



# 34th Annual Report 2022 - 2023





© MultiLink Community Services Inc.

Reproduction in whole or part is approved only with full reference to MultiLink Community Services Inc.

Po Box 146  
Woodridge QLD 4114

38 Blackwood Road, Logan Central QLD 4114

p: +61 7 3808 4463

f: +61 7 3808 6337

e: [reception@multilink.org.au](mailto:reception@multilink.org.au)

w: [www.MultiLink.org.au](http://www.MultiLink.org.au)



[www.facebook.com/MultiLinkCommunityServices](https://www.facebook.com/MultiLinkCommunityServices)



<https://au.linkedin.com/company/multilink-community-services-inc>

Cover photo: Refugee Week 2023 Event: *West Papuan Performer - Weinan*

# Contents

<b>2</b>	<b>MultiLink's Commitment</b>
<b>5</b>	<b>Chairperson's Report</b>
<b>7</b>	<b>The Management Committee</b>
<b>11</b>	<b>Chief Executive Officer's Report</b>
<b>13</b>	<b>Treasurer's Report</b>
<b>15</b>	<b>Settlement Services</b>
<b>23</b>	<b>Youth Services</b>
<b>29</b>	<b>Community Engagement &amp; Support Services</b>
<b>29</b>	<b>- Neighbourhood / Community Centre</b>
<b>39</b>	<b>- Logan Multicultural Community Worker</b>
<b>51</b>	<b>Aged Care Services</b>
<b>57</b>	<b>Disability (NDIS) &amp; Community Support Services</b>
<b>59</b>	<b>Financial Wellbeing Services</b>
<b>63</b>	<b>Employment &amp; Training Services</b>
<b>67</b>	<b>MultiLink Staff</b>
<b>68</b>	<b>MultiLink Volunteers &amp; Vocational Placements</b>
<b>69</b>	<b>Staff &amp; Volunteer Awards &amp; Recognition</b>
<b>71</b>	<b>Funding Partners &amp; Supporters</b>
<b>73</b>	<b>About Our Settlement Snapshots</b>

# 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.

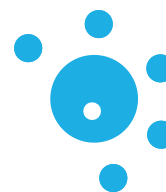
MultiLink respects and values Australia's Indigenous Peoples enormous resilience, courage, determination and often unrecognised contribution to this nation's development.







## Chairperson



It is my pleasure to provide this report to you in my first year as Chair of MultiLink Community Services, as we reflect on a busy, productive and rewarding year for MultiLink, our clients and the diverse communities we support.

As I reflect on our achievements, challenges, and the path ahead, I am strengthened by how strongly MultiLink is guided by our mission to deliver culturally accessible and relevant services through fostering inclusivity, understanding, and empowerment within our diverse multicultural community. We serve a community that would be a little less championed if our organisation did not exist.

Over the past year, MultiLink has continued to make strides in fulfilling our mission of supporting individuals across the multicultural community. Our dedicated team of staff, volunteers and collaborative partners has worked tirelessly to uphold our values and enhance the lives of those we serve.

During the past year, we have achieved several significant milestones:

- **Growth of Service Delivery:** We successfully expanded our programs and services to reach a wider segment of our community. Our direct services, workshops, classes, information sessions and cultural engagements have impacted on a record number of participants.
- **Collaboration and Partnerships:** Our community engagement and outreach initiatives have yielded positive results, with increased participation from various diverse communities. Our collaboration with other sector

organisations, schools and local businesses has strengthened community ties.

- **Quality Support Services:** Our various support services, including information, referral and direct support, have been instrumental in aiding vulnerable and newly arrived individuals facing challenges related to settlement, language barriers, cultural adaptation and access.
- **Advocacy:** We have continued to advocate for the rights and needs of individuals in the multicultural community through various platforms, (both individual and systemic) striving to create a society of understanding and acceptance.

Our financial stability remains a testament to the responsible stewardship of resources. Our income generating efforts and grants have enabled us to maintain and expand our programs while ensuring transparency and accountability in financial transactions.

While we celebrate our accomplishments, it's important to acknowledge the challenges we've encountered:

- **Pandemic Impact:** The ongoing pandemic presented unforeseen challenges, requiring us to adapt our programs and services to ensure the safety and well-being of our community members.
- **Resource Constraints:** Shrinking physical resources have at times impacted our ability to fully realise our goals. We remain committed to finding creative solutions to overcome these obstacles.

As we look to the future, we are excited to build on our achievements:

- **Sustainability:** We will focus on enhancing our fundraising efforts and diversifying revenue streams to ensure the long-term sustainability of our organisation.
- **Digital Engagement:** We recognise the importance of technology in staying connected. We will invest in online platforms to expand our reach and offer virtual resources.
- **Collaboration:** We will continue to collaborate with other organisations, government bodies, and stakeholders to create a more inclusive and supportive environment.

None of our accomplishments would have been possible without the dedication and hard work of our staff, volunteers, members, and supporters. Your commitment to our organisation's mission drives our success.

Thank you to my fellow members of the MultiLink Management Committee for your support and professionalism across the year ensuring MultiLink is a well governed and accountable community organisation.

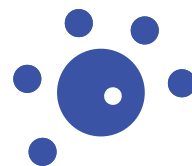
I would particularly like to pay tribute to the tremendous strength of leadership that our CEO Kim Jones has continued to demonstrate across year, and with support of the other members of the Senior Management Team, continually keep MultiLink focused on delivering our mission and providing sound management of the various programs, projects, activities and resources that impact of the lives of so many people in our community.

In conclusion, as we move forward, let us remember that our diversity is our strength, and by working together, we can create a stronger, more harmonious community for everyone.

Thank you for your continued support, and I look forward to the discussions and decisions that will continue to shape our organisation's

future and support diverse communities and individuals to reach their potential.

**Christine Mudavanhu-Makumbe**  
Chairperson





# The Management Committee



**Christine Mudavanhu-Makumbe  
(Chairperson)**

Christine is the Founder and Principal Consultant at Utano Global—a specialised boutique consulting firm dedicated to human transformation through the lens of diversity, equity, and inclusion. Christine's passion lies in creating diverse and inclusive cultures, collaborating with organisations to foster a sense of belonging and psychological safety. Beyond her impactful work at Utano Global, Christine serves as a Founding Partner and Director for Queensland at Migrant Women in Business, a renowned social enterprise. This national network, led by migrant women in business, education, politics, and community leadership, is devoted to empowering entrepreneurial migrant and refugee women across Australia. It offers invaluable opportunities for growth, learning, connection, and support, leading to remarkable success for these women. Christine also hosts the

inspiring podcast "Sisters in Colour," where she shines a spotlight on the incredible journeys of women of colour in leadership roles. Engaging discussions in the podcast explore the challenges they've faced and their transformative visions for leadership. Additionally, Christine partners with Developing Talent and Kinspace as an Independent Diversity, Equity, and Inclusion Consultant and workshop Facilitator, furthering her dedication to creating positive change. Christine has been a member of the Management Committee at MultiLink for over seven years. She is the current Chair of MultiLink. She also serves on the board of the African Professionals of Australia and is a strong advocate for the social and economic advancement of migrant women and migrant communities.



**Matthew (Matt) Anderson  
(Deputy Chairperson)**

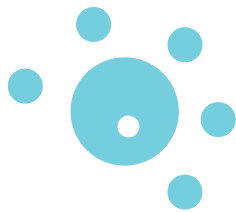
Matt has over 25 years of leadership experience in the defence, private and public sectors, the last decade of which has been spent leading large service delivery organisations in the infrastructure and transport sectors. Matt has significant Program Management experience in the delivery of both capital projects and infrastructure and asset maintenance and has a keen interest in change management and industrial relations. Matt holds a Masters of Human Resource Management and a Bachelor of Arts (Politics) from the University of New South Wales. He is a graduate of the Australian Institute of Company Directors, the Australian Defence Force Academy and the Royal Military College Duntroon.





**Samantha Rush  
(Treasurer)**

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.



**Ben Coogan  
(Secretary)**

Ben practices in all areas of intellectual property law including agreements and disputes, information technology, privacy, confidential information, competition and consumer law, and litigation in Australia. Ben is also an experienced practitioner in the area of defamation and media law. Ben has completed his Masters of Laws specialising in intellectual property law. He is a long serving past committee member and Deputy Chairperson 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) as well as the Law Council of Australia Intellectual Property Committee.



**Matthew Day (Committee Member)**

**(Resigned December 2022)**  
Matthew is a proven IT professional with more than 21 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.





**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.



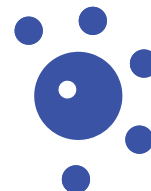
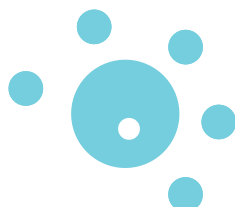
**Kristy Lee (Kristy) Hammond  
(Committee Member)**

Kristy has over 20 years' commercial experience across the education, media and Not For Profit sectors. She has run a registered training organisation and apprenticeship centre, led large scale learning projects across Australia and the Tasman, and most recently she leads professional and executive education at QUT. Kristy is a Graduate of the Australian Institute of Company Directors, has an Executive MBA and an Honours Degree in Marketing. She also serves on two school Boards and believes that education gives each of us a competitive advantage - something we all deserve.



**Justin Nahimana  
(Committee Member)**

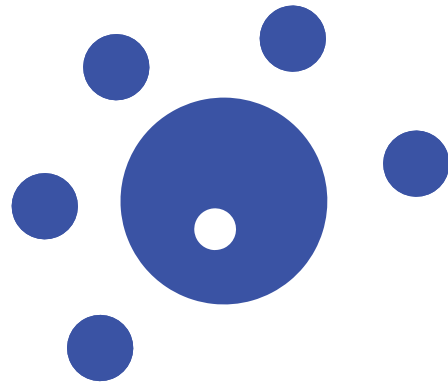
A Strategic Thinker and Cultural Intelligence Leader, Justin has over 8 years of senior executive leadership and Board experience encompassing a variety of industries, including the Private, Public, and Non-Profit sectors. Currently CFO at The Coghlan Group in Australia, Justin plays a pivotal role in the Community. His expertise spans Professional Financial Services, Strategic Advisory Services, and Corporate Leadership Support. Justin has an MBA major in Business Strategic Leadership and a Master's in accounting and finance, is a CFA Institute graduate, a member of the AICD, the IIA, and the IPA, and has completed the Duke University Public Finance Executive Program.





**Jeremy Fernando  
(Committee Member)  
(From July 2023)**

Jeremy is a medical Doctor at the Gold Coast Health Service. He has a keen interest in addressing health inequity and the social determinants of poor health outcomes. He is passionate about using technology to solve issues of healthcare access and is the founder of HealthTech Connect, an organisation that brings together clinicians with technical experts to solve clinical problems. He has served as the Vice President of the Australian Medical Students' Association, the peak representative body for Australia's medical students. He is a graduate of the Australian Institute of Company Directors. He is of Sri Lankan descent and is particularly passionate about the health of culturally and linguistically diverse populations in Australia.





## Chief Executive Officer

As I reflect on the past year, I am incredibly proud of our many achievements as we continue to make significant strides in achieving our mission and serving our community.

The development of our new Multi-Purpose Community Centre has been proceeding. After successful approval of our Development Application with Logan City Council, we are now in the tender phase of the project and hope to “break ground” in late 2023. This development will provide MultiLink Community Services with the opportunity to deliver more services to the community in a purpose-built facility offering spacious activity rooms, training facilities and commercial kitchen for the delivery of on-site catering for our programs and events.

Our engagement with the community has remained a priority. MultiLink has again achieved a number of service delivery impacts across the service area report sections of this Annual Report and I encourage you to read these reports.

Some of the strategic achievements over the last twelve months impacting on the growth and quality of delivery of services to the community include:

- Continued success in MultiLink’s funding applications to deliver Skilling Queenslanders for Work (SQW) projects and an overall “into employment or further education” outcome rate of 80.27%
- Extension of the Logan Diverse Workforce Hub for a further 12 months

- Successful application for the new Aged Care Volunteer Visitor Scheme (ACVVS) for the next 3 years
- Contract extension of the Queensland Community Support Scheme (QCSS) for a further 5 years
- Contract extension of the Queensland Community Transport program for a further 5 years
- Significant Funding uplift for our Neighbourhood Centre and re-contracting for a further 5 years
- Successful application and Commencement of the Community Connect Worker program for 4 years from January 2023
- Project funding success to deliver the “*Ijtemaa, Chai, Chat*” project for Afghan women, men and young people
- Strengthened Collaboration & Partnerships with a number of sector organisations and agencies

The successful settlement of refugees, humanitarian entrants and migrants resides within the core of our purpose as a multicultural Community Service Organisation, and in our identity as Woodridge’s Multicultural Neighbourhood and Community Centre.

A strategic (and quietly acknowledged) milestone achieved during this reporting period has been 25 years since MultiLink commenced delivering Commonwealth funded Settlement Support to refugees and humanitarian entrants in Logan.

Our continuous history of support, intervention and skills development which leads to successful settlement outcomes,



whether it be in the first 5 years after arrival (as delivered through our Settlement Engagement & Transition Services (SETS) and Reconnect-NAYS (Newly Arrived Youth Specialist) activities), or through longer-term settlement support (as delivered through our Community Engagement and Support, Employment & Training, Financial Wellbeing, Disability or Aged Care service areas), Settlement support has always been a key driver of MultiLink's origins and creation. The delivery of Conversational English Classes and the provision of information to migrants and refugees was our first ever activity 34 years ago when MultiLink began!

In recognition and celebration of 25 years delivering Commonwealth funded Settlement Services, this year's Annual Report showcases a series of settlement snapshots which highlight a small number of settlement impacts and outputs across the year. These snapshots additionally demonstrate how settlement support often becomes a whole-of-MultiLink collaborative response and is ultimately much more than just a single funded "settlement program". Please enjoy reading these inspiring and informative Settlement stories.

