



30th Annual Report 2018-2019

Celebrating 30 Years!





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MultiLink's Commitment

Purpose Statement

Supporting diverse communities and individuals to reach their potential

Mission

Delivering culturally accessible and relevant services

Tag Line

Challenging Boundaries Together

Values

Respect

We respect the rights of all people to be different, regardless of how they identify. We believe in a support culture where we defend the right for people to have their own opinions and we trust and dignify each other in an honest and humble way.

Professionalism

We will conduct all business transactions with honesty and to a high professional standard. We are accountable to our peers, clients, funding bodies, and the organisation.

Quality

We agree to build, maintain and adhere to quality standards by providing both internal and external services, systems and processes of excellence.

Commitment

We are committed to making a positive impact in the lives of diverse consumers and communities. We take initiative and responsibility in providing support and advocacy for all stakeholders.

Creativity / Innovation

We thrive in creativity by allowing, applying and accepting innovative and alternate practice to all aspects of our business; permitting change in culture and new horizons.

“What we intend to achieve”

Growth of Service Delivery

MultiLink will continue to look for ways to expand our services so that we can provide more support to more people. This includes expanding the geographical area that our services cover, as well as seeking opportunities to expand our service delivery types.

Lobbying and Advocacy

MultiLink is committed to be a voice for change for systemic advocacy to enable positive opportunities for all communities and individuals to be independent and participate equitably in the social, economic and civic life of society.

Stewardship of Resources

MultiLink will undertake responsible planning and management of all resources in a manner that is consistent with our mission and goals, and in a way that maximizes the value of resources to current and future stakeholders. MultiLink will operate in a way that is financially viable and sustainable in the long term.

Governance

The MultiLink Management Committee and the Chief Executive Officer are committed to striving for high standards of governance relative to the size and nature of the organisation. Governance in the context of MultiLink refers to the processes, activities and relationships of the organisation that ensure that the organisation is effectively and properly run. MultiLink recognises and complies with the five minimum standards set out in the *Australian Charities and Not-for-profits Commission Governance Standard*.

Partnerships and Collaboration

MultiLink has an extensive history of innovative, open, accountable and respectful partnerships and collaborations with government, non-government organisations, and private enterprise. Sharing resources and expertise, bringing our various strengths together and value adding to our joint endeavours across the communities and goals for which we strive.

Acknowledgement of Traditional Owners

MultiLink acknowledges Aboriginal and Torres Strait Islander Peoples as the first people of this country.

MultiLink respects and values Australia's Indigenous Peoples enormous resilience, courage, determination and often unrecognised contribution to this nation's development.





Chairperson

It's a pleasure to present this report to the 30th Annual meeting of MultiLink Community Services.

30 years is a significant milestone that draws us to reflect on the past, to celebrate the present and look forward to the future in confidence and excitement.

MultiLink began in humble circumstances, a group of overseas-born residents of Logan City realised a need for services to assist Migrants and Refugees coming to settle in the city.

In 1988, a research survey was undertaken. The survey results indicated an urgent need for referral services, access to qualified interpreters, translated materials and support and information services in the area to support newly arrived migrants.

As a result, a steering committee of the Logan City Migrant Neighbourhood Centre, with the support of the Brisbane Women's Health Centre as the sponsoring body oversaw the centres' initial projects, developed the first Constitution, sought incorporation and on 1 April 1989, the Logan City Migrant Neighbourhood Centre Inc. opened its doors for the first time.

English classes, playgroup and the provision of information were the first activities conducted by centre volunteers.

- In 1990, the first Employment Program commenced
- In June 1991, the first paid staff member was employed as Community Development Worker
- In 1992, a children's services project commenced
- The centre hosted a grandparents group which over time became the beginning of our Day Respite Program

Over the last 30 years, MultiLink, as we are now known, has had three homes, originally at Jacaranda Avenue, followed by Wembley Road from 1995 and our current Blackwood Road address since 2001, a property which MultiLink purchased in 2018.

MultiLink has also had three names, originally the Logan City Migrant Neighbourhood Centre Inc. from 1989 until 1997 when the name was changed to the Logan City Multicultural Neighbourhood Centre Inc. and then to our current name of MultiLink Community Services Inc. from 2004.

Since then, MultiLink has grown to deliver services for migrants and refugees across 7 Local Government Areas, across Aged Care, Disability, Financial Wellbeing, Refugee Settlement, Community Support, Employment & Training and Youth and supporting over 9000 individuals per annum from at least 150 culturally diverse backgrounds.

The last 30 years are a story of local people responding to local need and setting us on a journey that brings us to where we are today, a quality, client focused, multicultural community service that continues to grow to meet the needs of our ever growing multicultural communities.

Thank you to my fellow members of the MultiLink Management Committee for your support this year, and to Bruce Milligan and the Senior Management Team for their sound stewardship of the organisation.

Matthew Day
Chairperson

The Management Committee



Matthew Day (Chairperson)

Matthew is a proven IT professional with more than 20 years' experience in the industry. His background includes planning, developing and implementing state of the art information solutions facilitating corporate growth. He has a proven track record in highlighting and resolving issues in a diverse, technical environment and for leading and coordinating team efforts for installations, upgrades, and problem resolution. This demonstrated ability for learning the detailed features of technology allows him to articulate them into concrete business benefits. He is a hands-on IT Manager with a well-rounded IT background.



Anu Karunaratne (Vice Chairperson)

Anu is an experienced civil engineer with a background in client side asset management, maintenance and construction of civil infrastructure. He has a strong commercial focus and sharp business acumen, combined with a proven ability to develop high performing and harmonious work teams.



Kathy White (Secretary)

Kathy is a visionary and business development executive with a background in business building, strategy, and contract and relationship management. During her 30 year career, she has consulted to and worked across State and Federal Government, as well as public and private enterprises. Since 2011, Kathy has been involved in Aged Care and Geriatrics, which led to the identification of gaps in the delivery and management of health care services and creates an opportunity for innovation which she is currently pursuing. Kathy has a keen interest in entrepreneurship, innovation and sustainability and is undertaking an MBA at Griffith University.



Christine Mudavanhu-Makumbe (Treasurer from January 2019)

Christine has over 20 years' experience working across three different countries in Zimbabwe, New Zealand and Australia with a Masters Degree in Public Policy. She is a public policy strategist and advisor specialising in human services policy development and program design. Her areas of focus are homelessness, domestic and family violence, social inclusion, diversity and cultural appropriateness. She supports the economic development and empowerment of refugee communities and currently serves as Mentor as part of the QUT Employment and Careers Program. Christine is the current President of the African Professionals of Australia Association (Queensland Chapter) a Director at Skilled Migrant Professionals of Australia as well as the Queensland State Delegate for the Australia Zimbabwe Business Council. Christine is also the Founder of a social enterprise, Pickup Australia www.pickupaustralia.com.au which is a transport service for people with a disability in the Ipswich area.

The Management Committee



Joan O'Loughlin (Committee Member)

Joan has been a long serving member of the Management Committee holding various positions and has been a volunteer English class tutor at MultiLink since 1999. In her previous life she has managed her own construction company and worked in the Aged Care sector. More recently working as an information officer with the AEC (Australian Electoral Commission), and ECQ (Electoral Commission Queensland). At the 2018 Annual General Meeting of MultiLink Community Services, Joan was voted life membership of the Association.



Ben Coogan (Committee Member)

Ben practices in all areas of intellectual property law including agreements and disputes, information technology, privacy, confidential information, competition and consumer law, and litigation. In addition to his intellectual property law experience, Ben is also an experienced practitioner in the area of defamation and media law. Ben has completed his Masters of Laws specialising in intellectual property law. He is a current committee member of the Queensland Law Society's (QLS) Technology and Intellectual Property Committee and long-serving past committee member of the QLS Competition and Consumer Law Committee. He is a long-serving past committee member and treasurer of the Licensing and Executives Society of Australia & New Zealand (LESANZ) (Queensland Chapter), and a member of the Intellectual Property Society of Australia & New Zealand (IPSANZ), Law Council of Australia Intellectual Property Committee as well as the Association of Corporate Counsel (ACC).



David Robertson (Committee Member – Resigned January 2019)

A long time member of the Management Committee, David was born in Sri Lanka and migrated to Australia in the 1970s. He runs his own IT business and has partnered with other not for profit organisations as he sees the need to not only reach out to his community through his business, but also to reach out to the global community in the wider scope of humanitarian aid.



Chief Executive officer

2019 marks the 30th anniversary of MultiLink Community Services and as an organisation we have continued to go from strength to strength. Our clients can be assured that thirty years of experience goes into the services that we provide and everything that we do. Just as the founders of MultiLink did in 1989, we continue to focus on the needs of the community and we strive to provide the best possible support to our various client groups.

I hope that the group of people who formed the Logan City Migrant Neighbourhood Centre in 1989 would be proud of what MultiLink Community Services has become today. I would like to acknowledge the many people who have come before the current generation of “MultiLinkers” and who helped create the organisation that exists today. These people include the volunteers, staff, members of the Management Committee, members of MultiLink, and of course the clients. I hope that the current generation of “MultiLinkers” can continue to build on the legacy left to us by the previous generations as we continue to grow and develop the services that MultiLink provides to the community.

A key milestone and achievement this year was the purchase of the building at 38 Blackwood Road, Logan Central. MultiLink had been leasing this building from the Logan City Council for 17 years and had fitted it out to suit our purpose over that time. When the opportunity arose to be able to purchase the building from the Logan City Council it was too good an opportunity to pass up. Not only does the building suit our needs, after occupying it for 17 years, it is recognised by the community as the base for MultiLink and the services we provide. As well as being a neighbourhood centre the building is used extensively by various community groups after hours and on the weekends. I would like to thank the Logan City Council for their partnership and the relationship that MultiLink has had with them over a long period of time.

Sound financial management and good stewardship of resources has been a focus over the last three years at MultiLink. Because of this we were able to purchase the building at 38 Blackwood Road and we now own it debt free. This asset gives MultiLink the reassurance that we have a base and a “home” that we can continue to grow from. It is also a demonstration to the community that we are here to stay and that our roots are firmly planted in the Logan area. After buying the property we refreshed the front façade of the building and the MultiLink signage. The façade now depicts a series of images that shows the community who we are, what we do, and the services and supports that we provide. We are proud of the brand image that it displays.

