



35th Annual Report

2023 - 2024





MultiLink Community Services Inc.

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MultiLink's Commitment

Purpose Statement

Supporting diverse communities and individuals to reach their potential

Mission

Delivering culturally accessible and relevant services

Tag Line

Challenging Boundaries Together

Values

Respect

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

Professionalism

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

Quality

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

Commitment

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

Creativity / Innovation

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

"What we intend to achieve"

Lobbying and Advocacy

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

Governance

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



Quality & Growth of Service Delivery

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

Stewardship of Resources

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

Partnerships and Collaboration

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

Enriching our workforce

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

Acknowledgement of Traditional owners

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

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







Chairperson

It is with great pleasure that I present this year's Chairperson's Report for MultiLink Community Services Inc. As a community-focused, not-for-profit organisation dedicated to supporting culturally diverse communities, we continue to grow and evolve, remaining committed to empowering our members, fostering inclusivity, and providing vital services. This past year has been one of substantial progress, and I am excited to reflect on the achievements and opportunities that lie ahead.

Major Milestones and Achievements

The highlight of the year has been the building of our new Community Centre (expected to be complete in late September 2024). This new facility marks a transformative milestone for MultiLink, enabling us to broaden the scope and scale of our services to the community. The centre will be a bustling hub where community members of all ages and backgrounds can access vital resources, attend workshops, and participate in programs that foster social inclusion, personal development, and cultural exchange.

This centre will enable us to expand our service offerings significantly, including additional programs such as bilingual language classes, social wellness support, employment readiness workshops, and youth support initiatives. These programs are vital in helping our community members build confidence, connect with one another, and thrive in all aspects of life.

Strengthening Partnerships and Community Engagement

We have made great strides in strengthening our partnerships with local organisations,

government bodies, and businesses. These collaborations have been key to enhancing our impact and extending the reach of our services. Our partnerships have allowed us to offer more tailored support to specific groups within our community, such as newly arrived migrants, young people, and seniors.

Our work this year has also focused on deepening engagement with the broader community. We've collaborated with successful cultural events, community forums, and educational workshops, each reflecting the rich diversity of our community members. The important role our organisation plays in creating a sense of belonging for all.

Financial Sustainability and Governance

This year, we have maintained a strong focus on financial sustainability and governance. Through sound financial management, careful planning, and securing key grants and funding partnerships, we are well-positioned to continue delivering high-quality services. Our Management Committee has worked diligently to ensure transparency and accountability in all our operations, while planning strategically for future growth.

Looking to the Future

As we move into the coming year, the Management Committee is excited about the many opportunities on the horizon. Our priorities will include expanding our outreach to underrepresented groups, increasing our service offerings in the areas of social wellness and social support, and continuing to foster community connections through events and programs. We also plan to further develop the capabilities of our new Community Centre, ensuring it remains a

central hub for community engagement and empowerment.

A Special Thanks to Our Leadership

I would like to extend my deepest gratitude to our CEO, Kim Jones, and the Senior Management Team for their unwavering leadership and dedication. Their vision and hard work have been instrumental in driving our organisation forward, particularly during this period of growth and change. Kim's leadership, along with the commitment of the Senior Management Team, has ensured that we continue to provide high-quality services and remain a trusted resource for our community.

A Heartfelt Thank You

I would also like to express my thanks to our dedicated staff, volunteers, partners, and supporters. Your passion and commitment are the driving force behind our

accomplishments, and together we have created an organisation that truly makes a difference in the lives of those we serve.

In closing, I am filled with optimism for the future of our organisation. The past year has been one of significant achievements, and with your continued support, we will build on this momentum to make an even greater impact in the year ahead. Thank you for your ongoing dedication to our mission and vision.

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 eight 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 26 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 Master 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.



**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 9 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

I am pleased to present the CEO's report for MultiLink Community Services Inc. for the 2023-2024 financial year. This year has been one of significant growth and progress as we continue to serve our diverse communities. Notably, the development of our new Community Centre, partially funded by the State Government, marks a key milestone for our organisation. This project is part of the reinstatement of our existing Mayes Avenue facility, which was resumed in 2022, to make way for the Logan Faster Rail Project, and once completed (expected in late September 2024), the new Community Centre will provide enhanced spaces and services for our communities.

Throughout the year, we have engaged with over 14,000 individuals through our programs ranging from Youth to Aged Care and everything in between. MultiLink's ability to provide support across multiple programs provides our clients with holistic responses to meet their needs. This approach has had a profound impact, helping us foster inclusion, support, and connection among our diverse communities and individuals.

This year, MultiLink has taken a proactive approach in responding to some of the most pressing issues affecting our communities, including housing and homelessness, domestic and family violence, the rising cost of living, and women's economic participation.

Through available programs and partnerships, we have provided essential interventions to individuals and families facing housing insecurity, ensuring access to safe and stable accommodation. Our responses to domestic and family violence situations have focused on providing critical resources and support

services, empowering victims to seek help and rebuild their lives. In response to the increasing cost of living, we have expanded our financial wellbeing initiatives and emergency relief support to help ease the burden on struggling families. Additionally, we have prioritised women's economic participation by offering training and employment pathways designed to enhance skills, build confidence, and create sustainable opportunities for financial independence. Alongside this, our partnerships with local governments, community leaders, and other service providers have been instrumental in supporting our responses.

These collaborations have allowed us to strengthen our capacity and deliver more comprehensive services building capability, agency and capacity for our clients and communities.

The construction of our new Community Centre has been a pivotal project. Partially funded by the State Government, it has progressed well, with construction expected to be complete in late September 2024. The centre will serve as a hub for cultural activities, essential services, and community engagement, and we are on track for its official opening in early 2025.

Financially, we are in a stable position, thanks to careful stewardship of our funds. Whilst the partial funding we received for the new Community Centre has been a significant contribution, MultiLink has contributed substantial capital reserves built over past years, further demonstrating our unwavering commitment to our mission of "delivering culturally accessible and relevant services".

