauma of the brutality of war, as well as pressure to provide for his mother and sisters remaining in Iran. Ahmed struggled to find his place, yet he persisted with learning English so he could find a job and earn an income. Formal education had to take a back seat; it was not an option for Ahmed. With mounting responsibilities for his family, but without support or guidance, he became socially isolated.

Fortunately, Ahmed soon discovered South East Community Links (SECL) through attending English language classes at Noble Park English Language Centre. SECL's Youth and Family team began working closely with Ahmed to understand the job market in Australia and build his employment prospects. Ahmed initially found work in an abattoir and then was later successful with a contract working with the National Broadband Network. Employment was his focus, but SECL was also concerned about his mental health. Discussions evolved and a referral was made to Headspace where Ahmed commenced support.

As a way of coping with the "bad things" he had experienced Ahmed had started to gamble. The gaming floor with all of the lights, music and people offered him a distraction and respite from the memories of trauma and loss. Five years on he continued to lose his entire weekly pay, resulting in overdue bills and rent, and the inability to send money to his family in Iran. His gambling problem along with a bank loan that Ahmed was struggling to repay became the focus of SECL's financial counselling team's work with him in 2017.

SECL learnt that Ahmed was offered a preapproved personal loan of \$14,500, of which two-thirds was sent to his family. With multiple visits to the bank for loan increases within months he was \$44,000 in debt.

The bank passed the decision to waive the outstanding debt due to acknowledging that their systems failed to adequately assess and protect Ahmed's ability to repay the loans.

Springvale Monash Legal Service provided support and advice with overdue fines.

Ahmed continues to receive support from Gambler's Help learning money management skills and receiving ongoing support to address his gambling.

With 5 years of receiving SECL casework support, emergency relief and financial counselling, Ahmed believes that SECL "saved him".



# Hayma's journey to housing stability and enhanced wellbeing

Hayma fled Burma and arrived in Australia in 2017 on a Temporary Protection Visa. Since her arrival she has struggled with a myriad of complex needs.

Initially admitted with a schizophrenia relapse, Hayma\* was a voluntary inpatient at a local hospital. Due to lack of safe and sustainable housing, she was not discharged. Over the past year, Hayma has accessed over 20 crisis and private rental properties all of which became short stays due to her mental health condition. She experienced a family breakdown, leaving her homeless and socially isolated in Melbourne.

This led to Hayma being appointed a Guardian through the Office of Public Advocates (OPA), who supported her in making decisions in relation to medical care needs and housing. Hayma received medical care and attention in a hospital setting over a period of 6 months. Specialists assessed that Hayma would struggle with independent living, as previously demonstrated by her extensive housing history. However due to Hayma's temporary protection visa status she was ineligible for disability programs including the disability support pension, NDIS and Supported Residential Services. Hayma's only Centrelink entitlement was Special Benefits.

SECL 's Resettlement Team worked extensively with Hayma together with a number of external service providers to source safe and sustainable accommodation. Despite collaborating with hospitals, medical providers, OPA Guardian, government and community

services, and contacting over 15 mental health services, we were unable to find the necessary support for Hayma due to her visa status.

SECL and partner agencies worked closely with Hayma to increase her resilience and capability to self manage. After some time, Hayma began making regular contact with her SECL case worker on a daily basis and was able to approach other service providers for support and housing updates independently.

Productive discussions and collaboration between SECL's Resettlement Team and the Department of Social Services led to the submission of an application for Humanitarian Settlement Program support for Hayma. The application was successful allowing Hayma to be discharged to a supported residential service and receive 10 weeks of extensive support to build her independent living skills. Hayma's family interstate was contacted and they were willing to provide financial support to source suitable long term accommodation.

The time in the supported residential service enabled Hayma to transition from the hospital setting to a long term private rental setting whilst building independent living skills. Hayma no longer requires intensive support through the Humanitarian Settlement program and is now managing independent living in a private rental property.



# Joe's journey to family stability and school engagement

Fortnite is a highly addictive online game that in recent times has grabbed the attention of many young people, as well as concerned parents, teachers and caring professionals.

This is how South East Community Links (SECL) first met Joe\*, a 12 year old boy of Cambodian heritage. Joe was addicted to Fortnite. He would stay up all night playing this game, leaving him exhausted and with zero motivation to go to school. Joe was a year 7 student, but during Term 1 and 2 of 2018 he had hardly attended a week of school.

