



multi
cultural
futures

MULTICULTURAL FUTURES

annual
report
2022-2023





Acknowledgment of Country

We, Multicultural Futures, acknowledge the Wadjuk People of the Noongar Nation as the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of Western Australia. We pay our respects to Elders past, present and emerging.

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From the Chair Person



The start of the financial year saw us settle into our new premises at Hillview Hub, a major shift for the Multicultural Futures team. Our Client services are now increasingly delivering outreach services instead of receiving drop in visits from clients as previously at Fremantle.

In 2022, a whole of organisation process developed a new Strategic Plan, including updated values which are so important to everything we do.

The Plan identified the imperative to change our past financial performance and drove us to identify avenues for greater operational efficiency. The subsequent independent review of the organisation identified a future structure of the organisation which streamlined our management structure while retaining our client services staff. Long standing management staff elected to take redundancy packages in early 2023-24. Due to the move to Hillview Hub, our former receptionist role became redundant. We thank Anita Tuzlukovic, Robyn Bishop, Marina Korica and Pushpa Sirole for their many years of dedicated service to our clients.

Our senior staff lead by newly appointed Chief Executive Officer Kristi Treadgold are collaborating well together, and all are working

to ensure that effective client services are our priority. In addition, value for money is front and centre of any resourcing decision making, thus leading to MCF's business sustainability. We are all excited to have recently received advice from the Mental Health Commission of continuation of its funding of our Mental Health Advocacy Service for a further two years. MCF's other programs continue to deliver valued services to migrant and refugee clients, and we anticipate continuation of these in 2024.

Our Board undertook an evaluation in 2022 which confirmed the current direction as well as identified opportunities for improvement to our governance processes. I thank MCF's staff and members and to our sector partners for their continued commitment and support during 2022-23 and express my appreciation to all our volunteer Board members for their time and wise advice to the organisation.

Dr Helen Grzyb

From the Interim CEO

Multicultural Futures (MCF) has been through a challenging 12 months but remains resilient and proud to be able to continue our mission to provide culturally diverse people and communities with skills and support to achieve their aspirations in an inclusive Australian society. Through this period MCF has maintained its strong focus on excellence in delivery of an inclusive range of settlement, mental health, accommodation, and additional multicultural activities to our clients.

Below are reports on our program areas including client case studies that illustrate programs and our outcomes for clients.

I would like to take this opportunity to thank MCF staff for their dedicated efforts to better enable our clients' wellbeing - enhancing their socioeconomical participation; sense of community connectedness; and sense of hope for their future. Highlights are:

- Mental Health Access Service team meeting requirements for reaccreditation assessment certification against the National Standards for mental Health Services (NSMHS).
- Home and Family services continue to provide intensive, holistic services to migrant and refugee families who find themselves homeless or at risk of homelessness, ongoing affordable housing issues, increased cost of living and the financial constraints for CaLD individuals/families living on a government payment navigating pathways in maintaining a tenancy.
- Settlement Engagement and Transition Support (SETS) team have introduced innovative strategies, such as Australian



Citizenship Workshop and IELTS (International English Language Testing System) classes in attempt to target specific client needs.

- Our 'See Me See You' Cultural Responsiveness training program has successfully provided training for 600 workers/volunteers/leaders in Community Service organisations in Western Australia, across 46 workshops.

MCF is committed to engaging and working in collaboration with key stakeholders to promote and support client and organisation outcomes. We continue to pursue appropriate partnerships and collaborations while always remaining true to our focus, supporting and working alongside culturally diverse people and communities.

I would like to express my appreciation to an exceptional team of experienced and committed staff members and volunteers (including Board members). Thank you also to our funding bodies who make it possible for MCF to continue its excellent work.

Anita Tuzlukovic



Mental Health Access Service (MHAS) and CaLD Assertive Outreach Support Service

MHAS is a flexible and culturally sensitive service providing mental health advocacy and support services to CaLD individuals and families/carers. The service currently operates from Bentley, Cannington, Cockburn, Fremantle, Kwinana, Mirrabooka, Rockingham, and Wanneroo.

Family and domestic violence (FDV) continues to present as a pervasive issue for the women accessing our mental health services. Complex presenting issues with FDV clients are children's custody issues, risk of or realization of homelessness and associated legal matters and, or issues.

Sixteen information sessions/ educations were provided to service providers and ethnic community groups, to support an increased awareness of mental health/well-being; reduce stigma; and increase help-seeking behaviour.

