



impact report.

2019

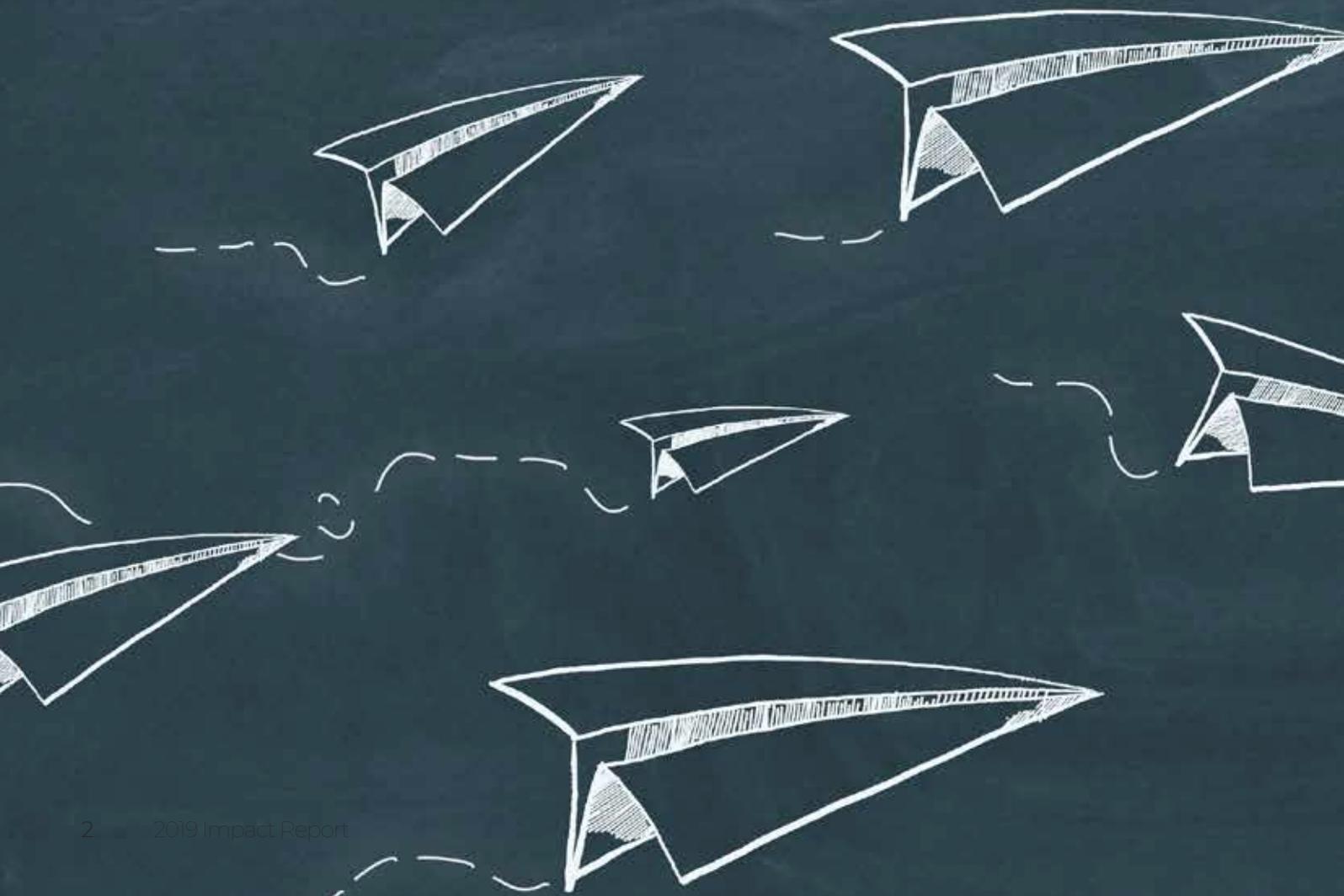


focused

trusted

best-in-class

vibrant



our mission.

we're building a dynamic enterprise focused on giving people from a refugee and migrant background the skills and support they need for a better quality of life, thereby enhancing the vibrancy of our whole society.