In an attempt to help her son, Joe's mother tried to regulate his internet usage by turning it off, and constantly encouraging Joe to attend school. While trying to find more ways to support Joe, she attended a parenting course in order to learn new ways of lifting his motivation to attend school more frequently. Being a single parent, she struggled with identifying other sources of support which led her to approach SECL, and together with the support of the Navigator Program, identify ways in which they could support Joe to re-engage with the education system.

Initially, Joe was highly resistant to engaging with SECL and was adamant that he did not need or want help. Employing a strengthsbased approach and a lot of persistence, the Navigator worker managed to engage Joe and began working towards empowerment.

As rapport between Joe and SECL strengthened, the worker spent time with him exploring his strengths and interests, as well as providing him with support on a regular basis.

Over time, Joe's attitude towards school began to change as the Navigator worker reinforced Joe's talents in sport and literacy to create a modified school program that would facilitate a slower integration into high school. That modified program proved to be hugely successful in re-engaging Joe in schooling. Joe now attends a 1.5 day per week school program that allows him to study two subjects of his choice. This approach has helped Joe increase his confidence and capacity to apply himself in year 7.

SECL also identified that Joe's mother was in need of support and guidance. SECL worked closely with her to increase her understanding of adolescent development and needs, which empowered her to create age appropriate routines and boundaries for Joe. Additionally, she was supported emotionally to set boundaries in limiting Joe's internet usage and effectively manage any resistance she faced from him. With encouragement and coaching from SECL, Joe's mother feels much more confident communicating with the school and with Joe. The worker, the school and Joe's mother together are actively monitoring his progress and feel confident in supporting him to further increase his time spent at school. Joe's goal is to increase his subjects and to one day soon attend school full time.



# Developing young leaders

Mehdi Juma Khan, who fondly refers to himself as Mehdi Ronaldo for his love of soccer, arrived in Australia in 2015 with his mother and 2 siblings. They were at last safe after escaping a life of war and human rights atrocities in Pakistan.

We first met Mehdi when he was 17 years of age. Mehdi was a student at Wellington Secondary College and was referred to South East Community Link's (SECL's) Monash Multicultural Youth Support Program for casework support. Responding to Medhi's incredible enthusiasm and determination, SECL worked closely with Medhi to prioritise his goals and brainstorm strategies to overcome the challenges that were presenting for him.

Education was extremely important to Mehdi and without a laptop his schooling was being compromised. SECL's Financial Wellbeing Worker supported Mehdi to access a No Interest Loan that allowed him to purchase a laptop to meet his educational needs at school. Mehdi was elated; he had never had his own computer.

Mehdi was driven to be a leader, a mentor and an active community member in his new homeland. The SECL Youth Leadership Program was the launching pad for Mehdi to build his leadership skills, gain confidence, make new friendships and learn more about issues that were important to him. He enthusiastically participated in numerous community events held by local councils and community organisations to build social cohesion, strengthen interfaith and intercultural dialogue and expand his professional networks.

As a SECL Youth Leader Mehdi has proudly taken the lead in contributing to the planning and delivery of SECL supported Refugee Week and National Youth Week events and even shared his refugee story with primary school students at Ringwood Primary School.

Fuelling his desire to be involved in and give back to the community, SECL connected Mehdi with the Wheelers Hill Lions Club where he had the opportunity to volunteer at their annual book sale event. This was an exciting new experience for Medhi; he recalls 'the joy of seeing everyone so happy and being part of the wonderful team of volunteers'.

Mehdi is an inspiration to many of his peers, who are often by his side at community events, or in some cases hanging out with him at soccer games where he volunteers as a referee and coaches other aspiring referees.

Mehdi's recent 'big win' has been gaining casual employment at Woolworths after numerous rejections from various employers. This is Mehdi's first paid job in Australia and he believes "this is the result of SECL's team of workers who positively supported me with job searching, resume writing and practice interviews".

As a Year 11 VCAL student at Wellington Secondary College Mehdi's dream is to join the Australian Federal Police one day, and we think he will!





#### **Board of Directors**

#### Ross Hepburn (Chairperson) Life member of SECL

Ross holds degrees in civil engineering and business administration and is a former general manager, consultant and company director. He served on the council of RMIT University for 13 years with lengthy terms as both Deputy Chancellor and Treasurer. He was an inaugural Director of the South East Melbourne Manufacturer's Alliance and retired as the Director of Corporate Services for the City of Greater Dandenong in 2007.

