



# 33rd Annual Report 2021 - 2022





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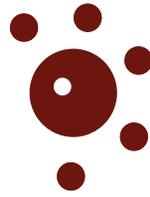


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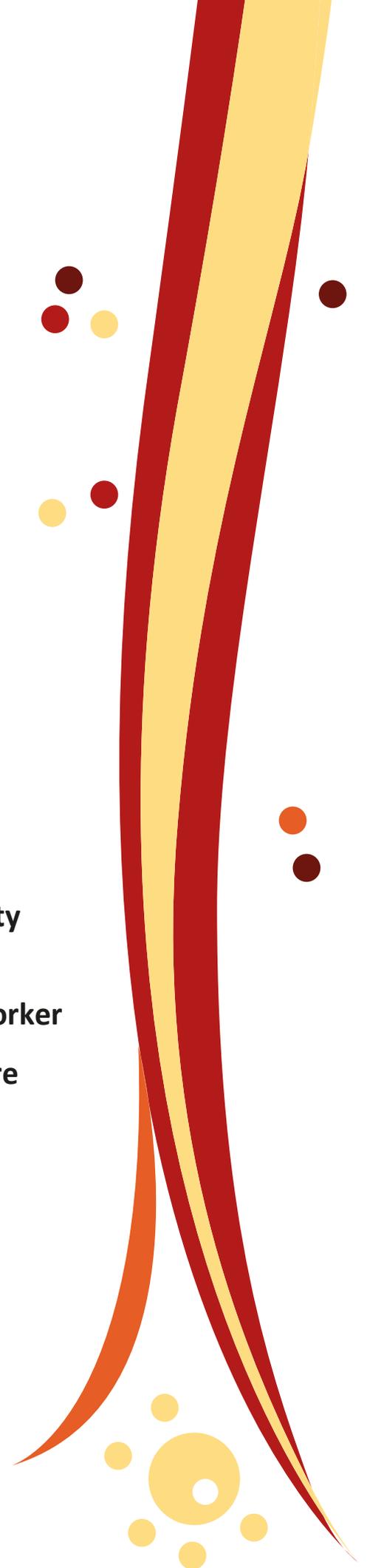


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# MultiLink's Commitment

## Purpose Statement

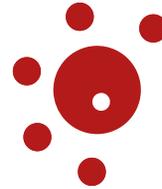
*Supporting diverse communities and individuals to reach their potential*

## 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”

### 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.

### Governance

The MultiLink Management Committee and the Chief Executive Officer are committed to striving for high standards of governance. Governance in 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*.

### Quality & Growth of Service Delivery

MultiLink is committed to consistently delivering high-quality care that is personal, effective, connected and safe for every person every time. MultiLink will continue to look for ways to expand our services so that we can provide more support to more people. This includes broadening the reach of our services, as well as seeking opportunities to expand and grow our services to the community.

### 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 maximises 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.

### 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.

### Enriching our Workforce

MultiLink will continue to develop our workforce, striving to be recognised as an employer of choice supported by frameworks and systems which enable us to attract and retain a diverse, inclusive, high performing, culturally competent and capable workforce. This includes ensuring our workforce is equipped and enabled to deliver services for current and future needs of the diverse communities and individuals MultiLink supports.

### 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 33<sup>rd</sup> Annual General Meeting of MultiLink Community Services Inc.

Whilst we were hopeful that 2022 would be the year where the world moved forward with COVID-19 behind us, that was not to be. The "COVID-19 affect" was very much at the forefront of our planning and unfortunately continued to impact our operations and our service delivery. MultiLink worked hard to ensure that services continued to be delivered, even though a period of escalating COVID-19 cases amongst our staff and clients presented itself. This is a testament to the dedication of staff to adapt to the ever-changing environment and I thank all of the staff at MultiLink for their continued commitment to delivering services to our clients in the community.

At the end of June, we said goodbye to Bruce Milligan, our Chief Executive Officer. Bruce came to MultiLink in 2016 and worked closely with the Management Committee in improving our governance structures and MultiLink's systems and processes, making us a more sustainable and professional organisation. We thank Bruce for his tremendous efforts and wish him well for his retirement.

On 1 July, we welcomed Kim Jones to the Chief Executive Officer position. Kim has been at MultiLink for almost 6 years, in the positions of Corporate Services Manager for 4 years; and Aged Care & Disability Services Manager for 2 years. I am delighted that Kim will be taking over

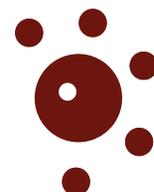
as CEO, and I know that MultiLink has a bright future under her leadership.

I would like to acknowledge Joan O'Loughlin, MultiLink Life Member, who passed away in July 2022. Joan commenced as a volunteer with MultiLink in 1999 (23 years ago). She started as a teacher in MultiLink's conversational English classes and volunteer reception/admin support, and continued teaching English class until the program was placed on hold due to the COVID-19 pandemic in 2020. After joining the Management Committee in 1999, Joan held various positions until her recent passing.

I would like to thank my fellow members of the Management Committee for their support of me as Chair, and for their support of the CEO and Senior Management Team. We are fortunate to have such a dedicated group of professionals, who volunteer their time providing strong leadership and guidance for the organisation.

On behalf of the Management Committee, I would again thank Bruce Milligan, our outgoing Chief Executive Officer, and the Senior Management Team for their continued sound management 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.



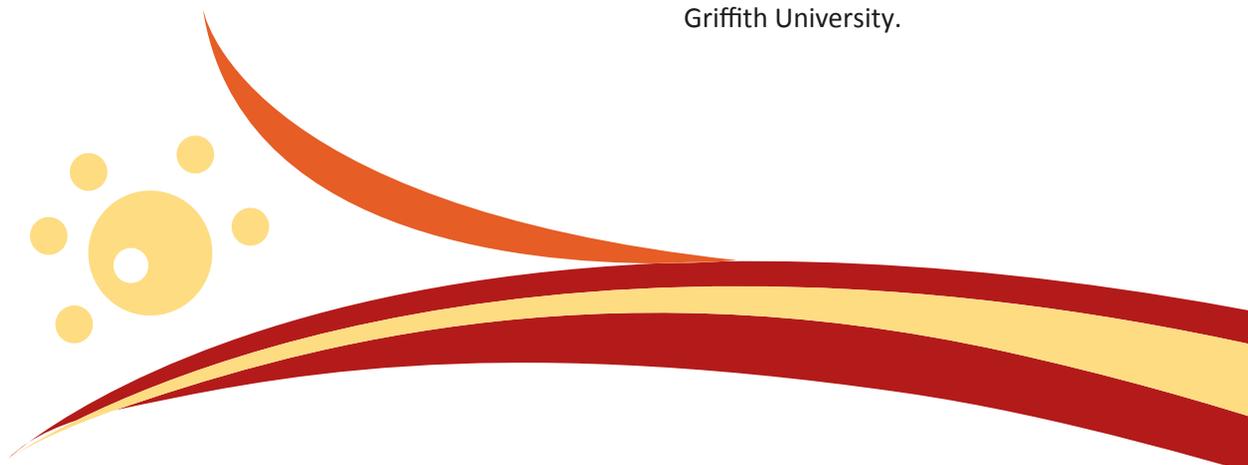
**Joan O'Loughlin  
(Vice Chairperson)  
(Deceased 10 July 2022)**

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. Previously, Joan had managed her own construction company and worked in the Aged Care sector. More recently she had worked 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.



**Kathy White  
(Secretary)  
(Resigned January 2022)**

Kathy is a visionary and business development executive with a background in business building, strategy, contract and relationship management. During her 33 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)**

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.



**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. Ben is also an experienced practitioner in the area of defamation and media law. Ben has completed his Master 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).



**Samantha Rush  
(Committee Member)**

Samantha has a breadth of experience across financial services, real estate, rail, leisure, and other industries. She has worked with people, numbers, data, technology, risk, governance, and regulators in the private sector. Her qualifications include HR, Japanese language, psychology and an MBA; she is also a Justice of the Peace. Her passions include trying new things and making a positive difference.





**Paul Forghani  
(Committee Member)**

Paul has extensive experience ranging across various sectors including infrastructure, mining and building, specialising in commercial aspects of the industry with particular interest in Contracts, Procurement, Financial reporting and Risk and Governance. He has been involved in projects in Australia, Indonesia, Malaysia, India, New Zealand, Mongolia, Peru, and Papua New Guinea. With keen interest in understanding how to respond to the different and complex aspects of business in various cultural environments. Paul has a Master of Science Degree from University of Salford, Manchester and a degree in Construction management from University of NSW. He is a Fellow of the Australian Institute of Company Directors and runs his own business improvement consultancy.





## Chief Executive officer

Firstly, I would like to thank the Management Committee for the opportunity to lead this wonderful organisation through the next chapter of its evolution.

As the incoming CEO, I would like to thank and acknowledge our previous CEO - Bruce Milligan - for his tremendous effort and many achievements over the past 6 years. Having worked for MultiLink with Bruce over this time, I can say that MultiLink has been very fortunate to have had the benefit of his vast experience and guidance.

Whilst the COVID-19 pandemic continues to present difficulties in our ability to provide services to our clients, I am proud of the innovation and flexibility of our service areas when faced with these continual challenges. MultiLink's resilience in responding to the changing landscape brought about by the pandemic is a testament to the commitment and dedication of our staff in delivering services to our clients in the community.

In late 2021, MultiLink learned of the resumption of land on the site of our Day Respite & Community Centre at Mayes Avenue, Logan Central for the Logan Fast Rail Project. Although this was unexpected, we have seen tremendous support from the State Government and Department of Transport and Main Roads with our endeavour to reinstate our services in a new purpose-built facility. We have successfully secured a property at 13 Garfield Road, Woodridge. Over the next 12-18 months, we will be building a multi-purpose Community Centre on the new site. This will increase MultiLink's ability to deliver not only Day Respite services, but also other programs and services to the community.

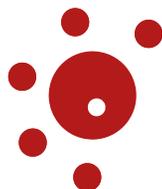
In taking the organisation forward, I am optimistic about MultiLink's prospects for the future. Though there are many changes on the horizon, such as Aged Care reforms, engaging great staff and navigating the ever-changing legislation/regulatory requirements, just to name a few, we are well placed to move forward and seek the opportunities that present themselves along the way.

Across all the various MultiLink programs, activities and projects, MultiLink supported individuals originating from 115 countries of origin (with this number increasing to over 175 when country of origin figures are expanded to include the various ethnic and faith groups seeking support). 31% of clients identified as Anglo Australian and 1.5% Indigenous.

Snapshotting the top 15 culturally diverse client countries of origin supported across the whole of MultiLink in the last financial year, the top 15 cohorts of clients were:

- 16.5% Myanmar
- 6.5% Congo DR\*
- 6% Afghanistan
- 5% Syria
- 4% Samoa
- 3% Ethiopia
- 2.5% Germany
- 2.5% New Zealand
- 2.5% Croatia
- 2% Burundi
- 2% Iraq
- 2% El Salvador
- 2% The Philippines
- 2% Somalia
- 1.5% Fiji

\*MultiLink supported clients from 19 African nations. When combined, "African" clients compose 19% of diverse individuals accessing services across the organisation.



During this reporting period, MultiLink once again participated in the 2021 statewide Neighbourhood & Community Centres' sector impact survey, conducted through Neighbourhood Centres Queensland to highlight our impact in the local community. MultiLink's results document that for every \$1.00 received through the Queensland Government's Neighbourhood Centre Funding, MultiLink provides \$4.51 of social value to the local community. This demonstrates the continuing impact and return of investment value MultiLink's role as a multicultural Community/Neighbourhood Centre creates, and reaffirms our part in the critical social service infrastructure in Logan.

MultiLink has achieved a number of service delivery impacts across the service area report sections of this Annual Report and I commend these reports to you. Just a snapshot of some of the service delivery highlights over the last twelve months include:

- Continued success in MultiLink's funding applications to deliver Skilling Queenslanders for Work (SQW) projects and an overall "into employment or further education" success rate of 84% with a number of project cohorts delivering a 100% employment outcome
- Commencement of MultiLink's Logan Diverse Queensland Workforce Hub project

- 9% increase in consumers accessing Home Care Packages
- 44% increase in consumers accessing our Overnight Respite program
- 42% increase in consumers accessing our Queensland Community Support Services (QCSS) program
- MultiLink receiving a QLD African Communities Council 2022 AfriQueensland Award in the **Community Capacity – Building and Empowerment** category
- "Extra mile" community actions responding to COVID-19, the 2022 SEQ Flooding event and supporting the Afghan community
- Successful outcomes achieved in supporting 39 Kiribati seafarers stranded in Brisbane due to COVID-19 and a surprise visit from the Kiribati Minister of Employment & Human Resources – the Honourable Taabeta Amuera Teakai – to say "thank you"

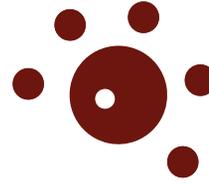
I would like to thank the members of the MultiLink Management Committee, all staff and volunteers, and our many partners and supporters for your ongoing dedication and support of MultiLink. I look forward to working with you all in 2022/2023.

Kim Jones  
Chief Executive Officer





## Treasurer



It is with pleasure that I present the 2021/2022 Treasurer's report to the members of MultiLink Community Services Inc.

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

In the 2021/2022 financial year, MultiLink had a total income of \$8,828,720 with total expenditure of \$8,031,702. The overall result was an increase in member's equity of \$797,018.

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, Finance Officer and Auditor for their support and work during the year.