MHAS contributions that are notable for making a positive impact on CaLD Services delivery include:

- Participation on the Think-Tank “Delivering on the Suicide Prevention National agenda in Western Australia.”
- Participation in a series of workshops to help shape the future model for mental health and alcohol and other drug (AoD) system governance, in collaboration with consumers, family /significant others, clinicians, the WA government, and the community sector- Facilitating a shared vision for the future of mental health and AOD system governance in WA.
- Input to the Suicide Prevention Research Team at UWA / Telethon Kids Institute re support for people from CaLD backgrounds who have experienced a suicidal crisis, in the context of developing a Universal aftercare model for people of all ages who have presented to the ED for a suicidal crisis in WA.
- Member of the Let’s Talk Culture Seminar Series which aim to assist professionals to work in a culturally responsive way with clients from CaLD backgrounds, especially in mental health.
- Participated in Joint Research Project of ECU and the WA Health Department: Alcohol Use and Psychological Wellbeing Among Migrant Youth in WA
- Participation in NDIA CaLD Strategy and action plan consultations
- Participation in NDIA Co-Design and Engagement WA and CaLD community consultations
- Participated in a workshop conducted by Nous Group to undertake an independent review into Individual Advocacy Services for people with mental health issues in WA.

Our insight and experience were sought to guide WAPHA’s Multicultural Competency Framework.

We welcome Claire Hetherington and Kirsty Hamer to add new perspective to the service.

Recently recredited, our program has been delivered to:

252
clients



56
ethnicities



1840
sessions of
advocacy,
support, and
counselling
services



>60%
of our clients are
women



CaLD Assertive Outreach Support Service, funded by WA Primary Health Service

This service was provided from our Cockburn and Fremantle offices, to assist people from CaLD backgrounds with alcohol and other drugs and mental health challenges. The provision of culturally appropriate counselling and support services saw the program support 49 clients over 374 individual screening and counselling sessions.



My Home and Family Services

The My Home and Family services, (Supported Transitional Accommodation, Children in Homelessness and Homeless Accommodation Support Work), continues to provide an intensive, wraparound service to migrant and refugee families who find themselves homeless or at risk of homelessness. The services assisted families from 38 different countries, most predominantly being from South Sudan, Democratic Republic of Congo, Burundi, Nigeria, Somalia and the Philippines.

Our program works closely through the direct support and resources provided by community housing services and organisations, including:

- Community Housing Limited
- Housing Choices Limited, (WA)
- Saint Vincent de Paul – Housing

We collaborated extensively to ensure that families were provided supported accommodation and ongoing supports and resources to address issues and concerns associated with their homelessness.

39 children

of the families were provided early intervention supports in health, education and social/ community integration and families also assisted to access and maintain long-term housing



22 families and individuals

were assisted to access stable, long-term accommodation



We recognise the direct support and resources provided by organisations and services in assisting families and children of the services to access financial, educational, developmental, and psychological and tutoring supports, including:

- Department of Communities – Child Protection and Family Services.
- Lotterywest WA
- Royal Agricultural Society of WA
- GIVIT
- No Limits
- SOS – People Who Care Inc.
- Wize Therapy
- White Zebra Foundation

- UWA – Crossing Borders for Health
- Murdoch Psychology Clinic

In 2022/23, we collaborated in diverse committees, including:

- WA Alliance to End Homelessness – Member
- Curtin University – Journey to Home Steering Group
- Family Support Network, (South-West) – Member
- Royal Life Saving WA - CALD Steering Group
- Department of Human Services - Multicultural Advisory Forum

Supported Transitional Accommodation

Supported Transitional Accommodation (STA) utilised just over \$3000 in funding towards assisting families financially during their time in the service.

Accessed seven properties provided by Housing Choices Limited, (WA), and Community Housing Limited to house and support families from a migrant and refugee background who were homeless or at risk of homelessness.

Were assisted by Saint Vincent de Paul to access housing for clients who are then case managed by the service, and housed and supported 14 families from a range of different migrant backgrounds to access supported accommodation, engage with a range of services and agencies to deal with presenting issues and to seek long term, stable accommodation.

We worked with families to provide support around homelessness, trauma and mental health issues, family and domestic violence, financial and legal concerns, and employment and education.

We collaborated with Department of Communities – Child Protection and Family Services, Department of Communities – Housing, Family Support Network, Financial Counsellors, Parents Next providers, Family and Domestic Violence – Outreach services and Legal Aid WA to provide better outcomes to families within the service.