#### Deborah Remfry (Vice Chairperson and Secretary)

Deborah holds a Bachelor of Commerce degree and a post graduate Diploma in Town and Country Planning. Deborah has lived and worked overseas and has worked for local and state government in planning related fields for over 20 years. She has worked with community and government agencies on a range of infrastructure and community building projects in the Greater Dandenong region.

#### Chris James (Treasurer)

Chris is a life member of SECL and over the years has held positions of Treasurer, Vice-Chairperson and Chairperson. Prior to retirement Chris worked with ANZ group for over 40 years in management posts across Marketing, Sales, Auditing and Training. As well as being actively involved in SECL, Chris is also a Committee of Management member of Blind Blight Community Centre and SVN Inc.

#### Jan Cormack (Board Member)

Jan holds a Bachelor of Business (Public Administration) and has worked in the Australian Public Service for over 40 years prior to retiring in August 2012. Jan predominately worked for the Department of Veterans Affairs and Centrelink (formerly the Department of Social Security) and in 2008 received the Minister for Human Services Award for exemplary services to customers and stakeholders, and in 2011 an Australia Day medal for achievement.

#### **Robert Davies (Board Member)**

Robert has qualifications in town planning, property and business management and is a Chartered Practising Planner (Planning Institute of Australia). Robert has over 30 years experience in statutory and strategic planning and people management across the consulting, corporate, local and state government sectors, including eight years as the Executive Officer of the Dandenong Development Board.

#### Dr Rhonda Cumberland (Board Member)

Rhonda Cumberland has been CEO of South East Community Links since January 2016. She is a former CEO of Good Shepherd Australia New Zealand, Safe Steps and Director of the Office of Women's Policy. She holds a Masters of Social Policy and Doctor of Philosophy from the University of Melbourne.



#### **Garrett Tetters (Staff representative)**

Garrett holds a Graduate Diploma in Adolescent Health and Welfare, a Certificate IV in Workplace Training and Assessment and Certificate IV in Social Housing. He has extensive experience in Event Management, Retail Operations and Youth Work.

#### Hang Vo (Board Member)

Hang's holds a Batchelor of Social Work, Bachelor of Arts and Executive Master of Business Administration. Hang is a senior manager with 17 years experience in the nonfor-profit sector, ranging from community based agencies to local government to large national and international organisations. She has led and managed complex national and international programs, including deployments to major disasters in Pakistan, Indonesia and Sri Lanka.

Resigned Dec 2017

#### Kristen Wallwork (Board Member)

Kristen has spent the best part of her legal career working in the community legal sector. Kristen's experience lies in family law, civil law and criminal law and is strongly passionate about law reform and policy work, community legal education and community development. She sees these as fundamental components for marginalised and disadvantaged groups in our community engaging with our justice system.

Resigned Jan 2018

#### Julie Klok (Secretary)

Julie has qualifications in commerce, communications, education and business management and is experienced in human resource management, budget planning and monitoring, quality management, project management, and IT administration systems. Julie worked as a teacher and manager in vocational and higher education, including 11 years as Tafe Director in the Dandenong region. Resigned Feb 2018

Resigned Feb 2018

#### **Jeanette Ward (Board Member)**

Jeanette holds a Bachelor of Administration (Hons) from Victoria University of Wellington and is a member of the Australian Institute of Company Directors (AICD) and has completed the AICD's Company Directors Couse.

Jeanette is an experienced independent director skilled in risk management, finance, and governance. She is motivated by a strong commitment to building social capital and sustainable outcomes most recently in youth services, education, arts and health.

Resigned March 2018



# **Financial reports**

# Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2018

	2018 \$	2017 \$
Income		<u> </u>
Revenue	4,714,326	4,589,104
Expenses		
Employee and contractor benefits expense	(3,402,277)	(3,022,016)
Client support expenses	(341,801)	(651,147)
Consultancy expenses	(171,861)	(179,858)
Information technology expenses	(153,163)	(105,645)
Loss on disposal of fixed assets	(109,975)	(2,981)
Occupancy expenses	(38,164)	(62,223)
Depreciation expenses	(9,855)	(49,868)
Other expenses	(412,231)	(313,760)
Current year surplus	74,999	201,606
Other comprehensive income		
Total other comprehensive income for the year	74,999	201,606
Total comprehensive income attributable to members of the entity	74,999	201,606