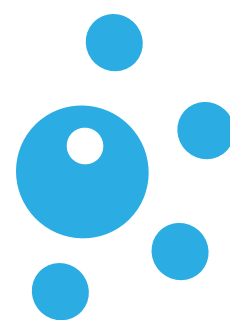
Whilst we have achieved much in the past 12 months, we have not been without challenges. Reform has certainly been top-of-

mind with compliance and regulatory changes through our Aged Care, Disability and Community Services programs in addition to numerous changes to the Fair Work Act impacting our workforce. In consideration of the ever-changing landscape, there has been considerable focus on our quality systems to support our current and future obligations.

MultiLink is in a strong financial position after significant efforts to streamline and create efficiencies through our operations over past years. The accumulation of equity is vital for long-term sustainability and will contribute to the development of our new Multi-purpose Community Centre. We anticipate this project will be completed by July 2024 and I look forward to inviting you all to attend the opening ceremony.

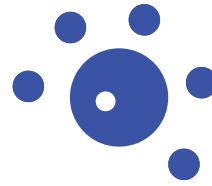
In closing, I would like to extend my gratitude to the members of the MultiLink Management Committee, Senior Management Team, staff and volunteers, our funding bodies, and our many partners and supporters for your ongoing dedication and support of MultiLink. I look forward to working with you all in 2023/2024, and to another successful year.

**Kim Jones**  
**Chief Executive Officer**





## Treasurer



It is with pleasure that I present the 2022/2023 Treasurer's report to the members of MultiLink Community Services Inc.

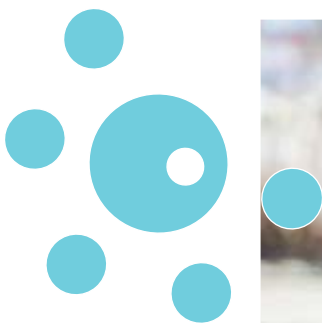
MultiLink remains in a strong financial position with solid funding streams and sound stewardship of financial resources across the organisation, enabling us to maintain and grow our equity base.

In the 2022/2023 financial year, MultiLink had a total operational income of \$8,836,680 with total expenditure of \$8,654,029. The overall result was an increase in member's equity of \$182,650.

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.

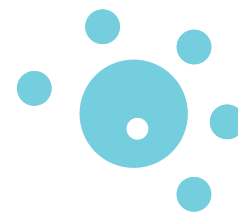
**Samantha Rush**  
Treasurer







# Settlement Services



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

The Settlement team supported 314 individuals across the reporting period, with 44% originating from Myanmar, 17% Afghanistan, 16% Congo DR, 7% Syria, 5% Ethiopia, 3% each from Burundi & Iran, 2% Iraq, 1% each from Rwanda & Tibet with less than .5% each from Palestine, South Sudan, Cuba, Kenya & Somalia.

84 new clients entered the activity during the reporting period and have undergone intake and assessment processes. 37% of new clients originated from Afghanistan, 27.5% Myanmar [26% Hakha Chin, 18% Falam Chin, 13% each Zomi, Zotung Chin, Karenni, Matu Chin & 4% Mizo Chin], 14% Syria, 8% Congo DR, 6% Iran, 4% Ethiopia, 2.5% Tibet, and 1% Somalia.

12% of referrals were received from Queensland's Humanitarian Settlement Program (HSP) provider (Multicultural Australia), 1% through QLD SETS provider Accoras, with the remaining 87% of referrals received from communities/Community Leaders and self-referrals.

A range of needs-based group activities (information sessions, workshops, skills development, and regular structured groups/projects) across 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 reporting period.

### Education and Training:

- 26 Sewing Class Sessions
- 7 Filling Forms Workshops
- Beach / Water Safety Session

### Employment:

- 3 Youth Employment Workshops

- 2 Employment and Training Pathways sessions

### Health & Wellbeing:

- 2 Hepatitis Awareness sessions
- 5 "Ijtemaa" Men's Chai & Chat Swimming sessions
- 2 Women's Health and Wellbeing & Covid-19 Update sessions
- Healthy Relationships session
- Women's Reproductive Health session
- Accessing Aged Care, Community Support and NDIS services session
- Navigating the Health System session
- Mental Health & Wellbeing session
- Suicide & Self Harm session
- HIV/AIDS Awareness session
- Dealing with Depression session
- Healthy Eating session
- Zumba / Dance Class
- "Health in My Language" session
- 3 Women's Swimming Classes
- 13 "Ijtemaa" Men's Chai & Chat Snooker sessions

### Housing:

- Housing Support Information session

### Language Acquisition Pathways:

- 57 Bilingual English Class sessions

### Transport:

- TransLink Journey Planner workshop
- 10 QLD Learner Licence workshop Sessions

### Civic Participation:

- Mount Coot-Tha excursion
- Toowoomba Carnival of Flowers excursion
- Brisbane City Experience excursion
- Summer Land Camel Farm excursion
- International Women's Day Celebration
- Daisy Hill Conservation Park excursion
- Ramadan Iftar Dinner – African



- Ramadan Iftar Dinner – Afghan
- Eid al-Fitr Celebration
- Lantern Making Workshop
- Luminous Lantern Parade 2023 Walk
- Eid Qurban (Al Adha) Celebration Picnic
- 2 Citizenship Information sessions
- 22 Citizenship classes

#### **Family & Social Support:**

- 46 “Ijtemaa” Women’s Chai & Chat Support Group Sessions
- Child Protection Week Family Fun Day at Ewing Park excursion
- Mum & Kids Park Play outing
- Youth Cyber Safety & Afghan Cultural Awareness session
- 4 Disaster Preparation and Management Sessions
- “Ijtemaa” Youth Chai & Chat Hiking for Afghan Youth outing

#### **Justice:**

- Migration and Legal Information session
- Queensland Police information & relationship building session

#### **Finance:**

- SCAMS Awareness Session

### **“Ijtemaa, Chai, Chat” Project**

MultiLink was successful in an application to deliver a new project: “Ijtemaa, Chai, Chat” from 1 July 2022 until 30 June 2023, funded through the Commonwealth’s Afghan-Australian Community and Settlement Support initiative and auspiced through the Migration Council of Australia/Social Policy Group.

The project sought to fund and expand the previously existing Afghan women’s Chai & Chat group into the “Ijtemaa, Chai, Chat” project which would build on the women’s support group initiative and expand that response to resource a weekly Afghan Men’s group and a weekly Afghan Youth focused group as well as continuing the Women’s group.

The use of the word “ijtemaa” in this project title was a deliberate strategy due to the word “community” translating in Dari as “ijtemaa” which is an Arabic word meaning meeting, gathering, assembly and on a social level describes a community of people who have strong durable links with regular communion in social activities and a strong positive sense of identity for the groups.



The project sought to meet a number of needs impacting on new Afghan arrivals, including:

- Meeting practical needs such as emotional support and well-being, information sharing, referral, restoration of family connections and search for family members, sponsorship form filling & material good donations
- Linking new Afghan arrivals to the established Afghan community
- Supporting social participation within the Afghan-Australian and broader community
- Link and referring community members to other organisations and agencies providing settlement and integration support
- Developing identity and confidence through program activities to develop strong leaders
- Helping to create a strong sense of “belonging” within the Afghan-Australian and broader community

The “*Ijtemaa, Chai, Chat*” project used a strong engagement and consultation model with participants to ensure we were actively co-designing a flexible program which ensured responsiveness and relevance of the activities delivered through the project. This process had worked well with the initial Chai

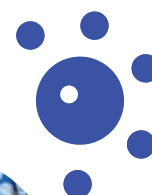
& Chat Women’s support group and resulted in a needs-based response which was person centered rather than a proscriptive program designed on an organisational level alone.

The project was facilitated by MultiLink’s Bilingual Community Assistant (female) who speaks Pashto, Hazaragi, Dari, Farsi & Hindi and our Client Support Worker (Male) who speaks Dari, Hazaragi, Pashto & Farsi thus providing strong language, cultural access and engagement. MultiLink additionally recruited a “Youth” focused Bilingual Community Assistant to facilitate the youth component of the project and provide “youth” specific focused support to this cohort (acculturation issues, education, intergenerational conflict, self-identity etc.), as well as the expected generic needs of newly arrived refugee and humanitarian entrant young people.

#### **Women’s “*Ijtemaa, Chai, Chat*”**

47 sessions delivered over 12 months incorporating:

- 3 co-design sessions
- 12 English language and numeracy acquisition
- Migration / Visa information session
- Citizenship information session
- 2 Swimming activities





- 10 Health and Wellbeing information sessions
- Zumba class
- SCAMS information session
- Storms, Emergency and Disaster preparedness session
- Settlement Services information session
- Aged Care Services information session
- Employment Pathways information session
- Community Hubs information session
- Queensland Police Information and Relationship Building session
- Beach Water Safety excursion
- 9 Learners Licence workshops
- Fun activities including - Mum and Kids picnic, excursion to Mt Coo-tha, Make-up tutorial, International Women's Day Celebration, Eid al-Fitr celebration & Lantern Making workshop

#### **Men's "Ijtemaa, Chai, Chat"**

36 Sessions delivered over 12 months

- 7 swimming sessions
- 26 snooker & "Men's Talk" sessions
- 4 Gym (Fitness) & "Men's Talk" sessions

#### **Youth "Ijtemaa, Chai, Chat"**

3 sessions delivered over 12 months

- "Area 51" Indoor Family Entertainment Centre
- Hiking for Afghan Youth
- Futsal

#### **Family Focused "Ijtemaa, Chai, Chat"**

##### **Activities**

6 sessions delivered over 12 months

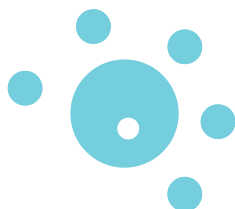
- Child Protection Week Family Fun Day (11 participants)
- Toowoomba Carnival of Flowers excursion (47 participants)
- Summer Land Camel Farm Excursion (52 participants)
- MultiLink Afghan Iftar (139 participants)
- Luminous Lantern Parade Walk (42 Participants)
- Eid Qurban Picnic (147 participants)

**84** women participated in the **Women's "Ijtemaa, Chai, Chat"** across the 12 months.

**15** men participated in the **Men's "Ijtemaa, Chai, Chat"** across the 12 months.

**37** young people participated in the **Youth "Ijtemaa, Chai, Chat"** across the 12 months.

**304** people participated in the **Family Focused "Ijtemaa, Chai, Chat" activities** across the 12 months.





### **“Filling in Forms” Workshops**

To enhance ability and develop familiarity and confidence completing forms, the settlement program delivered 7 experiential workshop sessions for clients to practice filling out various forms (i.e. Housing applications, School Enrolment, Citizenship, Birth Registration, Newborn Declaration, Evidence of Australian Citizenship, Change of Name, TransLink Concessions, Driver’s Licence, Personal Details, Immi Card applications, Passport, GP New Patient, Enrolling to Vote, Travel Documents, Centrelink Disability Pension and Centrelink on-line reporting). Participants became more familiar with forms and developed confidence and skills to independently complete the various forms confronting them in their settlement journey.

### **Luminous Lantern Parade and Lantern Making Workshop**

Once again MultiLink’s newly arrived refugee clients enthusiastically engaged, participated, and contributed to positive expressions of diversity and cohesion in Australian society through their walking in and carrying lanterns in Multicultural Australia’s Luminous Lantern Parade at Southbank Parklands with 59 clients and community members attending the parade.

A new initiative this year, was to invite Multicultural Australia to visit MultiLink and conduct a Lantern making workshop with 61 participants making some wonderful lanterns which they proudly carried in the parade. This was again a wonderful opportunity for MultiLink and our clients to welcome new refugees to Queensland and contribute to a positive celebration of diversity in Australia’s civic landscape.

### **Learner Licence Classes**

To support clients understanding of the learner licence book, demonstrate how to register for online test, and provide access to MultiLink’s computer hub for those who do not have access to digital devices (computers) to successfully complete the online test, the settlement team delivered 10 workshop

sessions to assist clients to gain their Learners Licence.

Participants fully engaged with the learners licence book and successfully passed their online tests. Participants were subsequently referred to SSI’s *Thriving Afghan Women’s* program where they received 10 free driving lessons to further increase their independence, support their families and enhance their capacity to engage in the community as well as referral to PCYC’s *Braking the Cycle* program, a volunteer driver mentor program designed to support learner drivers without access to a supervisor or registered vehicle to complete their logbook hours.

### **Bilingual English Classes**

The settlement program continued to focus on the vital outcome of English language acquisition for newly arrived refugee and humanitarian entrants through the delivery of 57 bilingual English classes for Burmese/Chin, Dari/Farsi & Swahili/Oromo speaking clients. The bilingual approach to English language acquisition continues to convey meaning efficiently and the teachers ensure concepts have been understood. Students continue to make strong connections between words and meaning enhancing English language uptake and proficiency. Students currently participating in these English classes have completed the AMEP or SEE TAFE programs or postponed enrolment to enhance their basic English skills before attempting formal programs (which they find intimidating). Across the reporting period, participants have gained increased English language ability, increased social connection, and improved confidence and self-esteem assisting in their integration and independence in the community.

### **Iftar Dinners**

To acknowledge the Ramadan journey of MultiLink’s Muslim clients, the settlement team collaborated with MultiLink’s Community Engagement and Support service team in hosting 2 Iftar Dinners to provide an opportunity for “African” and Afghan clients

and their families to “break their fast” and to enhance the Muslim communities sense of belonging in Australian Society. Over 100 community members attended the “African” Iftar, while 139 clients, families and community members attended the Afghan Iftar.



All participants felt honoured and acknowledged by having their Ramadan journey recognised through the dinner not only by MultiLink’s SETS program but also by the wider community through the various MultiLink staff and Community Leaders present, as well as MultiLink’s Certificate I Hospitality Trainees who assisted serving the food and supported the spirit of hospitality and social cohesion.

### 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). In November 2022, MultiLink was elected by the SCoA QLD members to be the Queensland Representative on the Settlement Council of Australia (SCoA) Board for a three-year term. Subsequently at the SCoA AGM,

MultiLink’s representative (Community Services Manager - Michael Zgryza) was elected to the position of Deputy Chair of the Board. This remains a significant opportunity for MultiLink to actively support the Settlement Peak Body in representing the Settlement eco-system which delivers services to newly arrived migrant and humanitarian entrants.