In 2018/19 we have continued to focus on the things that matter the most to us and on the things that we do well. We have focused on our clients and how to best support our various client groups. We have focused on doing what we do well, which is providing quality services to our client communities.

Some of the service delivery highlights over the last twelve months include:

- Success in MultiLink’s funding applications to deliver the new Community Visitors Scheme, the new Queensland Community Support Scheme, and ongoing Skilling Queenslanders for Work projects and the new Settlement Engagement & Transition Services (SETS).
- Successful “recommissioning” of MultiLink’s Reconnect-NAYS activity.
- Direct allocation of the Commonwealth Home Support Program growth funding to provide additional domestic assistance.

- An increase in consumers and clients accessing services - a 79% increase in Commonwealth Home Support Program consumers; a 12% increase in consumers accessing the Day Respite activity; a 10% increase in Emergency Relief clients; a 7% increase in clients accessing Settlement Support; and support, information and referral to over 9,000 individuals as a multicultural community/neighbourhood centre.
- Recognition of MultiLink's Hospitality Trainee project as a finalist in the South-East Queensland Training Awards – Community Training Initiative.
- The inaugural "burmaFest" event which attracted over 1,000 attendees.
- Commencement of MultiLink as a NDIS provider with 18 participants entering the program.

As our 30th year comes to an end MultiLink is optimistic about the future and our ability to continue to be recognised as a vibrant and diverse mainstay service provider in Queensland. The future looks bright. I have no doubt that MultiLink will remain vibrant, sustainable and viable for the benefit of our clients for many years to come.

I would like to thank the members of the MultiLink Management Committee, all staff and volunteers, and our many partners and supporters for your ongoing dedication and support of MultiLink. I look forward to working with you all in 2019/20. Let's keep on "Challenging Boundaries Together".

Bruce Milligan
Chief Executive Officer





Treasurer

It is with pleasure that I present the 2018-2019 Treasurer's report to members of MultiLink Community Services Inc.

MultiLink is again in a strong financial position with solid funding streams and sound stewardship of financial resources across the organisation enabling us to maintain our equity base.

In the 2018 – 2019 financial year, MultiLink had a total income of \$7,143,457 with total expenditure of \$6,796,902. The overall result was an increase in member's equity of \$346,555.

We have continued to enhance our financial accountability, transparency and management systems and I am confident that our financial position will continue to be solid over the coming financial year.

I would like to thank our CEO, Corporate Services Manager, Financial Administrator and Auditor for their support and work during the year.

Christine Mudavanhu-Makumbe
Treasurer



Aged Care



With a 79% increase in consumers accessing the CHSP program; a 12% increase in participants accessing the Day Respite program; a direct allocation of CHSP growth funding for increased delivery of Domestic Assistance to consumers; and success in MultiLink's funding applications to deliver the new Community Visitors Scheme services from January 2019 and the new Queensland Community Support Scheme from July 2019; MultiLink's Aged Care service area continues to be a significant driver in MultiLink's service delivery growth and expansion to provide aged care services to the community.

Commonwealth Home Support Program (CHSP)

During the reporting period, 870 consumers (a 79% increase against the previous reporting period) from 72 diverse cultural backgrounds (aged 65 or older or over 50 if they identify as Aboriginal or Torres Strait Islander) accessed basic in-home and community based care services through the CHSP program, including support with:

- **Domestic Assistance** (*assistance with some housework, washing and ironing, unaccompanied shopping*)
- **Personal Care** (*eating, bathing, toileting, dressing, grooming, getting in and out of bed and moving about the house*)
- **Individual Social Support** *assistance with participation in community life (social contact, letter writing, accompanied shopping, companionship activities in the home if mobility is an issue, monitoring services)*
- **Group Social Support - Centre Based Day Activities** (*attend and participate in social interactions designed to develop, maintain and support social interaction and independent living*)
- **Flexible Respite Care** (*providing short term at-home supervision and assistance to enable the carer to "take-a-break"*)
- **Cottage Respite** (*providing 24-hour overnight supervision and assistance in our Overnight Respite Cottage to enable the carer to "take a break"*)
- **Nursing** (*treatment and monitoring of medically diagnosed clinical conditions such as the provision of wound care, continence advice, assessment, palliative care and medication assistance*)
- **Transport** (*direct provision of transport for consumers to get out of their house, do chores and attend community activities, some appointments and group shopping activities*)
- **Allied Health** (*direct provision of allied health services that restore, improve or maintain consumers health, wellbeing and independence*)
- **Home Maintenance** (*direct provision of services that assist consumers maintain their home in a safe and habitable condition, supporting their independence, safety, accessibility and health and wellbeing*)

Home Care Package Program

Delivered under a Consumer Directed Care philosophy and framework, the provision of package care to higher need consumers is designed to delay entry into residential care facilities. During the reporting period 78 consumers from 29 diverse cultural backgrounds accessed individually planned and coordinated Home Care Package support through MultiLink across level 1, 2, 3 & 4 packages.

17% of consumers came from Anglo-Australian backgrounds, 8% each from England, Fiji & Romania, 4% each from Argentina, El Salvador, former Yugoslavia, Germany, Hungary, Italy, New Zealand & South Africa, 2% each from Cambodia, Croatia, the Philippines, Samoa & Spain, and just over 1% each from China, the Czech Republic, Denmark, Egypt, Indonesia, Macedonia, the Netherlands, Nicaragua, Peru, Scotland, Serbia, Thailand & Uruguay.

Cottage Respite

As part of the Commonwealth Home Support Program (CHSP), MultiLink's Cottage Respite continues to support and assist primary carers of people who have difficulty caring for themselves due to frailty or disability, enabling them to "take a break" from their caring role.

A range of activities are provided to support a wellness approach where we do more 'with consumers' rather than just 'for' consumers. Activities delivered have included herb gardening, art and craft, birthday celebrations, dress up days and a variety of game playing which helps stimulate physical and emotional wellbeing as well as joining with activities at MultiLink's Day Respite and Community Centre.

During the reporting period, 18 CHSP carers and care recipients regularly accessed the activity with 33% of consumers originating from Samoa, 16% Anglo-Australian, and 5.5% each from New Zealand, Italy, former Yugoslavia, England, Scotland, the Philippines, Bosnia-Herzegovina, Romania & Hungary.

Day Respite & Community Centre

Supporting carers and consumers across both the Commonwealth Home Support Program (CHSP) and Queensland Community Care Services (QCCS), MultiLink's Day Respite & Community Centre supported 139 individuals across the reporting period (a 12% increase in consumers accessing the program against the previous year), providing a range of group activities including low impact exercises, bingo, and special celebrations for Australia Day, Anzac Day, Easter, Melbourne Cup Day, Oktoberfest and Christmas.

Monthly day trips to increase community connection were conducted across the reporting period and a range of information sessions and workshops were also held throughout the year to support continuing wellness as well as understanding of, and engagement with, Australia's aged care system.

28% of consumers came from Myanmar, 12% Samoa, 6% Uruguay, 5% each from Hungary & Germany, 4% each from El Salvador, Australia & Croatia, 3% from Romania, 2% each from Bosnia-Herzegovina, Fiji, Macedonia & Slovenia, and 1% each from Argentina, Chile, former Yugoslavia, Papua New Guinea, the Philippines, Serbia, Spain, China, Cook Islands, England, Greece, Indonesia, Iraq, Ireland, Laos, Latvia, Lebanon, Malaysia, New Zealand, Peru, Slovakia, & Timor-Leste.

Queensland Community Care Services (QCCS)

Over the reporting period 105 consumers from 22 diverse cultural backgrounds (aged under 65 or under 50 if they identify as Aboriginal or Torres Strait Islander) who may have a disability or condition which restricts their day-to-day living, accessed basic Queensland Community Care Services (QCCS), including support with domestic assistance, personal care, social support, respite care, assessment, care coordination, case management, counselling, support, information and advocacy, nursing, centre based day care and transport.

A significant focus of the reporting period has been supporting consumers with a recognised disability to transition into the National Disability Insurance Scheme (NDIS) as well as preparing consumers to transition into the new Queensland Community Support Scheme (QCSS) program which MultiLink will commence delivering from 1 July 2019.

39% of consumers came from Anglo-Australian backgrounds, 31% from Myanmar, 5% Afghanistan, 3% each from Fiji & Samoa, 2% each from El Salvador, France, Papua New Guinea & Romania, and 1% each from Bosnia-Herzegovina, Burundi, Croatia, England, India, Indonesia, Iran, Iraq, New Zealand, Scotland, South Africa, Sudan & Vietnam.

Counselling, Support, Information & Advocacy (CSIA)

MultiLink continued to provide the Counselling Support Information and Advocacy (CSIA) activity during the reporting period; providing informal counselling, support, information and advocacy services to carers of aged and disabled consumers to support them in their caring role. The program has linked carers to a range of specialised support services, including the Commonwealth Respite and Carelink Centre, Dementia Advisory Services, Continence Information help services and Carers QLD, as well as supporting carers through the process of navigating the aged and disability care systems.

18 carers were supported with 22% originating from Samoa, 17% Australia, 11% each from Macedonia & the Philippines, and 6% each from Fiji, England, Bosnia-Herzegovina, Croatia, Italy, Romania and Uruguay.

Seniors Week Celebration

MultiLink once again celebrated Seniors Week with 94 consumers attending a celebratory event at MultiLink's Day Respite and Community Centre. The event, *Bridging Age Barriers*, fostered positive interactions through activities which aimed to improve community attitudes towards old people and ageing.

Attendees enjoyed morning tea and participated in intergenerational storytelling through a Maori Cultural Workshop (Poi dance and Hakka), cultural arts and crafts, specifically the making of Samoan and Tongan leis and Ula Lole (lolly necklaces).

A highlight of MultiLink's Seniors Week celebration was the ongoing partnership with local schools where students from Culturally and Linguistically Diverse (CALD) backgrounds were engaged to participate on the day. This event promoted a deeper awareness and understanding between young and old and promoted cross-cultural learning across generations.

Community Visitors Scheme

MultiLink has continued to deliver the Community Visitors Scheme (CVS), a Commonwealth-funded national program designed to help establish social links between people living in residential aged care facilities and isolated consumers accessing Home Care Packages in the community, whose quality of life can be improved by friendship and companionship.