As we look ahead, we are mindful of the increasing demand for our support services. The growing needs of our diverse communities have placed additional pressure on resources, but we remain committed to meeting this challenge. By continuing to build partnerships and securing new funding, we will ensure the sustainability of our programs and services.

In the coming year, our focus will remain on the next stage of resourcing for the new Community Centre and the ongoing expansion of our services. We aim to secure additional funding for the new centre, advocate for the needs of our diverse communities in policy discussions, and further develop and deliver programs that reflect the evolving needs of those we serve. We also remain committed to enhancing staff and volunteer training and capability to ensure that we continue to deliver high-quality, impactful services.

I extend my sincere thanks to all our dedicated staff, volunteers, and Management Committee, whose efforts have been essential to our continued success. I also wish to thank the State Government for their support in the construction of the new Community Centre, which will serve as a cornerstone of our service to the community for many years to come. Together, we are building a stronger, more connected future for our diverse communities.

Kim Jones
Chief Executive Officer





Treasurer



I am pleased to present the Treasurer's Report for the financial year ending June 2024.

Our Annual Financial Statement is presented as a General-Purpose Financial Statement (GPFS), which complies with the Australian Accounting Standards.

This summary provides an overview of our financial performance and highlights the significant impact of our ongoing Multipurpose Community Centre project, which has been a major focus since its commencement in 2021.

Our total operational revenue for the year was \$10,382,635, and total expenses amounted to \$10,059,575. The organisation concluded the year with an operational surplus of \$232,060, with \$1,867,840 of other income being proceedings from the first compensation payment relating to the resumption of MultiLink's property located at 61 Mayes Avenue Logan Central. This has resulted in a combined surplus of \$2,190,900.

The development of MultiLink's new Multipurpose Community Centre at 13 Garfield Road Woodridge, which commenced in 2021, continues to have a major impact on our financials. This multi-year project has involved substantial investment of organisational equity. Our total investment in the project at the end of the 2023-2024 financial year was \$2,664,356. This investment reflects MultiLink's continued commitment to delivering our services to the community.

The organisation experienced another successful year of continued growth with an increase in service delivery grant funding of \$1,345,509.

In the upcoming year, our focus will remain on sound financial stewardship and continued growth of service delivery funding with continued dedication to completing the Community Centre project and enhancing our services.

I extend my gratitude to our CEO, Corporate Services Manager, Finance Officer and Auditors for their support and work during the year.

Samantha Rush
Treasurer





Belonging

AK is such a likeable fellow we just want to give him a big hug every time we see him. But it's probably just-as-well that we don't, as judging by the size of his hands, he'd likely crush us if he hugged us back. Part of the reason he is as "strong as an ox" may be his background in concrete and construction work for around 15 years in Dharamshala, Northern India. AK's smile and happy disposition mask some hardships that make us reflect on how good/easy we can have it in Australia.

AK was born in Tibet but made the tough decision to flee his homeland in 1997 after seeing one too many atrocities by the Chinese military. He was only 19 years old when he and two friends took to the mountains and headed into Nepal. At one point their escape almost ended abruptly when they were fired-on by Chinese soldiers. One of AK's friends had a bullet scrape across his forehead, while AK himself was shot in leg and hip. It would take more than a couple of bullets to stop this man though. Through the pain and bleeding wounds, AK and his friends pushed on for two months before they managed to make it to Kathmandu where they spent six months recovering.

AK knew there was a strong Tibetan community living in Dharamshala, the home of the exiled Dalai Lama, and decided to head there on his own. It was here that he started work in construction and met his wife. AK was a busy man, at times running jobs with 25 other labourers, but by around 2007 he had enough of dealing with bureaucracy and building requirements ("too many permits"). He then drove trucks and buses for the next 12 years while adding a girl and boy to his family. While life was "okay" in India, there was still not a full 'acceptance' or sense of belonging as he and his family were still not classed as residents. "We could be there 100 years and

still not resident." It was through other friends they heard good things about Australia, "UK good. USA good. Denmark good. But Australia number one." AK and his family started to investigate migrating and were able to find themselves in Brisbane towards the end of 2022. AK's wife managed to gain some work in the Aged Care Sector, while his 17 and 15-year-old children attend High School.

AK was absolutely "dead keen" to enter the workforce in Australia, and while his life ahead was now looking promising, there remained a hidden sadness with the fact he has not seen his sister and five brothers since fleeing Tibet, and the added knowledge his father died in a Chinese Prison. Even now with all our amazing technology, AK reflects that contacting his family is rare and hard. "If we call or video, two hours later, [a] knock on their door. Police come in and open their phones. If anything, they don't like, like Tibetan flag or political... You need to pay large money (bribe) or two- or five-years prison."

Taking AK out 'reverse marketing' for jobs, MultiLink was able to secure him a full-time role as a Factory Hand in a heating elements manufacturer only 1.6km from his home (which was perfect for him as he did not have a car).

"Thank you so much for everything and all the hard work that you did towards me and my [family]... I am living so grateful, and I am working so hard. Every day I go to work thinking about my family because of you. Even if I express how happy and how grateful I am to have you won't be enough by words. Thank you... I will never forget [your] kindness towards me and my family."

AK feels "accepted" and he and his family now truly feel they "belong" to their new country of Australia.

Community Engagement, Capacity & Support Services

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

MultiLink's CAMS 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 & Capacity

The Multicultural Community Worker (CAMS) supported the delivery of four Community Leader Forums to inform, motivate and enable leaders to support 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) attended and supported several community-led events to maintain and develop regular connections with diverse local Community Leaders. These informal opportunities allow for organic information sharing and consultation on emerging needs and the contrasting of meaningful strategies to build capacity and agency.