Image: Building Synergy event to support collaboration across the multicultural sector.

table of contents.

from the chairperson and ceo	7
value for money	9
impact	9
my health and well-being	10–13
my community and settlement	14–17
my home and family	18–21
building the enterprise	22–23
social enterprise: world music café	24–25
finance summary	27
collaboration	27

from the chair and ceo.



Image: Stuart Tomlinson and Roshan Weddikara.

from the chair and ceo.

For almost 40 years, we have supported new arrivals to this country to become part of a thriving and successful multicultural community and in 2019, we made a big change which will have lasting ramifications for our future.

Our change of name to Multicultural Futures is not superficial - it represents a clear articulation of who we want to be and what we represent.

We should be under no illusions that our sector is facing challenging times financially and socially - at a time when new arrivals continue to face increasing levels of community intolerance, the funding for our services continues to be squeezed.

So the re-positioning of Multicultural Futures as leaders of a broader movement, and the associated artefacts of that re-positioning such as our new website, newsletter, social media and marketing efforts, our forums and events, and new partnerships demonstrate our efforts to bravely take on these challenges.

Underpinning all this is our wonderful staff, who year after year deliver great outcomes for our clients and community, continually adapting and changing. Their involvement in our new Strategy Story aligned to our new name was a great example of a culture of empowerment where you all have a stake in the future of our organisation. On behalf of all the people you have supported and the Board, you have my utmost appreciation.

I also want to acknowledge the board which has welcomed and facilitated change over the last year. This year we farewelled one of our longest serving members Elizabeth Moore and thank her for her wisdom and influence, and welcome Shamim Samani as our newest board member.

A multicultural future is what we stand for, it's what we have always stood for, and with your continued commitment, we can help new Australians thrive for many years to come.

Roshan Weddikara and Stuart Tomlinson

Chair and CEO

BOARD MEMBERS:

Bojan Cica | Elizabeth Moore | Ivy Chen | Marlon Fernando | Roseanne Thomas
Roshan Weddikara | Shamim Samani | Silvia Lozevo | Tim Martin



Forging a thriving society.



value for money.

Value for money at Multicultural Futures is about maximising the impact of each dollar spent to improve people's lives. This doesn't mean we deliver 'cheap' services, rather we actively work towards clients' long term outcomes whilst controlling costs.

We seek a deep understanding of what works in service delivery; sharpening our focus on evidence-based practice and driving innovation. Additionally, a key element of providing value for money is leveraging and growing the trust capital we have built in communities.

Partnerships play a crucial role as resources can be pooled to secure better outcomes and we can build relationships to influence others' practice and key decisions.

impact.

During the last year we refreshed our strategic focus for Multicultural Futures. Board members and the staff team worked together to better understand where we are now, where we want to be, and how we are going to get there. Through this collaborative process we not only have greater clarity of purpose, but we strengthened our capacity to deliver through enhanced engagement and alignment.

Supporting the strategic plan is a robust business planning framework, designed to ensure the right things get done, to the right quality, at the right time.

- We are working towards expanding our role and influence as leaders, where:
 - our services are shaped and supported by our clients and communities;
 - we have a sustainable and nimble funding model, and
 - our systems and capabilities enable us.

Image: Sarah Polanski moderating the Turning up the Sound on Disability Conversation.

my health and well-being.

The issue:

Good health is central to human happiness and well-being. It also makes an important contribution to economic progress, as healthy populations live longer, are more productive, and save more. However, access to good health isn't equal.

We'd expect about one in five NDIS (National Disability Insurance Scheme) recipients to be from a refugee or migrant background, however only 8.4% receive funding.

Mental health is a growing concern, with \$9.1 billion spent on it in 2016/17. However, people from a refugee or migrant background, particularly those from non-English speaking backgrounds, are less likely to access mental health services. This lower level of service use is not related to lower levels of need, but rather to difficulties in understanding and accessing mainstream systems of care, lack of access to services that are culturally safe and appropriate, and the stigma of mental health in some cultures.