The CVS program was successfully re-applied for in 2018 and the new CVS contract commenced from January 2019.

During the reporting period, MultiLink provided:

- 477 one-on-one and group residential aged care visits to 38 residents, and
- 440 home care visits to 31 home care package recipients.

Consumers receiving CVS visits represent 29 diverse cultures and nationalities, including 13% Anglo-Australian, 12% English, 10% Romanian, 7% Dutch, 6% German, 3% Indian, 4% each from Argentina, Greece, Spain, & China, 3% each from Russia, the Czech Republic, Hungary, Italy, & Croatia, 1% each from Vietnam, Samoa, Thailand, Indonesia, Serbia, Scotland, Egypt, South Africa, Myanmar, Papua New Guinea, Somalia, and 1% identifying as Indigenous.



Youth



With the successful application to have the Reconnect-NAYS activity “recommissioned” in 2018, MultiLink’s Reconnect-NAYS youth team have continued to provide much needed support to meet the early intervention needs of newly arrived and non-newly arrived refugee young people and their families who are at-risk of homelessness and have low levels of engagement with family, employment, education, training or their local community.

Reconnect - Newly Arrived Youth Specialist (NAYS)

The Youth team continued to implement early intervention strategies and provide individual case work support to young people at risk of homelessness (aged 12-21 for newly arrived refugee young people arrived in the last 5 years, and aged 12-18 for non-newly arrived young people in the community). Support has been provided to parents, carers and siblings across a number of risk factors, including; family relationships, housing, education, employment, community engagement, independent living skills, ensuring safe, secure and affordable housing outcomes for clients, family reconciliation, and continued educational engagement.

Over the reporting period, the team supported 85 young people with 13% coming from Iran, 12% Ethiopia, 10% Afghanistan, 6% each from Australia (Anglo-Australian) and Kenya, 5% each from South Sudan, Pakistan, Eritrea and Tanzania, 4% each from New Zealand, Iraq and Cambodia, 2% each from Sudan, Philippines, Thailand, Burundi, Congo & Guinea, 2% identifying as Indigenous, and 1% each from Fiji, Syria, Malaysia, Canada, Liberia, Somalia and Uganda.

MultiLink Youth Hub

MultiLink’s Youth Hub serves as an after-school drop in program primarily for high school students seeking support with English tuition, homework, assignments and seeking part-time employment as well as providing culturally diverse young people a friendly place to meet and enjoy social interaction. The program provides a pathway to inform young people of events and activities at MultiLink and in the wider Logan area and most importantly provides staff with a “soft entry” opportunity to build rapport with the young people and link them with appropriate MultiLink services and ongoing support.

School Holiday Program

Through the school holiday program Reconnect NAYS clients and other socially isolated young people are provided with opportunities to connect with each other and engage with the community. Holiday activities at MultiLink have included several arts, crafts and games sessions, movies, an Easter party and a Cash IQ presentation by RACQ to develop financial literacy. Young people have also been linked into the Multicultural Youth Space Program at Headspace at Meadowbrook. Outings to community events have included the Logan Youth Festival Event, Brisbane Christmas Lights and Logan Homeless Connect.

Social activities were also provided outside of school holiday periods and included outings to MDA’s Luminous Lantern Parade at Southbank, the Logan Eco Action Festival, Harmony Day celebrations, the Youth Off The Street Christmas Party, Ignite Careers Expo and a Multicultural Health Expo.

Schools Outreach

School based outreach increases the accessibility of the Reconnect NAYS program to young people as well as facilitating earlier intervention as the youth team are able to work more closely with key school personnel and promote the referral of young people when they were at risk rather than in crisis. Outreach services were delivered at Woodridge, Beenleigh, Southport, Helensvale and Keebra Park State High Schools.

At Beenleigh SHS in addition to individual support, the youth team provided drop-in activities and information during school breaks. At Woodridge SHS classroom support continued for Reconnect NAYS clients at risk of disengagement. The team also commenced a weekly basic living skills program at Woodridge SHS which provided information and material resources to young people at risk as well as helping them to build a peer support network.

The youth team were additionally able to support a variety of school events including Beenleigh SHS's Cultural Day, Woodridge SHS's Refugee Week and a Multicultural Health Day at Mabel Park SHS.

Queensland Child Protection Week Event

MultiLink once again received funding to hold a Child Protection Week event. This year the project delivered a Family Day held at Logan Gardens to provide a fun-filled outing for our clients and their families and the wider community. Activities included basketball, soccer, volleyball, a range of outdoor games and water play, henna, beading, other arts and crafts and a healthy lunch was also provided. MultiLink's Bi-lingual Cultural Assistants (BCA's) supported staff to communicate to participants the concept that child protection is everybody's business and attendees were provided with information packs that elaborated on the key messages of Child Protection Week and offered information on a range of family support services.

Queensland Youth Week 2019

MultiLink, in collaboration with Headspace, YFS, Logan City Council, Bridges Reconnect and Multicultural Youth QLD planned and delivered a Youth Week event for local young people during the reporting period. The Logan Youth Festival Event (LYFE) was held in April at Gould Adams Park, Kingston, and attracted over 800 attendees throughout the course of the day. LYFE showcased the talents of young people with continuous live entertainment from singers, dancers, musicians and visual artists. Participants enjoyed free carnival rides, sports, games, free sausage sizzle as well as competitions and prizes, while community and government agencies provided information stalls and free activities and giveaways. MultiLink's youth and settlement teams provided free face painting, henna, hair braiding and children's games, arranged transport to the event for MultiLink clients and sourced donations for raffle prizes.

Supporting Collaborative Capacity

MultiLink's Youth team continued to contribute to the Logan Youth Network and the Logan Multicultural Network, taking an advocacy perspective for CALD youth. These networks enabled the team to source information, opportunities and referral pathways for Reconnect NAYS clients and provided a platform to promote MultiLink's programs and services. The team participated in the Logan Youth Homelessness Working Group, which recently received funding to produce a concertina card containing essential information for young people at risk of, or experiencing, homelessness.

In addition, MultiLink's Reconnect NAYS was an active member of the Services Pathways Group (SPG), a collective of local youth services, including MultiLink's youth team, which addresses issues faced by local young people; increases the sharing of information and resources; and enhances referral pathways. A recent initiative of the SPG has been a weekly street tag program for disengaged youth.

MultiLink's Reconnect NAYS program also actively supported Crestmead PCYC's annual CAOS youth festival, the Youth Off The Street community Christmas Party event, Walk Together Logan and the 2018 World Culture Festival across the reporting period.

Logan Housing & Homeless Network (LHHN)

The Logan Housing & Homeless Network provides support and advocacy to members of the local community who are homeless or at risk of homelessness. MultiLink's Reconnect NAYS team contributed to monthly LHHN meetings and supported the network's projects.

The LHHN's third annual Logan Homeless Connect (LHC) event was held in October 2018, connecting over 500 community members with local community and government agencies. Attendees enjoyed a number of health and beauty services, free meals, activities and entertainment and were provided with donated clothing, food, blankets and toiletries. The youth team contributed to the (LHC) working party supporting the organisation of the event through sourcing large food and clothing donations while MultiLink's Settlement team ensured MultiLink clients accessed the event by providing language support and transport on the day. Staff and volunteers assisted in various roles throughout the day including welcoming attendees, guiding participants around the event, working in the donations area, providing henna tattooing and assisting at the MultiLink information stall.

The Logan Street Library, also facilitated by the LHHN, engages with disadvantaged members of the community through the provision of books and other practical resources. Its main purpose is to provide information and referrals to housing and homelessness services. The mobile street library van frequents street outreach sites as well as community events and a pop-up stall is held fortnightly at the Woodridge Housing Service Centre and MultiLink's youth team continued to support its operation. MultiLink clients also access a 'static' library located in the Settlement office at our Blackwood Road building, to help improve their English skills and experience the enjoyment of book ownership.

Material Aid Donation Hub

MultiLink's Reconnect NAYS team continue to facilitate a donation hub which ensures resources from generous donors reached those most in need. MultiLink staff and community members regularly donated new and used clothing, bags, toys and household items. **'Knitting for Brisbane's Needy'** provided 100 toiletries packs and 72 handmade blankets just in time for those cold winter nights. Complete baby packages were sourced from **'Baby Give Back'** for new mums and **'The Brisbane Period Project'** provided around 100 hundred sanitary packs. Donations were distributed to Reconnect NAYS clients, their families and the wider MultiLink client base to help reduce the impacts of financial hardship.



Settlement



With success in MultiLink's funding application to deliver the new Settlement Engagement & Transition Services (SETS) activity from January 2019; a 7% increase in client numbers; and a proactive effort to meet best practice benchmarks through the National Settlement Services Outcome Standards; the settlement team continued to provide support to newly arrived refugee and humanitarian entrants, to become self-reliant and participate actively in the social and economic life of the community.

Supporting New Arrivals

The settlement team supported 365 individuals over the reporting period (a 7% increase on 2017/18 client numbers) with 26.5% from Myanmar, 22% Syria, 17% Afghanistan, 10% Congo, 8% Ethiopia, 4% each from Iran & Burundi, 2% each from Somalia & Eritrea, 1.5% Iraq, and 1% each from South Sudan, Sudan & Rwanda.

62 new clients entered the program over the reporting period with 23% from Syria, 21% from Congo, 16% Myanmar, 14.5% from Ethiopia, 8% from Burundi, 6.5% Afghanistan, 5% Eritrea, 1.5% each from Somalia, Iran, Sudan & Rwanda.