# Statement of Financial Position for the year ended 30 June 2018

	2018 \$	2017 \$
Assets	· · ·	
Current Assets		
Cash on hand	2,043,349	1,503,062
Accounts receivable and other debtors	103,961	121,774
Food vouchers on hand		-
Total Current Assets	2,147,310	1,624,836
Non-Current Assets		
Property, plant and equipment	79,943	139,424
Total Non-Current Assets	79,943	139,424
Total Assets	2,227,253	1,764,260
Liabilities		
Current Liabilities		
Accounts payable and other payables	237,746	267,230
Provisions	435,117	343,472
Grants received in advance	468,173	144,985
Total Current Liabilities	1,141,036	755,687
Non-Current Liabilities		
Provisions	2,645	-
Total Non-Current Liabilities	2,645	-
Total Liabilites	1,143,681	755,687
Net Assets	1,083,572	1,008,573
Members' Fund		
Retained surplus	1,083,572	1,008,573



# Statement of Cash Flows for the year ended 30 June 2018

	2018 \$	2017 \$
Cash flows from operating activities	•	<u> </u>
Receipts from operating activities	5,434,136	4,905,011
Gifts and donations received	14,487	24,732
Interest received	21,668	32,672
Payments to suppliers and employees	(4,869,655)	(5,218,964)
Net cash used in operating activities	(600,636)	(256,549)
Cash flows from investing activities	(00.240)	(20.024)
Payment for property, plant and equipment	(60,349)	(20,634)
Net cash used in investing activities  Cash flows from financing activities	(60,349)	(20,634)
Net cash provided by financing activities	-	-
Net decrease in cash held	540,287	(277,183)
Cash on hand upon amalgamation of associations		-
Cash on hand at beginning of financial year	1,503,062	1,780,245
Cash on hand at end of financial year	2,043,349	1,503,062



#### SOUTH EAST COMMUNITY LINKS INC. ABN 72 451 442 319

#### BOARD'S REPORT

- To rise instruction was a construction of the pear are:

  Board Members
  The sames of the board members in office at anytime during or since the end of the year are:
  Poses leptom-Consignerion
   Deborn Renthy-Depoty Chair & Secretary
   Chris James-Treatment
   Jan Cormack
   Garrett Teles-- Sulf Representative
   Carentt Teles-- Sulf Representative
   Carentt Teles-- Sulf Representative
   Carentt Teles-- Sulf Representative
   Recent Durines (opported 19
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   Learnest Very (resigned 25 February 2018)
   Julie Kolt (resigned 25 February 2018)
   Kristen Wallwork (resigned 9 January 2018)

To offer a diverse range of support services in municipalities of Greater Dandenono, Casey, Monash and Kingston

Significant Changes

There has been no significant changes in the nature of the association's activities during and since the end of the financial period.

Operating Result
The surplus for the 2018 financial year amounted to \$74,999 (2017; \$201,606).

Signed in accordance with a resolution of the members of the board

Hopburn Chris James Treasurer

R. Lumbarland
Dr Rhonda Cumberland
Chief Executive Officer

Dated this 29th day of August 2018

#### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF SOUTH EAST COMMUNITY LINKS INC. ABN 72 451 442 319

Opinion
We have sudded the financial report of South East Community Links Inc. (the Association), which comprises the assets and labelities statement as at 30 June 2016, the income and expenditure statement and statement of cash flows for the year then ended, and notes to the financial statements noting a summary of eignificant accounting policies, and the statement by the members of the board.

In our opinion, the accompanying financial report of South East Community Links Inc. is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- giving a true and fair view of the association's financial position as at 30 June 2018 and of its financial performance and cash flows for the year then ended; and
- complying with Australian Accounting Standards to the extert described in Note 1 and Division 60 of the Australian Charities and Not-for-profils Commission Regulation 2013.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the financial reporting proposedate outnote. Auditation Charles and Morking prefix Commission. Aud 2012. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Basis for Opinion
We conducted our aut in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Association in accordance with the auditor independence regimement of the Accountage Report section in accordance before the auditor independence regimement of the Accountage (the Code) that are relevant to our accordance with the Code of Elenas for Politicals and Auditorials. We have also fulface our other venture reportabilities in accordance with the Code.

We confirm that the independence declaration required by the Australian Charifes and Not-for-profits Commission Act 2012, which has been given to the board of the Association, would be in the same terms if given to the board as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our comion.