Christine Mudavanhu-Makumbe  
Treasurer



# Employment & Training Services

5 Nationally Accredited qualifications across 9 funded projects incorporating 13 intake cohorts were delivered with our Registered Training Organisation (RTO) partners across the 2021/2022 reporting period through the following Skilling Queenslanders for Work (SQW) qualifications and sectors:

- Certificate III Individual Support (Aged Care / Disability) SQW funded Community Work Skills (3 projects with 4 intake cohorts)
- Certificate II Warehousing SQW funded Community Work Skills (2 funded projects with 2 intake cohorts)
- Certificate I SQW funded Hospitality Traineeship (2 funded projects with 2 intake cohorts)
- Certificate II Automotive SQW funded Community Work Skills (1 funded project with 2 intake cohorts)
- Certificate III Education Support SQW funded Community Work Skills (1 funded project with 2 cohorts)

143 participants from 26 diverse cultural backgrounds commenced across these accredited qualification projects with 45% originating from Anglo-Australian backgrounds, 8% identifying as Indigenous, 7.5% from Myanmar, 7% Samoa, 6% Congo DR, 3.5% identifying as Māori, Pakistani, & Afghani, 2% from Iran, 1% China & Tonga, and less than 1% from Somalia, Taiwan, Liberia, Rwanda, Zimbabwe, Albania, Algeria, Serbia, Cook Islands, Portugal, Iraq, Germany, South Korea, Ethiopia, and New Zealand.

## MultiLink's SQW Community Work Skills Projects

MultiLink's Employment and Training projects continue to be 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 sustainable employment outcomes. Across the reporting period 84% of overall participants achieved an

employment or higher education and training outcome although a number of projects delivered 100% employment achievement.

MultiLink's intercultural approach in delivering specific projects and activities continues to develop participants' understanding and respect for the diverse cultures involved in the program. The mutual exchange of ideas and cultural norms between participants, and the development of genuine relationships, ensures everyone learns from one another and grows together to foster a more cohesive and harmonious society.

## MultiLink's SQW Hospitality Trainee Program

MultiLink's innovative Hospitality Traineeship program achieved a 93.75% employment outcome across the reporting period. The program continued to provide participants with Hospitality Industry transferable skills and an understanding of current hospitality work trends, Food Safety, cuisine and service styles, diet and nutritional requirements. Participants also extended their skills through action learning projects that required them to plan, participate in and deliver catering and food services for Aged Care and Disability consumers through MultiLink's Day Respite and Community Centre program and commercial kitchen, as well as through community specific events and activities, including catering for a Mental Health Professionals Network meeting, SETS Financial Literacy Info Session, Youth Week event, take away packs for clients attending the Luminous Lantern Parade, Afghan Eid Festival, MultiLink's Annual General Meeting, and various farewells and milestone occasions.

## The Hole in the Wall – Pop Up Café

As a continuing value-add to MultiLink's Hospitality Trainee program, the "Hole in the Wall" pop-up café stationed at MultiLink's Blackwood Road building, continues to provide trainees an opportunity to practice

and consolidate their barista and customer service skills. The café offers a valuable “true to industry” experience for trainees by servicing staff, clients and community visitors to the centre.

### Logan Diverse Queensland Workforce Hub

In October 2021, MultiLink commenced delivering the Logan Diverse Workforce Hub providing a one-stop-shop offering client-centered support to increase employment opportunities for work-ready migrants, refugees (including temporary visa holders with necessary work permits) and international students aged 18 and above who are unemployed or underemployed.

68 Participants accessed the program during the reporting period from 22 countries of origin with 15% coming from Myanmar, 13% Congo, 10% South Sudanese, 9% each from Somalia, Ethiopia & Afghanistan, 6% Burundi, 4% Iraq, 3% each India, Malaysia & Cambodia and 1.45% from Rwanda, Laos, Ukraine, Liberia, Nigeria, Kenya, Bangladesh, South Africa, Syria, Iran and Eritrea.

Eligible participants were assisted by MultiLink’s Diverse Workforce Hub staff who provided support and referral to:

- Overcome social barriers to employment
- Enhance English language skills
- Recognise prior skills and qualifications
- Increase digital access and literacy
- Engage with volunteering and work placement opportunities
- Explore career goals and pathways
- Explore Business Development (Starting your own business, becoming a sole trader)
- Link with job vacancies
- Develop employability skills through:
  - Resume Development, Job Search, Interview Skills, Job Applications, Addressing Selection Criteria;
  - Understanding Australian Workplace Culture, Workers Rights and Responsibilities, Communication in the Workplace; or
  - “Dressing to Get that Job”



## Natural Disaster & Continuing COVID-19 Impacts

The ongoing COVID-19 pandemic continued to impact participation levels across various Employment & Training SQW projects, particularly in relation to expressions of interest to enrol in accredited courses. Most disrupted has been our Cert. III Individual Support through Blue Stone Medical where participants have been unable to start work placement or have work placement put on hold due to restrictions at Aged Care facilities.

“Hesitancy to Gather” also remained a concern for many of our clients and diverse communities in this time of the COVID-19 pandemic and directly impacted enrolment and participation numbers.



## Employment Snapshot



Etonia hadn't been able to find work for over a year and decided to join MultiLink's Cert. I Hospitality Traineeship, funded through the Queensland Government's Skilling Queenslanders for Work initiative.

Etonia's experience at MultiLink nurtured his excellent work ethic and growing confidence, and 5 months later Etonia had completed his traineeship, graduated and is a “sharp dressed man” with a fulltime job in a local RSL Club. He is loving every minute of it and is grateful for the opportunities the Traineeship has given him!





# Settlement Services



## Settlement Engagement and Transition Services (SETS) - Supporting New Arrivals

The Settlement team supported 327 individuals across the reporting period, with 42.5% originating from Myanmar, 15.5% Syria, 15% Congo DR, 9.5% Afghanistan, 7% Ethiopia, 3% each from Iraq & Burundi, 1.5% from Iran, .5% each from South Sudan, Eritrea, & Rwanda with less than .5% each from Cuba and Kenya.

70 new clients entered the activity during the reporting period and have undergone intake and assessment processes. 53% of new clients originated from Myanmar (54% Karenni, 17% Zomi, 13.5% Karen, 8% Falam Chin, 5% Matu Chin, 2.5% Hakha Chin), 21.5% identified as Afghani, 14% Congolese, 8.5% Iraqi, and 1.5% each from Eritrea & Ethiopia.

24% of referrals were received from Queensland's Humanitarian Settlement Program (HSP) provider (Multicultural Australia), 11% of referrals received were through MultiLink's NDIS CALD Community Connectors project and 1.5% through QLD SETS provider MiCare, with the remaining 63.5% of referrals received from communities/community leaders and self-referrals.

A range of group-based activities (information sessions, workshops, skills development, and regular structured groups/projects) across some of the ten priority areas identified in the National Settlement Outcomes Standards (NSOS) Framework have been delivered/or supported through participation of SETS clients across the 2021/2022 reporting period.

### Education and Training

- 32 Sewing Class Sessions

### Employment

- 2 Employment Pathways workshop Sessions

### Health & Wellbeing

- 3 COVID-19 Vaccination Information Sessions
- COVID-19 Vaccination Hub
- Healthy Eating & Exercise Session
- Connecting with Cultural Food Session

### Housing:

- 4 Housing Information Sessions

### Language Acquisition Pathways

- 79 Bilingual English Class Sessions

### Transport

- 2 TransLink Journey Planner Sessions
- 5 QLD Learner Licence Workshop Sessions

### Civic Participation:

- 62 Citizenship Class Sessions
- 1 Census 2001 Session
- Ramadan Iftar Dinner
- Luminous Lantern Parade

### Family & Social Support

- 22 Chai & Chat Afghani Women's Support Group Sessions
- 4 Child Protection Information Sessions
- 4 Disaster Preparation and Management Sessions

### Finance:

- 2 ASIC Financial Forum Workshops
- 1 Financial Resilience Information Session

## Sewing Classes

With a focus on education and training outputs, which may lead to enhanced employment or enterprise development pathways, the SETS activity 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, bilingual class facilitator, educated as a Fashion Designer.

During the reporting period, 10 SETS participants accessed the classes, originating from Myanmar, Afghanistan, Ethiopia and Iraq.

### **Citizenship Classes – Supporting Civic Participation & Social Cohesion**

In response to ongoing client and community requests to provide in-language information regarding citizenship application processes, costs, resources, and the development of confidence to engage with citizenship test pathways, the SETS activity conducted 62 Citizenship sessions across the reporting period.

34 SETS participants attended the sessions from Myanmar, Afghanistan, Iraq and Syria, which were delivered in Arabic, Chin, Karenni/Burmese and Dari/Farsi languages.

Due to many clients being illiterate in their own language and unable to read the translated “Our Common Bond” books,

classes were delivered in a “participant paced” environment with groups working through the “Our Common Bond” Citizenship Booklet using the bilingual teaching method. Classes also afforded clients the opportunity to undertake practice tests through MultiLink’s computer hub space.

Participants gained enhanced knowledge and understanding of citizenship processes; they have been able to work through and understand the “Our Common Bond” Citizenship Booklet using the bi-lingual teaching method (additionally enhancing their English language acquisition ability) and achieved a 94% successful test result of those sitting their citizenship tests.

### **Settlement Cities: A Place-Based Look at Humanitarian Settlement in Australia Research**

MultiLink accepted the invitation to be a local research partner with the Edmund Rice Centre for Justice and Community Education to investigate the achievements of Australia’s major Settlement Cities (one of which was Logan) through the **Settlement Cities: A Place-based Look at Humanitarian Settlement in Australia** research project. In facilitating refugee settlement, the challenges

faced in accommodating such a large share of new arrivals, and the lessons these places can teach us about how to better facilitate place-based settlement are important in adding to best practice evidence to support successful settlement outcomes as well as adding to the evidence base for policy advocacy. This research afforded the opportunity to identify and discuss issues, needs, and challenges affecting the settlement and integration of our specific settlement cohorts and provided a strategic cost-effective opportunity to be actively involved in a community consultation process.

MultiLink sat as a member of the project reference group and contributed to the design and implementation of the project. Additionally, MultiLink nominated five Community Leaders from a refugee background (and who were also part of MultiLink's Bicultural Multilingual SETS workforce - Myanmar Chin, Myanmar Karenni, Burundi, Iraqi, Afghani) to the projects' Refugee Advisory Committee: Nominated

(with permission) 12 current SETS clients to be part of interviews and focus groups (from Iranian, Iraqi, Ethiopian, Congolese, Afghani, Myanmar Zomi backgrounds): Nominated 17 community leaders to be part of interview and focus groups (representing Afghan, Oromo, Somali, Myanmar Chin, South Sudanese, Syrian, Congolese, Tigray speaking, Matu, Karen, Ethiopian and Eritrean communities as well as the African Professionals Association (Queensland chapter) and the Queensland African Communities Council (QACC).

MultiLink additionally nominated 23 Service provider contacts (who engage, partner and support our SETS clients) to be part of interviews and focus groups (from Mental Health, Physical Health, Migration Legal, Disability Advocacy, TAFE – AMEP (Adult Migrant English Program), ParentsNext programs, Services Australia, Department of Housing and Public Works, multicultural settlement organisations, and refugee community associations.



## Supporting the Broader Settlement Sector

MultiLink has continued its role as the Queensland State Representative on the Board of the Settlement Council of Australia (SCoA). This remains a significant opportunity to actively support the Settlement Peak body to represent Settlement agencies that provide Settlement services.

MultiLink participated in a SCoA national panel of settlement experts to co-design a collective *“Australian Settlement Services Ambition Roadmap 2022-2027”* to set a foundation for sustainable and meaningful impact across the Settlement sector eco-system over the next 5 years.

Additionally, MultiLink provided input into SCoA’s consultation process to inform the response to the Commonwealth-Coordinator for Migrant Services discussion paper *“Next Steps to Improve Australia’s settlement and integration of refugees”* which posed a number of questions to inform the development of settlement programs and contracts in the future.

MultiLink was invited to present at the **2022 FECCA Conference** for a session focusing on *“A Culture of Care: Australia’s Bilingual and Bicultural Workforce”*.

The presentation showcased MultiLink’s successful long-term workforce model of employing Bilingual and Bicultural workers – *“MultiLink’s Bicultural Multilingual Workers: Pillars of Belonging”* and highlighted that our Bicultural Multilingual workers have been essential in building long term relationships between services, staff, clients and communities. They have been critical in building trust and understanding between clients and staff, and ensured that specific cultural, linguistic and faith communities have access to services available to them. Bicultural multilingual staff ensure MultiLink’s overall organisational cultural competence and enhance the knowledge base and capacity of staff and volunteers across the organisation.

## Employment Snapshot



Zia fled Afghanistan in August 2021 with his young family and arrived in Australia with little knowledge about how to secure employment. In Afghanistan, Zia was CEO of his own company and had qualifications in Law and IT.

With the support of MultiLink’s Logan Diverse Workforce Hub, Zia was assisted to have his qualifications recognised, obtain a driver’s licence, Police Check, update his resume and apply for jobs. Zia really wanted to be self-employed and run his own business like he had done in Afghanistan, so with further support from the Hub, Zia secured a loan for a truck and set up his own sub-contracting business doing deliveries for stores like Bunnings. Zia also received business and financial support from Thrive Refugee Enterprise to get his enterprise up and running. As Zia says, *“It may be somewhat removed from my life and work in Afghanistan, but once again I am able to provide a decent life for my family”*.

# Aged care Services



## Over 65 Years of Age

### Community and Home Support Program (CHSP)

During the reporting period, 823 consumers from 67 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 services through the CHSP program, including support with:

- **Domestic Assistance** (*assistance with 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 Cottage Respite facility 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, and medication assistance*)
- **Transport** (*direct provision of transport for consumers to get out of their house, do chores and attend*

*community activities, 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*)

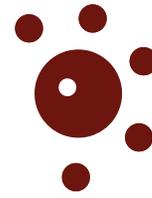
### Home Care Package Program

Delivered under a Consumer Directed Care philosophy and framework, the provision of package care is designed to delay entry into residential care facilities. During the reporting period, 101 consumers from 43 diverse cultural backgrounds accessed individually planned and coordinated Home Care Package support through MultiLink across level 1, 2, 3 & 4 packages. (A 9% increase of consumers against the previous reporting period).