We assisted eight individuals to commence in a range of employment options and ten families were housed by the service to access long term, sustainable accommodation.

Supported Transitional Accommodation (STA)

achieved the following outcomes:

14 families
consisting of

18 adults

39 children

helped in 2022/23





Children in Homelessness (CIH)

Children in Homelessness (CIH) achieved the following outcomes:

We supported 39 children, ranging in ages from 0 -17 years and from a range of different migrant backgrounds. The children presented with range of health, dental health and mental health, educational and social engagement issues that the service supported and assisted to access suitable services and agencies.

The service focussed on an early intervention approach to address the issues of each child and in accessing the appropriate support networks to assist the children and families to achieve better outcomes, (the service utilised over \$13 140 towards educational, social and recreational and accessing early intervention therapies and supports).

We collaborated with local health centres, allied health providers, (WIZE Therapy provides occupational therapy and speech therapy services), Child Development Centres, Child

and Adolescent Mental Health Services, Oral Health Service of WA and school dental therapy services, and Murdoch University Psychological Services to provide therapeutic interventions for the children's health, dental health, and mental-health needs.

The service also supported a range of educational/learning issues, (developmental delays, cognitive processing concerns, learning difficulties and behavioural concerns), and supported these needs through collaboration with each school, Child Development Centres, School of Special Education Needs and speech and occupational therapy through WIZE therapy and White Zebra Foundation.

We also assisted children to engage with social and recreational activities, attend activities with families during holidays and to attend Perth Royal Show, (Lotterywest WA and Royal Agricultural Society of WA provided family tickets for each family in CIH service).

CASE STUDY 1

The client presented for support after relocating from Melbourne to Perth with her 5 children. The client was originally from Sudan and had moved from Melbourne to escape persistent FDV. Having left the perpetrator, the client was then shamed by the Sudanese community in WA.

The CIH Team supported the client and her children by:

- Enrolling the children in school (and included financial assistance for school related necessities and a tutoring service)
- Referring into counselling for mental health and FDV supports; client and children
- Parenting service supports – client was in dispute with her daughter regarding her daughter's sexual orientation often leading to physical assaults against her daughter (sexual preference being against Sudanese religion and culture)
- Supporting a child in schooling from home (online program) due to truancy and antisocial behaviour issues at the school
- Provided emergency relief and financial counselling to assist with financial challenges
- Recreational supports – children's sporting financial supports; movie vouchers; Royal Show vouchers

The outcomes for this family were:

- Sustained public housing was achieved
- All children were enrolled in school; one successfully enrolled in tertiary level learning
- Communication was improved between mother and daughter
- Client was employed full time

Homelessness Accommodation and Support Work, (HASW)

Homelessness, Accommodation and Support Work, (HASW) achieved the following outcomes:

Assisted 43 families and individuals in 2022-23. Of the families and individuals supported by the service, 13 families were from a migrant and refugee background and 30 families and individuals who were Australian born, (19 of these families and individuals identified as being Aboriginal).

We worked closely with Department of Communities – Housing, Housing Choices Australia, (WA), Community Housing Limited and Department of Communities – Child Protection and Family Service to accommodate and support families and individuals who were homeless or residing in a crisis/supported transitional accommodation service into stable, long-term housing. The service utilised around \$6000 to support families and individuals prior to and once being housed.

The service also assisted and supported families and individuals to address issues and concerns, (mental health, substance misuse, child protection matters, physical and sexual abuse, financial and legal issues, health and dental health, family law court matters, and family and domestic violence), contributing to their homelessness and supported access to educational and employment options, (five individuals continued or commenced fulltime employment, three part-time and two casual employment and five clients commenced or continued TAFE courses and three clients commenced or continued university courses).

We supported 12 families and individuals to access long term accommodation and to maintain accommodation once housed and 43 families and individuals to make positive lifestyle changes and integrate back into the community.

CASE STUDY 2

The client presented to MCF services via referral from a FDV refuge with her three children. Originally from Pakistan the client was the victim of persistent FDV at the hands of a partner with a diagnosis of Paranoid Schizophrenia.