A range of group-based activities (information sessions, workshops, skills development, and regular structured groups/projects) across some of the nine priority areas identified in the National Settlement Services Outcome Standards were delivered to, or supported by, settlement clients across the reporting period, including:

Education & Training Pathways

- Sewing Classes
- Computer Classes

Employment

- Job Hub

Health & Wellbeing Pathways

- Taking the Plunge: Refugee Women's Swimming Program
- Multicultural Health Day: Aged Care/Disability pathways

Housing

- Logan Homeless Connect

Language Acquisition Pathways

- Conversational English Classes
- Bi-Lingual English Classes

Civic Participation

- Walk Together Logan: Welcoming Refugees
- "burmaFest"

Family & Social Support Pathways

- Deal With Debt Day
- LYFE (Logan Youth Festival Event)
- Thingyan Water Festival
- Iftar Dinner
- MDA Ltd Luminous Lantern Parade
- Antipoverty Network's Financial Wellbeing Day
- Child Protection Week Family Fun Day
- Brisbane City Christmas Lights
- Community Safety Day (Disaster Awareness & Preparedness)

Taking the Plunge: Refugee Women's Swimming Project

Following the *Logan Women's Social Group* project delivered in partnership with QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma) in 2018, (which supported female clients of both organisations to

reduce social isolation and connect and build social networks through weekly activities), MultiLink was successful in securing project funds to conduct a focused swimming project during the reporting period.

The program aimed to increase participants' confidence in the water by teaching them how to swim at Gould Adams Aquatic Centre and offering them a healthy lunch every week. In addition to weekly swimming lessons, participants also took part in a beach safety session delivered by Surf Life Saving Queensland.

A total of 27 women registered for this program with participants coming from MultiLink, QPASTT and MDA Ltd's new arrival cohorts.

Bi-lingual English Classes

During the reporting period, the settlement program continued to focus on the vital outcome of English language acquisition for newly arrived refugee and humanitarian entrants through the delivery of bi-lingual English classes for Oromo, Karenni and Farsi speakers. The bi-lingual approach to English language acquisition continues to convey meaning efficiently and the teachers ensure concepts have been understood. Students continue to make strong connections between words, meaning and usage enhancing English language uptake and proficiency. Students currently participating in these English classes have completed the AMEP or SEE TAFE programs or postponed to increase their basic English skills before attempting formal programs (which they find intimidating).

Over the reporting period 45 participants (14 Oromo, 22 Farsi & 9 Karenni speakers) have participated in bi-lingual English classes.

Sewing Classes

With a focus on education and training outputs, which may lead to enhanced employment or enterprise development pathways, the settlement program continued to provide weekly sewing classes for newly arrived clients interested in developing their professional sewing skills (including basic pattern alteration and fitting techniques). The classes enable the creation of individual and professionally finished garments through the facilitation of a highly talented, bi-lingual class facilitator, educated as Fashion designer.

During the reporting period, 23 participants accessed the classes, originated from Myanmar, Congo, Afghanistan, Burundi and Syria.

Supporting the Policy Agenda

Across the reporting period, MultiLink had the opportunity to meet formally with representatives of the Settlement Council of Australia (SCOA), the Refugee Council of Australia (RCOA), and the Federation of Ethnic Communities' Councils of Australia (FECCA). These meetings provided the opportunity to raise awareness of the issues faced by new arrivals and how MultiLink's programs and activities, such as our community English language classes, are responding to the needs of newly arrived communities and individuals.





Disability



Multilink commenced delivering support services to participants under the NDIS from 1 July 2018, as well as continuing to support existing individual Queensland Community Care Scheme (QCCS) participants to transition into the NDIS.

Prior to 1 July 2018, MultiLink had successfully registered with the NDIA as a provider of supports under the following NDIS registrations:

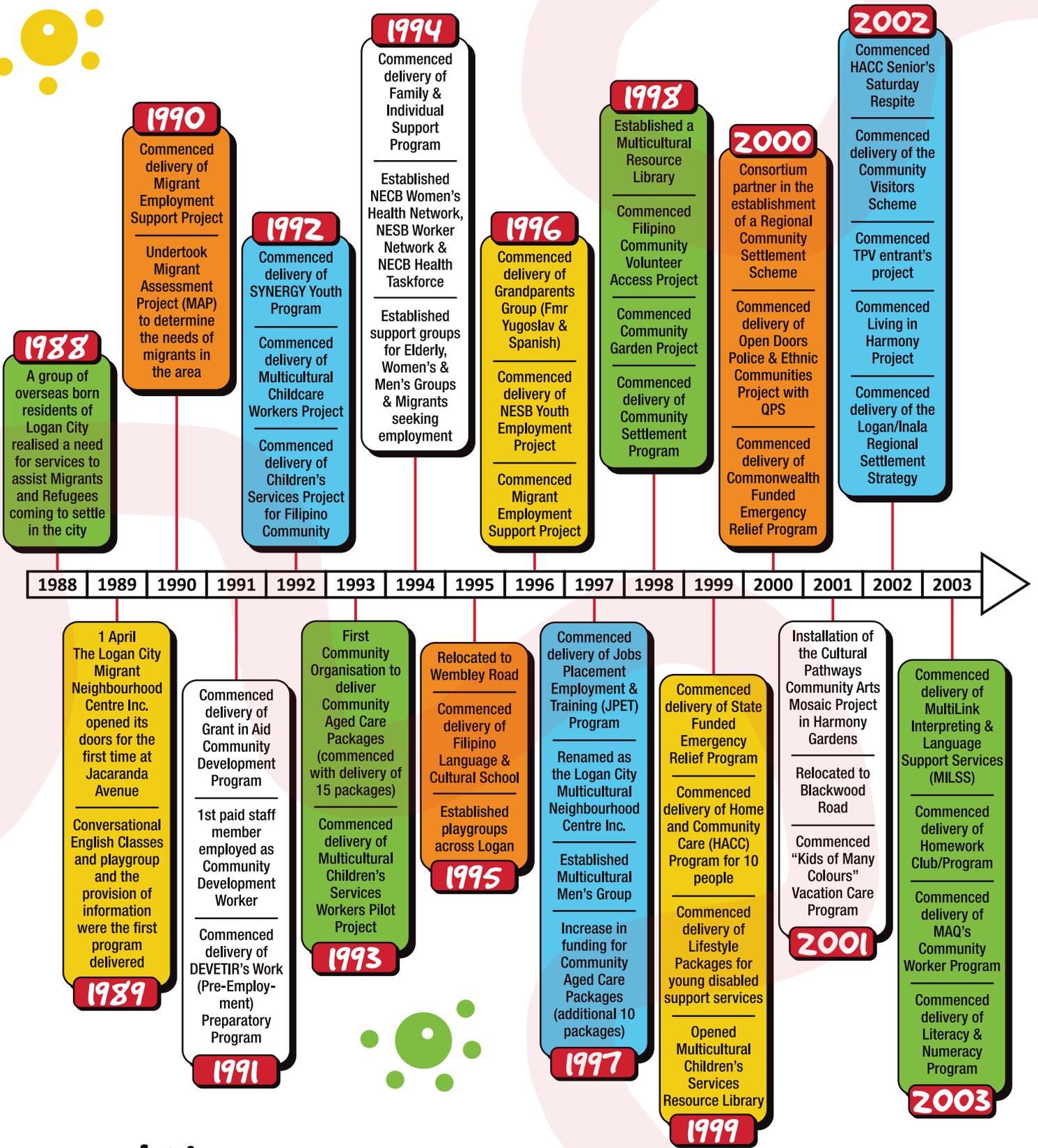
- Assist with Personal Activities
- Participate in Community
- Group/Centre Activities
- Interpreting/Translation
- Household Tasks
- Community Nursing Care
- Therapeutic Supports

From 1 July 2018, 18 participants activated their NDIS packages through MultiLink Community Services and commenced receiving services to support their disability needs.

12 participants successfully transitioned into the NDIS from MultiLink's Queensland Community Care Services (QCCS) while a further 6 participants entered the program from external pathways in the community.

83.5% of our NDIS participants came from Anglo-Australian backgrounds, with 5.5% each originating from France, Myanmar and Papua New Guinea.





30 Years of serving the Community

2004

- Commenced delivery of new Community Settlement Support Services
- Commenced Pacific Island Coordination Project
- Renamed as MultiLink Community Services Inc.
- MILSS expanded to include translation services
- Commenced Community Learning in Partnership Project
- Commenced monthly Samoan Seniors Respite

2006

- Commenced Overnight Respite Cottage Pilot Project
- Commenced Amharic English Classes
- Commenced MYSpace Youth Development Initiative
- MultiLink & QUT conducted needs assessment of the multicultural needs of the Logan Community
- Commenced Tax Help Program

2008

- 21 October First group of clients entered the new Day Respite Centre at Mayes Ave & Tues-Sat Respite
- Commenced Youth Sports Club
- Commenced Discover Australia through Drama Project
- Commenced Traditional Dance & Games Project
- Commenced Suicide & Self-Harm Project
- Delivered Embracing Diversity Symposium

2010

- Installed Broadband for Seniors Kiosk at Mayes Ave
- Commenced Linking Languages Project
- Commenced Burmese Parenting Group
- Commenced delivery of Get Set For Work – Skills to Pay the Bills Program
- Commenced delivery of No Interest Loan Scheme (NILS)

2012

- The Inaugural Alaa El Mekawi Staff Award presented
- Delivered 100th NILS Loan
- Commenced delivery of Grow It. Eat It. Live It. (GEL) Program

2014

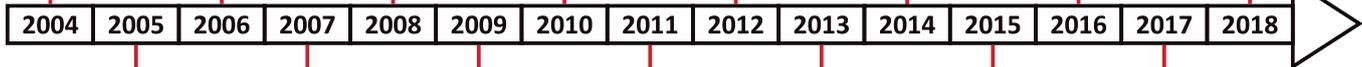
- Commenced delivery of Health Matters Project
- Last mortgage payment made on Mayes Avenue loan

2016

- Representative of Logan City Community Housing Renewal Initiative Ministerial Advisory Committee
- Commenced delivery of My Aged Care Regional Assessment Services (RAS)
- Became Secretariat for Logan Community Suicide Prevention Network
- Foundation member of the Station Rd Initiative
- Established "Burmese"/ Karen Respite

2018

- Commenced SQW Hospitality Traineeships
- Commenced Computer Classes
- Commenced Bi-Lingual English Classes (Oromo, Arabic, Karenni & Farsi)
- Commenced Sewing Classes
- Commenced delivery of NDIS Program
- Delivered \$1M in NILS Loans
- Purchased 38 Blackwood Road



2005

- Commenced delivery of the Newly Arrived Youth Support Services Pilot
- Launched "Guiding Lives, Transforming Journeys" Early Intervention Framework
- Commenced MAQ's Pacific Island Community Liaison Program
- Commenced Youth English Class Program