24% of consumers came from Anglo-Australian backgrounds, 6% each from El Salvador & England, 5% each from Croatia, Germany, & The Philippines, 4% from Uruguay, 3% from Samoa, 2% each from Poland, Fiji, New Zealand, Italy, Slovenia, Serbia, Indonesia, Hungary & Cambodia, and 1% each from Colombia, Iran, Russia, Spain, the Netherlands, Lebanon, Hungary, Scotland, Norway, Denmark, Romania, Egypt, China, Macedonia, Malta, Ireland, South Africa, Tonga, Bosnia-Herzegovina, Wales, Slovakia, Thailand, the USA & the Czech Republic. 1% of HCP consumers identified as Indigenous Australians.

### Overnight Cottage Respite

As part of the Commonwealth Home Support Program (CHSP), MultiLink's Overnight Cottage Respite continues to support and assist primary carers of people who have difficulty caring for themselves due to frailty



## Employment Snapshot

Hospitality Trainee 'Orange' brought plenty of joy to the MultiLink building with her enthusiasm while learning barista skills at our "Hole in the Wall Café".

Orange came to Australia from Taiwan in 2007 and initially worked as a graphic designer but was treated poorly by the business and left to find other work. Orange was able to gain some work as a Teacher Aide before COVID-19 lockdowns impacted her job and she again found herself on the dreaded job search. Orange was referred to MultiLink by her Job Agency and decided to sign-up for our Cert. I Hospitality Work Skills Traineeship. Orange said, *"I am so grateful to join this course and learn lots of new skills. I have tasted great food and learnt how teamwork is essential for hospitality. We also learnt about time management, cash handling, communicating with customers and promoting products"*.

Orange applied for, and now brings her positive and bubbly personality to MultiLink's Aged Care consumers, as Orange was successful in becoming one of MultiLink's Domestic Assistant Support Workers.

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 art and craft, birthday celebrations, dress up days and a variety of game playing which helps stimulate physical and emotional wellbeing, as well as participants joining in with MultiLink's Day Respite program.

During the reporting period, 26 carers and care recipients accessed the activity (a 44% increase in consumers against the previous reporting period) from 13 countries of origin (Australia, Samoa, Uruguay, New Zealand, England, Germany, Ireland, Bosnia & Herzegovina, Croatia, Hungary, Northern Macedonia, China & El Salvador).

### Community Visitors Scheme (CVS)

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.

During the reporting period, MultiLink provided:

- 137 one-on-one aged care visits to 30 residents, and
- 249 home care visits to 16 home care package recipients.

Consumers receiving CVS visits represented 18 language cohorts, including 37% English, 13% Spanish, 9% Dutch, 7% Hungarian, 4% each Greek, Polish & Serbian, and 2% each Romanian, Samoan, Burmese, German, Hindi, Thai, Egyptian, Croatian, Bosnian & Iranian.



## Under 65 Years of Age

### Queensland Community Support Services (QCSS)

During the reporting period, 54 consumers (a 42% increase in consumers against the previous reporting period) from 23 diverse countries of origin (aged under 65 or under 50 if they identify as Aboriginal or Torres Strait Islander) who live with a disability or condition which restricts their day-to-day living (and are not eligible for the NDIS), accessed In-Home and Community Connection supports through the QCSS activity.

30% of consumers were born in Australia, 9% from Myanmar, 7% Fiji, 5.5% each from New Zealand, Iraq, the Congo DR & Afghanistan, 4% from Lebanon and 1.8% each from Syria, Iran, Pakistan, Papua New Guinea, Romania, England, Sri Lanka, Bosnia & Herzegovina, the United Arab Emirates, Tonga, Burundi, Indonesia, Cuba, the Philippines & Cambodia.

### Queensland Community Transport

The Queensland Community Transport program also continued to provide community transport to those under 65 years of age and who have (among other eligibility criteria) a disability, chronic illness, mental health or other condition that has an ongoing impact on their day-to-day living and who are financially disadvantaged and unable to access other appropriate transport arrangements.

23 consumers accessed the activity during the reporting period with 43% originating from Australia, 13% Myanmar, 9% Fiji, and 4.3% each from Papua New Guinea, England, Romania, Iraq, Pakistan, Indonesia, Cuba and the Congo DR.



## Combined Services & Activities

### Day Respite & Community Centre

Supporting carers and consumers across the Commonwealth Home Support Program (CHSP), Queensland Community Support Services (QCSS) activity, Home Care Package (HCP) consumers and NDIS participants, MultiLink's Day Respite & Community Centre supported 81 individuals across the reporting period providing a range of group activities including arts and crafts (making snowflakes and Christmas jars), High Tea, making and painting pot plants as well as gardening, darts, spa days with massages and nail painting with non-alcoholic drinks and hors d'oeuvres, carpet bowls, karaoke, ukulele lessons, drum classes from Logan Police Liaison Officers, craft classes making your own Lei's and watching a Hula dance, target quoits, Ten Pin Bowling, Mini Golf, Bingo with prizes, gentle



exercises to keep the body moving and trivia to keep the brain active.

Special highlights through the year incorporated taking consumer clients to Mount Tambourine sightseeing with lunch at the local Café and a visit to their Bakery where clients bought "*fattening goodies*" and a trip to the Lord Mayor's Christmas Concert at Brisbane City Hall. A range of celebration days were also held for Christmas in July, Oktoberfest, Melbourne Cup Celebrations, Remembrance Day, Australia Day, ANZAC Day, Easter, Mother's Day, Father's Day, Christmas and each consumer's birthday with their favourite cake and candles.

Day trips to increase community connection and social wellbeing were conducted, including:

- Bus Trip to Paradise Point on the Gold Coast where "*Cycling Without Age*" took consumers on a ride around the coastline followed by a BBQ lunch
- Tour of Mayes Cottage with morning tea
- Chung Tian Temple at Underwood Park
- Beenleigh Historical Village and Museum tour with lunch
- Shopping trip to Golden Circle Warehouse
- Fish and Chip lunch at the Cleveland Lighthouse Café
- Coomera Shopping Centre for shopping and lunch
- Helensvale Shopping Centre for shopping and Blue Haven Café at Hope Island for lunch
- Picnic Hope Island BBQ area near the water
- Picnic at Tygum Park
- Shopping at Costco in Ipswich
- Lunch at Greenbank RSL
- Mount Tamborine Scarecrow Festival

Information sessions and workshops were also held throughout the year to support continuing wellness and capacity, including presentations by/on:



- Legal Advice for drawing up a Will or Power of Attorney from Legal Aid Queensland
- “Nurses’ Chat” informing consumers about Nutrition
- Community Police informing consumers about Elder Abuse as well as making sure they were aware of the pitfalls on the Internet
- Occupational Therapy 8-week Course classes from our Qualified O.T held every Tuesday for 40 minutes
- Zumba Classes with a Qualified Instructor
- Tai Chi Classes with a Qualified Instructor
- Belly dancing classes

Participants originated from 27 countries of origin, with 16% of participants coming from Samoa, 11% Uruguay, 10% Anglo-Australian, 9% Croatia, 6% El Salvador, 5% each Germany & Macedonia, 4% each from Romania, Spain, Slovenia & Myanmar, 2.5% each from Serbia, Fiji & the Philippines, 1.5% Bosnia-Herzegovina, and 1% or less from England,

Albania, Slovakia, the Netherlands, Timor-Leste, China, Hungary, Greece, Chile, New Zealand (Māori), Afghanistan & Italy.

### **Natural Disaster & Continuing COVID-19 Impacts**

The COVID-19 pandemic has continued to cause disruption to the delivery of our Aged Care services.

Consumer numbers accessing our Day Respite Centre continued to be at a reduced level to comply with the government restrictions across the reporting period. “Hesitancy” of our Consumers to gather in a group format, particularly after the short lockdown periods have occurred, impacted the number of consumers attending Respite activities.

MultiLink has continued to support individual consumers to monitor their ongoing emotional and physical wellbeing, conduct regular check-ins to enquire of any support needs, arrange referrals for support, update clients with latest COVID-19 information as well as provide language support where

## Employment Snapshot



Telesia found out about our Cert. III Individual Support course from some internet searching as she had been looking to get back into the workforce after being a stay-at-home mum for her 7 children. Telesia is originally from Samoa and moved to Australia in 2015.

Speaking about her culture, Telesia says it is custom for Samoans to take care of family, i.e. parents and grand-parents etc., and it would be disgraceful to put them into a care service. She grew up in that environment and says that's where her passion for support work comes from.

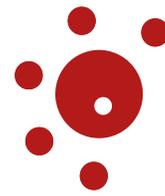
Telesia found that completing the course added to her own knowledge and experience and she enjoyed attending classes each week. She enjoyed every subject, with the trainer speaking about her own experience which made the lessons real and practical. She felt her confidence grow during the course, and through placement and her experience, cemented the knowledge and theory from the classroom.

Telesia successfully completed her course, graduated, and is now working in the Aged Care Sector as a Care Support Worker.

required through our multilingual staff. In addition, "care packages" for isolated consumers were distributed with puzzles to keep them busy and snacks to support their mental wellbeing.

The most significant issue relative to the COVID-19 pandemic has been the continued impact on our staffing. We have seen disruption to consumer services resulting from COVID-19 clusters affecting our support staff and their families' requiring periods of isolation or unavailability to provide services.

In addition to the disruption to services, we have sadly seen staff leave the sector during this time due to pressures presented by the pandemic. Access to qualified and appropriate staffing continues to be a challenge moving into the future.



# Disability Services

## NDIS (National Disability Insurance Scheme)

During the reporting period, 29 participants chose to receive their NDIS (National Disability Insurance Scheme) services across MultiLink's NDIS core registrations:

- Assist-Personal Activities
- Household Tasks
- Participate Community
- Group/Centre Activities

59% of NDIS participants came from Anglo-Australian backgrounds, with 7% each originating from Papua New Guinea, Myanmar (Zomi) & Samoa, and 3.33% each from Iraq, South Sudan, Scotland, Greece, Romania & Cambodia.



## NDIS CALD Community Connectors Program

Funding for the NDIS CALD Community Connectors (CC) project formally ceased at the end of June 2021, however with limited surplus funds available, MultiLink resolved to continue NDIS CC support for a further 6 months, to the end of December 2021, (at a reduced staffing level), to meet the needs of clients continuing to seek support.

The six-month extension supported a further 9 Karenni individuals to successfully enter the NDIS; connect 2 individuals with their local LAC/Support Coordinator (providing language and cultural support) and supported 1 plan review. Additionally, 4 individuals were successfully referred into the QCSS program post rejection of their NDIS applications.

## Employment Snapshot



Jessica moved to Brisbane from Port Macquarie and is a single mum of five with all but one of her kids having grown up and left home.

*"I have spent most of the last 15 years as a stay-at-home mum. In this time, I have completed a course in fine arts and graphic design but had not been able to find work in the area I lived in and was finding it hard to look for work at my age without relevant qualifications or experience. I noticed there was a lot of Aged Care and Disability support workers needed. It's a job I knew I would be good at and would be very rewarding. I love caring for and helping people and enjoy spending time with people with disabilities and older people. I am also hoping to be able to incorporate my art by teaching and coordinating activities. I found [MultiLink's Cert. III SQW Individual Support] training course interesting and informative. I liked the hands-on delivery of the subjects and being able to speak with the teacher about the industry and what direction I was interested in within the industry. I am happy now as I have a great job now as a Disability Support Worker, working with kids in Home Care and Respite Care".*

# Community Engagement & Support Services

## Community Action for a Multicultural Society (CAMS) Program - Statewide Pacific Island Community Worker

MultiLink's CAMS State-wide Pacific Island (PI) Community Worker position continued to support Pacific Island communities and individuals with crisis and recovery responses to the COVID-19 Pandemic until 31<sup>st</sup> December 2021 when funding for this program ceased after 16 years.

### Promoting Referral Pathways and Access to Support

Over 50 referral pathway, response and recovery meetings were held with over 200 Pasifika and Māori Community Leaders, individuals and Pasifika and Māori focused service providers to promote and boost access to support as well as to strengthen awareness

and enable those in need to access support. Advocacy for Māori and Pasifika community needs, and solutions were voiced and shared by MultiLink's State-Wide Pacific Island (PI) Community Worker at an additional 22 meetings/events that focused across the domains of domestic and family violence, sexual violence, food security, youth empowerment, women's rights, cultural restoration and advancements in sport.

### Pasifika Māori Networks

3 face-to-face Pasifika and Māori Network meetings were held at Ipswich, Northside and Logan during the reporting period with



MultiLink's State-Wide Pacific Island (PI) Community Worker attending all 3 meetings.

- The Ipswich Pasifika and Māori Network meeting was facilitated by the CAMS program at Anglicare. A total of 15 community workers and leaders in the Ipswich area attended.
- The Northside Pasifika and Māori Network meeting was facilitated by NesiANZ Services. A total of 7 community workers and leaders from the Moreton Bay region attended.
- MultiLink facilitated the Logan Pasifika and Māori Network. A total of 33 community workers and leaders in and surrounding Logan attended.