The client's goals/ desired outcomes were:

- Commencing divorce proceedings
- Seek custody of her children
- Pursue educational and training opportunities
- Gain Australian Citizenship
- Stable accommodation/ housing

The following services were put in place to support the client and her children:

- Referral to GP for review and treatment of depression (client)
- Assisted to commence divorce proceedings and attend Family Court to seek full-time custody of her children
- Was successful in obtaining a Department of Communities home
- Brokerage assistance for housing tenancy and curtains
- Emergency relief for food vouchers
- Referral into Starting over Support for household furnishings and other items
- Assistance in enrolling children in school
- Provided information and introduction to local library and community centre
- Enrolled in a citizenship course



Settlement Engagement and Transition Support (SETS)

SETS Client Service- 'inspire me®' Digital Literacy for Employability Skills Program

The 'inspire me®' Digital Literacy Course for Employability Skills has been designed to address digital literacy barriers for humanitarian entrants and other vulnerable migrants in their first five years in Australia. 74 clients have been provided with direct guidance and practical training, increasing their digital literacy knowledge and equipping clients with employability skills for socio-economic self-sufficiency. We continue to work in partnership with the Adult Migrant English Program, (AMEP) South Metropolitan TAFE. This partnership with has been invaluable to the progress of the 'inspire me®', assisting support of eligible clients.

We continue to run a scheduled community-based course at the City of Mandurah Library (a free venue). Over 90 percent of clients attending were referred by AMEP Mandurah.

Online 'inspire me®' is still offered, but due to changes in enrolment numbers, participants interested in the online are asked to attend an intake and assessment appointment to ensure that this style of learning is suitable. Online learning is not suitable for some clients; however, registrations of interest are taken for upcoming small group community classes.

All participants of the Community Classes were given access to the online 'inspire me®' to address any Covid or Flu illness, which did affect some of the classes during this reporting period. This allowed participants to continue online, but also to continue to practice the lessons.

Our three Volunteers assist in the 'inspire me®' program, identified during previous 'inspire me®' courses, to effectively follow instruction and demonstrated they had learnt and understood all course content to a high level. Volunteering assists with social skills, English language and

employability skills, which in turn assists in future training and employment prospects. Two of our volunteers have successfully obtained employment and continued onto further studies.

Two consultants from Hays Consultancy volunteered their time to assist class participants with constructing a resume and job search skills.

Multicultural Futures 'inspire me®' Digital Literacy Course for Employability Skills has achieved outcomes such as participants actively mapping out short-term and long-term career pathways. With most of the participants attending TAFE, many were seeking part-time employment, mainly in the retail, factory and hospitality industry. During this reporting period fourteen participants obtained employment.

A highlight of the course was to educate women on the many training opportunities and understanding that you are "never too old to learn", as many believe being over 40 is too old for new employment opportunity – as it may be seen in their home country.

inspire me® digital literacy

74 clients trained

7 courses delivered

42 employability workshops provided

9 clients successfully completed online 'inspire me®'



The 'inspire me®' course has equipped participants with skills to become self-sufficient, gain confidence and self-esteem for education, training, and employment.

Workshop Series

This series of workshops were run over five-days to specifically support migrant job seekers to expand their skills and knowledge and improve their employability.

Workshops were held at the Hillview Intercultural Community Centre, were funded by Lotterywest and delivered by the Kaleidoscope Initiative (KI) through a partnership agreement between the Multicultural Futures and City of Canning.

There was a total of 131 registrations for all four workshops with a combined total of 73 participants, 59 females and 14 males, aged between 18 – 64 years.

Many of the registrants reside in the City of Canning, however there were registrations from 20 local government areas. Over 40% of registrants were born in either India, Colombia or Iran and the most common professions among the registrants were Engineering, Education, IT and Accounting and Finance.

Participant satisfaction rate results via a post-workshop survey revealed an overall 100% increase in the ratings for various employability skills including career strategy, networking, cover letters, resume writing, interview techniques and workplace culture.

SETS Youth Service – North Lake Senior Campus

SETS Youth Services has assisted 64 clients at North Lake Senior Campus, providing an individualised, responsive service to presented needs. A strengths-based co-design process ensures high levels of goal achievement and overall levels of satisfaction for the young people accessing the service.

Workshops delivered this year have included well-being, personal health care and accessing health services, young women health services, social/sporting participation, and inclusive communities.

This year, Youth Settlement Service clients were interested in obtaining further information around SETS services specifically relating to Introduction to Job Seeking and Education Pathways. Participants were provided with general service information, an overview of job seeking, and information about education pathway options and visa limitations. We also provided individualised in-person and digital support for resumes, cover letters, interview preparation, tax file number applications, and reporting income to Centrelink.