Logan Community Leaders Partnership Forums

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

The collaborative nature of our forum delivery continues to be 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 agency 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:

■ Disaster Preparedness – September 2023

Community Leaders were trained on:

- How to prepare for natural disaster
- What to do during a disaster
- What support community can access after a disaster

■ Youth Crime – November 2023

Community Leaders and members highlighted that youth crime is one of the areas that matters most to our multicultural community. The forum invited leaders to:

- Hear inspiring stories from communities and organisations who have delivered effective youth crime prevention and intervention initiatives, with representatives from Village Connect, Queensland African

- Communities Council, and Logan's Police Cross Cultural Liaison Unit sharing their successful stories and initiatives and afterwards participating in a Q+A panel
 - Explore opportunities to develop and consider initiatives that are suitable for their communities to implement
 - Learn about resources and support available to help communities "kickstart" their project development journey
- **Interpreting – March 2024**
Community Leaders were enabled with:
 - Understanding the interpreting eco-system
 - Hearing from current interpreters about their work (Rwanda, Myanmar & Samoa)
 - Hearing from a Community member (Afghanistan) of their experience of interpreting support
 - Practical actions Community Leaders can undertake to promote and encourage community members become interpreters
- **Multicultural Small Business – May 2024**
Enabled potential business owners' to gain information and advice on how to establish and operate a small multicultural business.
The forum included:
 - A mini 'food expo' showcasing 9 diverse Logan catering businesses
 - Successful local multicultural business owners and entrepreneurs sharing their experiences in establishing and operating a small business
 - Support from local (LOED) and State Government agencies
 - Opportunities to network and develop potential mentorship opportunities
- Additionally, MultiLink hosted a standalone forum in January 2024.
- **Employment Pathways – January 2024**
How Community Leaders can support their communities into employment through:
 - MultiLink's SQW (Skilling Queenslanders for Work) projects to be delivered in 2024
 - Support through MultiLink's Logan Diverse Workforce Hub



Economic Participation

PV relocated from Papua New Guinea to Australia with his family due to safety concerns. After many years in PNG as a CEO in a mining company overseeing finance and operations, PV, despite being fluent in English, initially doubted his job prospects in Australia due to his age.

Referred to MultiLink's Employment & Training team by another job provider, PV's experience and employment history was 'something to behold' and the team was surprised that his job provider felt the need for a referral.

After reviewing his resume, the team collaborated to create a new resume tailored to the Australian market. Additionally, they assisted in creating profiles on social networks like LinkedIn and SEEK. After showcasing PV's strong

experience, it didn't take long before the phones started ringing.

Feeling a bit rusty and unsure about modern interview techniques, PV practiced extensively at MultiLink's office with the Diverse Workforce Hub team, and equipped with a newfound confidence, he attended scheduled interviews and secured a position as 'Finance Area Manager' at Tolu Minerals. This role ensured he could provide his children with the future they deserve in Australia.

Today, PV is delighted to be working in a role that utilises his skills and brings him happiness. His journey highlights the importance of adapting experience to new environments and the transformative power of tailored support in career transitions.

- How MultiLink's Employment & Training services can support leaders to support their community's employment outcomes

Multicultural Events

The Multicultural Community Worker (CAMS) continued to establish, connect and maintain relationships with local Community Leaders and members by supporting/attending multicultural events.

Multicultural events supported/attended across this reporting period included:

- Somali Independence Day Celebration
- Logan NAIDOC Week event
- Logan World of Cultures event
- QLD South Sudanese Independence Day Festival
- Mana of the Pacific event

- African Professionals Association (Qld) 2023 Gala
- Waitangi Day
- Zomi National Day Celebration
- QACC Round-Table at Redbank African Village
- Africa Day Festival
- Karenni National Day Celebration
- Eritrean Orthodox Annual Pilgrimage

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.

- Improving health promotion materials for CALD communities in QLD
- Information for CALD parents and community on vaping.

Pasifika Domestic and Family Violence (DFV) Talanoa/Forum

MultiLink's Multicultural Community Worker (CAMS) co-designed and co-facilitated the Pasifika Domestic and Family Violence (DFV) Talanoa/Forum together with Moreton Bay Regional Council and local Pasifika Communities in the Moreton Bay region. The Forum was an opportunity for those working in the community services sector to both upskill themselves on how best to respond to DFV and how best to work together as a sector to respond to the need. 55 people attended from across the Gold Coast, Ipswich, Logan and Moreton Bay LGA's.

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.

- July – Australian Citizenship for New Zealand Citizens. (38 people attended).
- September – PALM Scheme. The Pacific Islands Council of QLD President presented on the scheme and their capacity as community associations. (26 people attended).
- November – KOKO Project addressing youth crime – Police Liaison Officer from Redcliffe and President of Aiga Samoa from the Moreton Bay Region attended this meeting. (35 people attended).
- May – General Network Meeting. (49 people attended).

Continuing traction remains 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 email "Info buffets". A total of 36 "Info buffets" were sent out to a contact list of 297 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.

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.

Community Connect Program

MultiLink's CAMS *Community Connect* program aims to develop the capacity and participation of individuals across social inclusion barriers with the topics/areas tailored specifically to meet the needs of individual communities, build capability and strengthen agency.





VT is community member who relocated to Logan from Townsville to stay with a friend while she searched for longer term accommodation. However, due to conflict in the household, she ended up becoming homeless, knew no one else in Logan, had no community connection or anyone to provide support. To add further complexity, she additionally had limited English language capability.

She was referred to MultiLink's Community Connect Worker by the Department of Housing for emergency support and housing assistance and to access our cultural and language expertise. She had no vehicle for travel and relied on Uber, public transport (got on the bus without paying) or walking to get around and most of her Centrelink income was covering transport costs.

MultiLink's immediately engaged one of our staff (who spoke her language) to seek more information about her circumstances to determine the best pathway for support. VT had been in Australia for 5 years; did not have a Case Worker in any organisation that was supporting her; and had no money left from her Centrelink pay, with her next pay being the following fortnight.

MultiLink arranged emergency housing at a motel over the weekend, provided 2 cab charge cards (one to get to the motel, and one to get back to MultiLink on the Monday for further referral/support) and a food voucher. While she was in

emergency housing, contact was made with the Homeless Hotline and local housing providers YFS and KENG to establish a pathway for housing support. As it transpired that VT would need further emergency housing assistance while other longer term sustainable options were arranged for her, she was provided with a further week's accommodation and 2 cab charge cards.