Haves Mar Hill Represented in all states and associated effices throughout the world. Talephone +613 6640 2200 Faz +613 9041 1188 888 Dencaster Road, Dencaster East, Victoria 3109 Australia. PD Box 1385 Dencaster East, Victoria 3109 Australia. www.hesh.com.au

Information Other than the Financial Report and Auditor's Report Thereon
The board is responsible for the other information. The other information comprises the information
included in the Association's annual report for the year ended 30 June 2016, but does not include
the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Board for the Financial Report

The board of the Association are responsible for the preparation of the special purpose financial
report that gives a found fair view in accordance with the relevant Australian Accounting
Standards in accordance with the Australian Charles and Not-for Profits Commission Regulations
Standards in accordance with the Australian Charles and Article Profits (Commission Regulations)
Standards in accordance with the Australian Charles and Article Profits (Commission Activities and Article Profits)
Standards Australian Charles and Article Profits (Commission Activities of the Profits)
Financial Profits and Australian Charles and Article Profits (Commission Activities)
Financial Profits and Profits and Profits Article Profits (Profits Commission Activities)
Financial Profits (Profits Charles)
Financi

In preparing the special purpose financial report, the board are responsible for assessing the Association's ability to continue as a going occesm, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the board intend to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report
Our objectives are to obtain reasonable assurance about whether the financial report are a whole is feel to the financial report are an entire in relation to object in the financial report and includes cot opione. Reasonable assurances in a ling's level designatione, but are a guarantee that an audit conducted in accountace with the Auditarials Auditing Statistics will always obtain a manufacture of audit conducted in accountace with the Audition Auditor Statistics will always obtain a manufacture of audit conducted and accountable of auditor and the Auditor Statistics will always obtain a manufacture of a set of the financial report and are considered in attention. The Auditor advantage of the financial report of the financial report of the financial report of the financial report.

art buttors are excit arms, we seem an element of the Australian Auditing Standards, we exercise profess judgement and maintain professional scepticism throughout the audit. We also:

skerify and series the nink of nutrition implatement of the Introduct report, all retires and to flush of series, residence in the series and series and to flush or series residence in the series and other seal evidence that is seferied and appropriate to provide a base for our opposit. The risk of not deteroid parameter implatement resourcing must make all residence or resourcing from error, as that direct make in residence in resourcing from error, as that direct make indirect makes and the series of the control of the series of the series

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board.
- accounting estimates and related disclosures made by the board.

  Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty estimate related in the substantial related in the substantial related in the substantial substantial process and programmer as a going concern. If we conclude that it material uncertainty exists, we are required to disast attention in our auditor's report to the related discourse in terraneal report or if such disclosures are inadequate, to modify our opinion. Our formation of the substantial relationship of the substantial relation
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and everts in a manner that achieves fair presentation.

We communicate with troop changed with potentiator regarding, among other matters, the planned scope and timing of the audit and significant audit hindings, including any significant delicitations in hitemal control that we dentify during our audit. We also provide the throop changed with givernance with a statement that we have complied with relevant chief inequamentar significant givernances, and so communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

Harnes Muri Haine Kristien Lunardello Partiner Accountered Accountered Service Partiner

HAINES MUIR HILL Chartered Accountants 888 Doncaster Road Doncaster East, Victoria





#### **Our People**

#### **Our Patron**

Merle Mitchell

#### Leadership Group

Andrea Shepherd
Chris Pierson
Denise Goldfinch
Dr Rhonda Cumberland
Esther Ndirangu
Garrett Teters
Jinny McGrath
Kay Dilger
Marlene Kupczyk
Mathews Joseph
Michelle Rowland
Rachna Bowman
Robyn Friscons

#### Staff

Zoe Canaider

Anisa Zahidee
Anthony Yeo
Beatrice Tran
Ben Hannah
Beverly Deworsop
Bhagya Etta
Danielle Kastl
Deborah Welsh

Deepa Srinivasan Dharshie Ratnasingham Diana Tauteka Divya Mohan Giota Angelides Glenn Ravenscroft Hayat Doughan Heather Raux Janelle Phillips Jantina Kraai Jason Miller Jennifer Hoffner Joanne Mitsikas Julia Di Giovine Junior Melo Adilson Kathleen West Kaylene Dunkley Kumar Narayanaswami Lorraine D'Silva Lyn Haden Margaret Taig Mary Karas Melissa Tyson Nicole Kershaw Norma Govenechea