Nationally 21% of Australians speak a language other than English at home, yet alcohol and other drug agencies report that 91% of clients prefer English for the provision of treatment and about 93% report their country of birth as mainly English speaking.



my health and well-being.

In response:

“We don't give people a voice, they already have it. We offer our ears, supporting them to identify and follow the future they create.”

Multicultural Futures has developed a model of support that is accessible and culturally responsive supporting individuals and families access the right support at the right time and delivered in the right way. First, we listen to you, your story, and hopes for the future, before exploring the options and way forward. This takes time and expertise; taking into consideration clients' culture, social and family context, religious/spiritual beliefs, pre-arrival experiences, perception of mental health services, and possible stigma associated with mental illness. We understand a 'quick fix' is unlikely to support progress towards long-term outcomes. With a focus on mental health and wellbeing for the last 20 years and coverage across the Perth Metro area we recently extended support to disability, and alcohol and other drugs.

Our game changing Community Ambassador program works with key people in the community who are bi-lingual, bi-cultural, connected, and trusted in their communities. Community ambassadors are trained in key sensitive areas (e.g. mental health messages, harm minimisation, alcohol and other drugs, and suicide) and engaged to share this information in their own communities.

Result:

People from a refugee or migrant background have a safe and friendly place to go (a place where language or culture is not a barrier) to ask questions and seek professional support for a wide range of problems, including but not just, mental health.

Through Community Ambassadors the trust gap between communities and service providers is bridged, building capacity and understanding of key issues in different communities.

Investment

- \$2,500 per family to support mental health recovery (average 20 sessions)
- \$250-\$1,000 per engagement of a Community Ambassador to build community connections

Other achievements include:

- Turning up the sound on Disability - a vibrant panel discussion on disability and migrant communities – How to improve access and outcomes
- Turning up the sound on Mental Health - a panel discussion exploring cross culture learning between migrant communities and Aboriginal communities- How to improve mental health
- Supporting WANADA in the development of the revised quality framework for AOD sector that supports culturally responsive practice
- Contribution to State suicide prevention plan

my health and well-being.

meet Anuman

When Anuman was 7 years old his mother moved to Perth and married an Australian, leaving him in SE Asia to be brought up by his grandparents. Ten years later, Anuman was brought over to live in Perth with his mother. He was very unhappy, leaving his long-term partner and life behind. With very limited English Language skills Anuman wanted to improve. He commenced English classes, however there were no other young people in the class with all other participants to retirement age. Anuman felt isolated and completely lost; with no motivation and sleeping until noon every day.

Image: Turning up the Sound on Disability Conversation.



my health and well-being.

Anuman was referred to Multicultural Futures through Headspace. One of our Mental Health Advocates met with Anuman several times over a few weeks to work with him and help him understand his goals, options, and a way forward. As a result, he was connected with North Lake Senior Campus, a school for young people wanting to complete Year 11 and Year 12 with an atmosphere more like a university or adult training institute.

Our Advocate went with Anuman and his mum to arrange the transfer, introducing him to his English teacher and other students. According to Anuman and his mum, this move has completely transformed his life. He is now surrounded by other young people in a similar situation, has access to a wider network of professional supports, and is enjoying life. Anuman continues to receive support from a culturally responsive psychologist and is looking forward to commencing an apprenticeship and a bright future.