Continued partnership with the school by providing regular job vacancy, volunteering and training opportunity updates in the classrooms led to successful volunteering and employment outcomes. We also worked closely with the school VET coordinator to assist with identifying and negotiating relevant and suitable training and employment pathways for SETs clients.

Our Youth Services has proactively remained informed and updated about current referral

pathways and opportunities to partner or collaborate, in order to be able to identify and coordinate relevant and effective pathways linking young people to a range of services provided by other specialised agencies. Referrals are directed from the young person in according to needs assessment.

The SETS Youth Services at North Lake Senior Campus is embedded in campus life and provides an accessible hub that responsively and promptly links the students and school support staff with CALD specific and relevant support services.

In addition to the established and ongoing relationships with specialised counselling services provided by ASSETs and the hiking and camping opportunities with First Hike Project, a new partnership was established with Edmund Rice. This provided lunch time supervised sporting activities and easy referral to after school sporting and artistic activities.

Strong referral partnerships remain with CARAD tutoring, Ishar, the Women's Health and Advocacy Service, Fremantle Women's Health, Circle Green Community Legal and Kin - Disability Advocacy for Diverse Communities.

Youth Services

64 clients assisted

16 youth settlement information sessions delivered

8 personal wellbeing social/civic participation + **8** employment/economic participation



SETS Community Capacity Building

This year, our SETS Community Capacity Building (SETS CCB) program provided mentoring, advice, and support to fifteen culturally diverse community groups: Ubuntu Australia, Somali Support Perth, Vietnamese Women's Association of Perth, Srikandi (Indonesian Women's action group), and MCL (Mast Cultural and Language Association Incorporated).

We also provided medium intensity advice and mentoring support to new and emerging groups including a Malaysian Women's Group and Arabic Speaking Women's Group, and representatives from Tamil and Ukrainian communities.

We have delivered between three and eleven focused support sessions with each community group or representative, according to the support level identified and required.

We partnered with the Health Consumers Council of WA to facilitate a workshop providing information regarding consumer's rights in public health settings, including Hospital Emergency Departments.

We delivered an information session to the City of Canning Cultural Ambassadors regarding resources and support available through the SETS CCB program.

Our partners include community organisations, agencies, the three tiers of government entities, and other stakeholders. These organisations play an important role in supporting the settlement of new arrivals in Western Australia, and the SETS CCB program is committed to working with them to ensure that new arrivals have the resources and support they need to succeed.

We have actively maintained and developed relationships with the Department of Home Affairs- WA Settlement Operations Network / Settlement Programme Operations and Social Cohesion Division, Office of Multicultural Interest, the Department of Local Government, Sport, and Culture Industries and relevant LGA's (Canning, Stirling and Mandurah).

Community Capacity Building

15 community leaders supported

10 culturally diverse groups





Australian Citizenship Workshops @ Hillview Hub- Pilot project

Multicultural Futures in partnership with City of Canning, introduced Citizenship Workshops to the Hillview Intercultural Community Centre, as it identified as a much-needed service for the CaLD Community. Classes were promoted to assist clients with:

- Australian Citizenship Eligibility
- Preparation for Australian Citizenship
- Information and Practice Questions for Citizenship

The Australian Citizenship Workshops have been designed to guide people through the various topics that are part of the Australian Citizenship Test. Classes run each term over ten weeks covering Australian Citizenship Eligibility, Australia and its people, Australia's democratic beliefs, rights, and liberties, Government and the law in Australia, Australian values, Practice Questions for the Citizenship Test (Week 10)

This year, 37 registrations were taken for the classes. All the attendees who had applied for Citizenship before or during this period, and sat the Citizenship Test, Passed (12).

Some attendees attended for general information and or identified they were ineligible to apply, due to the 4-year residency requirement and/or incorrect visa.

One attendee had failed three times previously before attending the workshops. He was identified as being able to apply for an exemption.

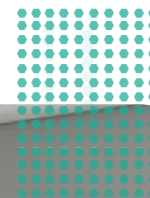
One attendee had failed 2 times previously before attending the workshops and passed on his third attempt after completing the course.

The majority (30) of clients were identified as being over 5 years in Australia, with many having lived in Australia between six and eleven years.

IELTS (International English Language Testing System) Classes

In 2023, we commenced IELTS Exam preparation classes to assist migrants who wish to work or study in Australia. The classes are a flexible mix of serious practice and relaxed interaction and provide an important social connection for some students. The class has a particular focus on practical speaking and writing skills, as well as building confidence, and individual support is also provided if required. Students find the detailed feedback useful about their speaking and writing.