Ongoing meetings and phone/email correspondence with community leaders and individuals to meet the needs of community were also regularly maintained with:

- Pacific Islands Council of QLD (PICQ)
- Pasifika Women's Alliance (PWA)
- Solomon Islands Brisbane Community (SIBC)
- Aiga Samoa + Pasifika Families (Moreton Bay Region)
- Pacific Labour Facility

### Info Buffets

Feedback from those that attended Pasifika and Māori Network meetings as well as conversations with community members, identified that community felt inundated by emails from several services and networks, often missing important information/updates and opportunities. It was also expressed that information wasn't reaching the wider community, in particular young people and those working outside the community sector.

In an effort to package information in a way that was digestible and shareable for community, MultiLink's State-Wide Pacific Island (PI) Community Worker maintained communication and information sharing with the broader Pasifika and Māori Network via "Info Buffets" – emails that provided community with a "buffet" of:

## Employment Snapshot



Teleai recently completed MultiLink's Skilling Queenslanders for Work funded Cert. I Hospitality Traineeship.

Prior to this, Teleai hadn't been able to find a job for over 2 years!

Now, she is just *'beaming with joy'* as she has landed a great job in a busy Italian restaurant in the city that services over 100 customers a night! Teleai 'runs the pass' section between the wait-staff and the Chef and said it is *"full on"* but she is loving the work and the energy of the place.

- Employment opportunities
- Community events
- Information
- Resources
- Training/ Upskilling workshops
- Initiatives and programs as well as
- Funding opportunities

Info Buffets were sent out on a weekly / twice a week basis to a distribution list of approximately 209 contacts that work across several sectors, of diverse Pasifika backgrounds and who hold several community titles/roles both in Queensland and abroad. Info Buffets were formatted in a way that was easy to adapt or reshare for community newsletters, social media pages and notices that were subsequently created and distributed by respective community groups.

## Fostering Support for Vulnerable Community Members

Leveraging connections and meaningful collaboration with over 30 agencies, many connected through the Pasifika and Māori Networks, opened dynamic support pathways for relevant agencies to directly support Pasifika individuals and families seeking assistance in relation to food support, anti-social behavior, emotional health and wellbeing, emergency relief, family dysfunction, employment and recreational activities/opportunities.

### Pacific Labour / Seasonal Workers

MultiLink's State-Wide Pacific Island (PI) Community Worker engaged in several collaborative efforts to support workers on the Pacific Labour and Seasonal Worker scheme (now known as the PALM Scheme) in areas of Gatton, Caboolture, Logan and surrounds. Specific support domains focused on food support, baby supplies and opportunities for workers and approved employers to connect to cultural and recreational activities. MultiLink's State-Wide Pacific Island (PI) Community Worker attended over 10 community engagement meetings/events as well as initiated targeted meetings with community associations and groups to respond to challenges and prepare for emerging challenges. Notably, MultiLink supported the Solomon Islander Brisbane Community to host a community sporting event to include workers from the Solomon Islands and Samoa working in Moogerah, Kingaroy and Bribie Island.

By leveraging relationships with departments such as the Department of Home Affairs, MultiLink was additionally able to support the QLD Regional Coordinator (that sits within the Pacific Islands Council of QLD) with advice and support in regards to COVID-19 testing mandates for travel from Australia and the workers' host countries.

During the reporting period, a regional visit was conducted to Kingaroy to attend a Pacific Island and East Timor Community Celebration hosted by *Church in the Marketplace* Kingaroy

and FIP (Food Industry People Group) in partnership with the Pacific Labour Facility. This event was to welcome new workers to the region – specifically a large cohort of workers from Kiribati and Samoa. This was an opportunity to establish and maintain valuable relationships with Pasifika and Māori Community Leaders and Pacific Labour Facility staff to support workers across the region, and identify how to link the Pasifika and Māori Communities who live there with support pathways to address challenges and concerns.

### Kiribati Seafarers

MultiLink's CAMS State-Wide Pacific Island Community Worker, together with Kiribati Community Leaders, assisted 39 seafarers who were stranded in Brisbane due to COVID-19 travel restrictions in their home country Kiribati. Through MultiLink's relationships with Department of Home Affairs, Pasifika Lawyers Association of QLD and Pacific Labour Facility, a community response was activated to support the seafarers with understanding their options and pathways based on their visa requirements during the time of COVID-19. With this information, the seafarers were able to make their own informed decisions on what would be best for them and their families.

- **8 were repatriated to travel to Fiji**
- **14 obtained work on farms in South Australia** (via community connections with the South Australia Pasifika Council)
- **16 obtained pick-packing work in QLD**
- **1 obtained an alternative visa**

### KOKONECT

Continuing engagement with Pasifika and Māori communities, and services who engage with Pasifika and Māori communities highlighted the need for information on:

- 2021 Census
- Pathways to Permanent Residency and Citizenship and
- COVID-19 Vaccinations



A total of 4 face-to-face “KOKONECT” information sessions were delivered in Gold Coast, Logan, Redbank and Northlakes (areas identified to be high in Pasifika and Māori populations) in collaboration with Multicultural Families Organisation, Australian Bureau of Statistics, Nerang Neighbourhood Centre and The Refugee Health CALD COVID-19 Project who connected us to support from Metro South Health and the Oceania Pacific Health Association. Notably, information was delivered by professionals who were able to converse and answer questions “in language”.

The “KOKONECT” information sessions:

- Supported Pasifika and Māori community/Community Leaders by providing information on the census, pathways to citizenship and COVID-19 Vaccine Roll out
- Provided an informal and culturally safe space for Pasifika and Māori



community to talanoa (have open conversation), strengthen existing networks and create new ones

- Acknowledged and celebrated the great work happening in community, especially during COVID-19 and COVID-19 recovery phases

Across the 4 KOKONECT sessions, a total of 110 people of Pasifika and Māori backgrounds attended.

### Addressing Community Recovery Gaps

Correspondence, liaison and consultation with over 38 organisations and Pasifika and Māori Community Leaders were maintained to identify community recovery gaps and explore practical and purposeful solutions.

Topics of ongoing concern include:

- Mental health and wellbeing including lack of access to NDIS
- Tertiary education specifically around barriers for young people on New Zealand passports
- Meaningful employment
- Pasifika and Māori families impacted by COVID-19 travel restrictions
- Disengaged youth
- Civic Leadership and Participation

Conversations and a visit to Brisbane Youth Detention Centre with Logan Youth Justice also occurred to explore collaborative responses to disengaged youth, the role culture plays in the lives of Pasifika and Māori young people, responses to post detention support and culturally responsive support for services families may engage with.

### COVID-19 Response and Recovery

MultiLink (through the MultiLink’s CAMS State-Wide Pacific Island program) provided specific feedback to several different departments/organisations on how best to support, organise and mobilise Pasifika and Māori communities regarding the COVID-19 vaccine roll out. Over 10 roundtable community consultations (mostly online) were also attended by MultiLink’s CAMS State-Wide



Pacific Island Community Worker as well as community debriefs to directly share insights and advice from the community on best practice and digestible messaging.

There was great concern by the Pasifika and Māori community regarding COVID-19 vaccinations, especially when the vaccinations were mandated for several industries and sectors – many of which had high numbers of Pasifika and Māori employees. MultiLink became a vaccination hub from 15<sup>th</sup> November – 19<sup>th</sup> November and from 7<sup>th</sup> December – 10<sup>th</sup> December to provide communities in Logan with another opportunity to be vaccinated, (in a known and trusted venue where they could receive emotional and cultural support if need be). 103 vaccine doses were administered in the first week and 102 doses in the second week. 124 diverse individuals received their 1<sup>st</sup> or 2<sup>nd</sup> vaccination dose during the course of the hub. 10% of individuals accessing MultiLink’s Vaccination Hub were from Pasifika and Māori backgrounds – specifically Samoa, Papua New Guinea and New Zealand.

Additionally, MultiLink’s State-Wide Pacific Island (PI) Community Worker assisted at a Pasifika and Māori vaccination hub in Redbank facilitated by Oceania Pacific Health Association and Pasifika Women’s Alliance.

The hub was a welcoming, fun and safe space for all communities with music, a BBQ lunch for community to enjoy after their vaccination, a volleyball net set up on the grass for families and Pasifika and Māori volunteers on site to invite, welcome and support those attending the hub. Pasifika and Māori families were often seen walking into the hub accompanying neighbours and friends of other diverse cultural backgrounds.

Face masks were received from the Department of Communities, Housing and Digital Technology and made available to Pasifika communities through MultiLink’s Blackwood Road building for those experiencing barriers to accessing affordable face masks.

### **Pasifika Christmas Hamper Appeal**

The Pasifika Christmas Hamper Appeal led by Pacific Connect & Support, in collaboration with Pasifika Women’s Alliance, Pacific Islands Council of QLD, Pacific Islands Council of QLD Youth and Bracken Ridge Indoor Sports aimed to ease the strain on families during the Christmas period, in particular those navigating life with loved ones who are incarcerated. The delivery day of these



hampers unfortunately fell on the QLD COVID-19 vaccination mandate that commenced on 18<sup>th</sup> December 2021, that dramatically impacted how community groups could engage and support each other. Specifically for this initiative, the mandate meant that the number of volunteers were limited. MultiLink's State-Wide Pacific Island (PI) Community Worker was able to support by supplying and driving a MultiLink Van to deliver these Christmas hampers alongside youth volunteers. The hampers were filled with food and toys donated by communities and delivered to families residing in and around Logan and Caboolture.

### **Enhancing Social Wellbeing & Mental Health Support**

MultiLink's State-Wide Pacific Island (PI) Community Worker, together with the support of 56 support agencies across the reporting period, continued to work together to provide Pasifika and Māori Individuals and communities with appropriate support in regard to social wellbeing and mental health aid. In this reporting period MultiLink's State-Wide Pacific Island (PI) Community Worker participated in consultations with over 10 different health and wellbeing projects/initiatives in Logan, Inala and Moreton Bay.

### **Pasifika and Māori Health and Wellbeing Strategic Framework and Action Plan for Brisbane South 2020 – 2025**

MultiLink, through MultiLink's State-Wide Pacific Island (PI) CAMS program was identified as a key stakeholder in the implementation of the Pasifika and Māori Health and Wellbeing Strategic Framework and Action Plan for Brisbane South 2020 – 2025 (Brisbane South, Children's Health Queensland + Metro South Health).

During this reporting period, MultiLink's State-Wide Pacific Island (PI) Community Worker attended the first meeting for the Pasifika and Māori Health and Wellbeing Strategic Framework – Long-Term Wellness Working Group to advance a collaborative, village-centered and culturally responsive approach

## **Employment Snapshot**



Foai was born in Samoa and came to Australia 5 years ago with one of her Aunties. As much as this sounds daunting for a young girl, Foai said she felt excited by the experience and settled into school in Logan. Foai says she has not been back to Samoa since then but hopes to return someday soon when she has some money saved.

Foai had some previous connection with MutliLink through our Youth Program, so after completing Year 12 and not being sure what to do next, a staff member suggested she have a look at our Hospitality program.

Foai enroled in the Traineeship and "didn't look back". She said she really enjoying the training. *"I liked it. I made new friends and I've learnt how to cook! Before I only ever did noodles for dinner. Now I'm going home and cooking meals we did in training like the soups and stir-fry's. My Aunty loves it. And I've learnt how to make proper coffees like Cappuccinos and Lattes. I feel positive about my future and want to work in Aged Care when I finish. Do cooking and serving and taking care of older people."*

Foai successfully secured a job in a Local Shushi restaurant and is loving every minute of working!

to delivering healthier outcomes for Pasifika and Māori peoples in Brisbane South.

### **Mental Health Week – Loganlea State Highschool**

Ribbon lei making workshops were delivered to over 300 students at Loganlea State High School during their Mental Health Week Expo. Students that engaged with the activity were of a diverse range cultural backgrounds with approximately 20% of Pasifika and Māori backgrounds.

### **Continuing COVID-19 impacts**

The COVID-19 pandemic continued to impact the CAMS state-wide Pacific Island Community Program, in particular:

- Engagement with a “WhatsApp” group for service providers was formed by the Refugee Health Network for east of access and sharing of accurate and translated updates and information on COVID-19 restrictions including mask wearing and vaccination information
- Cancellation of MultiLink’s 2021 “Cultures in Harmony” event (previously Songs of Peace)
- “Consultation fatigue” continued to be felt by Community Leaders who were being over consulted on the topic of COVID-19 and the vaccine rollout. Community Leaders raised frustrations around mixed messaging and being under-resourced to provide the support and labour needed at the grassroots to organise and mobilise their communities. It should also be noted that this support was needed on top of other community challenges such as domestic and family violence, employment, mental health and housing that existed before COVID-19 but were exacerbated by COVID-19
- An increase in support for those on the Pacific Labour and Seasonal Worker program was also felt at the grassroots. A rise in unplanned pregnancy was most notable. COVID-19 travel restrictions additionally

meant that workers were unable to return to their home country and access the support of family and friends. Community Leaders were very under-resourced to provide this level of support

- Poor mental health was also experienced by those on the Pacific Labour and Seasonal Worker program. This sparked response from Approved Employers to connect their workers with diaspora Pasifika communities in their local area and vice versa
- Towards the end of 2022, with COVID-19 recovery in sight, there remained critical concern from Pasifika and Māori Individuals and communities regarding access to services and support as well as employment and cultural events post the vaccine mandate
- Vaccination hesitation for children also presented some challenges with young people’s access to education, with some families not resourced to engage meaningfully with online learning

### **Preparing to Transition to a new Logan CAMS focus from 1<sup>st</sup> January 2022**

Approximately 40+ targeted meetings were facilitated with Community Leaders and organisations, focusing on those outside of the local government area of Logan. Targeted meetings were important to firstly educate communities on the framework of the new CAMS program and what this looks like across the state and to secondly prepare communities for the new refocused Logan CAMS program at MultiLink commencing in January 2022, and the loss of the CAMS State-Wide Pacific Island (PI) Community Worker position after the 31<sup>st</sup> of December 2021. This approach allowed communities to give direct feedback about what this change would mean for them and how best MultiLink could support or connect them during this transition.