MultiLink reached out to the Muslim Charitable Foundation, who provide limited emergency accommodation however they had no availability at the time but were able to cover the cost of an additional week's accommodation for VT.

To connect VT to a community support network and reduce her social isolation, MultiLink additionally reached out to Women's Power of Inspiration (WPI), a local organisation led by an amazing Congolese community leader who provides social and activity support to women of diverse African cultural backgrounds and in language.

Contact was made with the Community Leader, (Esperance) and a pathway of support was established with Esperance able to share with her community members about housing support needs for VT and the community was able to respond by offering accommodation with one of the community members. She also began attending the WPI social support group to connect her with her community in Logan and build a social network of welcome and assistance while MultiLink and the community continued to respond to VT's situation and needs in the longer term.

4 Community Connect programs were delivered across this reporting period. To meaningfully codesign and deliver these programs, 4 Bicultural Community Assistants

were engaged from the Afghan, Somali, Karenni and Latin American communities to connect with, consult, support and facilitate delivery of the programs.

- **Karenni Community Connect Program (Karenni Development Program)**
Sessions delivered this reporting period include:

- Navigating Centrelink
- Disaster Preparedness
- Scam Awareness
- Centrelink follow-up
- Disaster Preparedness Part 2
- Employment
- Domestic and Family Violence
- Scam Awareness follow up
- Nutrition

- **Somali Community Connect Program (Wadaajir Program)**
Sessions delivered this reporting period include:

- Community Safety
- Swimming
- Legal Aid
- Disaster Preparedness
- Scam Awareness
- Money Management
- Nutrition
- Drug Addiction

- **Afghan Community Connect Program**
Sessions delivered this reporting period include:

- Taxation
- Employment Rights
- Centrelink
- Money Management
- Nutrition
- Employment
- Citizenship
- Citizenship follow up
- Scam Awareness

- **Latin American International Students "Prep L" Connect Program**

- Five bi-lingual "Prep L" classes were delivered to support Latin American International students

with attainment of their QLD driver's licences to support their economic engagement and participation in the Queensland economy.

Logan QLD Connects Program Team

MultiLink's Multicultural Community Worker (CAMS) was invited to be part of the Logan QLD Connects Team under the Queensland Connects Regional Entrepreneurship Acceleration Program.

The Logan QLD Connects team completed the program during the reporting period, with the findings and learnings of the project highlighting the need for Logan to have a business precinct that caters particularly to our multicultural communities. A pilot walk-in Multicultural Business Hub, led by Logan's Office of Economic Development (LOED) commenced in January 2024.

Eid Al Fitr Family Fun Day

The Multicultural Community Worker (CAMS) facilitated delivery an Eid Al Fitr Family Fun Day – celebrating the end of Ramadan for our Afghan clients, their families and friends of all ages.

132 community members attended this opportunity to increase social connection to their culture and community, with music, games, food and children's activities provided throughout the day. The event was also an opportunity to combat social isolation among our Afghan clients and the Afghan community. A community which is dispersed and for some members, very geographically isolated from other community members which value a traditional collective culture which is very strongly based on the local "neighbourhood".





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 14,000 individuals across the reporting period.

Community Connect Worker (CCW)

MultiLink's Community Connect Worker (CCW) Program continued to facilitate 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 CCW provided 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 across the Logan Local Government Area.

Across this reporting period, 39 vulnerable and complex individuals across 83 support sessions were assisted.

Presenting complex vulnerabilities (very often multiple) have included: Domestic & Family Violence, Homelessness, Mental Health, Physical Health, Housing (Breach Notices, QCAT, Notice to Leave, QSTARS, Department of Housing), AOD Substance Abuse, Financial / Material needs (clothing, furniture), Social Isolation, Access to Transport and Navigation, Eligibility Barriers to Support (including exceeding number of times support is available and being banned from accessing services), Unemployment and Personal Safety.

In addition to providing short-term tailored support to build skills and capability of service users and facilitate access to supports and services through referral and advocacy,

individuals have also been supported with brokerage where their identified need cannot be met by MultiLink's existing supports, through Emergency Relief or by referral to another service.

Individuals and families have been supported with food vouchers and parcels, petrol vouchers (including meeting client at petrol station to fill up vehicle), purchase of new mobile phone and phone credit, storage unit fee (to remove items from storage), interstate train ticket (for relocation of homeless client), Go Card (top up and new card), car registration, rental arrears, emergency accommodation, cab charge cards, blankets and bedding, clothing and hygiene items.

In addition to walk-in's, self-referrals and friends, referrals have also been received from Loganlea Community Centre, Logan East Community Neighbourhood Association, Logan Child Safety Service Centre, Logan Housing Service Centre, Services Australia, Fortify Health Group and other Neighbourhood and Community Centres.

Community Justice of the Peace

Services & Partnership Justice of the Peace Services

MultiLink has continued our successful 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 building two days per week (Tuesday's and Thursday's).

Over the reporting period, 685 individual services were provided through this initiative with 3228 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.

Queensland Justices Association Logan Branch Meeting

Through our partnership with the Justices of the Peace Branch, MultiLink was invited to speak about our services and our JP partnership at a Logan Branch meeting. This was an opportunity share how our program areas work together with our Community JPs to ensure this service is accessible to diverse clients and community members.

Organisational support for Collaborative Community Celebrations & Activities

- Waitangi Day
- Logan NAIDOC Week Celebration
- NAIDOC for Jajumms
- World of Cultures
- Loganlea State High School Wellbeing Expo
- Lighthouse Care Loganholme Grand Opening
- Loganlea State High School Multicultural Lunch
- Zomi Nam Ni
- Women's Power of Inspiration Fashion Gala
- Eritrean Community Abune Anbes Cultural Celebration
- St Mary & Archangel Michael Eritrean Orthodox Church Annual Pilgrimage
- Rwandan Association of Queensland Annual Commemoration of the Rwandan Genocide
- Logan Neighbourhood Watch Easter Fun Day
- Dare Turkman Association Men's Mental Health Camp
- African Professionals of Australia Gala Dinner & Awards Night
- Congolese Community of Queensland Cultural Day
- Empowerment Without Borders Fundraising Event
- Karenni Deeku Festival

- South Sudanese Cultural Festival
- Chin Community Awards & Appreciation Night.