Prema Kodikarage

Rachel McNish

Robert Watling
Sandy Collingwood
Sita Namaratne
Sivan Barak
Soe Soe Moe
Sonya Paetow
Stephanie Boissezon
Terry Gordon
Thuyen Mai
William Redfern
Zorica Kovacic

#### **Students**

Ajulo Omot
Aliye Acar
An Chi Jen
Angie Tanner
Anna Mitchell
Brigitte Lupton
Catherine Sharpe
Chelsea Fisher
Danielle Lakatos
Deborah Welsh
Ellenor Velev
Emma Valentine
Esther Mwaniki
Fiona Koumanidis

Gagandeep Kaur Ian Bran Imogen Thompson Jack Osborn Jane Corb Janelle PHILLIPS Jennifer HOFFNER Jessie Jie Li Joshua McArdle Kate Augustinova Kate Logan-Scales Lanny Ho Laura Bando Maleesa Fernando Mallika Mehra Pennelope East Rachel Muir Shabella Sadiq Shirin Sultana Sivan Barak Suling LIU Supitcha Manoephong Mim

Zaina Nehme





#### **Our Volunteers**

**Abby Summers** Ajab Bagga Ajulo Okony Gilo Alan Hunter Albert Loh **Andrew Ross** Annette Charles Anoja Dharmapala Anthony Yeo Ari Arivalagan Barbara Thurley Barbara Van Ernst **Beverly Deworsop** Bhagya Etta Bill Irvin **Briget Calica** Cameron Chan Carl Carter Catherine Joyce Cheryl Brockwell Claire Rodier Daham C Weerakkody Danielle Kastl David Hannan **David Jefferies** 

Dawn Marks

Geoff Worthington Gina Lovel Grace Ann Barreno Graham Jones **Greg Tate** Hao Mai Harry Stevens Hasini Senadheera **Hugh Foster** Ian Martin Gabriel Indumathy Madhavan Ishaq Ali James Barklamb James Dillon Jamil Ahmed Janine Johnson Jeanine Virginie Jennifer Kim Jenny Bardsley Jim Tsaparas Joan Boyd Joan Connell Joanne Mitsikas John Morter Jordanka Samardzic

Frances Emerson

Jozef Lehotsky Kamal Makarem Kenny Kuo Kevin Casey Lawrence Oliver Lina Di Tocco Louise Tinnely Ma De Na Be Margaret Battams Mark Rodrigues Mary Karas Michael Quan Mick Fagan Mo Yee Lok Mohamed Mohamed Monica Holda Nagu Kulkarni Natania Lim Neerupma Dhir Patricia Chaves Paul Ryan Peter Bignell Peter Fellows Prema Kodikarage Rachel McNish Ralph Wildenberg

Rayanne Krayem Raylene Carnie Rebecca Merlo Resun Chowdhury Rhonda Bale Richard Leggatt Robert De Biase Robert Gagnon Roger Nathanielsz Ruth Kennedy Sally Zou Sar Pee Mar Sarah Lanin Shirleen Van Dort Sithy Marikar Steve Kons Sumitha Moses Susan McGrath Thomas Spiker Trinh Nguyen Viraj Vandabona Walter Valles Wayne Veal Wendy Ensink



#### **Our Funders and Valued Partners**

South East Community Links would like to thank all of our generous funders, donors, partners and supporters. Your contribution is critical to our goal of working collaboratively and holistically to support clients on their path of becoming socially and economically mobile.

#### Our generous funders

CISVIC

City of Casey

City of Greater

Dandenong

City of Kingston

City of Monash

Department

of Education

Department of Health

& Human Services

Department of Justice

- Consumer Affairs

Victoria

Department of

Premier and Cabinet -

Multicultural Affairs & Social Cohesion

Department of

Social Services Helen Macpherson

Smith Trust

Lord Mayor's

Charitable Foundation

Mission Australia

National Australia Bank

Noble Park English

Language School

Sang Pool Scholarship Fund

Sarah Myer Foundation

Sunshine Foundation

#### Our wonderful donors

Adventist

Development and Relief Agency (ADRA)