# Community Action for a Multicultural Society (CAMS) Program – Logan Multicultural Community Worker

Commencing on 1<sup>st</sup> January 2022, the new MultiLink CAMS Logan Multicultural Worker program delivers local economic and social inclusion outcomes with people from all culturally and linguistically diverse backgrounds in the Logan region as well as ensuring coordinated engagement with Community Leaders for future disaster prevention, preparedness, response and recovery.

## Multicultural Connection & Engagement

MultiLink's Multicultural Community Worker (CAMS) attended a number of Community Leader Forums to maintain and develop regular connections with diverse local Community Leaders to identify emerging needs and appropriate responses as well as establishing and introducing the new Logan Multicultural CAMS Program at MultiLink (after delivering the State-Wide Pacific Islands CAMS Program for 16 years).

## Connecting with Community Leaders

Community forums attended during the reporting period include:

- Community Leaders COVID-19 Meeting (online)
- Community Leaders Connect Forum delivered by Access Community Services / SSI & Logan City Council
- 'Where you Belong' – Community Leaders Connect Forum for Refugee Week delivered by Access Community Services / SSI and Logan City Council. (MultiLink's Multicultural Community Worker (CAMS) co-emceed the forum)

A range of multicultural events were also attended since January 2022, including:

- Waitangi Day
- Nauru Independence Day
- Thingyan Myanmar Festival
- Qld African Communities Council (QACC) 2022 AfriQueensland Awards Night



- Bayanihan Day (Filipino Festival)
- Bangladesh Independence Day
- Luminous Lantern Parade

### Community Recognition

MultiLink was honoured that two of our staff were recognised at the QLD African Communities Council (QACC) 2022 AfriQueensland Awards. MultiLink’s Multicultural Community Worker (CAMS) was awarded a **Multicultural Connections & Outreach** award, while the Community Services Manager received a **Community Sector Service & Advocacy** award.

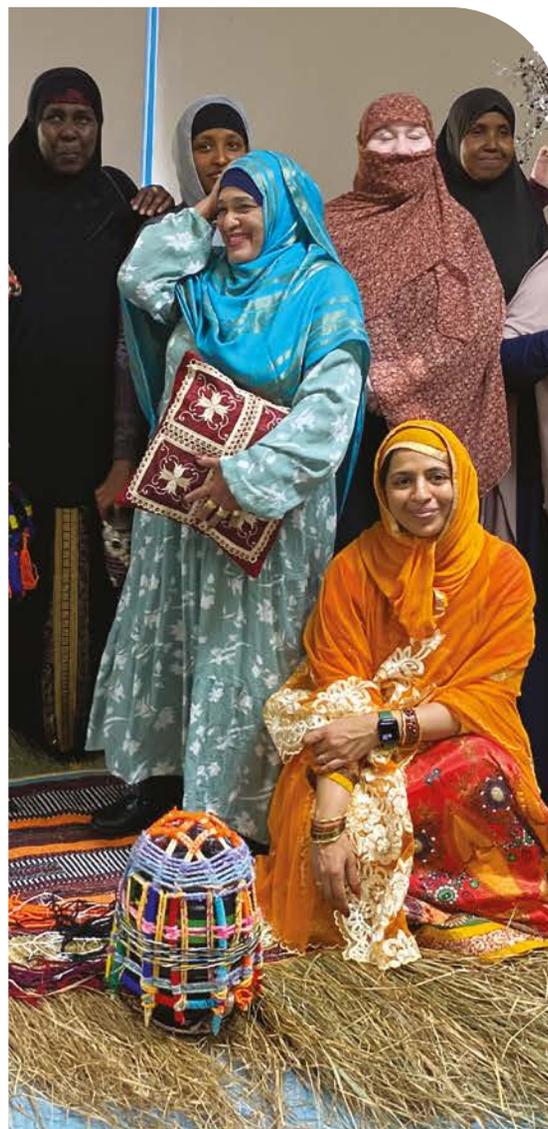
### Multicultural Capability

MultiLink’s Multicultural Community Worker (CAMS) continued to build the capacity of individuals and community groups from culturally and linguistically diverse backgrounds to access and navigate the local service system or opportunities.

### The Pacific Australia Labour Mobility (PALM) Scheme

Following the commencement of the newly revised PALM scheme in April 2022, MultiLink’s Multicultural Community Worker (CAMS) continued to support, refer and advise service providers and Community Leaders assisting PALM workers in particular those in areas with less Pasifika and Māori diaspora communities. Needs and challenges for expecting and young mothers on the PALM scheme remain high and a collaborative approach to how these women are supported continues to be an area of uncharted territory for many service providers and organisations. Through MultiLink’s neighbourhood centre connections, baby and maternity supplies were donated to several expecting mothers in and around the Logan area. Over 100 donated beanies to Pasifika Women’s Alliance were gifted to workers accessing a COVID-19 Vaccination Hub in Ningi/Caboolture during the winter of this reporting period.

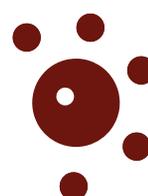
MultiLink’s Multicultural Community Worker (CAMS) was also able to share learnings at the grassroots level through the Pacific Labour Southeast QLD Network that includes several



Pasifika and Māori workers and advocates, approved employers and contracted organisations that support with workers wellbeing. One Pacific Labour stakeholder session was attended during this reporting period.

### Pasifika and Māori Health & Wellbeing

MultiLink’s Multicultural Community Worker (CAMS) continued to be a key stakeholder in the implementation of the Pasifika and Māori Health and Wellbeing Strategic Framework and Action Plan for Brisbane South 2020 – 2025 (Brisbane South, Children’s Health Queensland + Metro South Health).



### QLD Pasifika and Māori Workers Network (QPMWN) Support

A total of 29 “info buffets” were sent out to a contact list of 215 community members, (in this six-month reporting period), including students, community leaders and service providers that work and participate across several sectors and are of diverse backgrounds. Info buffets highlighted:

- Employment opportunities
- Community events
- Program and initiatives
- Information
- Resources and
- Funding opportunities

Info buffets were key in disseminating COVID-19 information on mask wearing and restrictions as well as flood warnings and relief available to vulnerable communities.

Multicultural events and relevant opportunities were included in these info buffets to support the new CAMS framework



in fostering inclusive, harmonious and united communities. Shareable and appropriate flyers, documents and promotional materials were also attached to these emails that could be adapted for newsletters, social media pages and notices that were produced and dispersed by respective community groups.

### Transitioning State-wide Pacific Island Support

Over 22 targeted meetings were held with individuals and organisations to inform them of MultiLink’s new CAMS Program. Within these meetings, appropriate referrals were made to other local CAMS providers, service providers and organisations that may have capacity to service Pasifika and Māori communities outside the local government area of Logan. The change in the CAMS program was also communicated at several community forums.

MultiLink’s Multicultural Community Worker (CAMS) through community relationships fostered through the State-Wide Pacific Islands CAMS program was able to:

- Connect Multicultural Affairs Queensland and Red Cross with Tongan Community Leaders post the eruption of the Hunga-Tonga-Hunga-Ha’apai volcano in January 2022
- Assist Pasifika and Māori students and staff at The University of Sunshine Coast (Moreton Bay Campus) and Australian Centre for Pacific Islands Research in establishing their own Pasifika Student Association and enhance community engagement and consultation
- Contribute to and liaise with the co-designing of a pilot Pasifika Youth Program for West Moreton Youth Detention Centre (WMYDC) proposed to be run and facilitated by Pacific Islands Council of QLD (PICQ) and Pasifika Women’s Alliance (PWA). This program is pending delivery due to COVID-19 restrictions at the time
- Advise Moreton Bay Regional Council on how best to engage and support Pasifika and Māori communities in the Moreton Bay Region

- Participate as a panelist at the annual LEAD (Legacy, Education, Achievement and Dream) Conference facilitated by Griffith University and Queensland University of Technology for Pasifika and Māori High School students in Logan
- Supported QLD Rugby League in the development of their first ever PacificAus Sports: Melanesian Bowl at Bycroft Oval, Runaway Bay. The Papua New Guinea Hunters and Fiji Kava Kaiviti Silktails were scheduled to play however due to severe thunderstorms and rain, the game was cancelled. MultiLink engaged with and supported young people from the community to MC the event and sing the national anthems (unfortunately with the game being cancelled this could not happen), however the Corporate function went ahead to acknowledge the players and the commitment the Australian Government and the community sector has in supporting Rugby League in the Pacific

### **2022 Flood Recovery Support**

MultiLink's Multicultural Community Worker (CAMS) was additionally based at the Logan Flood Recovery Hub at the Kingston East Neighbourhood Centre for a day to assist with the intake of vulnerable community members needing support post the 2022 floods. Appropriate referrals were made to Pasifika and Māori individuals/families who presented and required additional support at the Hub.

### **Multicultural Opportunity, Inclusion & Responsiveness**

Facilitate opportunity and inclusion of people from culturally and linguistically diverse backgrounds through working with broader services, social and industry networks and agencies to be more culturally responsive.

### **Konnecting Cultures Cultural Awareness**

MultiLink delivered, in collaboration with Pacific Islands Council of QLD's Vice President, face-to-face cultural responsiveness training on Pacific Island Communities for staff at



Youth Off the Streets. Topics covered included:

- Who are the people of the Pacific?
- Supporting young Pasifika people
- The story of migration and Pacific Islanders in Australia
- The story of “The Village”
- Guidelines for working with Pasifika peoples
- Pasifika organisations you can refer to for advice/support

### **‘Growing your Dream for a Food Business’ – Food Venture Course**

In collaboration with Griffith University’s Yunus Centre, via their Homebase project, MultiLink’s Multicultural Community Worker (CAMS) co-designed and co-delivered an intensive 4-week food venture course to inspire local community members, particularly those of migrant and refugee backgrounds, with the tools and networks to launch a business related to food.

The course attracted a passionate and proactive group of Somali mothers who realised they can turn their passion for cooking into a business to support mothers and their families. Together they created a business called “Hooyo’s Kitchen” translating to “Mother’s Kitchen”. Through this food venture course, the women were connected with networks who could guide them in navigating processes to legitimise and grow their business into a potential social enterprise, as well as support them to communicate the heart of their business. Organisations engaged during the delivery of the course included:

- Logan City Council
- Catalysr – migrant business accelerator
- Rua Haung Café – (Rohingyan cuisine)

At the completion of the course, Hooyo’s Kitchen catered for the “Better Support for Migrant and Refugee Businesses” event run by Griffith University and Catalysr, that aimed to strengthen the connection between Logan City Council, Service Providers and Community Leaders.

## Employment Snapshot



Madhere had been through some tough times before resettling to Australia from Ethiopia a number of years ago. She lived in NSW before moving to QLD with her son in the second half of 2021. Then call it luck, fate or faith... Madhere was walking in the local community when she came across MultiLink and decided to walk in and enquire about our services. Madhere had been looking for work for 5 months with no success and was directed to talk to our Logan Diverse Workforce Hub team.

After initial support, developing her resume, gaining her First Aid Certificate and assisting with her job applications, Madhere was able to gain employment as a Support Worker for a Community Care Service!

Madhere said, *“I’m so happy with MultiLink. They have relieved my stress and their support has been so great. I am feeling good about my future and feel like I have a fresh start in life. I am happy to be working, and later I hope to get a job at an Aged Care facility”.*



# Neighbourhood / Community Centre

MultiLink has continued its core role as a funded Multicultural 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 direct support for over 12,000 individuals across the reporting period.

## 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 continued to fulfill a key role in the dissemination of information, community preparation for natural disaster events, and cultural and language support to Logan's diverse communities in times of natural disaster recovery.

MultiLink's role includes providing multilingual staff and volunteers in times of community recovery and information referral centre operations as required. MultiLink additionally 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 NILS (No Interest Loans Scheme) to people impacted and provides other community support services to assist appropriate referrals for diverse individuals and families impacted by disaster events.

### QLD Disaster Management Arrangements & Recovery Modules Training

As a member of the Logan District Human and Social Recovery Committee and Logan Local Human Social Recovery sub-group, MultiLink staff represented on these groups are required to undergo QLD Disaster Management Arrangements & Recovery Training. The training was facilitated by QLD Fire and Emergency Services to enhance understanding of disaster management

arrangements and terminology to support MultiLink's work in the recovery space.

### Community Disaster Information Sessions

In preparation for storm season, and as an ongoing commitment to increasing community capability and building resilience amongst our culturally diverse clients and community members, MultiLink's bicultural multilingual workers facilitated information sessions and workshops to build awareness and familiarity on what to do in a disaster. Sessions were facilitated for Chin, Dari, Arabic and Oromo/Swahili speaking clients and community members.

These Disaster Management preparation sessions covered:

- Navigating the QLD Disaster Management Platform
- Disasters in southeast Queensland (covering topics of floods, storms, and bushfires)
- Preparing an emergency kit and what to include
- Keeping multiple copies of important documents (copies on USB and emailing them to yourself)
- How to prepare a household Rediplan (participants completed a Rediplan for their household during the session)
- Actions that community members can take to minimise the impacts of disasters
- How to prepare for, respond to and recover from these events
- Supported participants to attach their COVID-19 vaccination certificates to their Check in QLD app

A total of 37 people participated in these sessions, 15 Oromo & Swahili speaking, 11 from Chin speaking backgrounds (5 Falam Chin, 2 Zomi Chin, 2 Matu Chin, 1 Hakha Chin & 1 Mizo Chin), 10 Dari speaking, and 1 Arabic speaking.