On behalf of MultiLink, the Community Services Manager participated in two online working groups for SCoA’s **Road to Belonging: A Collective Strategy for Australian Settlement Services**. The Road to Belonging process shares the national ambition for what good settlement looks like in Australia and is a practical roadmap for the Australian Settlement Sector to deliver impacts across capacity building, policy and research agendas across the next 5 years. MultiLink is active in two (of six) working groups: **Partnering with Local Migrant and Refugee Communities** and **Driving Research and Systems Change**.

MultiLink joined with Settlement Services International (SSI) and Islamic Women’s Association Australia (IWAA) in hosting and having staff undertake a further round of SCoA’s **National Settlement Outcomes**



**Standards and Settlement Services Quality Framework** training in Logan during February 2023.

MultiLink provided written responses to the Department of Home Affairs **Eligibility Settings for Settlement programs – Needs Assessment survey** (July 2022) and the **Evaluation of the Settlement Engagement and Transition Support (SETS) program** being conducted by Deloitte (May 2023).

## Supporting Young People's Settlement

71 SETS clients (aged 14 – 24) (23% of total SETS clients during the reporting period) were supported by general casework services and participated in group sessions and activities within MultiLink's SETS program during the reporting period.

52% of these young people originated from Myanmar, 21% Congo DR, 10% Afghanistan, 7% Syria, 6% Ethiopia, and under 1.5% each from Iran, South Sudan & Burundi.

77 referrals were made – 29 external and 48 internal to MultiLink's wrap around support services and activities across the organisation, including 1 referral of a SETS young person into MultiLink's Reconnect – Newly Arrived Youth Specialist activity during the reporting period for specialised support.

22% of referrals were made for Age-Appropriate Development, 20% Community Participation, 18% Family Functioning, 14% Employment, 10% Education and Skills Training, 4% Personal & Family Safety, 3.5% Housing, 3% each Financial Resilience & Material Wellbeing, .5% each Mental Health Wellbeing & Physical Health with 1% of referrals being recorded under "other".

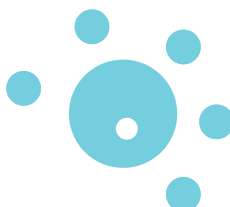
In addition to the 3 SETS **Youth Specific Employment Sessions** and the **Youth Cyber Safety and Afghan Cultural Session** (reported above) newly arrived young people also took

advantage in participating across a number of collaborative youth and family focused activities coordinated through **MultiLink's Community Engagement and Support service area**. These included:

- 2 Karenni Youth Volleyball nights (65 & 45 young people attending)
- A number of youth and family activities delivered under the **Afghan-Australian Community and Settlement Support** project, including:
  - Youth "Area 51" Indoor Family Entertainment Centre (4 young people)
  - Hiking for Afghan Youth (First Hike Project) (21 young people); and 7 female adults (parents of girls attending)
  - Youth Futsal (13 young people)
  - Family excursion Toowoomba Carnival of Flowers (10 young people)
  - Family excursion Summer Land Camel Farm (26 young people)
  - Family Afghan Iftar (34 young people)
  - Family Luminous Lantern Parade Walk (22 young people)
  - Family Eid Qurban Picnic (14+ young people)

Across the reporting period, MultiLink has attended and supported the Queensland African Communities Council (QACC) **African Youth Affairs Strategy Oversight Committee (AYSOC)** and the continued development of their African Village Hubs initiative.

Additionally, MultiLink agreed to auspice QACC's **Employability and Social Participation Project** for young African High School students and their families in Logan. The project aims to increase job search knowledge, career options and pathways knowledge and equip African young people and graduates with job application skills.







# 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 99 young people over the reporting period with 24.5% from Congo DR, 20.5% Afghanistan, 7% each

Burundi & Ethiopia, 5% Myanmar [70% Karen, 15% Burmese, 15% Chin], 4% each Iran & Pakistan, 3% Eritrea, 2% each Samoa, Iraq, South Sudan, Syria, Philippines, Thailand, Japan, Central African Republic & Somalia, and 1% from New Zealand (Māori), Türkiye, Vietnam, Hong Kong, Brazil, Kenya, and Rwanda.

## 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.

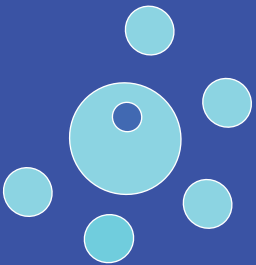
The Hub operated from 2.30pm to 5.00pm Monday to Wednesday during the school term, offering a welcoming space for culturally diverse young people to interact and develop connections.

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





## Settlement Snapshot



(AM) arrived in Australia from South Sudan in 2018 and was originally referred to MultiLink's Reconnect – NAYS activity in 2019 through Multicultural Australia's HSP (Humanitarian Settlement Program) Case Manager at Woodridge State High School. This enabled MultiLink's youth team to provide classroom support as well as regular and frequent contact with (AM) 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 individual, educational, advocacy, goal setting and community engagement support.

(AM) formally entered MultiLink's Settlement program in 2020 after completing High School and commencing post school education where the settlement team supported her with assignment support, advocacy, migration referrals, job search support, job applications,

exploring employment goals, financial wellbeing, driving lessons and citizenship support before referring her for specialist employment support through MultiLink's new Diverse Workforce Hub in 2021.

The Diverse Workforce Hub further assisted (AM) in passing her driving test, fixing her phone so she could receive in-coming calls from potential employers and helping her apply for a corrected birthdate on her official documents (which showed her to be two years older than she was). The Diverse Workforce Hub was also able to take (AM) to Job Expos and Suited for Success, and her confidence increased after practicing some interview techniques, freshening up her resume, and making new goals for the year ahead.

The result... A job at Snap Fresh! With some final support for (AM) in obtaining the necessary PPE, getting through the online induction, and supporting her through a pre-employment medical assessment.

Young people seeking to engage in part-time 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. 38 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, introducing clients to community celebrations

and public facilities to enhanced their sense of community connectivity.

The youth team facilitated excursions to a number of community celebrations including:

- Chin National Day Celebration
- CultureFest
- Community Safety Day
- World Of Cultures

2 excursions to local services/programs including:

- Multicultural Sports Club Youth Night Program
- Youth Off The Streets Drop in Centre

1 excursion to a recreational facility:

- "Area 51" Indoor Play Centre

1 employment excursion:

- Hungry Jacks, Logan Central

37 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.

4 information sessions delivered:

- Cyber Safety
- Fair Play Vouchers
- Laws and Youth
- Logan City Council

3 cultural awareness sessions delivered:

- Afghan
- Bhutanese
- Mexican

15 life skills sessions delivered, including:

- Camping
- 4 Cooking Classes
- First Aid
- Gardening
- Job Hub
- 7 Team Building sessions

7 health & wellbeing sessions delivered, including:

- Drumming Circle
- Sports
- 3 Yoga sessions
- 2 Zumba sessions

5 creative sessions delivered, including:

- 4 Arts & Crafts sessions
- E-waste Jewellery Making

2 outings to community celebrations:

- Inala Multicultural Festival
- Street Youth *Hubz* Youth Week Event

15 outings to recreational facilities including:

- 12 Gould Adams Aquatic Centre visits
- 3 Tenpin Bowling visits

MultiLink's Settlement Program delivered a one week (5 sessions) workshop to support young adults from Myanmar to obtain their QLD Learner Licence through PrepL. 8 young people attended the workshop, registered with the PrepL website, and completed their modules. A number of these young people needed extra support with language as English was not their primary spoken language and they did not fully understand the information in the PrepL learning modules.

MultiLink's Bicultural Community Assistants were able to explain and teach the road rules and guide the participants through the modules using easy/simple English and their own

spoken languages. Attendees gained a greater understanding and knowledge of the road rules and successfully passed their learner tests.

(BM), who attended the Learner Licence workshops is a 17-year-old female from Myanmar and in her final year of school (Year 12) at Woodridge State High School. (BM) needed a driver licence urgently to begin work after completing High School. After passing her learner licence test, (BM) was then referred to PCYC's Braking the Cycle program to complete her 100 hours of practical driving lessons. After logging her 100 hours, (BM) has successfully obtained her drivers licence and started working part-time as a waitress in a restaurant.



Settlement  
Snapshot





5 other activities delivered, including:

- Gaming
- Living Museum of Logan
- 2 Logan Art Gallery outings
- TikTok Challenges

44 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 (106 occasions), Marsden State High School (17 occasions) and Beenleigh State High School (12 occasions) in the Logan region, and Southport State High School (30 occasions) and Keebra Park State High School (23 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 involves 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 77 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. 44 clients participated in the Education Support Program.

## Youth Living Skills Program

Facilitated over 8 weeks, the Youth 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 Youth Living Skills Program.

## Pre-employment Program

This program was offered to a very small group of students seeking part time employment, to maximise their employment outcomes. Over the 8 sessions participants were supported with resume writing, online job applications, cold calling, mock job interviews and Tax File Number applications. Two pre-employment programs were facilitated during the reporting period, with 10 clients completing the programs.

- **Keebra Park State High School Groupwork**

- **Pathways Program**

- This program was designed for a specific group of students who were identified as needing support with selecting school subjects, exploring the various certificate courses offered through school and career pathways. 5 clients attended the 7 sessions.



### **Life Skills Workshops**

The youth team delivered 4 Life Skills workshops in response to identified student issues. 4 clients participated in the workshops.

The Youth team also supported various School Community events including Woodridge SHS's Services Expo, Refugee Week Celebration and Teen Wellbeing Mini Services Fair, Marsden SHS's African Cultural Family Evening, Loganlea SHS's Wellbeing Expo and Kingston State School's Community In The Classroom Event.

### **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 and promotion of the Reconnect NAYS program and collaborative projects.

The Youth team additionally supported community events including Logan Homeless Connect, Logan Street Hubz Youth Week event and South Sudan Independence Day Celebration. In the delivery of group programs

over the reporting period, the Youth team collaborated with various agencies including Substation 33, Youth Off The Streets, Logan City Council, QPS, Logan Police Liaison Officers, Settlement Services International, Multicultural Sports Club Qld and Scouts Australia.

### **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 baby essentials from Baby Give Back, donated clothing, shoes and handbags, books from Logan City Council Libraries, sanitary items from Share The Dignity and Period Project and blankets, clothing, toiletries packs and toys from The Sewing Lair in Beenleigh.

The Youth team also assisted clients and parents/carers to access food parcels from ADRA, driving lessons through PCYC, loans through the NILS program, Fair Play sports vouchers through the Department of Recreation and Sport and financial assistance through St. Joseph's Community Fund, National Zakat Foundation and Muslim Charitable Foundation.





MultiLink



Unit

Support  
com  
individ  
their

www.MultiLink.org.au

# Community Engagement & Support Services

## Neighbourhood / Community Centre

MultiLink Community Services 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 13,000 individuals across the reporting period.

### Community Connect Worker (CCW)

MultiLink submitted a successful *Request for Quote* to the invitation to apply for the expansion of Community Connect Workers in Select Neighbourhood and Community Centres Initiative.

Commencing on January 1<sup>st</sup> 2023, MultiLink's Community Connect Worker (CCW) facilitates support, information and referrals for individuals and families who are experiencing significant vulnerabilities and complex needs with MultiLink (as Woodridge's Multicultural Neighbourhood Centre) serving as a "universal" entry point for people seeking assistance and facilitating connection with local specialist services. The CCWs role is to provide tailored, short-term support to build skills and capability of service users and to facilitate access to appropriate supports, services required and referrals that will best meet the needs of the service user.

MultiLink's CCW is able to provide support across the Logan Local Government Area.

During this reporting period, the CCW has supported 14 vulnerable and complex individuals since the program commenced in January 2023. Presenting complex vulnerabilities (often multiple) have included: Homelessness, Mental Health, Housing (Breach Notices, QCAT, Notice to Leave),

Substance Abuse, Financial / Material needs, Domestic and Family Violence, Social Isolation, Transport Access and Navigation, Eligibility Barriers to Support, Unemployment, Personal Safety and Sexual Violence.

As well as providing short-term tailored support to build skills and capability of service users and facilitate access to supports and services through referral and advocacy to address presenting vulnerabilities, individuals have also been supported with brokerage where identified need cannot be met by MultiLink's existing supports or by referral to another service. Individuals and families have been supported with emergency accommodation, cab charge cards, mobile phone credit, petrol vouchers, food vouchers, clothing, baby formula, suitcases, and Go Cards.

In addition to walk-in's, self-referrals and friends, referrals have also been received from Logan Housing Service Centre, Community, Services Australia and other local Neighbourhood and Community Centres.

### Community Justice of the Peace Services & Partnership

#### Justice of the Peace Services

MultiLink has 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 continued to be delivered from MultiLink's Blackwood Road centre and in March 2023, the JP service increased to two days per week (Tuesday's and Thursday's).

Over the reporting period, 460 individual services were provided through this initiative with 1485 documents signed and witnessed by our volunteer Justices of the Peace. There

was a 49% increase in individuals accessing this service compared to the previous reporting period.



## Settlement Snapshot

(DB) arrived in Australia from Malawi in 2015 after being granted a humanitarian Visa. (DB) had to flee her birth country of Rwanda with her 3 children due to the war.

On arrival in Australia (DB) and her children were settled in Logan Central, Queensland. As a single mother with 3 children in a new country she was terrified. She did not speak English and was unsure what the future would hold. However, she did feel much at ease as Australia is a safe country. *“Walking around Woodridge trying to look around I was happy to see other African people, it made me less scared living in a new country.”*

(DB) sought out the Rwandan community in Brisbane after her arrival. She was previously well connected to her community in the Malawi camp and was looking for familiar faces. *“I was well known in our camp back in Malawi, I would volunteer with the UNHCR and assist our people to get access to ration cards for foods. I was known as ‘Mama leader’”.*

(DB) enrolled into TAFE at Loganlea to study the Adult English Migrant Program (AMEP) while her children commenced at Woodridge State High School. (DB) was determined to learn English.

Through community events she learnt about a non-profit organisation near her house who could help her and she was introduced to MultiLink Community Services by a fellow

community member and subsequently registered as a client to access settlement support. (DB) regularly attended information sessions at MultiLink to increase her knowledge on different topics. *“MultiLink became like a second home to me, not being able to speak English well I relied on MultiLink a lot, having someone who speaks Swahili working there was a huge relief because I could be understood.”* (DB) also later enrolled in MultiLink’s Swahili/Oromo Bilingual English class to increase her language proficiency and was supported by MultiLink to put in a NILs application to purchase a car which enabled (DB) to practice driving more and obtain her driving licence.