Class numbers were initially small, are growing. Since commencement of the IELTS preparation classes, 18 students had visited the class. We thank Brett Moulden, Volunteer English Teacher, for his ongoing enthusiasm, commitment and generous dedication to this program and our clients.



see me see you cultural responsiveness training

This year, the See Me See You training program continued to build upon the strong base and participant numbers increased again after lockdown in November 2022. We are receiving interest from organisations to build upon this training, with a number also offering the SMSY2 workshop to their staff.

While we mainly deliver the introductory See Me See You 1 training, we have also made the See Me See You 2 training subsequently available, which includes case studies based training that briefly recaps the See Me See You 1 training and re-emphasise the cultural bias from our own cultural lenses.

Our approach is based on the Intercultural Readiness Check (IRC), a vital component of See Me See You, which enables participants to see where they sit on the cultural responsiveness scale, but it is a tangible tool that enables them to work on their weaker areas, and continue to build

on their strengths. A diverse range of participants attended SMSY, however a large proportion of participants and organisation work within the mental health and or disability sectors.

The majority of our workshops have been conducted face to face in the Perth Metro area, with a number of local workshops in Mandurah, in conjunction with the City of Mandurah. Regional participants from Albany, Karratha and Bunbury have joined the virtual workshops.

In total 38 organisations have had representatives participating in See Me See You training either within their organisation or at our general courses.

Training Volumes

Items	Jul-Dec 2023	Jan-June 2023	Total
# of sessions	20	26	46
Face to face	14	2	38
Virtual	7	1	8
Hybrid	0	0	0
# registered	365	544	909
# attended	198	402	600
# IRC taken	150	252	402
Places offered	490	645	1135

Annual Symposium

The See Me See You Annual Symposium entitled, 'Communicating Across Difference: Lessons Learnt from Gender Studies' was held on 13 June 2023 at Hillview Intercultural Community Centre, Bentley. This year, our aim was to find a different lens to look at intercultural communication, and selected keynote speaker, Dr Chantal Bourgault-D'Coudray a Gender Studies Expert and Psychologist at UWA.

Following the panel, participants heard insights from panel members: Dr S Zaung Nau (Curtin University), Anita Tuzlukovic (Multicultural Futures), Anukool Sathu (Office of Multicultural Interests), and Rika Asaoka (Language and Culture).

The event succeeded in maintaining connection with past participants and their organisations and allowing them to connect with likeminded people in the sector to discuss and workshop cultural responsiveness challenges and successes. It helped to fill the gap for past participants in their need for continued cultural responsiveness training and connecting with others. The event accomplished delivery of ongoing See Me See You and Multicultural Futures organisational goals. The symposium was received positively.

Case Study Scenario 1

An Asian participant from a not-for-profit organisation shared that after attending See Me See You, a Caucasian co-worker came to apologise for her negative judgment towards her.

Since both have attended the training and as a result of the subsequent apology, their working relationship has improved dramatically.



Overall Feedback from participants

The feedback from participants during the 2022/23 financial year continues to be overwhelmingly satisfied with the training, and many report that they have found the See Me See You as a great starting point to improve their cultural competency.

The majority of participants were highly satisfied or satisfied with the training.

Words used numerous times in comments: engaging, enjoyed, loved the activities, interactive, great stories, good conversation, good content, well presented and facilitated, good energy and humour, good use of video, activities, and group work.

The high and low context continuum, Description Interpretation and Evaluation exercise, and English as a second language components of the training are stand-outs for many participants.

A minority of participants were not satisfied with the IRC or the length of training time. Some think that three hours is too long. It has also been reflected in requests from organisations that we deliver See Me See You in two hours.

Conclusion

With almost 600 people trained in 46 workshops in 2023, and most of these also completing their Intercultural Readiness Check (IRC), the third year of the See Me See You training program has not only shown that there remains a steady uptake of this cultural responsiveness training program, but in fact, that there is an increase in appetite for more meaningful resources and discussions around cultural responsiveness from various angles.

Case Study Scenario 2

One of our previous participants reported that within her organisation at the final stage of the recruitment process, they use a personality and employment suitability assessment. One of the final candidates with Indian background scored really low in the assessment, although she did well in the interview. One of the recruiters who attended SMSY remembered the intercultural communications spectrum that illustrates high and low context as well as egalitarian and hierarchical societies. This prompted the recruiter to highlight this as a barrier for the candidate, and pointed out the differences in cultural context to her fellow recruiters. They then reviewed the candidate again. The candidate was hired in the end. The organisation has reported that the candidate's work performance is at a high level, and the organisation is very happy with her.





world music café social enterprise

World Music Café is a social enterprise that assists people of new migrant and refugee backgrounds with skills, employment, and community connection in Australia.