2007

- Funding received for an additional Day of Senior's Day Respite Program
- Purchased Mayes Avenue Property for Day Respite Services
- Conversational English Classes increased from 1, to 2 groups additional classes added on Thursdays
- Commenced Youth Crime Prevention Program
- Funded to conduct CALD Disability Research Project
- Commenced Sexual Health Promotion Project for CALD Young People
- Commenced leasing Ben Matthews Playground

2009

- 17 February Official opening of MultiLink's Day Respite & Community Centre at Mayes Ave
- Commenced Settlement Complex Case Support
- Commenced Citizenship Pilot Project
- Commenced Logan Health & Wellbeing & Natural Helper Pilot Project
- Commenced Rainbow Playgroup Program
- Commenced CALD Immunisation Project

2011

- Commenced delivery of Healthy Living Program
- Developed Multicultural Community Leaders Manual

2013

- Commenced delivery of Logan Peace Project
- Commenced delivery of CALD Micro Business Development Project
- Initiated the Public Peace Meeting & creation of annual "Songs of Peace" event
- The Inaugural Catherine Clark Volunteering Award presented

2015

- Hosted Pasifika & Maori Mental Health Forum
- CAMS State-wide Pacific Island Worker Program Recommissioned
- Expansion of NILS program into Brisbane Region
- Commenced delivery of Persian Bi-Lingual English Classes
- Return of Skilling Queenslanders for Work Projects
- Commenced delivery of CSIA Program
- Commenced 3 year research project with QUT "Understanding Migrant Information Literacy Needs"

2017

- Commenced delivery of Switched on Communities Program
- Expansion & service increase of NILS to include Gold Coast, Ipswich & Toowoomba
- Increased funding for Settlement Services to support Syrian & Iraqi arrivals
- Commenced delivery of Job Hub
- Expansion & Increase of SQW Projects delivered in Redlands, Gold Coast, Goodna, Inala and Logan
- Additional funding received for delivery of Senior's Allied Health, Home Maintenance and Transport (CHSP)

Employment & Training



With continued success in MultiLink's funding applications to deliver Skilling Queenslanders for Work projects; recognition of MultiLink's Hospitality Trainee project as a finalist in the South-East Queensland Training Awards - Community Training Initiative of the Year category; increased project and geographical reach which enabled 357 individuals to participate in the various courses and programs delivered; and 75% of participants that commenced a SQW project during this reporting period achieving an overall "entered employment" or "commenced further training" successful outcome; the Employment and Training service area continues to be a significant driver in MultiLink's service delivery growth and expansion to provide employment focused services to the community.

5 accredited qualifications were delivered with our RTO (Registered Training Organisation) partners for the following industry sectors across the reporting period:

- Certificate III Individual Support Age Care/Disability
- Certificate II Warehousing Distribution
- Certificate I Construction Finishing Trades
- Certificate I Hospitality Traineeship
- Certificate II Allied Health

132 participants commenced in the accredited qualification programs with participants originating from 40 cultural backgrounds. Overall 38% of participants were from Anglo-Australian backgrounds, 6% identified as Indigenous, 12% Pacific Islanders, 13% from New Zealand, 5% each from Iran & Syria, 4% Myanmar, 2% Congo, and the remaining 15% originating from Burundi, Colombia, Cambodia, China, Ethiopia, Greece, India, Indonesia, Morocco, Nicaragua, Pakistan, Philippines, Rwanda, El Salvador, Liberia, Somalia, South Africa, Taiwan, Thailand, Uganda and Vietnam.

MultiLink's Employment and Training projects are outcome focused and specifically designed to assist the most at risk demographic groups within local communities gain a qualification and employability skills needed to meet the challenges of the current job market and achieve a sustainable employment outcome.

Hospitality Trainee Program

MultiLink's innovative Hospitality traineeship program, delivered from MultiLink's Aged Care Day Respite environment, achieved an 83% employment outcome. The program provided participants with Hospitality Industry transferable skills and an understanding of current hospitality work trends, cuisine and service styles, diet and nutritional requirements. Trainees extended their skills through action learning projects that required them to plan, participate in and deliver catering and food services for MultiLink's Aged Care Consumers at our Day Respite Centre as well as community specific events and activities, that included Songs of Peace, "burmaFest", a Senior's Week event, and numerous other internal and external functions.

Hole in the Wall – Pop Up Coffee Shop

As a continuing part of MultiLink's Hospitality Traineeship project, the "Hole in the Wall" pop up coffee station at Blackwood Road, has continued to provide trainees an opportunity to practice and consolidate their barista making and customer service skills, as well as providing a valuable "true to industry" experience for the trainees.

The Hospitality Traineeship Program was a nominated finalist in the Community Training Initiative of the Year at the 2018-19 Department of Employment, Small Business and Training's South East Region Queensland Training Awards.

Job Hub

MultiLink's Job Hub initiative continued to operate during the reporting period and assisted 134 people from 28 cultural backgrounds. This initiative supported individuals from the community to gain the pre-requisite employability skills that they need to be successful in applying for and securing employment opportunities.

43.5% of participants came from Myanmar, 8% Iran, 6% each from Syria & Samoa, 5% Ethiopia, 3% each from Congo, Afghanistan, & India, 2% each from Morocco, Kenya & Burundi, with 2% coming from Anglo-Australian backgrounds, 2% identifying as Indigenous, 1.5% each from Rwanda, Sierra Leone, Uganda, Cambodia, & Colombia, and 1% each from Sudan, Palestine, South Sudan, Eritrea & Pakistan.

The Job Hub operates 4 afternoons a week from MultiLink's Blackwood Road premises and through its range of non-accredited training programs and skill sets, 64% of participants were assisted to become "job ready" and gained employment following participation in the initiative.

Computer Classes

With increasing support services and employment recruitment processes conducting activities online, job seekers are challenged to use a range of online platforms and have a functional level of computer literacy. The importance of digital literacy to support employment outcomes continues to be addressed through the teams' twice weekly (during term time) Computer Class program (beginners and intermediate) to support job seekers in the community with varying computer literacy needs.

These non-accredited facilitated computer classes supported 91 people from 32 cultural backgrounds. 24% of participants coming from Myanmar, 17% Syria, 12% Anglo-Australian, 7% Samoa, 4% each from Cambodia, Ethiopia & Sierra Leone, 3% each from Tonga, Afghanistan, & Congo, 2% from Iraq and 1% each from the Philippines, England, Hungary, New Zealand, Chile, Thailand, Holland, Sudan, Greece, Somalia, Pakistan, India, Cook Islands, Vietnam, Iran & Hong Kong, with 1% identifying as Indigenous.

To meet the expanding participant numbers in both initiatives, MultiLink's Job Hub & Computer class activities, MultiLink was successful in receiving one-off funding from the Queensland State Government through the Queensland Families and Communities Association to purchase additional laptops to support the growing class numbers through a Thriving Queensland Communities grant to assist Neighbourhood and Community Centres to continue to be vital places where people come together, and where people go when they need support.





A photograph of a man and a woman smiling and looking at a laptop screen. The man is on the left, wearing a light-colored sweater, and the woman is on the right, wearing a black and white striped shirt. They are both looking towards the right side of the frame, presumably at the laptop screen. The background is bright and out of focus.

Financial wellbeing

Although unsuccessful in MultiLink's funding application to deliver new Emergency Relief services from January 2019, a ministerial extension of the existing contract has enabled MultiLink to continue to deliver Emergency Relief support to 339 individuals (a 10% increase in those seeking assistance); undertake energy literacy conversations with 574 individuals; and continue to build the financial capability of clients accessing support services.

Emergency Relief

During the reporting period, MultiLink's Emergency Relief program assisted 339 individuals (a 10% increase against the previous reporting period), through 401 instances of support across 34 diverse cultural and linguistic backgrounds. With 40% of individuals coming from Anglo-Australian backgrounds, 19% identifying as Indigenous, 16% coming from New Zealand, 3% each from Syria & Afghanistan, 2% each from Somalia & Ethiopia, 1.5% each from Iran, Myanmar and Congo, 1% each from Papua New Guinea & Samoa, and less than 1% from Sudan, Fiji, Germany, Romania, Lebanon, Burundi, Eritrea, England, Sweden, Bosnia-Herzegovina, Croatia, Hungary, Lithuania, Iraq, South Sudan, the Philippines, South Korea, India, Pakistan, Sri Lanka, El Salvador & the USA.

This program continues to be a source of immediate financial and material assistance to people in crisis, as well as supporting their journey to navigate and build personal financial capability and wellbeing.

Direct support relating to emergency food parcels (delivered collaboratively through Family & Kids Care Foundation, ADRA, Lighthouse Care and The Muslim Charitable Foundation Halal Food Bank) and food vouchers accounted for 68% of support given while 13% of ER support was for utilities assistance (Gas, Rates, Water, Electricity). 6% for transport related expenses, 4% for telecommunications, 1% for material aid and 1% for school related expenses (school uniform and fees).

Advocacy and financial capability support have continued to be an important part of MultiLink's support process with many culturally and linguistically diverse (CALD) clients confronting barriers and challenges in communicating or negotiating their outstanding bills with providers, reconnection of services and accessing financial resilience supports, such as counselling or budgeting skills development and support with Home Energy Audits and appliance upgrades.

207 clients accessing the service during the reporting period were actively referred to additional financial management and capability programs and agencies for further emergency assistance, material aid, development of financial literacy, budgeting skills, direct financial counselling, housing support, employment and training and skills development or to access microfinance programs, with a number of clients receiving multiple referrals. There were a total of 302 external referrals and 29 internal referrals made for further support.

While MultiLink was unsuccessful in its grant application in 2018 to deliver the new model of Emergency Relief, the extension of existing services to December 2019 has enabled MultiLink to continue to support consumers, and prepare them to transition to a new provider before December 2019, at which time MultiLink will, after 21 years of delivering Emergency Relief to the Logan Community, cease delivering this activity.

No Interest Loans Scheme (NILS)

MultiLink's No Interest Loans Scheme (NILS), now in its 10th year of operation, continued to support clients on a low income (as a Client Service Provider (CSP) under the new NILS model), to apply for a NILS loan and operate as a specialist program serving migrant and culturally diverse consumers.