Over time, having settled in Australia and adapting to a new country, (DB) was ready to join the workforce. Working closely with her Swahili speaking Client Support Worker, (DB) was assisted to create a resume and start searching for a job. (DB) successfully gained a full-time position at Snap Fresh packing foods in addition to volunteering as one of the Rwandan Community Leaders.

As a Community Leader (DB) has been actively assisting women in the community to access support and services. *“Australia is a beautiful peaceful country. I will always be grateful for the opportunity I got to come here with my children. I am truly blessed to be here.”* (DB) is proud of how far she has come in her journey and is keen on giving back to the community.





**Queensland Justices Association (QJA) Conference**

Through our continued support and partnership with the Justices of the Peace Branch, MultiLink was invited to present at the 2023 QJA Diverse Community Conference, held during National Volunteer Week 2023. The conference was an opportunity for Justices of the Peace across Queensland to come together (online) with sessions presented across the week under four key themes. There were 15 participants in attendance for the last session, *Connecting: For a strong community* at which MultiLink presented on our partnership with the Justices of the Peace Branch and the services we provide to culturally diverse communities.

**Organisational support for Collaborative Community Celebrations & Activities**

- Waitangi Day
- FLAG Information Exchange
- AfriQueensland Awards
- Cangyom Multicultural Festival
- Congo Flavour Festival
- Afcon Queensland (Soccer Tournament)
- Luminous Lantern Parade
- Logan World of Cultures
- Zomi Nam Ni
- Samoan Independence Day
- Loganlea State High School Multicultural Lunch
- Khmer New Year
- Bangladesh Iftar Dinner
- IWAA Iftar Dinner
- ECCQ International Women’s Day Breakfast
- Somali Independence Day
- Queensland South Sudanese Cultural Festival
- Solomon Islands Independence Day
- Queensland African Cultural Carnival
- Karenni National Day Volleyball Tournament
- Holi Festival
- South Sudanese Community Gala Ball



## **Logan Multicultural Collaborative**

MultiLink was invited to join, and has participated in, the Logan Multicultural Collaborative during the reporting period. The Collaborative is a network of government and community service organisations and services, providing services to multicultural and mainstream clients across Logan. This is an action focused group that brings together agencies that bridge the barriers between services and client's access to these services, with a common goal of supporting the health and wellbeing of Logan's diverse communities and working collaboratively across programs and agencies.

## **TAFE Health & Wellbeing Expo**

A key role of the Logan Multicultural Collaborative is to identify emerging issues and to develop and deliver inclusive information sessions and interactive events to inform and engage the culturally and linguistically diverse communities with our services, focusing our available resources and events that support all aspects of health and wellbeing for people in Logan. The TAFE Health and Wellbeing Expo was held over 2 days and focused on providing accessible health information and access to health services in one location for TAFE students attending AMEP and SEE classes. Language support was provided for participants with language barriers to support their access to information and services available.

Over the 2 days, over 600 TAFE students attended the event. Participants came from a variety of different cultural backgrounds and spoke a number of different languages including Ukrainian, Hazaragi, Dari, Arabic, Karen, Burmese, Rohingya, Somali, Kinyarwanda, Mandarin, Kirundi, Korean, Khmer, Swahili, Tigrinya, Mandarin, Karen, Malay, Cantonese, Bosnian, Chin Haka, Polish, Japanese, Chinese, Lao, Spanish, Oromo, Liberian, Gurindji, Hindi, Hungarian, Acholi, Krio, Russian, Farsi, Thai, Cantonese and Somali.

## **Healthy New Communities Project (HNC)**

Together with Metro South Health & Brisbane South PHN (HCN steering committee partners), MultiLink continued its role as a partner in the Healthy New Communities Project 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.

## **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.

### **Community Safety Day**

In preparation for disasters in Queensland, and as an ongoing commitment to increasing community capability and resilience, and building awareness of emergency services and their roles in a disaster, MultiLink, Settlement Services International (SSI), Logan City Council and Kingston East Neighbourhood Group hosted a Community Safety Day to support

(KK) is a 36 year old male from Chin Matu, Myanmar. He and his family arrived in Australia in 2019 from Malaysia under the Special Humanitarian Visa. Shortly after their arrival, (KK) attended TAFE AMEP classes and his children attended primary school in Woodridge. (KK) had goals to study further in Community Services after improving his English language skills and his teacher at TAFE had assisted (KK) in creating a USI (Unique Student Identifier) but was unable to complete the process as (KK) did not have a first and last name.

(KK) and his family experienced many difficulties to prove their identity when accessing services such as Centrelink, Education, Health, Employment, Bank (finances) and other services due to not having a first and last name. (KK)'s previous Case Worker had initially assisted in changing his name, but the process had not been finalised nor followed up.

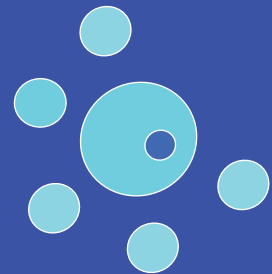
(KK) and his family sought support and became client's of MultiLink Community Services in 2020 and (KK) shared his history with his

Client Support Worker at MultiLink and explained the situation and the difficulties he and his family had faced when accessing services.

MultiLink's Settlement Team sprang into action at once, and a QLD Change of Name application was completed for (KK) and his family. Within 3 weeks, (KK) received his Change of Name Certificate, and he now has an official first and last name in Australia. (KK) then updated his and family member's personal details at services such as the Department of Transport (Licence), Centrelink, Medicare, GP clinics, education (TAFE) and other services the family was connected to. (KK) was able to successfully create a USI number using his new name, and enrolled himself in Certificate III Community Services through TAFE. (KK) and his family no longer have any difficulties proving their identities when accessing services. (KK) and his family were recently supported to apply for Australian Citizenship and are waiting to take their citizenship tests.



Settlement  
Snapshot



our culturally diverse clients and community to recognise and prepare for disasters in Queensland, and to support their recognition of emergency services. The event was supported by a number of emergency services and local organisations who had information stalls, giveaways and in language disaster preparedness information sessions. There were approximately 150 people in attendance over the course of the day.



### Community Disaster Information Sessions

Over the reporting period, MultiLink facilitated 6 Disaster Preparedness community and client information sessions, four sessions for Aged Care consumers and 2 sessions for diverse community clients (Afghan & Congolese and Burundian) as an ongoing commitment to increasing capability and building resilience amongst our culturally diverse clients and community members to prepare for a disaster. A "take home" information and resource pack was also provided to each individual who attended an

information session to support them to develop their own emergency plans and emergency kits at home.

There were a total of 61 clients and community members who participated in these information sessions with 38 attendees from MultiLink’s Aged Care programs originating from South American, European, Middle Eastern, Australian and Pasifika backgrounds, 18 attendees from Afghan backgrounds and 5 attendees from Congolese and Burundian backgrounds.

### **MultiLink Staff Disaster Preparedness Training**

In addition to community Disaster Preparedness information sessions for our clients, MultiLink’s Community Engagement and Support Team facilitated training for our Aged Care and Disability Core Staff and Aged Care and Disability Support Workers. This training sought to increase the capability of our staff working with culturally diverse clients and community members to support them with Emergency and Disaster planning to ensure that risks to their health, safety and wellbeing which may arise in an emergency or disaster are considered and mitigated.

Staff received an information and resource pack which, in addition to general disaster preparation and information, also included a copy of MultiLink’s Emergency and Disaster Management Plan Framework and MultiLink’s Work Health & Safety Management System In-Home Residential Checklist (Emergency & Disaster Identification). 54 staff participated in Disaster Preparedness training.

Both the Community Disaster Information Sessions and MultiLink Support Workers Disaster Preparedness Training covered:

- Understanding Disasters in southeast Queensland and disasters specific to the area you live (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 your household for disasters
- How to prepare a household “Rediplan” and evacuation plan
- Actions that community members can take to minimise the impacts of disasters

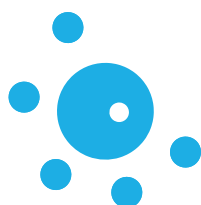




- How to prepare for, respond to and recover from these events
- What to do in the event of a disaster
- What to do when you return home
- Where to get support

In addition, the Core Staff Disaster Preparedness Training also covered:

- How you can help prepare our clients for a natural disaster
- How you can support our clients in the event of a natural disaster
- How you will be equipped to support our clients for a natural disaster
- MultiLink's Emergency and Disaster Management Plan Framework
- MultiLink's Work Health & Safety Management System In-Home Residential Checklist (Emergency & Disaster Identification)
- Case Studies with real scenarios identifying the key emergency and disaster identifiers, what other information is needed, what are the next steps to support our clients and what could you do in the future?



### **COVID-19 RAT (Rapid Antigen Test) Distribution**

MultiLink received over 900 Rapid Antigen Tests (RAT) from Logan City Council, to support our role as a Neighbourhood and Community Centre in ensuring that vulnerable community members and their families could access tests if needed. The tests were made available for collection from MultiLink's Blackwood Road centre and were also distributed at various community events including Logan Homeless Connect and the Community Safety Day.

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

Across the reporting period, MultiLink's service teams continue to report increasing 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.

### **Domestic & Family Violence Tenacity Event**

In celebration of International Women’s Day, MultiLink, in partnership with Logan District Police Liaison Officers, held a community event to support safe accessibility to services for women who have experienced or are experiencing domestic and family violence in our community. The event was supported by

over 20 local service providers who provided information, children’s activities, arts and crafts, free food, prizes, and giveaways to participants. Over 200 women and children attended the event over the course of the day.

### **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.

### **Network in Your Neighbourhood**

In partnership with Logan Community Suicide Prevention Network members, MultiLink held the inaugural **Network in Your Neighbourhood** event in celebration of National Neighbourhood Centre Week. The event was an opportunity for local stakeholders and community to learn about mental health and suicide prevention services and programs available and was an opportunity to engage with the Logan



Community Suicide Prevention Network. 23 people attended the event.

### **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), household furniture (dining table, lounge suite, beds, mattresses) clothing and toiletries. In addition to donations from community members, this assistance benefited from our ongoing relationship with Share the Dignity who donated handbags and backpacks with hygiene items (shampoo, body wash, toothpaste, toothbrushes, hand cream, sanitiser), gifts (perfumes, notepads) and sanitary items, for distribution across the community. MultiLink also continued to receive donations of Coles bread which was provided from LECNA (Logan East Community Neighbourhood Association).

### **“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 individuals’ quality of life by obtaining the baby items they require, at no cost. In addition to individual support provided, MultiLink also received a “stock” of nappies, wipes, baby shampoos and other items to ensure that we can be responsive to “real-time” community needs.

### **Logan Homeless Connect**

Logan Homeless Connect was an opportunity for community members who are

experiencing homelessness or at risk of homelessness to access essential services and support in a “one stop shop”. The event (held in October 2022) was organised by MultiLink, in partnership with Wesley Mission Queensland, Logan City Council, Metro South Health Addiction and Mental Health Services, YFS and the Street University. People who attended the event could access free health services, clothing, and haircuts as well as non-perishable food and a free meal. MultiLink provided clothing, sanitary items, personal hygiene items, tissues, insect repellent, hand sanitiser, baby wipes, nappies, and other items to community. Over 200 people visited the event over the course of the day.

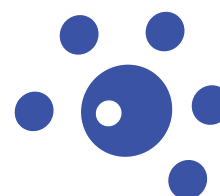
### **Logan Street Services Guide**

The Logan Street Services Guide was developed as a practical, relevant, and useful guide providing information about where to get help with a variety of issues that impact on people experiencing homelessness or at risk of homelessness in the Logan area. After many years, the final printed edition of the Logan Street Services Guide was produced in 2023, with 3000 copies printed and distributed across services in Logan. The Guide remains available for download and is updated in “real-time” via the online *My Community Directory* platform.

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

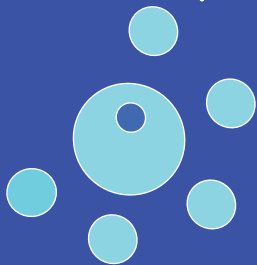
#### **QCOSS Essential Services Consultative Group (ESCG)**

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





## Settlement Snapshot



(FG) arrived in Australia in October 2022 from Türkiye and was referred to MultiLink's Diverse Workforce Hub by the Settlement Team for specialist employment pathways support. A young Afghan refugee, (FG) had been living in Türkiye with her parents and two younger sisters after fleeing the Taliban in Afghanistan some years before. With (FG)'s father staying behind in Türkiye and her mother suffering from poor mental health, (FG) took on the responsibility of caring for her mother, looking after the family affairs and taking her younger siblings to school. Among her priorities, she also needed to find a job to support her family.

(FG) was previously a Swimming Coach back in Türkiye and was keen to pursue this here in Australia. MultiLink's

Diverse Workforce Hub assisted (FG) to obtain her Blue Card, First Aid/CPR certificate and negotiated with her Job Provider for them to fund her training with the Australian Swim School to become a licenced instructor.

The Diverse Workforce Hub was also able to help (FG) with other wrap-around support such as helping her to apply for an Australian driver's licence and referring her to legal support and health services. (FG) secured a job at a local swimming pool and hoped to engage in further study in the future. Her father was sadly made homeless in the 2023 Türkiye-Syrian earthquake and (FG) commenced processes to apply for a visa for him to join her in Australia. In early 2023, (FG) started a new job working in a local restaurant.

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.





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



MultiLink’s CAMS Logan Multicultural Worker program has continued to deliver 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

The Multicultural Community Worker (CAMS) supported the collaborative delivery of a number of Community Leader Forums to inform, motivate and enable leaders to influence their communities and hear directly from them on issues/barriers and opportunities to social and economic inclusion confronting their communities. Additionally, the Multicultural Community Worker (CAMS) worker attended and supported a number of community-led events to maintain and develop regular connections with diverse local Community Leaders. These informal spaces allow for organic information sharing and consultation on emerging needs and developing meaningful ways of responding.