Established in 2019 by Multicultural Futures, as part of a Department of Social Services 'Try, Test, Learn' Multicultural Enterprise Development Project, the World Music Café provides genuine opportunities for economic and social integration in Australia and has since been described as 'An Oasis of Integration in Our Country' by the UWA Centre for Social Impact evaluation report, published in 2022.

Over the past 3.5 years, the World Music Café enterprise has trained over 70 crew members, employed over 200 musicians, and entertained over 3,000 customers with the popular World Music Café 'Dinner & Show' events in Perth.

World Music Café Events

World Music Café events feature quality musicians from around the world, who are now living in Australia. From July to December 2022, World Music Café presented five shows at the Mt Lawley Bowling Club that attracted an audience of 425 people, employed 45 crew, and showcased 45 culturally diverse musicians.

The dinner and show package offer a quality banquet of international food prepared by the World Music Café kitchen team, who have been mentored by award-winning chef Nimrod Kazoom.

The World Music Café enterprise has also been booked to provide musical performances and catering at various corporate events.

World Music Café Collaborations Workshops

In addition to the shows, the World Music Café team also delivered fifteen artist development and industry networking workshops for culturally diverse artists at the Hillview Hub Intercultural Community Centre in Bentley from July to December 2022.

The World Music Café Collaborations workshops are a regular series of specific presentations on world music genres, knowledge expertise and skills development and exchange. In 2022, presenting artists included Alastair von Schoor, Asad Alizada, Dana Kazhimova, Muriel Hillion Toulcanon, Kate Pass, Praashekh Borkar, Michael Boase, Rajeev Fernando, and Manuel and Sebastian Munoz.

Following each presentation workshop is a structured musical 'jam' session for diverse artists to explore new combinations of global rhythms and sonic textures. The collaborative sessions attracted 250 attendees and resulted in the formation of seven new cross-cultural musical groups and public performances.

World Music Café – Department of Foreign Affairs & Trade Australian Cultural Diplomacy Program

In 2022, World Music Café was awarded a two-year Australian Cultural Diplomacy Program grant from the Department of Foreign Affairs and Trade for 2022-23 to produce four 30-minute TV magazine style documentaries on its cultural activities for international audiences. Each documentary has an Australian Trade focus area and involves commissioning an international film production team to contribute a cultural segment to the documentary content.

The first documentary focus was on Southern Africa and Indian Ocean regions and featured artist with relevant cultural heritage, plus a Cape Town production team contribution. The documentary was launched on 1 November

2022 via a live-stream event from the Perth office of the Department of Foreign Affairs and Trade with speeches by the WA State Director, Ms Sally Dawkins, the Australian High Commissioner to South Africa, Ms Gita Kamath, and Whadjuck Noongar Elder Olman Walley.

The second documentary focusing on cultural links to South Asia was filmed in 2022 and included contributions from an Indian production team in Kolkata. This documentary was launched in Harmony Week 2023.

The World Music Café documentaries are now used as a teaching resource at Murdoch University for studies in community cultural development.

2022 Third Sector Awards Finalist

In 2022, World Music Café was a finalist in the 2022 Australian Third Sector Awards in the Social Entrepreneur of the Year award category.

2023 - New Beginnings

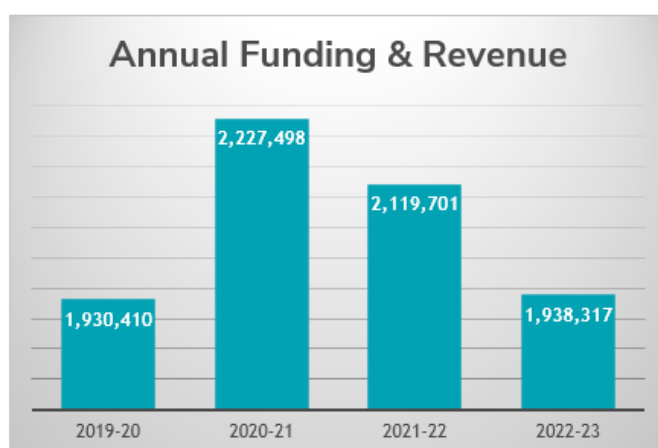
After 2022, following the successful establishment and nurturing the start-up social enterprise over 3.5 years including the difficult period of the COVID-19 pandemic, the responsibilities for World Music Café transferred from Multicultural Futures Inc to Kaleidoscope Multicultural Arts Management for 2023 and beyond. The World Music Café social enterprise continues to evolve and deliver ongoing events, documentaries, and cultural projects, that assist people of new migrant and refugee backgrounds and promote the benefits of contemporary Australian multiculturalism.