Logan Multicultural Collaborative (LMC)

MultiLink has continued to be an active member of the Logan Multicultural Collaborative. The Collaborative is a network of government and community service organisations and services, providing support to multicultural and mainstream clients across Logan. The collaborative is focused on bridging 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 initiative of the LMC is the annual TAFE Health and Wellbeing Expo. The Expo was held over 2 consecutive 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.

Across the 2 days of the Expo, over 700 TAFE students attended the event, visited the MultiLink stall and connected with MultiLink's bilingual Community workers. Participants came from a variety of cultural backgrounds and spoke a number of languages including Arabic, Dari, Tigrinya, Burmese, Hazaragi, Karen, Mandarin, Swahili, Kirundi, Somali, Korean, Farsi, Rohingya, Kinyarwanda, Vietnamese, and Ukrainian.

Healthy New Communities Project (HNC)

Together with Metro South Health & Brisbane South PHN (HNC 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.

Metro South Health Community Champion Nutrition program

MultiLink has been pleased to work together with Metro South Health to implement the Community Champion Nutrition program at MultiLink to improve nutrition literacy and health seeking behavior of refugees and migrants in Logan.

The Nutrition champion program is led by a community member, with women coming together weekly to cook and share meal. The emphasis is on increasing nutrition literacy and skill development as well as reducing social isolation.

MultiLink provides the venue and support for the weekly Thursday morning Nutrition program with participants also accessing MultiLink's support and information services

and becoming part of the weekly range of community activities.

Brisbane South Health Needs Assessment Focus Group

As a key stakeholder in the Brisbane South Region, MultiLink was invited to participate in the Brisbane South PHN and Metro South Health, Health Needs Assessment Focus Group. The focus group was targeted to Multicultural Service Providers to:

- Gain a deeper understanding of current health needs and service gaps experienced across our diverse region
- Ensure the regions resources are being used most effectively and to improve health and wellbeing outcomes

The session included a presentation on the survey (held every three years) and community consultation findings, sense checking for gaps and providing opportunity for extra input, sharing what other data sources/reports would be used to update the Health Needs Assessment and seeking feedback on other data sources/reports.



Homelessness

SD is a 48-year-old male, referred to MultiLink by Loganlea Community Centre for more intensive support due to him accessing their centre for a hot meal each week. SD was homeless and living in a tent pitched in someone's backyard and he was paying them rent to pitch his tent there. He was also estranged from his family, had no support network and had tried to access services himself but due to limited digital literacy and lack of knowledge about services available, he was consistently told by those he approached that he "wasn't able to receive support".

When SD first presented to MultiLink's Community Connect Worker, he received support with a Go Card to get to/from his part-time workplace in Willawong (from Loganlea) and a food voucher to support him with food until his next pay day (which was a minimum hour, on call position). He was also supported with a battery-operated lantern for his tent which was provided by Logan City Council's Disaster Management Team.

He was referred to MultiLink's Employment & Training Team for resume support and for any favourable employment opportunities (his details were passed onto a potential employer who contacted him that very afternoon).

Additionally, he was assisted to reinstate his Centrelink support and aided to gain access to his MyGov to download a Centrelink concession card to be included on his concession Go Card. Due to limited

digital literacy, he was also supported to email Legal Aid documents to Relationships Australia to allow mediation/visitation with his children and was also provided with a hot meal. To support his job search and maintaining communication with MultiLink and other services, he received phone credit top up to allow communication with potential employers and to be able to access services as needed. SD maintained contact with MultiLink's CCW and would be contacted twice weekly to check in on progress and how he was travelling.

Due to the support and agency reinforcement, he received, SD felt encouraged to reach out to his estranged mum and was able to move in with her which further encouraged him to keep working to "get back on his feet" now that things were finally "starting to look up".

SD provided the following feedback to our Community Connect Worker, "today turned out really nice, thank you for your commitment, loyalty and most of all your support towards me and people who are honestly asking for help. I just can't believe what actually happened today with you and your response to my question is overwhelming me after I tried and [received] absolutely nothing. You have given me a reason to believe you and trust that you're not a person that I have been listening and believing in after they were meant to do. I really hope you have a wonderful weekend, and I will see you next week to sort out the Centrelink app wow mate I can't believe you [are] helping me with this. Thanks"



Feedback provided from this focus group informed part of the final Health Needs Assessment Report for the Brisbane South Region.

Disaster Resilience & Recovery

Human and Social Recovery Committees
As a member of the **Logan District Human & Social Recovery Committee** and **Logan Local Human Social Recovery sub-group**, MultiLink continues to 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.

Logan's Big Safe Day Out

In preparation for disasters in Queensland, MultiLink, Settlement Services International (SSI) and Logan City Council collaborated in delivering Logan's Big Safe Day Out to support our culturally diverse clients and community to recognise and prepare for disasters in Queensland.

The event was supported by a number of emergency services and local organisations who had information stalls and giveaways. A range of in language disaster preparedness information sessions in the Burmese, Chin, Karen, Dari, Hazaragi, Somali and Swahili languages were also offered to participants by MultiLink staff throughout the day with approximately over 400 people in attendance.

This event was also the opportunity to deliver a Community Leaders Partnership Forum in parallel with Logan's Big Safe Day Out which focused on Disaster Preparedness Training for 10 Community Leaders.

Community Disaster Information Sessions

Over the reporting period, MultiLink facilitated 2 Disaster Preparedness community and client information sessions, 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 everyone who attended an information session to support them to develop their own emergency plans and emergency kits at home.

A total of 23 clients from Zomi, Chin Hakhe, Chin Falam, Chin Matu, Shan, and Karen backgrounds participated in these sessions.