## Logan Community Leader Partnership Forums

MultiLink, Logan City Council and Settlement Services International (SSI) have worked in partnership to combine our individual strategies and take a collaborative approach to engaging with and supporting Community Leaders in Logan.

The collaborative nature of our forum delivery has been well received by Community Leaders, especially by emerging leaders who value the opportunity to network and be mentored by other Community Leaders they may not have been able to share space with

otherwise. The forums are a culturally safe space for organic learning, collaboration, and collective advocacy for migrant and refugee communities in Logan and beyond.

Through this collaboration and partnership, four Community Leader Partnership Forums were delivered for Logan Community Leaders across this reporting period:

- **Community Safety Day Community Leaders Breakfast – November 2022**

As a part of our commitment to preparing our communities for future disaster preparedness, MultiLink, Settlement Services International (SSI), Logan City Council, Kingston East Neighbourhood Group, and our community partners facilitated a Community Safety Day in November 2022 to provide community leaders and members with the opportunity to gain information on how to prepare for natural disasters and have a safety plan to protect themselves and their families if such events occur. A panel of experts who delivered key information about how community leaders can support their communities to prepare for storm season. The panel was followed by a Q&A and an opportunity to share learnings.

- **Health – March 2023 Forum**

The March Community Leaders Partnership Forum focused on the topic of **health**. Community Leaders and members had and continue to voice that health is one of the priority areas that matters to our multicultural communities, in particular navigating the challenges of accessing quality healthcare. One of the key barriers for multicultural communities is language needs. Open discussions in a safe



environment is an important step towards identifying opportunities to respond to the identified needs.

Representatives from Queensland Health and the Refugee Health Network joined a panel discussion on:

- Challenges to accessing quality healthcare.
- Support available to help community members with limited English language skills to navigate the healthcare system
- Community-led opportunities to better support our multicultural communities.

This forum also provided the opportunity for Logan’s community leaders to feed into Metro South Health’s Multicultural Communication Strategy. 49 Community Leaders from 16 cultural/faith communities attended.

- **Housing - May 2023 Forum**  
The May Community Leaders Partnership Forum focused on the topic of **housing** with the aim to provide

leaders with the information they need to better support their communities navigate the housing system. Community Leaders and members continued to experience challenges navigating the current housing ecosystem that has been exacerbated by the housing crisis. This has put substantial pressure on families and Community Leaders. Presentations from SSI’s Housing Service and the Residential Tenancies Authority upskilled leaders on how they can best support their communities. 45 Community Leaders from 14 cultural/faith communities attended.

- **Refugee Week – June Forum 2023**  
The June Community Leaders Partnership Forum was a celebration during Refugee Week. The theme for Refugee Week was “finding freedom” – the journey of finding freedom, through a new home, a new career, finding love and friendships and celebrating the resilience that makes up our wider community. The celebration was an opportunity for multicultural Community Leaders, community members, valued partners, and

members of government to raise awareness about the issues affecting refugees with the theme aiming to highlight the refugee experience and helping the broader community to understand what it is like to be a refugee. This Refugee Week Forum was a celebration of community and culture that platformed many local and international young people from refugee backgrounds, in particular communities who are often unknown to mainstream society. 180 multicultural Community Leaders and members attended the event from over 42 cultural/faith communities.

### Multicultural Events

The Multicultural Community Worker (CAMS) continued to establish and introduce our new Logan Generic CAMS project (after 16 years of being the state-wide Pacific Islands CAMS Project) as well as connecting and maintaining relationships with local Community Leaders and members by supporting/attending multicultural events.

Multicultural events supported/attended across this reporting period:

- Somali Day Celebration
- QLD South Sudanese Cultural Festival
- Solomon Islander Independence Day Celebrations
- Logan World of Cultures event
- Samoan 60<sup>th</sup> Independence Day Celebrations
- Waitangi Day
- Zomi National Day
- ECCQ International Women's Day Breakfast
- International Women's Day Event at Family Place
- Khmer New Year
- Bangladesh Iftar Dinner
- QLD African Cultural Carnival
- Loganlea High School Multicultural Lunch
- Women of the World "Think In" Logan
- Karenni National Day Volleyball Tournament

### Multicultural Capability

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

(WT) was referred to MultiLink's Diverse Workforce Hub through MultiLink's Multicultural Community Worker's (CAMS) connections with the Karenni Community in August 2022.

A refugee from Myanmar, (WT) had been looking for work in Australia for over 10 years, even though he was extremely talented in carpentry and woodwork!

After creating a resume for (WT) and discussing his career goals, he was referred for a position with IKEA as part of a 'Refugee Employment Program' through an organisation called Community Corporate. He was shortlisted after an initial phone interview and in early September 2022 was offered a part-time position as an 'Ikea Co-Worker'.



Settlement  
Snapshot

### **The Pacific Australia Labor Mobility (PALM) Scheme**

With the influx of PALM workers in QLD post COVID, the expansion of the PALM scheme into the health/age care sectors and changes to department responsibilities both onshore and offshore, the Multicultural Community Worker (CAMS) continued to support, refer, and advise service providers and Community Leaders assisting PALM workers: in particular those stationed in areas with small or no Pasifika diaspora communities. Needs and challenges for expecting and young mothers on the PALM scheme remain high concern 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 support connections, baby and maternity supplies were donated to several expecting mothers in and around the Logan area.

The 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 workers wellbeing as well as regularly sharing information by means of email correspondence. Advocacy continues to be made for community and community run associations/organisations remain to be better resourced to respond to the often-complex challenges of workers.

### **Pasifika and Māori Health & Wellbeing**

The Multicultural Community Worker (CAMS) continued to offer MultiLink's long-term experience and expertise in advocating for Pacific Islander communities and support networks to ensure good governance and outcomes 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). From November 2022, the Multicultural Community Worker (CAMS) sat on the governance group responsible for the design and delivery of

community consultation workshops and grant/project submissions focused on suicide prevention and advocacy around better data collection for Pasifika cohorts.

As part of the governance group the Multicultural Community Worker (CAMS) was consulted for The Pasifika and Māori Health and Wellbeing Strategic Framework website that was launched in February 2023. The website is a valuable resource for community but especially mainstream services in connecting and referring clients to Pasifika specific support.

MultiLink's CAMS worker also attended the Metro South Health Multicultural Health Symposium (May, 2023) where learnings from the framework were shared as best practice.

The Multicultural Community Worker (CAMS) was invited on behalf of MultiLink to be part of the **Multicultural Health Engagement Project (MHEP)** chaired by the Refugee Health Network. Initiatives being considered through the MHEP include:

- Mapping translated resources
- Case study on vaping
- Community consultations with targeted community groups (young people + parents) for the Multicultural Health Framework. The Pasifika and Māori Health and Wellbeing Governance team have also been involved in these consultations
- CALD data report actions and recommendations





### **Logan Pasifika and Māori Workers Network (QPMWN) Support**

4 Logan QPMWN meetings were facilitated across the reporting period. Each network meeting allowed participants the opportunity to learn about each other's services to better serve our communities together. This meeting is of most value to those working with Pasifika communities in the community services/service provider space and for our Pasifika Community Leaders. 86 workers attended QPMWN meetings this financial year.

A significant focus of the network has been the launch of the Pasifika and Māori Health and Wellbeing Strategic Framework Website. Eden Malama from Brisbane South PHN facilitated an information session and *talanoa* (unconcealed conversation) regarding how the framework can assist workers advocate for community and tailored services. The meeting was also an opportunity for attendees to provide feedback on the website and input into the services directory. This

directory has been a great resource for mainstream services looking for Pasifika specific services for their clients.

There has been growing traction from workers across multiple sectors and LGA's to attend this network meeting due to ongoing challenges experienced by Pasifika families and communities.

Information sharing was maintained via emailed "info buffets". A total of 36 "info buffets" were sent out to a contact list of 248 community members, across this reporting period.

The distribution list consists of Community Leaders and members of Pasifika communities who are active in several sectors/spaces such as government departments, education, health, youth justice as well as their own grassroots communities like churches, specific ethnic associations, sport teams and creative groups. More recently requests have come through from non-Pasifika workers who wish

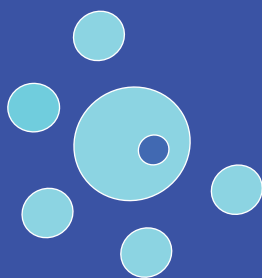
to receive this information as well. “Info buffets” highlight current employment opportunities, community events, programs and initiatives, resources and funding opportunities that may be of value to our communities. Recipients continue to share that they find these info buffet emails to be of value. These are often the only way some have access to information and opportunities of this nature.

Info buffets were key in disseminating information on the new pathway to Australian citizenship for New Zealand citizens, regional leadership opportunities for Pasifika young people and identified employment

opportunities. 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.



## Settlement Snapshot



Young people of refugee backgrounds navigate multiple worlds and as a result experience settlement challenges such as homesickness, culture shock, loneliness, unemployment/underemployment, racism, and discrimination. These settlement challenges exacerbate other social issues and consequently many young people can become disengaged.

Logan has a growing population of Karenni young people who have a passion for sport, especially volleyball. Sport is one of the significant ways the Karenni community organise and mobilise their young people to stay connected to Karenni culture, each other and with the wider community whilst also improving their health and well-being, self-esteem, mental health and sense of belonging.

Although sport and recreation play a significant role in the settlement of Karenni young people, they often are unable to find affordable, accessible and safe places to play volleyball together in their local area. This is due mainly to a shortage of

community facilities available to host community events of this nature after hours.

Through MultiLink’s Logan Multicultural Community Worker (CAMS) program and our Karenni Bicultural Community Assistant, 2 social volleyball events for young people were hosted with the Logan Karenni Community. 65 young people attended the first Volleyball night in April, and 45 attended the second evening in May.

The young people that attended had lots of fun, many attending after a stressful day at school and felt they could release the days worries out on the court.

The events were also used as an opportunity to train for the community’s upcoming community led volleyball tournament- part of their first ever Karenni Day Celebration here in Logan. On both occasions, friends from other cultural backgrounds also attended which allowed for organic intercultural exchange, networking and social cohesion.

## Transitioning State-wide Pacific Island Support

Although the cessation of MultiLink's previous State-wide PI CAMS Project and the commencement of MultiLink's new Logan CAMS program has been widely communicated and understood by individuals and organisations outside the local government area of Logan, MultiLink continues to be a trusted and experienced organisation amongst Pasifika communities and those seeking advice to work with such diverse communities regularly make contact with the Multicultural Community Worker.

The Multicultural Community Worker (CAMS) was able to:

- Participate in Uniting Care's Multicultural Symposium as a panelist to share on what cultural diversity looks like, how to create a safe and inclusive workplace, and inform how to engage CALD background clients
- Contribute ideas on youth engagement and grant access on the governance group of PEGA – Pasifika Empowerment Group Australia working towards the 10<sup>th</sup> QLD Pacific Islands Cultural Carnival
- Advise Moreton Bay Regional Council on how best to engage and support Pasifika and Māori communities in the Moreton Bay Region
- Connect organisations and services with Pasifika and Māori cultural performance groups for community events and programs
- Promote Pasifika and Māori initiatives to mainstream services
- Offer cultural and emotional support to clients who may be of Pasifika and Māori backgrounds accessing MultiLink's Neighbourhood Centre Program, Aged Care program and Employment and Training Programs
- Assist University based Pasifika and Māori Student Associations at The University of QLD and the University of Sunshine Coast to connect to other communities and/or individuals to promote tertiary education

## Multicultural Opportunity, Inclusion & Responsiveness

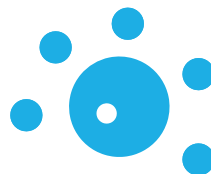
The Multicultural Community Worker (CAMS) has continued to facilitate opportunity and inclusion of people from culturally and linguistically diverse backgrounds through working with broader services, social and industry networks, and agencies to be more culturally responsive.

### *Connecting Cultures Cultural Awareness*

To resource the sector to meaningfully work with multicultural communities and individuals in Logan, MultiLink's CAMS program delivered a series of cultural education workshops called *Connecting Cultures Cultural Awareness*. These workshops provided a meaningful opportunity for workers in the sector to learn about the different cultural norms and protocols that will help them better understand, connect and respond to community and individual needs in a respectful and culturally competent way.

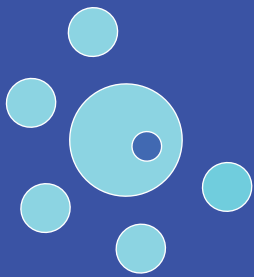
The *Connecting Cultures Cultural Awareness* sessions focused on Afghan, Karenni and Somali communities and culture and were delivered by MultiLink's Afghan, Karenni and Somali Bicultural Community Assistants. 38 workers in the sector attended these workshops. Feedback from all the workshops highlighted that tailored culturally specific workshops were valuable to gain a deeper understanding of cultural norms for particular communities. There is an appetite for more culturally specific training of this nature for other emerging communities.

The Multicultural Community Worker (CAMS) also supported the University of Sunshine Coast in partnership with Moreton Bay Regional Council, MANA Pasifika and Aiga Samoa to deliver a cross cultural training session on Pasifika communities. The session provided participants with knowledge and understanding of underpinning cultural values, practices, protocols and narratives





## Settlement Snapshot



(EB) is a 36-year-old Congolese male who arrived in Australia in 2019 on a humanitarian visa. (EB) had been living in Kenya where he had sought refuge after fleeing the war in the Congo. (EB) lived in Nairobi where he later got married and had 3 children. In Nairobi, (EB) found a job in a barbershop. He worked there for 3 years to save an adequate amount to then start his own barbershop, which he ran for 7 years while he waited to be granted a Visa to Australia.

His journey to Australia was lonely as he had to leave his wife and children back in Kenya. (EB)'s goal was to secure employment in Australia and save enough money to sponsor his family to come to Australia. (EB) enrolled in the AMEP program at TAFE Loganlea to increase his English language proficiency but was keener on securing employment as he was also providing for his family back home in Kenya.