MultiLink's NILS program continued to reach refugee and migrant communities across the Logan, Gold Coast, Brisbane, Ipswich and South West (Toowoomba) Regions. Services outside of Logan were delivered through an outreach model, where financial conversations, interviews and support were delivered via email and phone through collaboration with agencies including MDA Ltd, Access Community Services Ltd, Logan Police Station Cross Cultural Police Liaison Unit and specialist Domestic and Family Violence Services including 99 Steps and other agencies based

in Logan. Outreach in the Toowoomba region also continued through collaboration with the TRAMS program from Catholic Care Social Services as required.

Across the reporting period, MultiLink's NILS activity managed 468 loans to the value of \$523,934. A total of 194 new loans were issued to the value of \$230,777 and 212 loans were successfully completed by borrowers to the total value of \$244,041.

32.5% of new loans were for Household Appliances (Fridge, Washing Machine, Freezer, Television, Camera and kitchen appliances), 23% each for Technology Items (mobile phones, laptop, tablets and computers) & Other Purposes (Education, Course fees and Visa Applications), 14% Household Furniture, 2% Health items (Sleep Apnea machine, dental repairs), 4% for Household repairs/maintenance and 1% for Vehicle repair/maintenance.

NILS consumers came from 37 diverse cultural backgrounds, including 12% from Congo, 11% each from Iran & Afghanistan, 7% each from Burma & New Zealand, 6% from the Philippines, Somalia & Sudan, 5% Burundi, 4% identified as Indigenous, 3% Anglo-Australian, 2% each from Iraq, Papua New Guinea & Syria, 1% or less each from the Bahamas, Bangladesh, Bosnia-Herzegovina, Croatia, Columbia, Ethiopia, Fiji, Haiti, Indonesia, India, Kenya, Lebanon, Liberia, Pakistan, Rwanda, Serbia, Sierra Leone, Solomon Islands, South Africa, Tanzania, Tonga & Vietnam.

Partnership with the Good Guys

MultiLink's NILS continues to be one of the main QLD consumers of The Good Guys through their Good2GoNow program. The Good2GoNow offers substantial saving using the buying power of the NILS network in addition to energy savings. It provides an ethical and responsible online buying service offering highly competitive commercial prices with items in the range chosen based on energy efficiency, quality and price and provides free delivery of fridges and washing machines for NILS and StepUP clients anywhere in Australia. Across the reporting period, MultiLink's NILS Good2GoNow customers joined with other NILS customers nationally to share in savings of \$1.5M on full retail price of goods.

Microfinance partnership with Saint Vincent de Paul Society (SVDP) – StepUp Loans

StepUp loans are one step forward of the NILS program, a microfinance partnership program between Good Shepherd Microfinance and the National Australia Bank (NAB), through which clients are able to borrow up to \$3000 with low interest of 5.99 % with the loan able to be repaid over three years.

This program becomes a stepping-stone for clients wishing to enter mainstream financial inclusion services as borrowers are dealing directly with the Bank after initial screening and support from a StepUp worker.

MultiLink has continued to be a strong supporter of the program through our continuing partnership with the Saint Vincent de Paul Society (SVDP) as a local provider of StepUp Loans in the Logan and Brisbane regions. A SVDP StepUp worker conducts fortnightly interviews with MultiLink's clients from the MultiLink office as an outreach service to ensure accessibility for culturally and linguistically diverse consumers.

During the reporting period, MultiLink referred 175 clients to the StepUp program and following a formal interview, 77 completed applications were sent to the NAB with 91% of these applications approved; resulting in 71 loans with a total approximate value of \$199,512 being issued. The majority of loans issued were for the purchase of vehicles to improve the employment outcomes for these consumers.

Clients accessing this outreach service in this reporting period came from 23 cultural backgrounds, including 26% from Iran, 14% Congo, 9% Syria, 6% Swaziland, 5% Burundi, 4% each from Myanmar & Kenya, 3% each from Australia, New Zealand, Philippines, Uganda, Zimbabwe & Iraq, 2% from Afghanistan, Ethiopia, Lebanon, Nigeria, & Sudan, and 1% each from Armenia, Cambodia, Fiji, Jamaica & Vietnam.

Energy Literacy

MultiLink has remained committed to delivering Energy Literacy education and building on the momentum of our 2016-17 Switched on Communities Project, through the continued delivery of energy literacy information sessions and one-on-one energy conversations to vulnerable community members.

Over the reporting period, one-on-one energy literacy conversations occurred with 574 community members accessing the Emergency Relief and NILS activities.

MultiLink additionally delivered a series of Energy Literacy Information sessions at Logan TAFE for 3 AMEP (Adult Migrant English Program) and 2 SEE (Skills for Education and Employment) classes for 77 participants. Participants came from a range of different cultural backgrounds including Iraqi, Syrian, Afghani, Myanmarese, Cambodian, Pakistani, Somali, Sierra Leone, Burundian, Rwandan, Croatian, Congolese, Eritrean, Taiwanese, Iranian & Ethiopian.

These sessions were held to improve the awareness and access to energy information regarding:

- electricity usage;
- electricity pricing and contract conditions;
- how to read their electricity bill
- understanding electricity plans
- hidden expenses
- how to save on your electricity bill
- concessions available
- hardship programs and
- the knowledge and confidence to shop around for an electricity deal or access a better deal with their current retailer.

A number of one-on-one sessions were also facilitated with individuals following the delivery of information sessions.

Supporting the Policy Agenda - Financial Capability Network

During the reporting period, MultiLink was invited by the Australian Securities and Investments Commission (ASIC), to join their Financial Capability Network, which is focused on delivering initiatives aligned to the 2018 National Financial Capability Strategy.

ASIC recognised MultiLink as having a Financial Capability initiative aligned to the strategy (NILS) and that being a member of the network allowed connection with other similar organisations through regular Community of Practice forums, regular updates on financial capability issues, research and initiatives through the Financial Capability website and newsletter as well as an avenue to raise awareness financial capability issues faced by culturally and linguistically diverse communities on a policy level.



Community Support



MultiLink has continued its core role as a funded Neighbourhood / Community Centre, identifying and responding to the needs of vulnerable individuals and families in the local community, and providing a universal entry point for information, referral, and support for over 9,000 individuals across the reporting period.

English Classes

Now in its 31st year of delivery, MultiLink's conversational English Classes had an enrolment of 189 students across our basic and advanced classes across the reporting period.

Classes continue to be facilitated through a team of dedicated volunteer English Class tutors, delivering the classes as a safe, responsive, and non-formal conversational focused learning environment to cater to the diverse levels of literacy and understanding students bring with them. The classes, delivered 4 days per week, provide a place for intercultural interaction where the mutual exchange of ideas and cultural norms between participants develops deep relationships as students learn from one another and grow together to foster a more cohesive and harmonious society as well as providing a soft entry point for ongoing service provision and support for individuals across MultiLink's suite of wrap-around services.

Students across the reporting period originated from 29 countries with 20% of students coming from Afghanistan, 16% Myanmar, 7% each from Eritrea & Syria, 5% China, 4% each from Ethiopia, Iraq, Congo, Somalia & Iraq, 3% each from Burundi, Cambodia & Taiwan, 2% each from Bulgaria, Laos & Vietnam and 1% each from Australia, Egypt, Fiji, Finland, Iran, Japan, Korea, Lebanon, Liberia, Spain, Sri Lanka, Thailand, Togo & the Ukraine.

Metro South Health - Multicultural Health Day (Disabilities, Seniors and Youth)

MultiLink continued its strong involvement with the Metro South Health Multicultural Reference Committee, to support their aim to increase the capacity of health services in to engage and partner with communities from Culturally & Linguistically Diverse (CALD) backgrounds to develop strategies for involving CALD consumers/communities in the activities of Metro South Health.

During the reporting period, MultiLink was a key partner in two Multicultural Health Days delivered for the Logan Community as part of the Queensland Government's Community Health Action Plan to improve the health of people in Logan.

Disability & Seniors

This event focussed on providing children and adults with a disability, seniors, their carers and families from diverse backgrounds with increased awareness, information and dynamic support pathways for the National Disability Insurance Scheme and My Aged Care Services. Over 350 community members attended on the day.

Youth

This event provided free information on health and support services for grade 10, 11 and 12 students and their families. The information and employment interests of the students were identified by conducting a survey of their health and career needs which showed that their top 5 Health information needs included alcohol and other drugs, healthy eating and fitness, Mental Health, Domestic Violence and Sexual Health, while their top 4 Health Career interests included Nursing, Hospital Administration, Ambulance and Social Work.

In addition to information stalls, students were given the opportunity to participate in physical activities, participated in practice CPR and were given the opportunity to select a new healthy menu item for their school tuckshop. There were also a number of health and fitness packs given away as prizes for their participation.

Over 500 students and their families attended over the course of the day.

Organisational support for a range of Collaborative Community Celebrations & Activities

MultiLink continued to support a range of collaborative community events, celebrations and activities across the reporting period, in particular -

- MDA Ltd Luminous Lantern Parade
- Logan Community Day II
- Logan Homeless Connect
- Walk Together Logan
- Logan Youth Festival Event (LYFE) and
- The Logan Deal with Debt Day

“burmaFest”

The range of diverse ethnic communities which make up the broader Myanmar (Burmese) community accessing services at MultiLink, continues to be the largest single client group across a number of MultiLink’s service activities, particularly in our Settlement area, our Day Respite program, the Queensland Community Care Scheme activity, Job Hub and Computer Classes.

This realisation gave impetus to the creation of MultiLink’s innovative “burmaFest” event to showcase the vibrancy and color of the various ethnic groups which make up the Myanmar community in Logan, and bring these communities together to celebrate and display to the broader local community the strong contribution and culture of these vibrant and diverse ethnic groups.

Held in August 2018, “burmaFest” was MultiLink’s largest event held during Queensland Multicultural Month and was partly funded by a Queensland Government’s Celebrating Multicultural QLD - Multicultural Events grant.

Over 1000 people attended across the day, with participants enjoying a full program of cultural performances, a “taste of burma” food samples, cultural workshops, cultural displays, information stalls and children’s activities. A free shuttle bus to and from the event from Kingston and Woodridge Train Stations was also provided.