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Ann Jacobs

Anna Hall

Ashwood-Mount Waverley Lions Club

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Clare Shearman

Deborah Remfry

Douglas Savige

Inner Wheel Club

Narre Warren

International Order

of Old Bastards

Jan Cormack

**Kmart Giving Tree KOGO** 

Latitude Network

Lions Club

of Dandenong

Lions Club of Mt Waverley

Lions Club of

Wheelers Hill

Macpherson & Kelley Foundation

Magistrates Court

of Victoria

Men of Malvern

Mr and Mrs Sudhulz

**Rob Davies** 

Rob Gagnon

Robb Benedict

Ross Hepburn

Ross Kilborn

Sarah Robb

Share the Dignity

Steve

Konstantakopoulos

William Hipkiss

William Redfern

#### **Project partners** and supporters

AMES Australia

Atiq Abed Australian College of Applied Psychology

Australia's National Research Organisation

for Women's Safety

(ANROWS) **ACMI Museum** 

Ashwood Secondary

College

Australia-Burma

Society

Australian Football

League

Austalian Multicultural

Foundation

Australian Taxation

Office - Tax Help

Avocare

Benevolent Society-

Springvale and

Dandenong

Berwick Neighborhood

Cardinia Shire Council

Centre for Multicultural

Youth

Centrelink Community

**Engagement Team** 

Cheltenham Police

Station

Chisholm Tafe



Cockatoo & Hills NILS Coles Springvale Connect Health (Gamblers Help Southern) Cranbourne East Secondary College Cranbourne Secondary College Cricket Victoria Dandenong & District Aborigines Cooperative Ltd Dandenong High School Dandenong Magistrates Court Dandenong Oasis Deakin University **Doveton College** Eastern Emergency Relief **ERHMA** Federation University Financial and Consumer Rights Council Financial Counselling Australia Foodbank Victoria Foundation House Gamblers Help Southern Gary & Warren Smith Glen Waverley Secondary College Good Shepherd Microfinance Hampton Park Community Centre Hampton Park

Secondary College

CISVic

Services

City of Casey Youth

Hands on Learning Headspace Dandenong Healthy Mothers **Healthy Babies** Holmesglen TAFE Immigration Museum InTouch Inc. Kangan Institue -ACE-Docklands Keysborough Learning Centre Keysborough Secondary College Kingston Youth and Family Services Launch Housing Leadership Victoria Lifesaving Victoria Link Health and Community Lions Club of Wheeler's Hill Living Learning Pakenham **Lord Somers** Powerhouse Lyndale Secondary College McLennan Real Estate Dandenong Melbourne University Metropolitan Fire & Emergency Services Monash Health Monash Oakleigh Community Support & Information Service Monash Oakleigh Legal Service Monash University Monash Youth and

Family Services

Mt Hotham Day

**Dreaming Resort** 

Narre Warren P-12

South Secondary College New Hope Foundation Noble Park Aquatic Centre Noble Park Secondary College Oakleigh Police Station Paddy's Community Soup Kitchen **Red Cross** Refugee Immigration Legal Centre (RILC) Royal Melbourne Institute of Technology Salesian College Salvation Army Dandenong Samoan Advisory Council Victoria Self Help Addiction Resource Centre(SHARC) Second Bite Skills Plus South East Volunteers South Eastern Business Network South Eastern Local & **Employment Network** South Oakleigh Secondary College Southern Migrant Refugee Centre Springvale Learning & Activities Centre Springvale Monash Legal Service Springvale Neighbourhood House St Kilda Mums Strengthening Clayton and Clarinda Community Project Tamil Refugee Council

Taskforce Telstra The Afghan Australian Women and Youth Association The Association of Hazaras in Victoria Victorian Myanmar Muslim Community Inc. Victoria Police Victorian Immigrant and Refugee Women's Coalition Victoria Legal Aid Vic Roads Victoria University WAYSS Ltd Wellington Secondary College Westall Secondary College Windermere Family Services Youth Foundations-Narre Warren South and Hampton Park YMCA Victoria Youth Law Young Worker Centre Youth Support and Advocacy Service (YSAS)





# Client outcomes, experiences and impact...

Initially 74% of the young people strongly agreed that if they needed help they knew who to ask and by the end of the program this had increased to 89%



"I learnt how to save money, play cricket and how to be a perfect student"

"I understand more about gender equality and how we need to question our culture, values and beliefs that might limit our (women's) freedom, rights and individual self"



"I learnt the importance of respect and not being racist"

Initially 74% of the young people strongly agreed that they liked to talk about their problems with people that they trust and by the end of the program this has increased to 81%

"I liked talking with other women about our personal experiences and together taking a stand for our rights"

"I have greater confidence in who I am and how to engage more effectively with others. This program helped me become a better communicator with different people of all ages and backgrounds"