(EB) was referred to MultiLink's Settlement program by Multicultural Australia in September 2021 to receive support with his settlement journey and gain skills to be independent. (EB) had always been very passionate about working in the Barbering industry. "Being a barber is all I have ever known". MultiLink's Swahili speaking

Client Support Worker suggested to (EB) that he consider a volunteering opportunity at a local African barbershop in Woodridge where he could acquire experience in Australia as well as referring him to MultiLink's Logan Diverse Workforce Hub for additional assistance creating a resume and securing an employment opportunity. (EB) continued volunteering in the African Barbershop regularly while looking for permanent job opportunities.

With more than 10 years of experience in the Barbering Industry (EB) made the decision to start his own business at the end of 2022. Between MultiLink's Diverse Workforce Hub and Settlement program's Swahili speaking Client Support Worker, MultiLink referred (EB) to Thrive Refugee Enterprise to receive assistance and support to get his new business up and running as well as supporting him to look for rental properties.

In January 2023 (EB) successfully set up and opened his own barbershop in Loganlea. He is currently in the final stages of sponsoring his family to come to Australia and is looking forward to living in Australia with his family.

that improve engagement and outcomes for Pasifika people. A few key Pasifika elders, leaders and community champions were given space to share learnings and advice through a panel and brief *talanoa*.

Participants were university students, researchers, youth workers, educators, health professionals, community workers and community members. Although the training was delivered in the Moreton Bay Region the opportunity to learn and engage attracted participants who work in the sector from

Logan, Gold Coast and Ipswich. The Multicultural Community Worker (CAMS) assisted with the planning of the training and emceed the event.

### **Community Konnect 10 Week Program**

MultiLink's CAMS *Community Konnect* 10-week program aims to develop the capacity and participation of individuals across barriers with the topics/areas tailored specifically to meet the needs of individual communities. Topics include employment, money management, nutrition, navigating medical



systems, health information, community safety, disaster preparedness, education, and citizenship (to name a few) and supporting communities' connection to their culture and identity. The program enables access to further pathways including SQW projects (accredited training), MultiLink's Diverse Workforce Hub, or more continual support through MutliLink's suite of wrap-around support services.

3 *Community Konnect* programs commenced across this reporting period. To meaningfully codesign and deliver these programs, 3 Bicultural Community Assistants were engaged from the Afghan, Somali and Karenni communities to connect with, consult, support and facilitate delivery of the programs.

- The *Afghan Community Konnect* Program delivered one information session this reporting period on the topic of Health and Nutrition by True Relationship's Health in My Language Program. 18 community members attended
- To launch and establish the *Somali Community Konnect* Program, (The Wadajir Program) the Logan Somali community were invited to a community BBQ. A total of 120

members of the Logan Somali community attended. 3 sessions of the program were delivered this reporting period:

- Employment
- Citizenship and
- Disaster Preparedness
- To establish the *Karenni Community Konnect Program*, (The Karenni Development Program), to the community, 2 social volleyball youth events were hosted, attracting a total of 110 Karenni youth from Logan and surrounds. MultiLink's Karenni Bicultural Community Assistant additionally held regular consultations with Karenni elders and community to identify topics of focus and how best these topics should be delivered to community

#### **Youth Leadership Workshop – QPASTT's Youth Voice Leadership Group**

The Multicultural Community Worker (CAMS) was invited to co-design and co-facilitate a leadership workshop with the Queensland Program of Assistance to Survivors of Torture and Trauma (QPASTT)'s Youth Voice Multicultural Leadership Group at the Moorooka African Village in June 2023.



The purpose of the workshop was to build the capacity of multicultural young people in ethical storytelling, advocacy, self-care and public speaking. 12 young people attended from Afghan, South Sudanese and Iranian cultural backgrounds. The participants were emerging young leaders in their community who are either attending High School, University/TAFE and are passionate about causes such as refugee rights, women's rights, climate change, representation of migrant and refugee communities in high-level decision-making spaces, education pathways, sexual education, access to healthcare, digital literacy, arts and culture and meaningful employment.

The workshop provided a culturally safe space for young people to share stories, challenges and solutions to the collective community experiences seen and felt at the grassroots. A number of group and individual activities also allowed the participants time and space to reflect on their own settlement journey to better prepare themselves for the often-turbulent advocacy spaces they will engage in their future leadership journey. Participants shared that workshops of this nature would be most valuable delivered frequently to strengthen capacity of and relationships between multicultural young people.

### **Caxton Legal Centre Cultural Rights Project**

MultiLink was approached by Caxton Legal Centre to partner with them and join Multicultural Australia, the Pacific Islands Council of Queensland, and the University of Queensland's Pro Bono Centre in the development of a **Knowing Your Rights: Culture, Community & Connection Project**. The project will develop culturally appropriate and accessible self-help legal information for Pasifika Communities in Queensland, where there is currently a gap. Pasifika Communities are over-represented in the Queensland Criminal Justice System and by providing them with access to resources that will support community members to identify and engage with their legal rights, this project will start to address this problem for these communities.

This project will deliver a series of *talanoa* (conversations) to learn about common legal issues the community is experiencing and will explore how the community can use the law, specifically Human Rights Law, to their advantage.

As a partner, MultiLink will through the Multicultural Community Worker (CAMS) support this project by:

- Engaging in the *talanoa* and connecting Caxton Legal Centre with Pasifika Community Leaders and community members
- Participation in a steering committee to ensure accountability, collaboration and project management
- Advertising and encouraging collaboration with community and
- Providing and contributing a multi-disciplinary perspective as well as a cultural lens

### **QLD Connects Regional Entrepreneurship Acceleration Program - Cohort 3 "Logan Connects"**

Evolving out of MultiLink's previous "Growing your Dream for a Food Business" Food Venture Course, the Multicultural Community Worker (CAMS) participated in consultations with Logan City Council and Catalysr (an award-winning pre-accelerator for early-stage start-ups for high-performing migrant and refugee entrepreneurs – aka "migrapreneurs").

MultiLink offered our insights on the current employment barriers for people of migrant and refugee backgrounds, especially in Logan. As a result, MultiLink was invited to participate in Cohort 3 of the QLD Connects Regional Entrepreneurship Acceleration Program.

This 12-month program sits within the Advance QLD Regional Futures Initiative and leverages learnings from the internationally regarded Massachusetts Institute of Technology Regional Entrepreneurship Acceleration Program Framework. As a locally developed program, specific to the needs of



QLD, the Logan team (Logan Connects) has been supported to develop strategies and initiatives that build a strong cohesive innovation driven entrepreneurial ecosystem focusing on enriching the lives of Logan's migrants to secure meaningful self-employment by creating stronger social diversity for economic prosperity. Key innovation ecosystem leaders including entrepreneurs, corporate representatives,

universities and research institutes, investors and/or risk capital representatives make up the Logan Connects team. MultiLink offers valuable insight in this team on local grassroots challenges, local current initiatives, local trends, local opportunities for collaboration and local strengths in the community services sector.

(GK) is a 37-year-old Afghan Male who arrived in Australia in August 2022 and contacted MultiLink's Settlement program for support with his Immi Card, Centrelink, migration support and employment needs. He was also referred into the "*Ijtemaa, Chai, Chat*" Men's activity in August 2022, as he was extremely new to Australia, had no family here, and had little connection with others in his community. His family were still back in Afghanistan, and he was providing for them as well as himself. He highlighted his need to sponsor them to come to Australia, and that to do so he needed to find a secure, ongoing job and save some money.

Through the "*Ijtemaa, Chai, Chat*" project (GK) was able to connect with a group of men able to provide emotional support with deep understanding of his situation and the need to support his family back in Afghanistan.

The Settlement program's Afghan Client Support Worker additionally referred (GK) to our Logan Diverse

Workforce Hub where that service supported him with a resume, applying for a Tax File Number, gaining his construction industry "White Card" and securing an exemption from the Department of Transport to help him obtain his driver's licence and access driving lessons.

One of the other members of the "*Ijtemaa, Chai, Chat*" Men's activity was looking for a worker to support his painting business. This was an "entry level" position and did not require experience in the field. The "*Ijtemaa, Chai, Chat*" Men's activity worker was able to connect (GK) with this community member and (GK) was able to start work as a painter almost immediately. Although only in Australia for a few months, with a little assistance (GK) has been able to connect with a culturally supportive group, prepare himself for work, find work and begin building his new life in Australia for himself and his family.



Settlement  
Snapshot



# Aged Care Services

## 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, 103 consumers from 35 diverse cultural backgrounds accessed individually planned and coordinated Home Care Package support through MultiLink across level 1, 2, 3 & 4 packages. (A 1.9% increase in consumers against the previous reporting period).

24% of consumers originate from Anglo-Australian backgrounds, 6% El Salvador, 5% each from Cambodia & the Philippines, 4% each from Croatia, England, Samoa, Germany & Hungary, 3% each from Poland, Uruguay, Bosnia & Herzegovina and Serbia, 2% each from Spain, Italy, the Netherlands, Slovenia, Indonesia, Norway, Slovakia & Romania, and 1% each from Columbia, Iran, Russia, Fiji, New Zealand, Denmark, Bulgaria, Malta, Macedonia, Ireland, South Africa, Wales, Thailand & the USA.

## Community and Home Support Program (CHSP)

During the reporting period, 749 consumers from 72 diverse cultural backgrounds (aged 65 or older or over 50 if they identify as Aboriginal or Torres Strait Islander) accessed basic in-home and community-based 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)

## 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 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 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 Centre program.

During the reporting period, 19 carers and care recipients accessed the activity from 9 countries of origin (Australia, New Zealand, Samoa, England, Bosnia & Herzegovina, Italy, Macedonia, Philippines and China.

### **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:

- 75 one-on-one aged care visits to 6 residents, and
- 277 home care visits to 20 home care package recipients

Consumers receiving CVS visits represent 18 language cohorts, including 11.5% each Spanish & English, 7.5% each Romanian, Dutch, Serbian & Danish and 4% each Cantonese, Burmese, German, Hungarian, Polish, Danish, Slovenian, Russian, Thai, Croatian, Bosnian, Farsi & Filipino.

## **Combined Services & Activities**

### **Day Respite & Community Centre**

Supporting carers and consumers across the Commonwealth Home Support Program (CHSP), the Queensland Community Support Services (QCSS) activity, Home Care Package (HCP) consumers and NDIS participants, MultiLink's Day Respite & Community Centre supported 91 individuals across the reporting period (an 11% increase of consumers against the previous reporting period)





The program provided activities that exercised the mind as well as the body and ensured participants had fun in the process. Activities included High Tea, making and painting pot plants as well as gardening, darts, spa days with massages, nail painting with non-alcoholic drinks and hors d'oeuvres, carpet bowls, karaoke, ukulele lessons, drum classes from Logan Police Liaison Officers, target quoits, Ten Pin Bowling, Mini Golf, Bingo with prizes, gentle exercises to keep the body moving and trivia to keep the brain active. Consumers were also able to enjoy a Cultural Appreciation Day where they got to try food from all different cultures and countries.

On the first Monday of each month the Centre held "Bonanza days" where ALL the consumers that attend the program were invited to come and participate and have a fun day with a theme, including Trivia Bonanza, Bingo, Karaoke, a senior's version of the Commonwealth Games, Cultural Appreciation Day and an Ekka Bonanza Day.

A range of celebration days were again held for Christmas in July, Oktoberfest, Melbourne Cup, 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.

This year a small number of Consumers were able to participate in a weekend Getaway at Tranquillity Lodge in the Sunshine Coast Hinterland for 3 days. The 3 days consisted of visiting various places such as Mary Cairn Cross Scenic Reserve for a hike as well as Eumundi Markets for a shopping experience, participating in tours at the Macadamia Factory and the Ginger Factory at Yandina and more shopping at Montville and Maleny, and enjoying all that these places had to offer in the way of food.

Regular 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 Tropical Fruit World
- 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
- Tour of the Botanical gardens at Mount Coot-Tha
- Picnic Hope Island BBQ area near the water
- Picnic at Tygum Park
- Shopping at Costco in Ipswich and Coomera
- Lunch at Greenbank RSL
- Mount Tamborine tour of the lookouts and lunch

- Kingston Butter Factory
- Ipswich Nature Centre
- Wynnum Esplanade for a BBQ lunch
- Sanctuary Cove for Lunch
- Redcliffe Esplanade
- Shorncliffe Pier
- Ross Evans Garden Centre
- David Fleay Wildlife Park
- Karawatha Forest Discovery Centre
- Hinze Dam
- Airport DFO
- Toms Confectionary Warehouse
- Kangaroo Point – Captain Burke Park for BBQ and trip on the Ferry
- Southbank Parklands for a trip on the ferry and lunch
- Robina Shopping Centre
- Bus trip to Toowoomba’s Carnival of Flowers with lunch included

Information sessions and workshops were also held throughout the year to support



(MS) is a settlement client who arrived from Syria with his family in 2019. He attended MultiLink’s Computer Classes in 2019 as a student while receiving his on-arrival settlement support through Multicultural Australia. In 2021 he was referred by Multicultural Australia into MultiLink’s Settlement program for ongoing support.

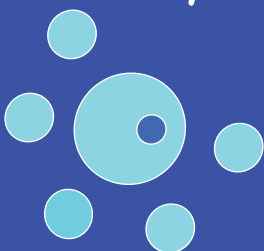
At that time (MS) was studying his Diploma of Nursing at TAFE and was eager for information to secure some financial assistance to help with the cost of his IELTS study. (MS) had great passion to continue his study into University after completing his Diploma and knew that achieving an IELTS score of 7 or above would greatly assist this. The cost of IELTS study and preparation had been a concern for (MS) as he could not afford it.

With the support of MultiLink’s Settlement Team, (MS) applied for an SSI Allianz Refugee Education Scholarship, MultiLink providing a letter of support for his application. (MS) was successful in his application and the SSI Allianz Scholarship was able to cover his IELTS study and preparation.

A young independent individual, (MS) is continuing to complete his Diploma of Nursing part-time, complete his IELTS learning online and works part-time as a Homecare worker with an Aged Care provider.

(MS) recently passed his Australian Citizenship test and is waiting for his ceremony to receive his Citizenship Certificate for this important milestone. His goal is now to complete his Diploma, achieve the required IELTS score and enter university.