“Money Talks Lunch” – Queensland Women’s Week Event

In celebration of Queensland Women’s Week, MultiLink partnered with the Logan Financial Literacy Action Group (FLAG) to deliver the *Money Talks Lunch* event to raise awareness of and improve the financial literacy and capability of women and girls in the Logan Community through presentations of key financial topics and issues.

Presentations were delivered by QCOSS, Legal Aid, Office of Fair Trading and the Benevolent Society, followed by a panel discussion. The event was funded by Department of Child Safety, Youth and Women, with 60 people attending the event representing local Council, State Government, Community Organisations, teachers and High School Students from local schools and diverse community members.

Community Room Hire

MultiLink continues to provide accessible and low-cost community room hire, with 937 hours of room hire provided across 8 community groups, training organisations and church groups throughout the reporting period.

Justice of the Peace Services

MultiLink has continued to provide accessible Justice of the Peace services to clients and the general community in Logan through three staff who have been qualified as Justices’ of the Peace and voluntarily perform this duty alongside their everyday positions within the organisation.

Over the reporting period 461 individual services were provided to community members through the signing of Statutory Declarations, Affidavits, witnessing and certification of various documents.

Community Translation Services

MultiLink’s interpreting and translation service, continued to provide reliable cost effective translation services to community members for written document translation when required.

The Muslim Charitable Foundation Halal Food Bank Hampers

Across the reporting period, MultiLink continued to distribute Halal food hampers to clients requiring emergency food support. Delivered through the Muslim Charitable Foundation, MultiLink is supplied with halal non-perishable parcels which clients collect from us or are delivered through a member of the community.

Coles Bread Delivery

Through the support of a local volunteer, “day old” Coles bread and other baked goods are dropped off at MultiLink across the week for distribution to community members in need. This activity provides an additional layer of assistance for those requiring support and it is estimated that during this reporting period, over 800 community members and clients have accessed this initiative.

Material Goods Assistance

During the reporting period, MultiLink continued to distribute a range of material goods in response to enquiries from community members and clients for assistance with items including household furniture and bedding, kitchen appliances, clothing, toiletries, school shoes and books, blankets, whitegoods, reading books (as part of the Logan Street Library), kitchen utensils, toys and cleaning products.

In addition to donations from community members, this support activity benefited from our ongoing relationship with GIVIT and Knitting for Brisbane’s Needy who donated substantial items for distribution to clients and across the community. During the course of the year, over 200 individuals benefited from this activity.

“Baby Give Back” – Baby Essentials Assistance

MultiLink continues to receive enquiries from community members for assistance for baby items including furniture, clothing, nappies and other essentials including prams, car seats, cots and bassinets, bath items and other furniture. In response, MultiLink has continued its engagement with Baby Give Back, a group of mums on the Gold Coast who, in partnership with support agencies, provide support through the provision of essential baby items to community members in need. This engagement has made it easier to assist in improving over 25 individual’s quality of life by obtaining the baby items they require, at no cost.

Brisbane Period Project

MultiLink responds to numerous daily requests for crisis support and, as well as supporting these community members assistance is often requested by community members who are homeless. In addition to being responsive to these community members through the provision of hygiene packs (including shampoo, toothpaste, toothbrush, tissues, soap), MultiLink has engaged with the Brisbane Period Project to provide our vulnerable community members with access to essential sanitary kits, free of charge. During this reporting period, MultiLink distributed over 450 kits to the community.

Disaster Resilience & Recovery - Human and Social Recovery Committees

As a member of the **Logan District Human & Social Recovery Committee** and **Logan Local Human Social Recovery sub-group**, MultiLink continues to fulfil a key role in the dissemination of information, community preparation for, and cultural and language support to Logan’s diverse communities in times of natural disaster and recovery.

MultiLink’s role includes providing multi-lingual staff and volunteers in times of community recovery and information referral centre operations as required, and in addition provides support to keep community leaders informed about recovery services available, supports the provision of cultural support for individuals and groups affected by the disaster, provides Emergency Relief and NILS (No Interest Loan Scheme) to people impacted, and provides other community support services to assist appropriate referrals for diverse individuals and families impacted by disaster events.

Disaster Resilience & Recovery - Logan Community Safety Day

MultiLink’s ongoing commitment in increasing community capacity in building disaster resilience saw us once again partner with Access Community Services Inc, to hold a Community Safety Day for the Logan Community to build awareness and familiarity on what to do in a disaster and ways that a disaster may directly and indirectly impact them.

The event highlighted our emergency services and community support services and enhanced the broader Logan Community's resilience to emergencies and disasters through an increased awareness or understanding of:

- The roles and responsibilities of government (including the Logan City Council), emergency services such as the SES and support agencies including Lifeline and Metro South Addiction and Mental Health Services;
- Actions that community members can take to minimise the impacts of emergencies and disasters;
- how to prepare for, respond to, and recover from these events;
- The role of each service in the event of a disaster; and
- Other services available to community members impacted by disasters (post disaster Mental Health recovery and support).

A number of sessions were delivered to attendees on the day regarding staying safe in flood waters and storm water drains and venomous Australian animals and what to do in the event you are bitten or stung. The Queensland Fire and Rescue Service and Queensland Ambulance Service additionally brought a fire truck and ambulance for community members to explore.

Disaster Resilience & Recovery - Building Community Disaster Capability

Over the reporting period, MultiLink continued to deliver disaster and emergency preparation sessions for diverse community members, to build community resilience in disaster situations, as well as providing communities with tools and information to enhance their capability to prepare, respond and recover in the event of a disaster.

Domestic & Family Violence (DFV)

MultiLink remains focused on increasing community capacity to identify and respond to Domestic & Family Violence related issues and continuing our role in supporting survivors of Domestic & Family Violence through supported crisis referral to Domestic & Family Violence services for immediate responses, while in the longer term healing and recovery may be provided through case work support across MultiLink's suite of wrap-around services.

The Logan Integrated Service Response (ISR)

MultiLink has continued its active involvement in the Logan Integrated Service Response to DFV to ensure clear and accessible referral pathways for culturally diverse clients who may be experiencing domestic violence. Services are connected, information shared, support structures and resources distributed, all of which creates a stronger support net for those experiencing domestic and family violence. The Integrated Service Response (ISR) is a local cooperative effort towards supporting and resolving issues of domestic and family violence.

99 Steps Reference Group

MultiLink has continued as a representative organisation on the Access Community Services Inc 99 Steps Reference Group which was established to continually improve the 99 Steps support service which supports CALD women and families impacted by domestic and family violence. The group encourages cross-sector collaboration that creates accessible pathways for CALD communities to link with DFV support services and provides access to additional counselling support, legal advice and wrap-around support services that assist in the prevention and recovery of DFV.

DV Response Training

To further enhance the capacity and capability of MultiLink staff to support the response to domestic and family violence, staff members participated in the *Recognise and Respond appropriately to Domestic and Family Violence* training delivered through Lifeline's DV Alert Domestic Violence Response Training initiative. The training has enhanced capacity of staff to initially respond to individuals experiencing domestic and family violence and ensure best practice methods are used to refer individuals to the most appropriate support services.

Asylum Seekers

MultiLink has continued to provide occasional support to meet the needs of asylum seekers and bridging visa holders in the community through the provision of a point of contact for information, support and referrals for those seeking assistance or advice with issues such as material aid, emergency relief, employment and training pathways, housing, and health related pathways support.

Logan Community Suicide Prevention Network

Over the reporting period, MultiLink has continued its strong involvement in the Logan Community Suicide Prevention Network through the role of secretariat to the network and providing a meeting space.

Financial Literacy Action Group (FLAG)

MultiLink has continued to be an active member of the Logan Financial Literacy Action Group (FLAG), a network of government, non-government and community stakeholders that explore a strategic response to and collaboratively address the financial literacy issues affecting the Logan community including financial capabilities and knowledge, debt traps and problem gambling through key task groups and outcomes promoting the key message that *“Financial Literacy is everyone’s business”*.

QCOSS Essential Services Consultative Group

MultiLink has continued its involvement as a member of the Essential Services Consultative Group (ESCG) as a CALD specialist provider. The ESCG, led by the Queensland Council of Social Services facilitates discussions between stakeholders, government and other businesses on cost of living issues such as changes to electricity which are then reported to the QLD government on the extent of the issues, their impacts on consumers and suggestions on how to address them. Meetings are a forum for information exchange and provide an avenue to share feedback and stay up to date with current changes to the provision of energy, water and other cost of living issues.

Healthy New Communities Project

MultiLink has continued its role as a key partner on the Healthy New Communities Project steering group, which aims to increase healthy eating and participation in physical activity among refugee communities in Logan through identified tailored programs that will meet local needs and improve health and wellbeing of the Logan Community. Together with other steering committee partners (Metro South Health, Brisbane South PHN, Access Community Services, QPASTT, MDA Ltd, TAFE and the Logan City Council) the group objective is to deliver outcomes of the Logan Community Health Action Plan through key areas and activities including nutrition, sports, swimming, CALD Community garden and the production of a number of key resources that will be used and delivered by the community.

Harmony Alliance – Migrant and Refugee Women for Change

MultiLink was invited to join the Harmony Alliance, whose aim is to provide a national inclusive and informed voice on the multiplicity of issues impacting the experiences and outcomes of migrant and refugee women in Australia. As an organisational member of the Harmony Alliance, MultiLink works for the inclusion and advancement of migrant and refugee women through support with their wellbeing and social, cultural and economic participation in society through the delivery of services that are inclusive and responsive to their needs.





The state-wide Pacific Island Youth & Community Worker program continued to undertake a range of activities to deliver community engagement, social cohesion and participation, support pathway information workshops, referral and support outcomes for Pacific Island communities and individuals.

Citizenship/Residency & Support Pathway Workshops

MultiLink's Pacific Island, Youth & Community Worker has continued to work collaboratively and holistically with key stakeholders including Youth Justice, Department of Home Affairs, Church Community Leaders, Northside Pasifika Family Safety Network, Pasifika Women's Alliance and Nerang Neighbourhood Centre to engage and deliver information workshops that target a greater number of Pacific Island parents and individuals. These workshops are designed to increase and strengthen understanding of the services and Residency and Citizenship pathways individuals can access as non-Australian residents or citizens. MultiLink's Pacific Islander Youth & Community Worker supported 99 parents during the reporting period and over 60 individuals have continued to receive on-going support.