## COVID-19 Pandemic

### Community Facemask Distribution

MultiLink continued to receive quantities of facemasks from the Department of Communities, Housing and Digital Economy to support vulnerable community members to have access to facemasks during lockdowns and mandatory health advisory periods. Over the reporting period, over 5,000 facemasks were distributed to community members from MultiLink's Blackwood Road building.

### CALD COVID Communications SEQ Groups

MultiLink continued its participation in meetings identifying community issues and sharing important updates and information with staff, clients and community members across the Logan Local Human Social Recovery Sub-Group, the Logan/Gold Coast District Human & Social Recovery Committee and the Red Cross Urgent CALD COVID Communications SEQ Group in relation to the COVID-19 pandemic. MultiLink continued to disseminate information and raise community awareness to assist Logan's diverse

communities to prepare for and adhere to health advice and directions during the evolving pandemic situation.

### MultiLink COVID-19 Vaccination Response

A range of culturally and linguistically diverse community members and MultiLink clients expressed their fear and uncertainty about obtaining a COVID-19 vaccination following the national vaccine rollout. MultiLink facilitated a number of strategies to ensure the community was provided with opportunities to receive information to inform their decision about receiving a vaccine.

### COVID-19 Vaccination Hub In-language Videos

To ensure promotion of MultiLink's mobile Vaccination Hub across our various diverse communities, MultiLink produced a series of "in language" video clips announcing the Hub that were shared with community through MultiLink's Facebook page. The videos were produced in the Dari/Farsi, Arabic, Chin, Zomi, Swahili, Karenni, Kirundi, Pashto, Burmese &





Somali languages. A MultiLink COVID-19 Mobile Vaccination Hub flyer was also attached with each video post to MultiLink’s Facebook page to enable sharing across the sector and diverse linguistic networks.

**COVID-19 Vaccination Hub Information Sessions**

In addition to the promotion of the Vaccination Hub, MultiLink also hosted a series of information sessions in the lead-up to the Hub (delivered by the Refugee Health Network Queensland CALD COVID-19 Health Engagement Project team (CCHP) and assisted by our bicultural multilingual staff for language support) regarding the COVID-19 Vaccine to support individuals and community members where there may still be uncertainty about having a vaccination. Information sessions were held in Arabic, Farsi (men), Farsi/Dari (women), Swahili/Oromo and Somali.

**MultiLink COVID-19 Mobile Vaccination Hub**

MultiLink hosted a mobile COVID-19 Vaccination Hub from Monday 15<sup>th</sup> November to Friday 19<sup>th</sup> November and again from Tuesday 7<sup>th</sup> December to Friday 10<sup>th</sup>

December from 9.30am – 3.00pm each day. The Hub was open to all community members as an opportunity to have their first or second dose of the free Pfizer vaccine.

MultiLink’s bicultural multilingual staff provided language and cultural support on specific days and times, to support specific cultural, linguistic, and emotional access for diverse communities across 18 languages including Dari, Hazaragi, Farsi, Shan, Karenni, Burmese, Zomi, Somali, Falam Chin, Hakha Chin, Mizo Chin, Arabic, Assyrian, Pashto, Oromo, Swahili, Kirundi and Kinyarwanda.

In the first week of the Vaccination Hub, 103 Pfizer vaccine doses were administered with 102 doses administered in the second week of the Hub. 124 diverse individuals received their 1<sup>st</sup> or 2<sup>nd</sup> Pfizer vaccination dose during the course of the Hub.

Overall, 32% of vaccine doses were administered to individuals from the Myanmar Community, 16% African Communities (Somali, Congolese, Ethiopian, Burundi, Liberian, Botswana & Nigeria), 14% Australian, 12% Afghan, 10% Pasifika (New

## Employment Snapshot



Sian was born in Myanmar and came to Australia as a refugee via Malaysia with his young family in 2019. Sian had struggled to find sustainable full-time work because of his English skills.

Sian enrolled in the Skilling Queenslanders for Work Cert. II Supply Chain Operations course. Through this he was able to graduate in April with his Certificate II, along with a Forklift Licence, a Dangerous Goods ticket, and his First Aid qualification. With the support of MultiLink's SQW Facilitator he secured a job with a local company.

Sian's first language is Zomi (a Burmese dialect). To help get Sian up and running in his new job, MultiLink engaged the service of one of our Bicultural Multilingual workers to support Sian for the first few days at his new job. Through this support he quickly picked up on the practical knowledge and skills he would need to settle into his role. The company was understanding of the language barriers and the need to adapt their onboarding methods to suit. These adaptations came in various forms with ideas such as the training being more of a *visual procedure*, rather than trying to talk and explain the method of the task; it was more a method of; *"Watch me, now you try it"*. This worked for Sian and he is now busy putting security screens into the frames of doors and using a variety of tools in the warehouse. Sian passed his probation period and now works fulltime.

After 5 months in the job, Sian said, *"with thumbs up"*, he is still loving his new job! The company Manager Daniel said, *"Sian was pretty quiet to begin with, but he has been coming out of his shell more and more each week.... He is a hard worker and willing to learn, that's all we can ask.... I wish I had another 10 of him."*

Zealand, Samoa & PNG), with remaining countries of origin including Hungary, Serbia, Slovenia, Croatia, Bosnia, Russia, Slovakia, Indigenous (1.5%), England, South Korea, India, El Salvador, China, Romania & Brazil.

### SEQ Flood Disaster Support

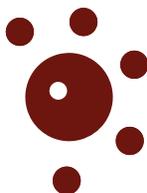
In February 2022, areas across the Southeast Queensland region suffered a major flooding event. Following the initial evacuation hubs, disaster recovery hubs were established across these regions to support local community members to access a number of supports in a "one stop shop".

In line with MultiLink's key functions as a member and agency of the Logan District Human and Social Recovery Committee, MultiLink moved through the Alert/Lean Forward to Stand-Up phase as weather and flooding events unfolded. As the plan moved into the Short-Term Recovery (Relief) phase, MultiLink was requested by the Department of Communities, Housing and Digital Economy to provide Language Support Assistance through the Logan Flood Recovery Hub at Kingston East Neighbourhood Centre (KENG).

### Flood Information Distribution

Support information was distributed to service providers and Community Leaders following the floods, with information being shared about:

- GIVIT donations – volunteering, donating items and monetary donations
- Logan Emergency Relief List
- QLD Flood Relief and Assistance grants available and their closing dates
- DSS Service Directory for Financial Crisis and Material Aid (broader ER database)
- Link to interactive map of traffic hazards and road closures due to flooding and other traffic events
- Interstate road conditions information
- List of evacuation centres across Logan, Brisbane and Moreton Bay Council areas



### **Disaster Recovery Hub Language Support**

The Disaster Recovery Hub at Kingston East Neighbourhood Group experienced an increase in African community members presenting to the hub for flood support with approximately 80% of affected individuals originating from African communities with limited English language ability. In response, MultiLink deployed four Language Support staff (Casual and Core) speaking Swahili, Kirundi, Oromo, Somali, Arabic Juba and Acholi at various days/times to support specific language needs emerging through the Hub.

### **Disaster Recovery Hub Multicultural Worker**

MultiLink additionally received a request from the Department of Communities, Housing and Digital Economy for a MultiLink staff member to be based at the Hub for 4 hours per day (10.00am to 2.00pm) to support and facilitate access to flood recovery support for culturally and linguistically diverse individuals and communities. The worker supported intake, referral, and language/cultural support and connection and co-ordination of language support needs in consultation with the Recovery Hub Manager. This assistance was provided from 22<sup>nd</sup> March 2022 to 8<sup>th</sup> April 2022.

### **Disaster Transition Hub Support**

Following the transition from Disaster Recovery Hub to a Transition Hub (focusing on medium to long term recovery), MultiLink continued its involvement in the Hub in the transition into medium and longer-term recovery space, providing support from 11<sup>th</sup> April 2022 to 27<sup>th</sup> May 2022.

### **Disaster Outreach – Second Avenue**

MultiLink additionally supported the Department of Communities, Housing and Digital Economy' outreach along with the Red Cross and Salvation Army to attend the homes of farmers and community members impacted by the floods on Second Avenue, Marsden. The specific request for support was received from Minister Shannon Fentiman's office. Support was provided through the

provision of information, the support of grant applications and food vouchers provided by the Salvation Army. A "sorry we missed you" card was left for people who weren't available to receive support with details of their closest Recovery Hub provided.

### **Afghan Community Support**

The unfolding crisis in Afghanistan in August 2021 had significant impact on the Afghan community in Logan and across MultiLink's Afghan clients, who commenced reaching out to MultiLink for a range of support requests, including:

- Emotional support and wellbeing
- Information sharing
- Referral (clinical and non-clinical)
- Support links for citizenship pathways and assistance, refugee and visa options, migration support, consular assistance and family tracing support
- Sponsorship form filling
- Calling for donations to support Afghan refugees who have arrived in Brisbane
- Highlighting a MultiLink's donation of scarves following a "shout out" from the Queensland Afghan Community Association for urgently needed donations required for Afghan arrivals in Brisbane
- Resources to assist staff providing emotional support and referral that were developed by QPASTT, including information to assist teachers in schools
- The possibility of creating a local support/community group to provide emotional and wellbeing support for community members as well as providing a link for new Afghan arrivals within the local community. Post August 2021, approximately 1,400 evacuees were received and supported in Brisbane arriving directly from the state of conflict in Afghanistan, with many making Logan their new home

Through MultiLink's established connections with the Afghan diaspora communities and



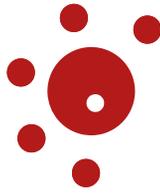
through MultiLink’s bicultural multilingual workers, MultiLink established a weekly support group for Afghani women (*Chai & Chat*) held on Wednesday mornings focusing on providing emotional support and wellbeing as well as a pathway for information and referral to further services such as Red Cross, RAILS, World Wellness Group and MultiLink’s SETS program. 61 women attended the *Chai & Chat* activity in the October 2021 to June 2022 period.

### **Domestic & Family Violence (DFV)**

Across the reporting period, MultiLink’s service teams reported continuing numbers of enquiries and individual presentations of culturally and linguistically diverse victims of domestic and family violence. MultiLink remains focussed on increasing community capacity to identify and respond to domestic and family violence related issues and continues our role in supporting survivors of domestic and family violence through supported referral to specialist services for immediate response, while the longer-term healing and recovery may be provided through case work and support across MultiLink’s suite of wrap-around services.

### **Logan Integrated Service Response (ISR)**

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



## Logan Community Suicide Prevention Network

During the reporting period, MultiLink continued our commitment to raising awareness of and improving the mental health and wellbeing of the community through our strong involvement in the Logan Community Suicide Prevention Network through the role of Secretariat to the network and providing an available meeting space.

## Community Justice of the Peace Services & Partnership

MultiLink continued our partnership with the Department of Justice and Attorney General's Justices of the Peace Branch (JPB) to deliver their CALD Engagement Strategy, aiming to increase CALD access to Justices of the Peace (JPs) through a number of engagement activities. Community JP services have continued to be delivered from MultiLink's Blackwood Road building. Over the reporting period, 307 individual services were provided through this initiative with 1168 documents signed and witnessed.

## Organisational support for Collaborative Community Celebrations & Activities

- Liberian Independence Day & Cultural Festival 2022
- Africa Day Festival
- African Professionals of Australia Gala Dinner
- FLAG Information Exchange
- Afghan Community Eid Celebration
- Waitangi Day
- Solomon Island Brisbane Community Seasonal Workers Community Event
- Loganlea State High School Wellbeing Expo

## Material Goods Assistance

MultiLink continued to provide referral and distribution of various material goods in response to enquiries received from community members and clients. Assistance included support and referral for household appliances (washing machine, fridge),

## Employment Snapshot



Trent is a young Aboriginal and Tongan man who has been through some tough times. Trent heard about of Cert.II Supply Chain course through his employment support agency as he was looking for more skills and steady work as he had been an "on-call" barista for some time and was looking for a more permanent job.

*Trent said, "The training has been awesome. I loved the way it was put together. And we had a great group. Everyone helped each other. If someone was struggling, we would stop and wait and help them. I've made a couple of new mates. It was the best eight weeks of my life!"*

*"MultiLink have been mega supportive. Having the SQW Facilitator there to talk to when I was having a rough time (first aid training triggering emotions about a mate's motorbike accident) was really helpful. Knowing I could just speak to him about stuff like that. I feel great about my future. I've got BIG plans!"*

At the end of the course, Trent secured himself a fulltime position in the warehousing/supply chain industry.

household furniture (dining table, lounge suite) clothing, toiletries, toys, hygiene items. In addition to donations from community members, this assistance benefited from our ongoing relationship with GIVIT and Knitting for Brisbane's Needy who donated clothing items, hygiene packs, knitted blankets and Christmas gifts for distribution across the community. MultiLink also received a number

of Christmas food hampers through LECNA (Logan East Community Neighbourhood Association). Over the reporting period, over 65 individuals and families benefited from this various material goods assistance.

### **“Baby Give Back” – Baby Essentials Assistance**

To respond to ongoing enquiries for assistance for baby items including clothing, nappies, furniture and other essential items including children’s packs, toiletries, car seats, prams, cots, bassinets and other items, MultiLink continued its engagement with **Baby Give Back**, a Gold Coast charity supporting vulnerable babies, children and families in the community who, in partnership with support agencies, provide donated essential baby items to community members in need. This engagement has made it easier to assist in improving over 36 individuals’ quality of life by obtaining the baby items they require, at no cost.

### **Healthy New Communities Project**

Together with steering committee partners (Metro South Health & Brisbane South PHN), MultiLink continued its role as a partner in 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 meet local needs and improve health and wellbeing of the Logan Community.

### **Connecting with Cultural Foods Research Project (QUT)**

MultiLink assisted a QUT PHD student (Tina Gingell) with support for her research project, *Connecting with Cultural Foods* which aims to understand how migrants and refugees access their cultural foods. MultiLink supported the research project through a facilitated focus group with clients from African and Burmese (and other ethnicities from Myanmar) backgrounds.