Settlement  
Snapshot





continuing wellness and capacity, including presentations by/on:

- Logan Police Liaison Officers informing consumers about Elder Abuse as well as making sure they were aware of the pitfalls of the Internet
- Chat from our local pharmacist about how best to take your medication and how best to dispose of them if they are out of date
- Rest Funerals regarding the options when you are preparing your funeral arrangements etc
- Tai Chi Classes with a Qualified Instructor on a weekly basis

Participants originated from 30 countries of origin with 20% of participants coming from Samoa, 12% Anglo-Australian, 9% Uruguay, 7% Croatia, 5% Germany, 4% Spain, 3% each from England, Slovenia, El Salvador, & Macedonia, 2% each from Bosnia-Hertzogovina, Fiji, Romania, Lebanon, Afghanistan & Myanmar and 1% each from Sri Lanka, Albania, Slovakia, Cambodia, the Netherlands, Russia, Timor-Leste, Uzbekistan,

Serbia, Hungary, Malaysia, Ecuador, the Philippines & Poland.

### **Supporting Aged Care Sector Collaboration**

MultiLink has continued our partnership with Metro South Health and PICAC (Partners in Culturally Appropriate Care - ECCQ), to collaboratively deliver several workshops, forums and initiatives, including:

- Palliative Care Workshop for Multicultural Faith and Community Leaders
- Portuguese Community Workshop on Health & Ageing services
- Multicultural End of Life Forum
- The establishment of a Multicultural Older Person's Network

MultiLink has additionally continued as a member of the Metro South Health Multicultural Advisory Committee.





# Disability (NDIS) & Community Support Services

## NDIS (National Disability Insurance Scheme)

During the reporting period, 26 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

54% of NDIS participants came from Anglo-Australian backgrounds, with 7.5% each originating from Papua New Guinea, Myanmar (Zomi) & Samoa, and 4% each from Lebanon, Iraq, Scotland, Greece, Romania & Cambodia.



## Queensland Community Support Services (QCSS)

During the reporting period, 41 consumers from 15 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.

39% of consumers identified as Australian, 12% from Fiji, 7% each Afghanistan & Congo DR, 5% each from Iraq, Lebanon & Myanmar and 2% each from Syria, New Zealand, Romania, Sri Lanka, Burundi, Indonesia, Cuba & the Philippines.

## Queensland Community Transport

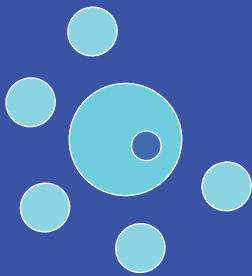
The Queensland Community Transport program also continued to provide community transport to those under 65 years of age and who have (among other eligibility criteria) a disability, chronic illness, mental health or other condition that has an ongoing impact on their day-to-day living and who are financially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

6 consumers accessed the activity during the reporting period from Australia, Myanmar, Pakistan & Lebanon.





## Settlement Snapshot



(AS) originally entered MultiLink's Queensland Community Support Scheme (QCSS) program via a QCSS Access point referral in November 2021 by Multicultural Australia. With the support of our Settlement program's Dari speaking Bicultural Community Assistant, the QCSS program was able to intake and develop a support plan for (AS).

Since arriving in Australia in 2019, (AS) was confronting a number of complex issues. She had been living with her daughter and son-in-law but due to family issues had decided to leave her daughter's house and live by herself. She was living with several medical conditions, anxiety and depression, memory concerns and was socially isolated since living on her own. The QCSS program was able to support (AS) with regular In-Home support, access to the Community Transport program to support medical appointments, social support (including shopping assistance & how to use public transport) as well as language support between (AS) the QCSS program and the Logan Hospital Nurse Navigator.

In May 2022, (AS) was referred into MultiLink's Settlement program for settlement specific support to both add to the services being provided through

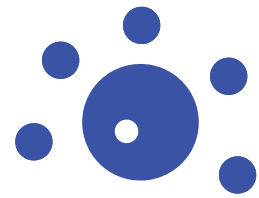
the QCSS program and share support actions in a wholistic manner.

Settlement staff were able to assist (AS) with understanding mail, Immi card support, housing issues, TAFE, financial wellbeing, automatic Go Card top ups, access to emergency relief, transport, driving lesson referral, tenancy and banking.

In August 2022, to address social isolation (AS) was referred into MultiLink's "Ijtemaa, Chai, Chat" Women's activity, a weekly Afghan Women's support group facilitated by the same MultiLink Dari speaking Bicultural Community Assistant providing (AS) language support in the QCSS program and support through the settlement program.

Through the "Ijtemaa, Chai, Chat" Women's activity, (AS) has slowly come to know other women from her community, grown in confidence and resilience, shared with and been supported by the group. (AS) has been additionally able to attend swimming lessons and will commence driving lessons in 2023 following successful surgery. (AS) is happy to be part of the MultiLink world and says, "I have found a family that I can ask for help anytime".





# 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, 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 46 loans through the "myNILSapp" and endeavored to support refugee and migrant communities across the Logan, Gold Coast, Brisbane and Ipswich Regions. \$72,820.13 of new loans were issued during the reporting period.

NILs consumers in this reporting period originated from 19 culturally diverse backgrounds, with 35% identifying as Anglo-Australian, 5% identifying as Indigenous, 9% originating from the Philippines, 7% each from Iran, Somalia & Myanmar, 5% from Uruguay, and 2% each from Afghanistan, Burundi, Canada, Costa Rica, Germany, New Zealand, Sierra Leone, South Africa, South Sudan, Syria & Zambia.

26% of people accessing the NILs program were aged between 35 to 44, 23% each aged between 45 to 54 & 65 and over, 19% aged between 25 to 34, and 9% aged between 55 to 64 years.

Of the new applications received across the reporting period, 33% related to Household Appliances (Refrigerator, Washing Machine, Television, Small Appliances, Dryer, Air Conditioner), 28% Technology (Mobile Phone, Laptop, and accessories), 15% for Car Related expenses (Car Registration, Car Repairs, Tyres, Wheels, Replacement car remotes and key), 14% for Household Furniture (Lounge Suite, Bed/Mattress,

Wardrobe), 9% for Housing related expenses (Rent, Rental Bond, Rental Arrears, Removalist and Relocation Fees, Rates) and 1% each for Course Fees (Real Estate License) & Airfares.

## Energy Literacy

As a ongoing commitment to deliver Energy Literacy education, MultiLink has continued delivering information and providing one-on-one support to vulnerable community members as required. 46 one-on-one energy literacy conversations occurred with community members primarily through the NILs intake assessment process across the reporting period.

These conversations included increasing capacity and access to energy information regarding:

- Electricity usage
- Electricity pricing
- Queensland Cost of Living Rebate for Households
- Understanding Contract conditions
- How to read and understand their electricity bill
- How to read and understand their concession rebates
- Understanding electricity plans
- Hidden expenses
- How to save money on your electricity bill
- Concessions available and how to make sure they are applied
- Hardship programs
- Home Energy Emergency Assistance Scheme (HEEAS) and support to apply for the grant
- Payment plans and client rights
- The knowledge and confidence to shop around for a better deal or access a better deal with their current retailer



### **“We Belong” Financial Conversation with Parents at Berrinba East State School**

FLAG members MultiLink, YFS, Office of Fair Trading, Services Australia and the Salvation Army held an expo at Berrinba East State School in Logan in the lead up to Christmas and the upcoming new school year. Information about financial resources and services was provided for the parents and older year levels who could take information home to their parents. Over 80 students and parents were engaged in conversations and took information about financial services available to them.

### **SCAMS Awareness Information Sessions**

MultiLink was once again a campaign partner for SCAMS Awareness Week, as part of our commitment to building awareness of scams in our local community and providing our clients and community with the tools and knowledge needed to recognise and respond to scams. A SCAMS Awareness information

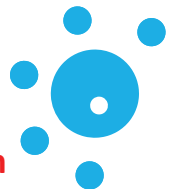
session was facilitated for community members and MultiLink clients from Afghan, Hakha Chin, Zomi Chin and Matu Chin backgrounds with 22 participants in attendance.

### **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 2022**

Through our continued partnership with the Logan Financial Literacy Action Group (FLAG), MultiLink supported the delivery of the 2022 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 focusing on the current issues confronting the Logan community and improving financial wellbeing and capability through identified solutions. The event 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.

48 participants attended the Information Exchange from local and State Government, local service providers including emergency relief providers, financial and gambling counsellors, social workers, local banks, schools and universities, government and non-government organisations.

Effective engagement, collaboration and partnership supports the quality, accessibility and responsiveness of MultiLink's projects and services, as well as ensuring the delivery of value driven support to meet the needs of diverse individuals and communities.

First Hike Project (FHP) is a volunteer-run not-for-profit organisation operating out of Perth, Sydney, Melbourne, Brisbane and Canberra. First Hike takes young people from refugee backgrounds on an all-expenses-paid and all-equipment-provided day or overnight hiking and camping experience. This experience involves visiting the Australian bush with the aim of overcoming feelings of marginalisation and loneliness. These hikes help newly arrived migrants and refugees strengthen their connection to Australia and ultimately feel more at home in their new country.

In April 2023, the First Hike Project reached out to MultiLink's "Ijtemaa , Chai, Chat" Youth Activity to partner with MultiLink in delivering an Afghan Youth Hike in Brisbane. Both MultiLink and the First Hike Project were funded through the Afghan-Australian Community and Settlement Support Initiative to support the critical settlement and integration needs of recently arrived members of our Afghan community. This was an opportunity to partner together to further support Afghan young people and maximise the two projects' resources and individual expertise.

Staff from both the First Hike Project and MultiLink facilitated the Hike with 34 participants (including 7 female adults – parents of the girls attending) having a fun and enjoyable day at Daisy Hill Conservation Park, as well as sharing lunch and participating in a few after-hike games.

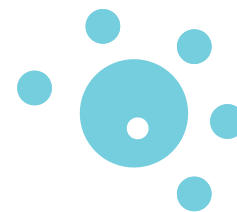


Settlement  
Snapshot





# Employment & Training Services



## MultiLink's SQW Community Work Skills, Work Skills Traineeships and Skill Up Projects

MultiLink's Employment and Training projects continue to be outcome focused and are specifically designed to assist the most at-risk demographic groups within local communities to gain a qualification and provides employability skills needed to meet the challenges of the current job market and achieve a sustainable employment outcome. Across the reporting period 80.27% of overall participants achieved employment or higher education and training outcome.

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

7 Nationally Accredited qualifications across 11 funded projects incorporating 13 intake cohorts were delivered with our Registered Training Organisation (RTO) partners across the reporting period through the following Skilling Queenslanders for Work (SQW) qualifications and sectors:

- Certificate I SQW funded Hospitality Traineeship (2 funded projects with 2 intake cohorts)
- Certificate III Individual Support Age Care / Disability SQW funded Community Work Skills (2 projects with 3 intake cohorts)
- Certificate II Automotive SQW funded Community Work Skills (2 funded projects with 2 intake cohorts)
- Certificate II Chain Supply Operations/Warehousing SQW

- funded Community Work Skills (2 funded projects with 3 intake cohorts)
- Certificate III Education Support SQW funded Community Work Skills (1 funded project with 1 cohorts)
- Certificate III Early Childhood Education & Care SQW funded Community Work Skills (1 funded project with 1 cohort)
- Certificate III Cleaning SQW funded Community Work Skills (1 funded project with 1 cohort)

131 participants from 32 diverse cultural backgrounds commenced across these accredited qualification projects with 44% originating from Anglo-Australian backgrounds, 6% identifying as Indigenous, 5% Syria, 4.5% Afghanistan, 4% Myanmar & Pakistan, 3% each from Congo DR, Thailand & New Zealand, 2% each from Iraq & India, 1.5% each from Eritrea, Hong Kong & Sri Lanka and 1% each from Malawi, Iran, Bangladesh, Somalia, Taiwan, Samoa, Indonesia, the Philippines, England, United Arab Emirates, Liberia, Cook Islands, Egypt, Burundi, Fiji, Uganda, South Sudan & Papua New Guinea.

## MultiLink's SQW Hospitality Trainee Program

MultiLink's innovative Hospitality Traineeship program achieved an 83.3% 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, 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 take away packs for

clients attending the Luminous Lantern Parade, supporting MultiLink's Iftar Dinners MultiLink's Annual General Meeting, and various farewells and meetings.

### **The Hole in the Wall – Pop Up Café**

As a continuing value-add to MultiLink's Hospitality Traineeship program, the "Hole in the Wall" pop-up café stationed at MultiLink's Blackwood Road centre, continued to provide trainees an opportunity to practice and consolidate their barista and customer service skills. The café continues to provide a valuable "true to industry" experience for trainees by servicing staff, clients and community visitors to the centre.

### **Logan Diverse Workforce Hub**

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

137 participants accessed the program during the reporting period from 35 countries of origin with 18% originating from Congo DR, 9% Afghanistan, 6.5% each from Myanmar & Somalia, 6% each from Eritrea, Ethiopia & South Sudan, 4% each from India, Burundi & Iran, 3% each from Samoa & Pakistan, 2% each from Kenya, Uganda, & Colombia, 1.5% each from Hong Kong, South Africa & Fiji, and 1% each from Bangladesh, Laos, Papua New Guinea, Russia, Chad, Solomon Islands, Sri Lanka, Sweden, Iraq, Syria, Nigeria, Yemen, Thailand, West Papua, Vietnam & South Korea. 55% of participants originated from African nations.

Eligible participants were supported by MultiLink's Diverse Workforce Hub staff who provided practical support and referral to:

- Explore career goals and pathways
- 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



(MA) and her family (2 sisters and parents) fled Syria over 6 years ago and found themselves in Beirut, Lebanon. They spent the next 5 years in Beirut, where (MA) worked as the Store Manager in a small clothing store. Life was safer for (MA) and her family in Beirut, but things were still tough as *“Everything was expensive. And wages were low. It was difficult”*. (MA)’s older sister and her partner were able to come to Australia on a humanitarian visa and it wasn’t long before they were suggesting to (MA) that the remainder of the family should come and join them.