"Cultures in Harmony"

Now in its 7th year, MultiLink's Annual "Cultures in Harmony" event (previously called Songs of Peace) was held in celebration of Multicultural Queensland Month. This annual event continues to celebrate the conciliatory efforts made by the Aboriginal and Torres Strait Island and Pacific Island communities to maintain peace and harmony in Logan and to celebrate our cohesive and harmonious multicultural community. This year MultiLink partnered with a number of Logan's multi-ethnic cultural & choir groups, local schools, and community organisations who provided information 'gift' bags and refreshments. The event had over 200 people in attendance from a range diverse cultural backgrounds.

Pacific Island Student Workshops & Individual Youth Support

During the reporting period, there continued to be an on-going need for support for Pacific Island students & youth (both in and out of school) being identified by numerous stakeholders & leaders in the community as being high risk due to disengagement, crime, neglect and behavioral issues. The Pacific Island Youth & Community Worker in conjunction with Youth Justice, Community Chaplaincy, School Multicultural Liaison Officers, Mabel Park Primary School & State High School and Berrinba Primary School continued to work very closely to deliver intercultural training and well-being sessions which were held across Logan, focusing on supporting Pacific Island young people who were facing domestic and family violence, a lack of parental support, cultural awareness support, identity & sexual abuse. Individual support was a collaborative process and assessment, planning, care coordination and advocacy was provided to clients for on-going assistance to meet their individual needs. These workshops were tailored specifically for at-risk youth and students to assist participants to work more effectively within a cross-cultural setting by applying culturally appropriate knowledge and communication strategies.

Pasifika & Maori Network Meeting (PMNM)

The Pacific Island Youth & Community Worker continued to convene the Logan and Northside Pasifika & Maori Network meetings to raise awareness, identify and develop solutions to barriers that impact on Pasifika & Maori communities. Both networks are committed to working together to achieve positive outcomes for the Pasifika and Maori communities in Queensland. The network has over 100 active members from across Queensland including Cairns, Townsville, Mackay, Sunshine Coast, Caboolture, Gold Coast, Ipswich and South East Queensland and has continued to meet on a bi-monthly basis.

Regional Visits

As an important aspect of building and maintaining healthy and sustainable relationships within the wider community, the Pacific Island Youth & Community Worker continued to make visits to regional Queensland areas to support and work collaboratively with stakeholders and community leaders who work predominantly with the Pacific Island communities in response to identified community needs. Across the reporting period, regional visits were conducted to Cairns and Townsville.

Multilink Staff & Volunteers



CULTURES IN HARMONY



VOLUNTEERS WEEK BREAKFAST

MultiLink Staff 2018 - 2019

Tise Aaifou
Femi Adeniyi
Rosa Aguillon de Hernandez
Vera Alwi
Nan Ly Ly Aung
Paul Bailey
Khai Bawi
Benny Behzadpour
Lidia Benae
Ibrahim Bigiruwirwe
Albina Bradic
Razia Buksh
Gladis Cabrera
Violeta Campos
Aidan Carr
Dorota Cesky
Rita Cherti
Tenny Cloupet
Florica Cocois
Dominique Cooper
Ivannah Dauphin
Kayla Deans
Jamila Dedachi
Shelly Derbyshire
Davele Djuma Euphrasie
Silvia Doja
Roberta Dyball
Zohra Ebrahimi
Lyndi Edwards
Htoo Htoo Eh Lar
Say Say Eh Lar
Norma Escalona Gayoso
Lotomau (Mau) Fale
Abimbola Fatoki
Lorraine Finn
Samuel Foenander
Renee France
Cathy Francis
Rodney Frost
Bushra Ghafoor
Andrea Gonzalez de Campos
Everlinda Gray
Zana Hama Ali
Tina Harris
Talisha Harris
Arcade Hatungimana
Rahera Hirini
Brendon Hixon
Mary Hlawn Ceu
Phir Hlawnching
Tial Hlawnching
Aliz Homer
Cheryl Howard
Nezar Obaid
Mario Huezo
Anahera Hunt
Fatuma Hussein
Marioara Iacob
Jasmina Ibric
Andrea Idris
Barbara Issa
Simida Istrate
Judith Johanson
Colleen Johnston
Kim Jones
Donna Joyce
Ilona Jozsa
Valentin Kaszta
Denise Kelly
Bob Kennard
Shanon Kenny
Joelle Khajo
Samuna Khan
Adeline Kiwi Kiwi
Atefeh Kofeishi
Mariam Kouria
Bandu Erick Kubuya
Nikole Kypreos
Bernard Laboke
Hugo Lacayo
Talia Landsborough
Sani Laomahei
Jean Lavea
Brook Lemaire
Melanie Leuelu
Kam Lian
Lien-Chih Liu
Zir Mang
Natalie Marques Costa Leite
Brigitte Martin
Snezana Maxwell
Heather McAndrew
Angus McKeown
Sladjana Milenkovic
Bruce Milligan
Madina Moradi
Erika Mosonyi
Abdulah Muhamed
Rahamat Muhinda
Jessica Munguia
Francis Musa
Tahmina Naderi
Kaveh Navaei
April Newman
Ngoc Nguyen
Jemma Niwha
Ligia Oala
Peace Obi
Gomara O'Brien
Stacey O'Neill
Zin May Oo
Ry Oum
Dragana Pahulu
Shayna Paulson
Moo Chri Paw
Haydee Paz
Eva Pritz
Peter Puckeridge
Shakwaan Randall
Aroha Rapana
Rebecca Rejano
Jade Renfrey
Estera Rivis
Tiana Roma
Jane Rudolph
Yury Andrea Rueda Casas
Lidia Rusu
Nicola Ruzicka
Dannivar Saitumua
Ana Sas
Christina Scanlan
Sylvie Scoines
Julie Scott
Shrina Sehnazbi
Rebecca Sheehar
Nay Shin
Nancy Sisifiu
April Skirving
Judith Smith
Maggie Spinda
Lujza Stefanovska
Hniar Sung
Aleesha Surmon
Daniela Szylagy
Samira Todiee
Ana Tomasevic
Pheakdey (Nalin) Uk
Bellancile Umuhzoa
Alphonsine Uwisabyimana
Lann Valentine
Rukshar Warncken
Lisa Warren
Ane Wheeler
Issack Willoughby
Maryanne Wuatai
Munise Yilmaz
Abolfazl Yousefi
Afruz Yunus
Ngun Zahau
Zaakiyah Zalikhah
Kafa Zaywd
Michael Zgryza
Francisca Zingi

Volunteers and Students

Community Visitors Scheme

Volunteers 2018 - 2019

Vera Alwi
Lidia Benae
Dorota Cesky
Misil Chu
Jamila Dedachi
Silvia Doja
Say Say Eh Lar
Rosa Hernandez
Ilona Jozsa
Anna Krasuljak
Lien-Chih Liu
Antoneta Luca
Snezana Maxwell
Chanthorn Meas
Sladjana Milenkovic
Erika Mosonyi
Kaylene Olsen
Haydee Paz
Rebecca
Lidia Rusu
Daniela Szylagy
Carol Woodhouse
Mavis Wong
Munise Yilmaz

General Volunteers 2018 - 2019

Kathleen Bellamy
Stephen Blakeley
Aamina Buksh
Elizabeth Camay
Bentley Coogan
Georgia Davidson
Matthew Day
Charlee Fergus
Vinci Fong
Georgia Gamble
Amy Haldane
Mounif Hanna
Maude Hookes
Jay Kao
Anuradha Karunaratne
Hameeda Khan
Anna Krasuljak
Manuvel Kumaradhas
Mariam Laker
Janina Malone
Elizabeth Metz
Farishta Mohammad
Christine Mudavanhu-
Makumbe
Joan O'Loughlin

Annie Par
Gerardo Porley
Sara Rahimi
Nasera Rane
Laximy Rashidi
David Robertson
Ashleen Romano
E'mer Paw San Shwe
Alena Selava
Adelaide Smith
Tun Thau Htu
Nazma Theis
Anne Turnbull
Kathy White
Carol Woodhouse

Vocational Placements

2018 - 2019

Rachael Byrnes
Jean Marie Hakizamungu
Tial Hlawning
Foumbas Kromah
Sustina Maama
Thi Hong Lai Nguyen
Rashida Rashida



Staff and Volunteer Awards

Our greatest asset are our volunteers and staff. Each year, MultiLink presents two staff recognition awards.

Annual Alaa El-Makawi Employee Award

One staff member, Alaa El-Makawi gave twenty-one years of continuous and meritorious service to MultiLink Community Services. In 2012 Alaa unfortunately passed away suddenly. In honour of Alaa's memory and with blessing of his family, we created the **Annual Alaa El-Makawi Employee Award** to be presented to an employee each year in recognition of their service with us.

At the 2018 Annual General Meeting the award was presented to Robert Kennard and Kim Jones for Commitment.



Catherine Clark Volunteering Award

In 2013 one of our administration volunteers, Cathy Clark, passed away suddenly whilst volunteering at MultiLink. Cathy came to us at a time when she was finding it difficult to gain work experience elsewhere and MultiLink was able to offer Cathy the opportunity to volunteer for our organisation. Cathy fitted in really well and enjoyed being part of the team. In honour of Cathy's memory and with her family's blessing we created the **Annual Catherine Clark Volunteering Award** to be presented to a volunteer each year in recognition of their service with us.

At the 2019 MultiLink Volunteers Week event in May, the award was presented to Tun Thau Htu.

Congratulations to Robert, Kim and Tun.



Funding Partners & Sources

MultiLink Community Services Inc. gratefully acknowledge and thanks our funding partners and sources over the course of the reporting period.

- Department of Social Services
- Department of Human Services
- Department of Health

- Department of Communities, Disability Services and Seniors
- Department of Local Government, Racing and Multicultural Affairs
- Department of Education, Small Business and Training
- Department of Child Safety, Youth and Women

- Queensland Families and Communities Association

- Commonwealth Government Stronger Communities Grant (with support from Jim Chalmers)

- Logan City Council

- Good Shepherd Microfinance

- COTA Queensland
- Act for Kids - Child Protection Week

- National Australia Bank (NAB)





Notes



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