Domestic & Family Violence (DFV)

MultiLink's service teams continue to receive increasing numbers of enquiries and individual presentations of culturally and linguistically diverse victims of domestic and family violence across the reporting period.

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 other 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



including providing meeting space for the network.

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 has created a stronger support net for those experiencing domestic and family violence.

Domestic & Family Violence Tenacity Event

In a collaborative partnership with Logan District Police Liaison Officers, MultiLink supported a community event to support safe accessibility to services for women who have experienced or are experiencing domestic and family violence in our community (as well as commemorating International Women's Day).

The "Tenacity" event was attended by over 15 local service providers who provided safe

access, information, children's activities, arts and crafts, free food, prizes, and giveaways to participants.

Through Share the Dignity, MultiLink was provided with 100 Dignity Bags to distribute to participants on the day, along with reusable Bonds nappies, sanitary items and hygiene products.

Over 250 women, children and families (including MultiLink clients) attended the event over the course of the day.

Workshop on Rights & Support Needs of Victim Survivors in the Queensland Justice System

MultiLink's Community Connect Worker and Neighbourhood Community Worker attended one of 8 State-wide "listening" workshops delivered by the Office of the Interim Victim's Commissioner which aimed to gain information about the knowledge, understanding and promotion of the Charter

of Victims' Rights, the needs of victim-survivors with complex trauma and high needs, and trauma-informed training.

Participants included victim-survivors, victim support services and criminal justice agencies. A summary of the workshop findings was distributed to participants and the feedback received has informed strategies to raise awareness of the rights of victim-survivors of violent crimes, services available and the development of resources for victim-survivors to understand their rights, the criminal justice process and how to access support and assistance.

Harmony Alliance Women's Safety Hub Consultation

As a member of the Harmony Alliance, Migrant and Refugee Women for Change, MultiLink participated in a consultation for the development of a Women's Safety Hub which will provide Domestic and Family Violence victim-survivors and service providers with accessible and in-language resources.

The consultation was conducted with service providers on the topics and issues of importance to develop the Hub and ensure that relevant information and help is available for women from migrant and refugee backgrounds who are vulnerable to dowry abuse and domestic and family violence.

Community Healing Hub

In response to a community relations incident which occurred on Croydon Road in October 2023 and resulted in the death of a community member, MultiLink was approached by the Logan Central Police who had been encouraged by the Logan Indigenous Elders to establish a *Community Healing Hub* in the area where local community members, business owners and anyone who would like to, could come and speak to someone about their concerns and receive some counselling and community support. Being adjacent to Croydon Road, MultiLink was happy to provide the venue for

this important community relations and healing response.

There was significant concern that the incident had sparked fear and triggered emotional wellbeing responses across the residents, local business owners, our First Nations communities and our culturally diverse locals in the area who witnessed the incident.

The Community Healing Hub was available for 1 week at MultiLink with support services available to speak to community members.

Logan Indigenous Elders, Support Workers, Counsellors, Case Workers and other staff from Settlement Services International, Multicultural Australia, QPASTT, Youth Off The Streets, MultiLink and the Twin Rivers Centre were available onsite for those who needed to connect.

Our local ATSIHS service was also available to receive any First Nations community members who wanted to speak to a Counsellor and desired to be referred to their service.

MultiLink presentation to Uniting Care Community's Intensive Family Support Service (IFSS) Program

MultiLink presented at a team development day for Uniting Care Community to provide information to their Intensive Family Support Service (IFSS) team about MultiLink's services for culturally diverse and mainstream clients, referral pathways and how they can access our programs and services. Particular focus was on supporting clients where they are a mutual client across both organisation's services. Attendees were provided with an information pack on MultiLink's programs and referral pathways. The training was attended by 25 Uniting Care staff.





Domestic & Family Violence

MultiLink received a referral from Logan Child Safety Service Centre late one afternoon for immediate and urgent support with housing for a father with three children who had become homeless that afternoon due to domestic and family violence. Child Safety had been advised to refer to MultiLink by the Department of Housing. The children's safety was at risk and if accommodation couldn't be arranged, Child Safety would need to intervene and place the children into care until the housing situation was stabilised.

As an added barrier, the father had limited English language ability which impacted on his capability to access supports himself. His ex-partner had taken both their vehicles, and he was not able to transport his children to school: at that stage they had not attended for almost 2 weeks. He had registered both vehicles under his partner's name and due to not having "ownership" of the vehicles, he was not able to take one. He was receiving daily abusive messages and phone calls from his ex-partner at all hours further compounding his emotional wellbeing.

Additionally, due to a change in his visa circumstances (and no response from his migration lawyer), his new visa (Bridging Visa E) and visa conditions meant that he was no longer eligible to work in Australia and was not able to receive a Centrelink payment for himself, leaving him with no money at all to support himself and his children.

MultiLink's initial response, through our Community Connect Worker and one of our Bilingual Community Workers (who spoke the father's language), was to leverage our relationship with the Muslim Charitable Foundation to secure temporary accommodation for the father and his children which would allow time to address the other compounding issues. The Muslim Charitable

Foundation provided him with 3 weeks accommodation and in addition to this provided him with \$400 and access to their store on the lower level of the house where he could buy food and other supplies for himself and his children. He was eager to find a home for himself and his children.

Through discussion with the Centrelink Woodridge Multicultural Services Officers, it was discovered that due to his children having Australian Citizenship, he could apply, and if approved, receive a Special Benefit payment for each of his children. MultiLink staff contacted the Services Australia's Multicultural Services Officer to begin the application process for this payment and supported him to attend his Centrelink appointment for more information and obtain the necessary application forms. Staff supported him to collect all the documents necessary which included a trip to the bank, and the completion of 3 applications (one for each child) which were then submitted, with the Special Benefit approved three days later in the following week, with payments starting in a fortnight. He was also provided with food and petrol vouchers to get them through until the first payment was received.