**my community
and settlement.**

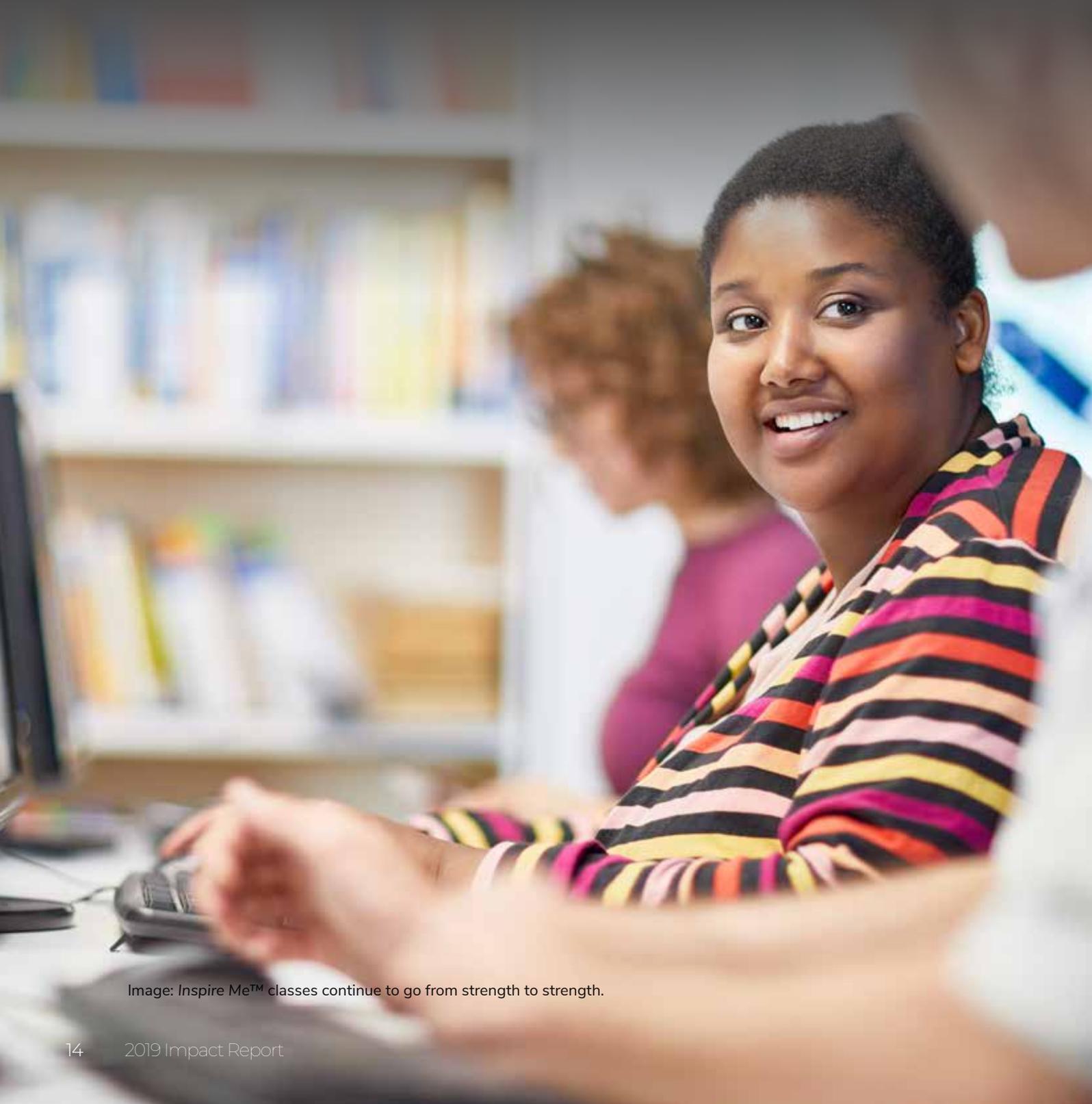
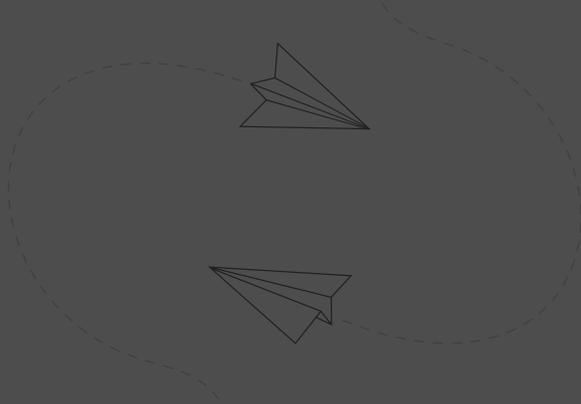


Image: Inspire Me™ classes continue to go from strength to strength.

my community and settlement.