Participants were asked to provide information about what their cultural foods

are, how they are accessed and who they would ask to find out information about their cultural food. The information received from this focus group will support the steering committee to understand where to find cultural foods around Southeast Queensland, which will be used to create a cultural food map.

11 clients that participated in this consultation, with 36% identifying as Falam Chin, 27% Congolese, 18% Karen, and 9% each from Matu Chin & Burundian.

### **Strengthening African Community Relationships**

Across the reporting period, clients from African backgrounds accounted for 19% of all clients across MultiLink’s service delivery. Through partnership and collaboration in events with the African Professionals Association (APA) QLD Chapter and the Queensland African Communities Council (QACC), MultiLink strengthened our relationship with African communities in Logan. MultiLink partnered and collaborated in a number of events recognising and celebrating the economic and social contribution of African communities in the wider community, including Mandela Day, APA’s Beyond Borders Conference, QACC’s Africa Day Festival, and Africa month celebrations.

### **Community Iftar Dinner**

To recognise clients fasting during the month of Ramadan, MultiLink hosted an Iftar (breaking of the fast) dinner for clients, their families and friends. Over 60 people attended the Iftar dinner, taking up the opportunity to “break their fast” with us and strengthen intercultural and interfaith relations across communities.

### **Supporting the Broader Community Sector**

#### **QCOSS Essential Services Consultative Group (ESCG)**

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 (QCOSS) 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. The 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.

### Harmony Alliance

MultiLink has continued its participation and membership in 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 continues to work 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.

### Continuing COVID-19 Impacts

Over the reporting period, a number of Neighbourhood/ Community Centre activities continued to be affected by COVID-19 restrictions and pandemic lockdowns. MultiLink continued to fulfil its role as a Neighbourhood/Community Centre through a number of key initiatives in response to the continuing pandemic situation.



# Financial Wellbeing Services



## No Interest Loan Scheme (NILS)

MultiLink's No Interest Loan Scheme (NILS), continued to assist clients on a low income operating as a specialist program serving migrant and culturally diverse consumers. MultiLink continued to deliver NILS as a Client Service Provider only, using the online based "myNILSapp" to ensure the focus on client services and working in collaboration with other NILS agencies who operate as Loan Providers managing the financial side of NILS delivery.

Across the reporting period, MultiLink submitted a total of 40 loans through the "myNILSapp" and endeavoured to support refugee and migrant communities across the Logan, Gold Coast, Brisbane, Ipswich and Southwest (Toowoomba) Regions. \$48,526.08 of new loans were issued during the reporting period.

NILS consumers in this reporting period originated from 17 culturally diverse backgrounds, with 40% identifying as Anglo-Australian, 15% Afghani, 8% identifying as Somali, 5% Syrian, 3% each from Papua New Guinea, Sudan, New Zealand, Myanmar (Zomi), England, South Africa, Zambia, Sierra Leone, Burundi, Iran, Congo DR, & the Philippines with 3% identifying as Indigenous.

32.5% of people accessing the NILS program were aged between 45-54, with 25% aged 25-34, 17.5% aged 35-44, 15% aged between 55-64, 7.5% aged 17-24 and 2.5% aged 65 and over.

Of the new loan applications received, 31% related to Car Related expenses (Car Registration, Car Repairs, Driving Lessons/Test, Tyers, Wheels), 28% for Household Appliances (Refrigerator, Washing Machine, Television, Small Appliances, Dryer), 19% for Technology (Mobile Phone, Laptop, Computer, Tablet), 10% for Household Furniture (Lounge Suite,

Bed/Mattress, Tallboy), 7% for Housing (Rent, Rental Bond, Body Corporate Fee, Logan City Council Rates), and 5% for Course Fees (Real Estate Renewal License, Tertiary Course).

## Chin Financial Literacy / No Interest Loans Scheme (NILS) Workshop

MultiLink delivered a financial literacy workshop for Chin speaking clients and community members. The workshop included information on budgeting, how and where to save money, managing their income and expenses, how to set up and achieve their savings goals and information about the NILS program and the process to get support through the program. 20 people participated in this workshop.

## Energy Literacy

As a continued commitment to deliver Energy Literacy education, MultiLink has continued delivering energy literacy information and providing one-on-one support to vulnerable community members. Across the reporting period, 40 one-one-one energy literacy conversations occurred with community members primarily through the NILS intake assessment process.

These conversations included raising awareness and increasing access to energy information regarding:

- Electricity usage
- Electricity pricing
- Understanding Contract conditions
- How to read and understand their electricity bill
- Understanding electricity plans
- Hidden expenses
- How to save money on your electricity bill
- Where to shop around for a better deal
- Concessions available and how to make sure they are applied
- Hardship programs

- Payment plans
- The knowledge and confidence to shop around for a better deal or access a better deal with their current retailer

### ASIC Moneysmart Consultations

In partnership with the Settlement Council of Australia (SCoA), MultiLink facilitated two consultations reviewing the information sheets in ASIC's Money Management Kit. The participants in these sessions came from Karenni and Swahili speaking backgrounds and offered their experiences with accessing financial services and financial capability and how it differs between Australia and their home country. Participants additionally provided feedback about the existing factsheets, gaps in content, how it could be improved and provided recommendations for additional information they would find useful and tips for improving financial capability in migrant and refugee communities.

A number of organisations across Australia also facilitated consultations and results from the reviews have been written into a report by SCoA called *"Building the financial capability of newly arrived migrants and refugees: An evidence-based review of ASIC's Money Management Kit and exploration of financial life for new arrivals to Australia"*. 13 Karenni, and 12 Swahili speaking participants took part in the consultations.

### MoneyWi\$e Community Day

In partnership with Relationships Australia, Caxton Legal and YFS, MultiLink delivered the MoneyWi\$e Community Event during Anti-Poverty Week. This free community event facilitated conversations with Logan Community members about their finances and financial services available to them with a series of workshops and interactive activities available. MultiLink facilitated a workshop on concessions, saving and the No Interest Loan Scheme. Over 150 people attended this event over the course of the day.

## Employment Snapshot



Maurice arrived in Australia in 2019 from the Congo DR with his mother and siblings.

Maurice sought out MultiLink's Logan Diverse Workforce Hub project for assistance.

Maurice was very passionate about starting his own business in Barbering. He said he had previously worked in the field and was very enthusiastic about continuing in it. Maurice was supported through the Diverse Workforce Hub which included purchasing hair clippers which he required for his business. Maurice said *"it will greatly help me in my business having the hair clippers"*. Maurice was additionally referred to Thrive Refugee Enterprise for business and financial support.

Maurice now runs his own mobile and home-based barber business called *Initial Maurice's Hair-cut and Beauty*, specialising in the African Community.

When asked where he sees himself in 5 years' time, Maurice responded, *"I see myself owning a big company doing the same thing"*. He also hopes to one day help his mum open her own African food restaurant.

## Logan Financial Literacy Action Group (FLAG)

MultiLink continued its role as 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 to *“Improve Financial Wellbeing in Logan”*.

## FLAG Information Exchange 2021

Through our partnership with the Logan Financial Literacy Action Group (FLAG), MultiLink supported the delivery of the 2021 Information Exchange Forum at Griffith University Logan Campus by participating in the organisation of the event and providing sponsorship of activities. The Information Exchange engaged local service providers in conversations focussing on improving the financial wellbeing and capability of our local community and sought a commitment from them to work with FLAG to address these issues. The topics discussed informed FLAG’s Action Plan for the next 12 months.

67 participants attended the Information Exchange from local services including

emergency relief providers, financial and gambling counsellors, social workers, local banks, schools and universities.

## Department of Education Facilitated Finance Circle/Financial Conversation

Additionally, as a member of the Logan Financial Literacy Action Group (FLAG), MultiLink attended a Department of Education facilitated Finance Circle/Professional Conversation with the Directors of Early Learning Service Centres and a number of Logan Schools. This was an opportunity to share resources and information to better equip Early Childhood educators from local centres (and local primary schools) about what services are available to their families and how they can access these services. Participants received a pack which included information on key services available and where, learned about engaging with MultiLink’s services, about FLAG and upcoming professional development and community events.

10 people from Early Learning Centres & local schools attended, with an additional 5 being from organisations providing information at the session.



# Youth Services

## Reconnect - Newly Arrived Youth Specialist (NAYS)

The Reconnect NAYS activity continued to implement early intervention measures and provide individual case support to young people at risk of homelessness (aged 12-21 for newly arrived young people arrived in the last 5 years, and 12-18 for non-newly arrived culturally diverse young people in the community).

Support was provided to clients, parents, carers and siblings across a number of risk factors, including family relationships, housing, education, acculturation, intergenerational conflict, employment, community engagement, independent living skills, ensuring safe, secure and affordable housing outcomes, family reconciliation, continued educational engagement and supporting newly arrived young people's successful settlement journey.

The youth team supported 97 young people over the reporting period, from 26 diverse cultures of origin, with 20% from Afghanistan, 10.5% each from Myanmar & Burundi, 8.5% Eritrea, 8% Ethiopia, 6.5% Somalia, 4% each from Congo DR & Iraq, 3% each from Pakistan, & Syria, 2% each from Iran, Japan, Central African Republic, Samoa, & Uganda, and 1% each from South Sudan, Lebanon, Turkey, Thailand, Vietnam, Hong Kong, Bangladesh, Sri Lanka, Tanzania, & Indonesia, with 1% identifying as Māori.

## MultiLink Youth Hub

MultiLink's Youth Hub continued to serve as a safe space for clients and other culturally diverse young people to develop their peer support networks.

The Hub operated from 2.30pm to 5.00pm Monday to Wednesday during school terms, offering a welcoming space for culturally diverse young people to interact and develop connections.



## Employment Snapshot



Joe came to Australia in 2009 from a Karenni Refugee Camp in Thailand.

In 2021, one of Joe's friends saw a Facebook post about MultiLink's SQW Cert. III Individual Support (Aged Care and Disability) course and suggested to Joe that he enrol.

That's exactly what Joe did and after successfully completing MultiLink's Aged Care & Disability SQW Course, and growing in "extra confidence", Joe successfully secured a job with a disability provider.

Moving forward, Joe is now also using his training, knowledge, and experience to serve as the CEO of a new community start up organisation – "Burmese Care", the first NDIS provider in Australia to give targeted support to Myanmar communities. As CEO, Joe oversees all business decisions (marketing, finances, etc.) and is also a Case Manager and a Support Worker in the business.

Gaining qualifications, securing employment and now fostering employment pathways for his community, Joe is a young entrepreneur on the move!

Joe is also the current President of the Karenni Community Association of QLD Inc.

The Youth team assisted students with homework and assignment support, English tuition and supported young people to enhance their literacy, numeracy and social skills.

Young people seeking to engage in parttime employment were supported to prepare resumes, complete tax file number applications, job search and employment applications. Support was also provided to young people undertaking the online "Prep L" Learner Licence program.

Additionally, arts and crafts activities including beading, painting and weaving were provided to support wellbeing and the attainment of new skills.

51 clients participated in the Youth Hub Program.

### Community Engagement Program

The Community Engagement Program provided linkage with local youth services and programs in a supported environment, introduced clients to community celebrations and public facilities and enhanced their sense of community connectivity.

The youth team facilitated excursions to community celebrations including:

- Luminous in the Neighbourhood
- Congo Cultural Day
- Bayanihan Day
- Multicultural Communities Council Gold Coast (MCCGC) Walk Together

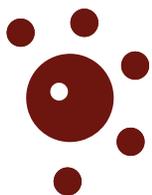
3 excursions to local services/programs including:

- Youth Off The Streets Drop in Centre
- Rekon Youth Outreach Program
- Logan Central Library

1 excursion to a youth voice workshop:

- Future Wilbur Street Youth Centre Consultation

32 clients participated in the Community Engagement Program across the reporting period.



## School Holiday Program

The School Holiday Program provided wide ranging activities for clients and other newly arrived young people, particularly those experiencing social isolation and financial disadvantage. The holiday activities enabled participants to interact with peers, acquire new skills and knowledge, explore employment opportunities, participate in community events and visit community venues.

5 information sessions delivered:

- Australian Census
- COVID-19 Vaccination
- Cyber Safety
- Fair Play Vouchers
- Scams Awareness

4 cultural awareness sessions delivered:

- Afghani
- Brazilian
- Cambodian
- Pacific Islander

17 life skills sessions delivered, including:

- Cooking Class
- First Aid
- Healthy Relationships

- Job Hub x 2
- Self Defense
- Sewing Classes x 3
- Swimming Lessons x 6
- Team Building x 2

10 health & wellbeing sessions delivered, including:

- Bushwalking
- Fitness classes x 2
- Healing Drumming Circle
- Polynesian Fitness Dance
- Sports Day
- Yoga x 3
- Zumba

5 creative sessions delivered, including:

- Arts & Crafts x 3
- E-waste Jewellery Making
- Music Workshop

3 outings to community celebrations/services:

- NAIDOC Fun Day
- Youth Off The Streets Drop In Centre
- Youth Off The Streets Youth Week event

7 outings to recreational facilities including:

- Gould Adams Aquatic Centre x 2



- Putt Putt Golf x 2
- Tenpin Bowling x 3

3 other activities delivered, including:

- Bingo x 2 (to enhance numeracy)
- End Of Year celebration

62 clients participated in the School Holiday Program across the reporting period.

## Schools Outreach

Throughout the reporting period, the Youth team conducted regular outreach services to Woodridge State High School (91 occasions), and Beenleigh State High School (26 occasions) in the Logan region, and Southport State High School (18 occasions) and Keebra Park State High School (21 occasions), in the Gold Coast region.