MultiLink's CCW maintained weekly contact with the father providing updates on progress. He was able to stay between his nephew and sisters' accommodation while receiving support from another service who was directly supporting him with longer term housing options. MultiLink continued to assist with the father's Housing application and provided with a letter of support about his circumstances and the support he received. He eventually settled with his children at a friend's home while waiting to hear about more permanent accommodation outcomes. His children settled in at school and the school Social Worker and MultiLink CCW supported him to apply for bus concessions for his children. He has since been successful in getting a car to transport himself and his children and the situation is much more stable.

Logan Community Suicide Prevention Network

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.

The Network has refocused this financial year, enlisting the support of Logan City Council and Brisbane South PHN, along with Wesley LifeForce, to provide guidance and direction to the network. The priority has been on transitioning the Network to be more inclusive of Logan Community members and people with lived experience involved in the network.

Logan Suicide Prevention Community Connect Forum

To support the Logan Community Suicide Prevention Network in its transition, Logan City Council and Brisbane South PHN (with support from the Logan Community Suicide Prevention Network Committee), hosted a Community Connect forum that focussed on connecting with community members who had an interest in suicide prevention and to discuss opportunities to work together or be part of the network by:

- Identifying strengths in the mental health/suicide prevention space and identifying opportunities for the future
- Exploring how these opportunities can be implemented
- Exploring capacity and interest in continuing a network and whether the current model/roles fit with what people wish to achieve
- Identifying the next steps

25 community members and service providers participated in the forum.



Material Goods Assistance

MultiLink continued to provide referral and distribution of various material goods in response to needs received from community members and clients.

Assistance included :

- Support and referral for household furniture through Fishers of Men and ADRA Care (dining table, lounge suite, beds, mattresses) clothing and sanitary items and toiletries
- Donated dignity bags from Share the Dignity with hygiene items (shampoo, body wash, toothpaste, toothbrushes, hand cream, sanitiser, hairbrush) and gifts (perfumes, notepads) for distribution across the community
- Donations of Coles bread which was provided from LECNA (Logan East Community Neighbourhood Association) and fresh produce (fruit and vegetables) from Warm Hearts, Warm Bellies - The Street Ministry

GIVIT – Community Essentials Assistance

Responding to increasing requests for cost-of-living support, MultiLink continued to provide referral and distribution of various material goods in response to enquiries received from community members and clients from GIVIT who delivered strollers and toiletries to MultiLink donated by the Brisbane Airport Corporation.

In addition to the support that was provided through GIVIT, MultiLink was also approached by GIVIT's QLD Engagement Officer to participate in an interview for their social media about how their program has helped MultiLink support our community.

"Baby Give Back" – Baby Essentials Assistance

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 has included sourcing baby clothing, nappies, furniture, children's packs, toiletries, car seats, prams, cots, and bassinets. This engagement is critical 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, soaps, baby bottles, strollers and other items to ensure that we can be responsive to "real-time" individual needs.

Thread Together

MultiLink registered as a Charity Partner with Thread Together, an organisation that collects end-of-line brand new stock from fashion retailers around the country. Through this partnership, MultiLink has able to source and order clothing items for our clients and community that can be delivered straight to

their home address, eliminating accessibility issues.

MultiLink received increasing requests from community members asking for support with clothing items. These requests came from people who were homeless, from culturally and linguistically diverse backgrounds, were recently released from incarceration, or were referred from other service providers.

Clients and community members across MultiLink's Neighbourhood Community Centre, Community Connect Worker, Emergency Relief, Financial Wellbeing, CAMS and Employment and Training programs have benefited from this partnership across the reporting period.

Christmas Food Hampers

To respond to food insecurity concerns over the Christmas Holidays, MultiLink received 25 food hampers from Logan East Community Neighbourhood Association (LECNA) to distribute to our clients across our Employment and Training, Neighbourhood



Women's Economic Participation

Meet SA – Amongst our Hospitality Trainees, SA was generally a quiet person who is in fact hiding an epic story of perseverance, strength and resilience. We will share a tiny portion of it here...

SA was born in Somalia and trying to make the most of her life there until 1990-1992 when the rule of law temporarily collapsed and factional fighting proliferated. In the absence of a central government, Somalia became a "failed state" and a dangerous place to be. SA and her siblings (her parents had already passed away when she was young) fled by boat to Yemen, but in the haste, confusion and panic, she lost her brother and sisters. She was alone, in a new country, not knowing what to do, and 13 years old.

At the age of 17, SA was married in Yemen and then lived there for almost 20 years, bringing 5 children into her world. Sadly though, her adopted country was not free from conflict and when deadly fighting broke out across the country, she found herself on the run once more. This time though, she had 5 children of her own and she would not be losing them. With her husband remaining in Yemen, SA and her young ones were able to reach Indonesia by boat. Living as a refugee in Indonesia for a year before they secured another boat trip destined for Australia. After 3 days they were picked up by an Australian Patrol boat and taken to Christmas Island where they spent the next 4 months, then transported to Darwin and finally Brisbane which must have felt a 'world away' from where she had come. Although now safe,

SA was alone once more, as apart from her children she knew no-one in Brisbane.

Now 9 years since her arrival in 'Oz' and SA has made some connections with others in her community and it was through these connections she heard about MultiLink and our Hospitality Traineeship. SA decided to be brave and speak with us about it and was successful in signing on. *"It has been good, very good. Katrina is a good teacher (our Hospitality Facilitator) and I'm learning new things. I hope to work somewhere like Snap Fresh when I finish. I'm very happy now and feel good about my future."*

SA's husband is still in Yemen and there are plans underway for him to try and come to Brisbane and be reunited with his family. Meanwhile, in recent years SA discovered her 3 older sisters are still alive (her brother passed away at 23). One of her sisters lives in Norway, another in London and the third is still in Somalia. She has not seen them for 25-31 years, but they do talk often on the phone.

On completion of her traineeship with MultiLink, SA postponed taking on employment to take on a caring role, providing much needed support to her son who has since passed away. SA has kept in contact with MultiLink and feels she is now ready to use the skills she learned in her studies to join the workforce. We look forward to continuing to support SA in her employment journey and in other ways she may need support.