The issue:

Australia's Multicultural Statement acknowledges cultural diversity is one of our greatest assets, noting our economy is strengthened by the skills, knowledge, linguistic capabilities, networks and creativity of our diverse workforce. Net overseas migration has been the biggest contributor to Australia's growing population over the last decade and accounted for 62% of total growth in 2018. However, building a new life in Australia can be challenging and support is required to realise everyone's potential. For example, only 60 per cent of migrants from a non-English-speaking background are working in well matched jobs. Bridging this gap could deliver a gain to the economy of up to 6 billion dollars per annum.

In response:

Multicultural Futures has decided to focus on three key areas of support: employment, youth, and building capacity to assist at a community level. *Inspire Me™* guides women through a 9-week computer based program designed to build employability skills. Training is provided across the Perth metro area including Mandurah. A recent evaluation found over 50% participants secured work within 6 months of completing the program.

Young people face unique settlement challenges that can differ due to their age, developmental stage and position within their family. Based at North Lake Senior Campus we work alongside young people to break down barriers to realising their dreams.

Multicultural Futures also work with the many sporting, community, and ethno-specific groups in Perth contributing to a more connected and enriched community. By helping them in areas including governance, strategy, financial management, and marketing we can better work together to build a diverse and inclusive community.

Investment

- \$2,500 per young person to provide a safe platform for social and economic success
- \$1,600 per Inspire Me™ participant to build confidence and skills to secure work

Other achievements include:

- First Hike Project – Working with First Hike Project to complete first all-female overnight adventure
- Partnerships developed with City of Canning, City of Mandurah, South Metro TAFE
- Capacity building support to Peel Multicultural Association, Serbian community, and the African Collective
- Foundation member of the Scanlon Institute for Applied Social Cohesion Research

my community and settlement .



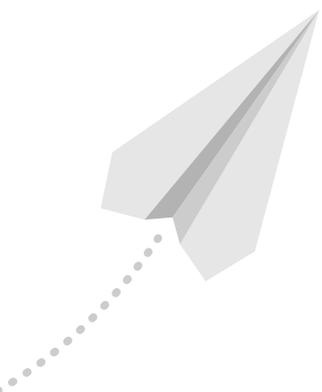
Image: Berihu at work.

my community and settlement.

Meet Berihu

(name used with permission)

Migrating to Australia from Ethiopia in 2014 aged 14, Berihu was studying English at North Lake Senior Campus when he first approached Multicultural Futures to ask for assistance in finding a job. Berihu's determination and enthusiasm wasn't enough to secure a job, despite tireless job seeking through the Multicultural Futures Job Clubs. During Berihu's VET trades course, Multicultural Futures was able to negotiate a work experience position and his exceptional work ethic and skills quickly led to paid work with the employer. Berihu shone in his pre-apprenticeship course and was able to secure an apprenticeship with a leading painting company, taking him a step closer to his dream of owning his own painting business. Berihu recently featured in a careers panel, sharing his experiences with Students at the Intensive English Centre, and encouraging them to not give up on their dreams.



my home and family.



my home and family.

The issue:

Having a place to call home is a right, yet on any given night in Western Australia, around 9,000 are homeless. Even more people are at risk of homelessness.

Homelessness can be the result of many social, economic and health-related factors, with 42% seeking homelessness support due to domestic violence. Accessing support to get your life back on track can be more difficult and expensive when you are homeless.

The 2016 Census shows 15% of people experiencing homelessness are recent arrivals (last 5 years) from overseas. At some point after arriving in Australia, as many as one third of refugees and people seeking asylum may become homeless, magnified by the problem that people from a migrant background face additional barrier to access support.

Children in families are impacted in other unique ways that can negatively affect their education, pedagogy, and future prospects.