In 2022, this dream became a reality and (MA), her younger sister and her parents were able to come to Australia to start a new chapter in their lives. Here they

were referred to MultiLink’s Settlement team for support, where the Client Support Worker suggested (MA) and her sister think about our Hospitality Traineeship as a training and employment pathway. (MA) and her sister enrolled in Hospitality, completed the course, and gained employment in the hospitality sector.

(MA) said she found the training great. *“I was so excited to be doing this. Katrina (Hospitality Traineeship Facilitator) had been amazing. She was a great teacher”*. (MA) also added *“I also want to finish my English courses at TAFE, and I am feeling good about my future.”*



## Settlement Snapshot

- Dressing to Get that Job
- Link with job vacancies
- Recognise prior skills and qualifications
- Enhance English language skills
- Overcome social barriers to employment
- Increase digital literacy and access
- Engage with volunteering and work placement opportunities
- Explore Business Development (Starting your own business, becoming a sole trader)

Across the reporting period, the Diverse Workforce Hub Team have delivered a series of Employability Skills workshops, either in a group or one-on-one covering topics such as Interview techniques, creating cover letters, creating resume’s, workplace entitlements, Work Health & Safety in the workplace, phone/video interview skills, job search techniques and reverse marketing.

Additional support was provided through the building of an individual’s employability skill set for their resume by booking them into First Aid Courses, gaining a construction White Card, applying for a Working with Children’s Blue Card, NDIS/Disability card, driving lessons or a forklift licence. The team also conducted industry visits with participants, facilitated access for participants to attend Job Expo’s, and arranged for industry guests to visit participant groups at MultiLink.

One of the program’s most successful partnerships has been with Thrive Refugee Enterprise who have provided business and financial support for individuals to enable them to develop, start and grow their own sustainable businesses.



# MultiLink Staff

## MultiLink Staff 2022 – 2023

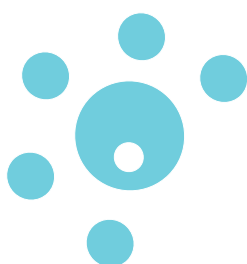
Nairy Abdulahad	Meagan Howard	Shafiyun Nisha
Maria Abdulahad	Mario Huevo	Maxine Nordberg
Alwin Abraham	Karen Hung	Reem Nur
Hellen Abraham	Nicole Hunt	Zin Oo
Istahil Adem Ahmed	Fatuma Hussein	Ry Oum
Sajah Aguleh	Pete Hutton	Dragana Pahulu
Rosa Aguillon De Hernandez	Jasmina Ibric	Gul Parwar
Sarah Ah Loy	Andrea Idris	Bhargav Patel
Jessica Ahmed	Merit Ihejirika	Haydee Paz
Fatuma Ali	Tiarna Jakavicius	Eleitino Penese
Vera Alwi	Reighlene Johnson	Joyce Pepe
Ahmad Assafi	Kim Jones	Maria Carmen Peran
Kirsty Baker	Ilona Jozsa	Erik Ramos De La Garza
Shene Barney	Colleen Karaitiana	Rebecca Reed
Jessica Belshaw-Fisher	Tupou Katoa	Yenny Reyes
Gloria Berocan	Denise Kelly	Isabel Rivera
Rozmeen Bibi	Samuna Khan	Yecid Rivera Montealegre
Anita Bozhinovska	Rebecca Knowles	Estera Rivis
Albina Bradic	Tabitha Koech	Jasmin Rogers
Paul Brew	Akuol Kuany	Yury Andrea Rueda Casas
Razia Buksh	Bernard Laboke	Kushalika Samarasekara
Gladis Cabrera	Pik Na (Jo) Lam	Lasharne Sandbrooke
Lynn Cave	Katrina Lazari	Ana Sas
Dorota Cesky	Makalita Levaai	Jafar Sedaqat
Vicky Chen	Kam Lian	Shrina Sehnazbi
Mi Sun Choi	Lai Ping Lo	Kamal Sekhon
Misil Chu	Amanda MacKinnon	Bhumi Shah
Jade Clark	Lachlan Macleod	Mavis Shampasa
Benjamin Cobb	Floura Makobi	Nay Shin
Nadine Coleman	Zir Mang	Alister Sides
Mary Colledge	Mikaya Marnock	Nancy Sisifiu
Dominique Cooper	Natalie Marques Costa Leite	Sonia Stangherlin
Angelika Corrigan	Mary Marvel	Lujza Stefanovska
Khalid Dabos	Marcela Matta	Yi-Hua (Ada) Sung
Ginny Darvin	Snezana Maxwell	Hniar Sung
Jamila Dedachi	Heather McAndrew	Lohitha Sureshkumar
Shelly Derbyshire	Cheryl McCarthy	Pushpalogini Sureshkumar
Alison Devine	Elisha Medcalf	Mamy Tantine
Dorica Doja	Bu Meh	Terina Tativa
Silvia Doja	Sladjana Milenkovic	Thae Nay Htoo Thaeenaysay
Barry Dowling	Georgia Moffat	Tanis Tilley
Shahin Farifteh	Madina Moradi	Wan-Chun (Maggin) Tsai
Rose Felix	Danielle Morgan	Hui-Ching (Orange) Tseng
Lorraine Finn	Madison Morrison	Tshela Esther Tshamala
Marinda Freeman	Erika Mosonyi	Wayne Tyrrie
Bushra Ghafoor	Rahamat Muhinda	Pheakdey (Nalin) Uk
Freedom Glue	Esperance Mukamisha	Andres Urbina
Ruth Gonzalez	Dianne Munday	Hayden Usher
Andrea Gonzalez de Campos	Jessica Munguia	Karla Vasquez
Everlinda Gray	Tahmina Naderi	Faauu Visessio
Blandine Habiyambere	Silvery Nahimana	Nicola Volp
Roya Hakimi	Ragheed Nase	Joshua Walsh
Mary Harm	Antonina Natalina Cox	Kate-Lyne Walton
Tina Harris	Kaveh Navaei	Annalease Warner
Salat Hassan Gabow	Tegan Neivandt	Emilee Waugh
Fariba Heidari	Amanda Newham	Ane Wheeler
Phir Hlawning	Elke Nierschak	John Yakuac
Joshua Holland	Billie-Jo Niesler	Abolfazl Yousefi
Aliz Homer	Nazmeen Nisha	Michael Zgryza

# Volunteers & Vocational Placements

## Community Visitors Scheme

### Volunteers 2022 – 2023

Dorota Cesky  
Silvia Doja  
Deborah Henry  
Rosa Hernandez  
Aliz Homer  
Ilona Jozsa  
Kenneth Lai  
Snezana Maxwell  
Sladjana Milenkovic  
Erika Mosonyi  
Ana Sas  
Nay Shin  
Vicky Thomson  
Xin Zhang (Anita)



## General Volunteers 2022 – 2023

Stephen Blakeley  
Elizabeth Camay  
Tashi Dem  
Jamie Holley  
Issa Medraj  
Elisabeth Metz  
Syed Rizvi  
Thanhtu Tun

## Management Committee 2022 – 2023

Matthew Anderson  
Bentley Coogan  
Matthew Day  
Jeremy Fernando  
Fu'ad (Paul) Forghani  
Kristy Lee Hammond  
Christine Mudavanhu-  
Makumbe  
Justin Nahimana  
Joan O'Loughlin  
Samantha Rush

## Vocational Placements 2022 – 2023

Kevin Hernandez  
Jamie Holley  
Pallis Hubsch  
Jaydison Molony  
Syed Rizvi  
Abubakarr Sowar



# Staff & Volunteer Awards & Recognition

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 2022 Annual General Meeting the award was presented to Wayne Tyrie and Mary Harm for the value of **Respect**.

Congratulations Wayne & Mary!



## 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 and Award was once again unfortunately cancelled due to lingering COVID-19 pandemic impacts.

## 2022-2023 Milestones & Recognitions

### 20 Years of Service

Dorota Cesky  
Ana Sas

### 15 Years of Service

Samuna Khan  
Jessica Mungia  
Sladjana Milenkovic

### 10 Years of Service

Aliz Homer  
Shelly Derbyshire

### 5 Years of Service

Nancy Sisifu  
Rahamat Muhinda  
Jamila Dedachi  
Rebecca Knowles  
Madina Moradi  
Esteria Ravis  
Phir Hlawning  
Fatuma Hussein

### Jim Chalmers 2023 Local Legend Awards

Michael Zgryza  
Tahmina Naderi  
Dragana Pahulu

### Cameron Dick 2023 Queensland Day Awards

Salat Hassan Gabow  
Katrina Lazari  
Fatuma Hussein  
Mary Harm  
Ilona Jozsa  
Snezana Maxwell  
Stephen Blakeley

### QCOSS Frontline Heros of the Community Sector

Dragana Pahulu

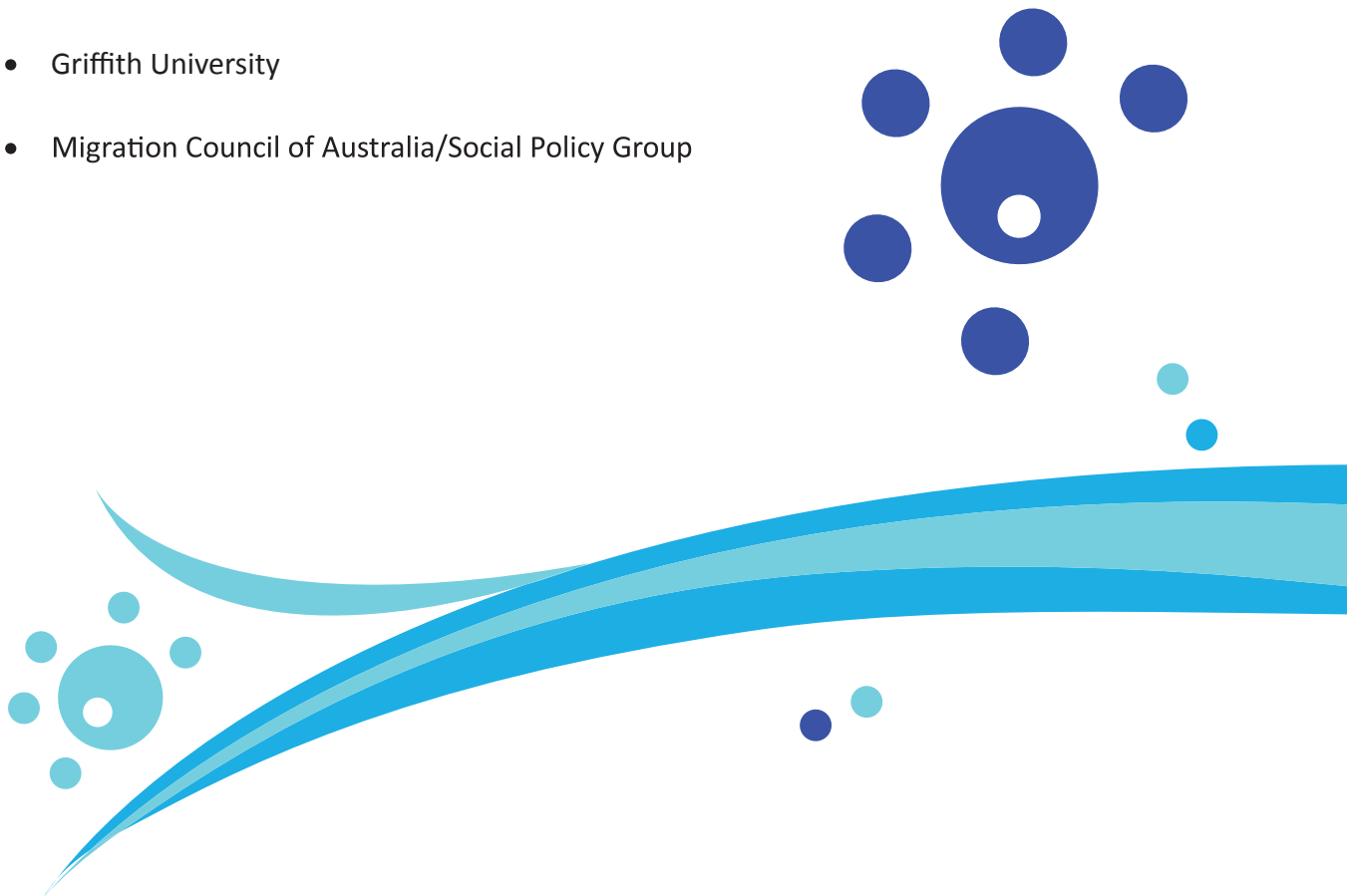




# Funding Partners & Supporters

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

- Department of Health & Aged Care
- Department of Home Affairs
- Department of Human Services
- Department of Social Services
  
- National Disability Insurance Agency (NDIA)
  
- Department of Employment, Small Business and Training
- Department of Environment and the Great Barrier Reef, Science and Multicultural Affairs
- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
  
- Good Shepherd Microfinance
  
- Scanlon Foundation
  
- Griffith University
  
- Migration Council of Australia/Social Policy Group





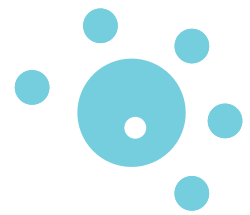


# About our Settlement Snapshots

The brief de-identified snapshots highlighted in this report have been chosen and written by various staff working directly with these clients (or with the activities showcased). These staff include our Settlement Services Client Support Workers and casual Bilingual Community Assistants, our Employment & Training Employment Support Workers and members of the Community Engagement & Support Services team.

Combined together, these snapshots paint a picture of MultiLink's settlement work which is:

- Client Centred
- Strength based
- Needs based
- Responsive
- Outcome based
- Culturally and linguistically competent
- Connected to community
- Creative
- Collaborative in leveraging external sector expertise
- Focused on providing wrap-around support across MultiLink's various internal service areas



We trust these brief stories have been informative and inspiring. Our thanks go to each of our clients, for without you, we would not exist.





**Postal Address**

**MultiLink Community Services Inc.  
PO Box 146, Woodridge QLD 4114**

**Street Address**

**38 Blackwood Road, Logan Central QLD 4114  
Phone: +61 7 3808 4463  
Fax: +61 7 3808 6337  
Email: [reception@multilink.org.au](mailto:reception@multilink.org.au)  
[www.MultiLink.org.au](http://www.MultiLink.org.au)**