Schools outreach has become the primary means of delivering the Reconnect NAYS activity, providing regular and frequent contact with clients enabling implementation of early intervention measures and allowing the youth team to work collaboratively with



educators, school support staff and other school-based agencies, resulting in enhanced support for clients. Outreach continues to enable the Youth team to engage with young people who would otherwise be unable to access the activity. In addition to individual support, outreach also involved the provision of classroom support to students at risk of disengaging from education.

Targeted groupwork programs planned in collaboration with teachers and school support staff were delivered, to meet the identified needs of clients and other newly arrived students. The majority of programs were facilitated during lunch times, with voluntary participation by young people.

- **Woodridge State High School Groupwork**

### Education Support Program

The Education Support Program remained a priority at Woodridge SHS, with 76 sessions being delivered across the reporting period. MultiLink clients and other students were assisted with homework and assignments and tutored in reading, comprehension, spelling, writing and mathematics. Games were utilised to improve conversational English skills and themed resources were regularly incorporated to enhance the student's understanding of Australian society and to highlight special occasions/celebrations. 47 clients participated in the Education Support Program.

### Youth Living Skills Program

Facilitated over 8 weeks, the Living Skills Program expanded participants' knowledge and ability of basic life skills and provided an opportunity to build on their peer networks. The 8 sessions focused on personal care, healthy relationships and mental health and wellbeing. 10 clients participated in the Living Skills Program.



### Pre-employment Program

This program was offered to a very small group of students seeking part time employment, to maximise outcomes. Over the 7 sessions participants were supported with resume writing, online job applications, cold calling, mock job interviews and tax file number applications. 5 clients participated in the pre-employment program.

- **Beenleigh State High School Groupwork Pre-employment Program**

A structured pre-employment skills program was delivered to Beenleigh clients in Term 4 of 2021. Students were supported with resumes, job search, employment applications, job interviews and tax file numbers. The 7 sessions aimed to equip clients with the skills and confidence to engage with part-time work. 6 clients participated in the pre-employment Program.

### Employment & Education Program

The Employment & Education Program offered supports appropriate to the individual needs of clients. 19 sessions were delivered across the reporting period, with some students received employment support, “at their own pace”, while other students were assisted with their school studies, tertiary enrolments, the “Prep L” program or community connections, as relevant. 12 clients participated in the Employment & Education program.

- **Keebra Park State High School Groupwork**

### Wellbeing Workshops

The youth team delivered 2 workshops at Keebra Park SHS in collaboration with ETHNI, a not-for-profit organisation which prepares young women and men from culturally diverse backgrounds with valuable life skills. The sessions focused on self-care, resilience, healthy relationships/friendships, personal safety, the power of words and mental health and wellbeing.

## Employment Snapshot



Esperance is a strong and brave woman but it is unlikely you will hear her say that about herself. Esperance came to Australia on her own from the Republic of Congo in 2015 and settled in Western Australia with her brother. Esperance then met a man, got married and used her own initiative to gain some cleaning work in a local Primary School.

Esperance and her husband relocated to Queensland in 2020 just before the COVID-19 Pandemic took hold which then caused a struggle for Esperance to find work in her new home State. It was some of her friends who told her about MultiLink and our Hospitality Traineeship. So, Esperance made contact and has been moving forward ever since!

*“I had so much fun,” she said, “The training was good, I made new friends and learnt new skills. I learnt how to make cakes, muffins, curries, soups, salads...”*

Esperance was hoping to get a job in a hospital kitchen or an Aged Care service when she graduated. *“I want to help other people. I am feeling good about my future”.*

Esperance was successful in applying for a Domestic Assistant Support Worker role in MultiLink’s Aged Care and Disability services area, an outcome she was thrilled to achieve!

The Youth team also supported various School Community events including Woodridge SHS's Services Expo, Woodridge SHS's 50th Anniversary celebration, Southport SHS's Careers Expo and Mabel Park State School's Cultural Expo held during Harmony Week.

### **Queensland Child Protection Week**

In September 2021 3 workshops were held for parents/carers from various cultural groups with language support provided by MultiLink's bicultural multilingual staff in Karenni/Chin, Arabic, Farsi/Dari and Swahili/Oromo languages. These sessions discussed Child Protection Week key messages, understanding types of abuse and neglect, the shared responsibility of protecting children from harm and who to contact regarding concerns for a child's safety. 38 community members attended the workshops.

The Youth team additionally facilitated 2 sessions for young people (1 at Beenleigh SHS and the other through MultiLink's afternoon Youth Hub) which outlined types of abuse and neglect and discussed avenues for support. 47 young people attended, including 25 clients.

### **Supporting Collaborative Capacity**

The Youth team continued to be actively involved with core networks including the Logan Multicultural Network, Logan Housing & Homeless Network, Logan Youth Network, Gold Coast Youth Network, Pathways Services Group and Youth Street Hubz Collective. These networks provided avenues for youth advocacy, referral pathways, promotion of the Reconnect NAYS program and collaborative projects.

The Youth team additionally supported community celebrations including Multicultural Community Council Gold Coast's Walk Together, Youth Off The Streets' Youth Week event and an Eid Celebration for local Afghan families. In the delivery of group programs over the reporting period the Youth team collaborated with various agencies including Street Uni, Headspace, Substation 33, Youth Off The Streets, Logan City Council, Queensland Health, QPS, Logan Police Liaison

Officers, ReLink, Multicultural Communities Council Gold Coast and ETHNI.

### **Material Aid Donation Hub**

Throughout the year, the Youth programs' donation hub sourced and provided clients and their families with much needed resources to help reduce cost of living impacts. Support included 5 Christmas hampers from LECNA (Logan East Community Neighbourhood Association), baby essentials from Baby Give Back, clothing from MultiLink staff, books from Logan City Council Libraries, hats and water bottles from Bunnings and blankets, clothing, toiletries packs, toys, sporting equipment and school supplies from Knitting for Brisbane's Needy.

The Youth team also assisted clients and parents/carers to access food parcels from ADRA, refurbished computers from Substation 33, school transport assistance through Translink and Clarks Bus Service, free driving lessons through PCYC, loans through the NILS program and Fair Play sports vouchers through the Department of Recreation and Sport.

### **Natural Disaster & Continuing COVID-19 Impacts**

Overall, COVID-19 continued to have little or no impact on individual client support and school outreach over the reporting period. There was however disruption to the delivery of client group activities with a number of outings planned for the School Holiday and Community Engagement cancelled amidst COVID-19 concerns. Onsite Holiday activities were affected due to facilitators being afflicted with COVID-19 as well as clients at times being reluctant to attend over COVID-19 concerns.

Weather conditions also impacted the delivery of group activities with the Youth team forced to abandon plans for several School Holiday and Community Engagement excursions as community activities and events were cancelled or postponed due to heavy rains and in some cases flooding.

# MultiLink Staff

## MultiLink Staff 2021 – 2022

Sajah Aguleh  
Rosa Agullion  
Jessica Ahmed  
Amal Ahmed Khalif  
Vera Alwi  
Ahmad Assafi  
May Aye  
Paul Bailey  
Lawrence Baraskell  
Liliane Bazilete  
Jessica Belshaw - Fisher  
Lidia Benea  
Rozmeen Bibi  
Anita Bozhinovska  
Albina Bradic  
Paul Brew  
Helayna Brooking  
Razia Buksh  
Gladis Cabrera  
Dorota Cesky  
Vicky Chen  
Mi Sun Choi  
Misil Chu  
Dominique Cooper  
Rebecca Coughtrey  
Khal id Dabos  
Nessa Darcy  
Etonia Davis  
Jamila Dedachi  
Shelly Derbyshire  
Dorica Doja  
Silvia Doja  
Barry Dowling  
Shahin Farifteh  
Lorraine Finn  
Ines Francia  
Marinda Freeman  
Bushra Ghafoor  
Ruth Gonzalez  
Andrea Gonzalez de Campos  
Mary Harm  
Tina Harris  
Salat Hassan Gabow  
Sharon Haynes  
Phir Hlawning  
Flora Hnoudis  
Aliz Homer  
Mario Huezo  
Claire Huirama - Osborne  
Fatuma Hussein  
Pete Hutton

Natasha Hutton  
Marioara Iacob  
Jasmina Ibric  
Andrea Idris  
Simida Istrate  
Kim Jones  
Ilona Jozsa  
Sifa Kaitilla  
Rosemary Kajivora  
Colleen Karaitiana  
Teleai Kebisu  
Denise Kelly  
Shanon Kenny  
Samuna Khan  
Rebecca Knowles  
Atefeh Kofeishi  
Akuol Kuany  
Bernard Laboke  
Hugo Lacayo  
Kelly Lear  
Melanie Leuelu  
Makalita Levaai  
Kam Lian  
Amanda MacKinnon  
Floura Makobi  
Zir Mang  
Sarah Manyonga Kongol  
Natalie Marques Costa Leite  
Ziyah Masefau  
Marcela Matta  
Snezana Maxwell  
Heather McAndrew  
Justine McIntyre  
Corey McLean  
Cindy McQualter  
Sladjana Milenkovic  
Bruce Milligan  
Nadine Mizero  
Madina Moradi  
Erika Mosonyi  
Adrine Mugisha  
Rahamat Muhinda  
Esperance Mukamisha  
Dianne Munday  
Jessica Munguia  
Tahmina Naderi  
Sharlene Nanai  
Ambika Nand  
Ragheed Nase  
Kaveh Navaei  
Billie - Jo Niesler  
John Niyera  
Jeanne Nyantebuka

Ligia Oala  
Taylor Oliver  
Zin Oo  
Ry Oum  
Dragana Pahulu  
Haydee Paz  
Eleitino Penese  
Foai Petyai  
Nyla Power  
Eva Pritz  
Yenny Reyes  
Isabel Rivera  
Yecid Rivera Montealegre  
Esteria Rivis  
Evelyne Rubakana  
Yury Andrea Rueda Casas  
Lidia Rusu  
Kushalika Samarasekara  
Ana Sas  
Shrina Sehnazbi  
Natalia Sesay  
Nay Shin  
Alister Sides  
Renay Signorini  
Nancy Sisifiu  
Lisa Stanhope  
Lujza Stefanovska  
Hniar Sung  
Mamy Tantine  
Ruchi Thakur  
Kelly Topping  
Duc Truong  
Wan - Chun (Maggin) Tsai  
Hui - Ching (Orange) Tseng  
Tshela Esther Tshamala  
Wayne Tyrrie  
Pheakdey (Nalin) Uk  
Bellancile Umuhoza  
Chloe Uscinski  
Karla Vasquez  
Faauu Visesio  
Nicola Volp  
Lisa Warren  
Ane Wheeler  
Michelle Wright  
Munise Yilmaz  
Abolfazl Yousefi  
Michael Zgryza

# Volunteers & Vocational Placements

## Community Visitors Scheme Volunteers 2021 – 2022

Rosa Agullion De Hernandez  
Vera Alwi  
Lidia Benea  
Dorota Cesky  
Misil Chu  
Jamila Dedachi  
Silvia Doja  
Marioara Iacob  
Ilona Jozsa  
Antoneta Luca  
Snezana Maxwell  
Chanthorn Meas  
Sladjana Milenkovic  
Erika Mosonyi  
Kaylene Olsen  
Haydee Paz  
Lidia Rusu  
Nay Shin  
Lujza Stefanovska  
Carol Woodhouse  
Munise Yilmaz

## General Volunteers 2021 – 2022

Stephen Blakeley  
Elisabeth Metz  
Thanthu Tun  
Elizabeth Camay  
Bentley Coogan  
Matthew Day  
Fu'ad Forghani  
Samantha Rush  
Christine Mudavanhu-  
Makumbe  
Joan O'Loughlin  
Kathy White

## Vocational Placements 2021 – 2022

Thais Arghirachis  
Salat Hassan Gabow  
Matthew Gallagher  
Bianca Ties  
Toptossed Uk



# Staff & 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 in recognition of their service with us. Each year staff are invited to nominate a staff member for the award, focusing on one of MultiLink's core Value Statements as the award criteria.

At the 2021 Annual General Meeting the award was presented to Mario Huezo for the value of **Quality**.

Congratulations to Mario!



## Catherine Clark Volunteering Award

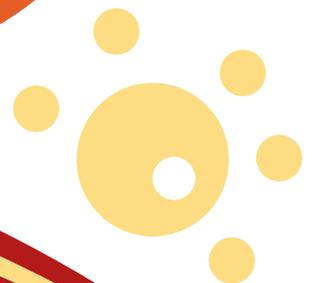
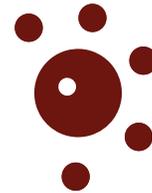
In 2013 one of our administration volunteers, Cathy Clark, passed away suddenly whilst volunteering at MultiLink. Cathy came to us at a time when she was finding it difficult to gain work experience elsewhere and MultiLink was able to offer Cathy the opportunity to volunteer for our organisation. Cathy 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.

In 2022, the annual MultiLink Volunteers Week event was once again unfortunately cancelled due to COVID-19 impacts.

# Funding Partners & Supporters

*MultiLink Community Services Inc. gratefully acknowledge and thank our various funding partners and supporters over the course of the reporting period.*

- Department of Social Services
- Department of Human Services
- Department of Home Affairs
- Department of Health & Aged Care
  
- National Disability Insurance Agency (NDIA)
  
- Department of Communities, Housing and Digital Economy
- Department of Children, Youth Justice and Multicultural Affairs
- Department of Employment, Small Business and Training
  
- Good Shepherd Microfinance
  
- Volunteering Queensland
  
- Griffith University
  
- Act for Kids - Child Protection Week
  
- Queensland Mental Health Commission
  
- Settlement Council of Australia (SCoA)
  
- MOQdigital







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