In response:

Multicultural Futures provides hands-on support to three key groups of people experiencing, or at risk of, homelessness: individuals and families moving from a women's refuge or men's hostel into longer term public or community housing. Safe and secure housing and culturally responsive case management support for individuals and families through Multicultural Futures provides stability and reduces health costs by approximately \$13,273 per person per year. Children impacted by homelessness are supported with their physical health and wellbeing, social skills, language, communication, and cognitive skills, and school attendance.

Investment

The average financial cost of homelessness is \$35,578 per person per year. However, the costs are reduced by 49.5% when they are placed in supportive housing. Multicultural Futures provides Supportive housing which costs on average \$12,800, savings roughly \$4,800 per year. \$3,500 per child to support achievement of developmental milestones in health and wellbeing, social competence, language and cognitive skills, and communication.

Other achievements include:

- Contributor to WA's – Ten Year Strategy on Homelessness.
- A facilitating agency in the "When There's No Place to Call Home" initiative – exploring and sharing stories of people with lived experience of homelessness in WA
- Membership of the End Homelessness WA Alliance

Image: One of our 'My Home and Family' families.

my home and family.



Image: We work tirelessly with other service providers to help end homelessness.

my home and family story.

meet Sarah

I am Sudanese, I am Muslim, and I was homeless.

When I was 22, I came to Australia from Sudan with my ex-husband. We came on a refugee visa and I got free English classes at TAFE, but my husband wouldn't allow me to go; I only went when he felt like taking me. I had no friends, no family, spoke no English and didn't know what to do.

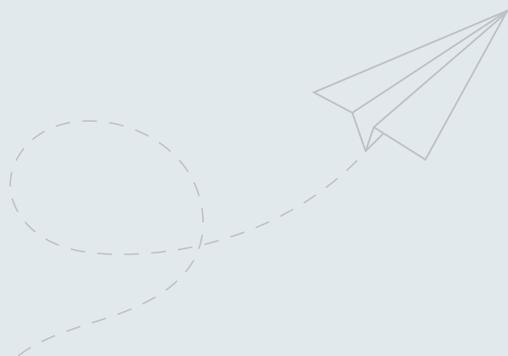
While I was pregnant and after I gave birth, I experienced severe domestic violence from my ex-husband. My son and I were taken to a women's refuge, but that was very hard living there. It wasn't safe for us and we eventually went back to my ex-husband. I had another child and eventually separated from him. I went back to Sudan with my two children for a holiday but when I landed, he took my children away from me at the airport. I had a hard time trying to get them back.

I eventually got re-married and had another child. I made a decision to move back to Australia because it was the only way all my children and I could stay together; under Sudanese law I cannot have my children from a previous marriage stay under the same roof as my new husband.

I came over with my three children but had nowhere to go. I had \$200 with me and needed help with accommodation. I called Entrypoint and they said they didn't have anywhere for us but could put us in a hotel for a few days. We stayed there for a bit but eventually were taken to a refuge.

The refuge helped us get in touch with Multicultural Futures and they provided us accommodation. I was able to bring my husband over so we could be a family again. Living in that house was so good; it was about the community and neighbours- they made us feel like we belonged.

We have now got into public housing and I am going to start my education certificate soon. I just want everyone to know that we, as refugees, don't want to be homeless and get free money from Centrelink. We just want a chance. We don't like getting money from Centrelink; we want to get jobs and be part of our communities.



building the enterprise.



Image: World Music Café participants.

building the enterprise.