Financial Report 2022-23

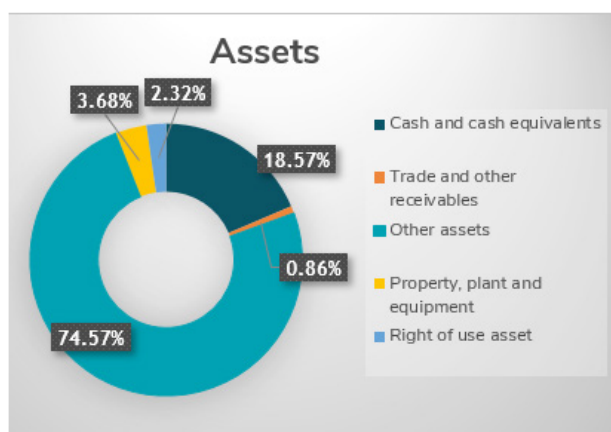
Multicultural Futures has as an organisation, successfully navigated the uncertainties presented in changes to funding and industry players. Like other service providers, our operating environment has experienced pressure from increased costs via CPI and award increases, despite some growth in funding revenues.

Our re-invigorated executive team is working hard to bring the operations to a cash neutral position. A key feature is the final implementation of the restructure commenced in May 2023 with the goal of greater operational efficiency.

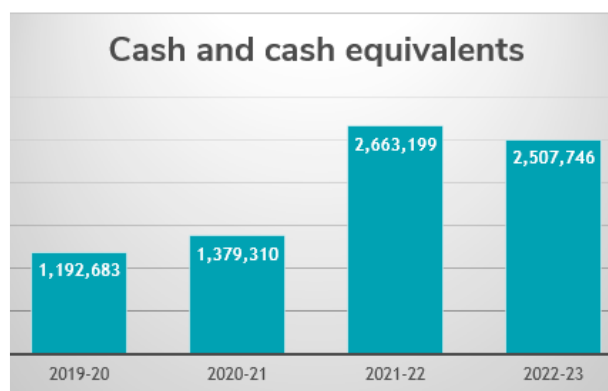
There has been significant effort so that Multicultural Futures could achieve its goal of a significantly reduced cash deficit for 2022-23 financial year, and we are on track working towards a cash neutral position in the near term.



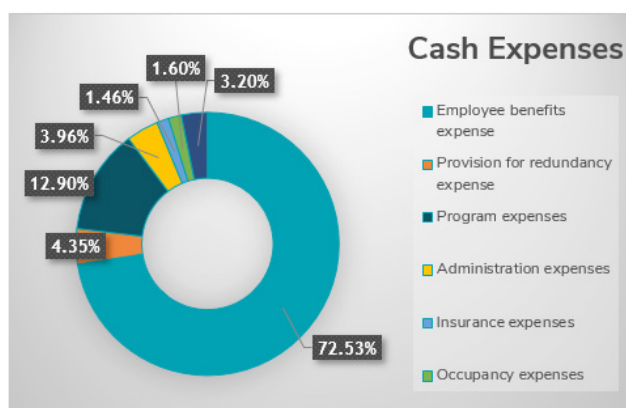
Grants	1,914,967
Donations	483
Gain on sale of plant and equipment	5,900
Other revenue	16,967
Revenue	1,938,317



Cash and cash equivalents	507,746
Trade and other receivables	23,573
Other assets	2,038,326
Property, plant and equipment	100,476
Right of use asset	63,464
Total assets	2,733,585



2019-20	1,192,683
2020-21	1,379,310
2021-22	2,663,199
2022-23	2,507,746



Employee benefits expense	1,509,840
Provision for redundancy expense	90,549
Program expenses	268,451
Administration expenses	82,431
Insurance expenses	30,467
Occupancy expenses	33,371
Other expenses	66,581

Want to support Multicultural Futures?

You can volunteer, donate,
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multiculturalfutures.org.au

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