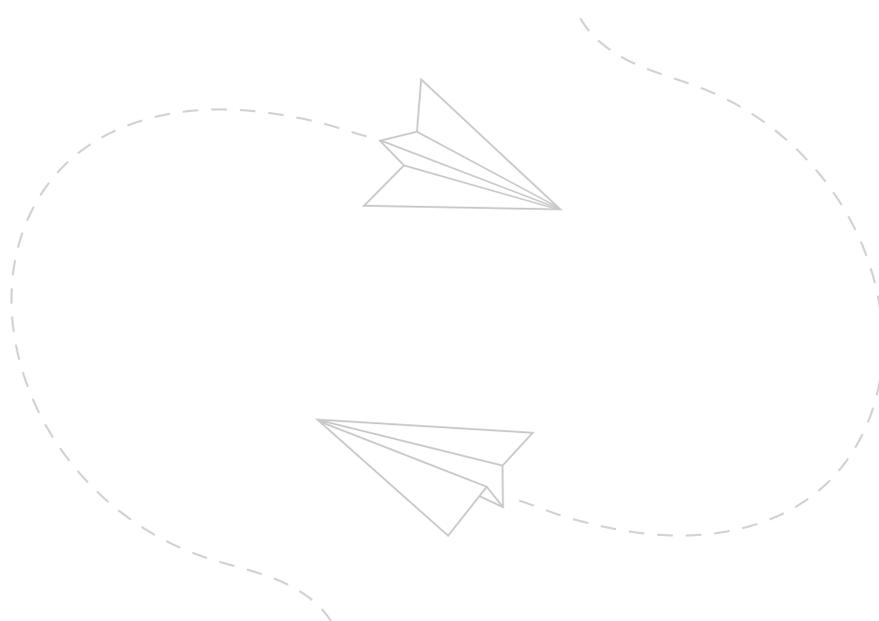
To support value for money service delivery, we have invested in building a healthy and resilient organisation.

At the beginning of the year we built and migrated across to a new cloud based ICT platform. This new platform offers stronger security of data, improved communication between team members at different sites across Perth, and scalability to grow.

We've also strengthened our quality, risk and compliance frameworks; ensuring we have robust systems and practice to safeguard performance, credibility, reputation.

Our staff members are key to supporting clients efficiently and effectively. In response to the growing pressure on wages as a result of the equal remuneration order, Multicultural Futures has maintained a focus on recruiting and retaining the highest quality staff members, understanding that clients' needs are complex and support cannot be compromised.

For many years the organisation has worked tirelessly with clients to support good outcomes, rarely seeking acknowledgement or recognition from others. In an increasingly competitive environment for funding and resources we have responded by investing in our communications. This has enabled us to better connect with our stakeholders; sharing our achievements and reaching out to more potential clients and partners.



social enterprise: world music café.



Images: World Music Café.

social enterprise: world music café.

In 2019, Multicultural Futures developed and launched the World Music Café. The enterprise provides real life work experience and training in events management and business development for people from migrant and refugee backgrounds, by coordinating World Music Café events that showcase international food and multicultural performances.

The World Music Café events provide a platform to showcase multicultural talent and culture, building connections between communities at a grassroots level.

Multicultural Futures recognises the value and potential of trading to achieve our vision. The range of activities that can support a diverse and inclusive community are boundless, but financial resources from government, philanthropic foundations, and private ancillary funds are limited. With this in mind we have set a course to establish and invest in social enterprise. If you have a product that can contribute to achieving our vision, or if you'd like to invest in making a societal impact, we'd like to talk with you.



finance summary.



Image: The making of the Safety at Home video series.

finance summary.

Proportion of income

Federal	22%
State	60%
Services provided	13%
Income from assets and donations	5%

Proportion of expenses

Salaries and On-Costs	83%
Activity Project Costs	7%
Rent and utilities	5%
Other Organisational Costs	5%

Balance sheet

Total assets	\$3,025,325
Total liabilities	\$ 711,272

collaboration.

The work of Multicultural Futures is supported by a broad and dedicated team of individuals, groups, and organisations. We take this opportunity to thank the following who have provided valuable funding to Multicultural Futures in the last 12 months:

ATCO	Department of Social Services
Bux Foundation	Harrisdale Primary School
Carers Australia	Lotterywest
City of Cockburn	Lyndsey McIntosh
City of Fremantle	Mental Health Commission
Client donations	Mostyn Foundation
Crossing Borders Interhealth	Neami
D'Orsgona	Scanlon Foundation
Department of Communities	Soroptimists International
Department of Health	WAPHA
Department of Home Affairs	

Want to support Multicultural Futures?

You can volunteer, donate,
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