Centre, Settlement and Youth programs. In addition to hampers, LECNA also provided MultiLink with multiple stepping stools and bookshelves which were distributed to clients.

Neighbourhood Centres Statewide Gathering

MultiLink's Neighbourhood Community Worker and Community Connect Worker attended the Neighbourhood Centres Gathering. This was the first time since the COVID-19 Pandemic, that Neighbourhood Centres Queensland had gathered together attendees from Queensland's Neighbourhood Community Centres for a face-to-face Statewide Gathering as an opening event to the 2024 Queensland Community Development Conference.

Community Development Online Training

Additionally attended by MultiLink's Neighbourhood Community Worker and Community Connect Worker, Logan City Council facilitated online professional development training for Neighbourhood and Community Centre staff which focussed on Community Development Practice and integrating local community action.

The online training was facilitated by Peter Westoby and Rachael Donovan from Community Praxis Co-op across 4 consecutive online training sessions.

Supporting the Broader Community Sector

QCOSS Essential Services Consultative Group (ESCG)

MultiLink has continued its involvement as a member of the Essential Services Consultative Group (ESCG) as a CALD specialist provider.

The ESCG, led by the Queensland Council of Social Services (QCOSS) facilitates discussions between stakeholders, government, and other businesses on cost-of-living issues such as changes to electricity which are then reported to the QLD Government on the extent of the issues, their impacts on consumers and suggestions on how to address them. The meetings are a forum for information exchange and provide an avenue to share feedback and stay up to date with current changes to the provision of energy, water, and other cost of living issues.

Harmony Alliance

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



Social Wellbeing & Capacity

MultiLink delivered a number of Queensland State Government Social Wellbeing programs supporting health and wellbeing of community members with access to services and various supports.

Queensland Community Support Services (QCSS)

MultiLink has continued to deliver the Queensland Community Support Services (QCSS) program to support individuals whose overall wellbeing and ability to actively engage in their community is impacted. The QCSS program has continued to provide low intensity support to assist people to live independently, increase connections and participate in their local community, thereby reducing social isolation.

During the reporting period, 58 consumers (24% increase on consumer numbers against the previous reporting period) from 18 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 program.

51% of consumers identified as Australian, 9% from Fiji, 5% Myanmar, 3% each from New Zealand, Iraq, Lebanon, Congo DR & Afghanistan, 2% each from the Russian Federation, Romania, Portugal, Sri Lanka, Cambodia, Burundi, Cuba, Singapore, the Philippines & Syria.

Queensland Community Transport Program (QCTP)

The Queensland Community Transport program also continued to provide community transport support to those under 65 years of age and who have (among other eligibility criteria) a disability, chronic illness,

mental health or other condition which have an ongoing impact on their day-to-day living and who are financially disadvantaged and unable to access other appropriate transport options to get around their local community.

During the reporting period 9 consumers (50% increase on consumer numbers against the previous reporting period) accessed the program from Australia and Myanmar.

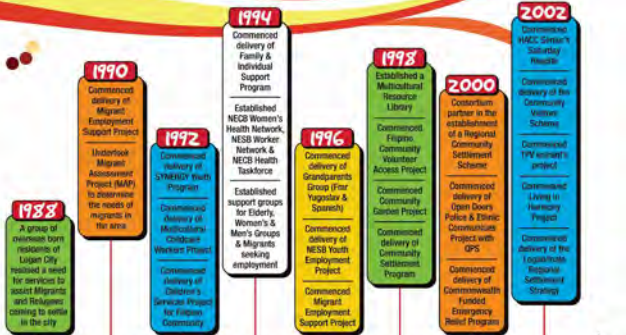
Cost-of-Living Emergency Relief

As a Neighbourhood Community Centre, MultiLink was a recipient of a one-off allocation of Emergency Relief funding to provide additional support to local communities confronted with immediate financial hardship as a result of increasing cost-of-living and housing pressures impacting on individual and community health and wellbeing.

Across the reporting period, support to assist with cost-of-living pressures or emergency need situation (based on individual circumstance) was provided to 22 community members through -

- Storage fee (homelessness)
- Vehicle repair (living in vehicle)
- Food Vouchers
- Petrol Vouchers
- Cot & Mattress
- Medication cost
- Electricity bill
- Probity Check (employment)
- Rent Arrears
- Water bill
- Groceries
- Go Card & Top Up
- Cab Charge
- 1 month car registration
- Gas Bill
- Kmart Voucher (clothing/blankets)
- Mobile phone credit
- Phone bill





1 April The Logan City Migrant Neighbourhood Centre Inc. opened its doors for the first time at Jacaranda Avenue
Conversational English Classes and playgroup and the provision of information were the first program delivered

1989

Commenced delivery of Grant in Aid Community Development Program
1st paid staff member employed as Community Development Worker
Commenced delivery of DEVETIR's Work (Pre-Employment) Preparatory Program

1991

First Community Organisation to deliver Community Aged Care Package (commenced with delivery of 15 packages)
Commenced delivery of Multicultural Children's Services Workers Pilot Project

1993

Relocated to Wembley Road
Commenced delivery of Filipino Language & Cultural School
Established playgroups across Logan

1995

Commenced delivery of Jobs Placement Employment & Training (JPET) Program
Renamed as The Logan City Multicultural Neighbourhood Centre Inc.
Established Multicultural Men's Group
Increase in funding for Community Aged Care Packages with initial \$9,000/2000

1997

Commenced delivery of State Funded Emergency Relief Program
Commenced delivery of Home and Community Care (HACC) Program for 10 people
Commenced delivery of Lifestyle Packages for young disabled support services
Opened Multicultural Children's Services Resource Library

1999

Installation of the Cultural Pathways Mosaic Project in Harmony Gardens
Relocated to Blackwood Road
Commenced "Kids of Many Colours" Vacation Care Program

2001

Commenced delivery of MultiLink Interpreting & Language Support Services (MLSS)
Commenced delivery of Homework Club Program
Commenced delivery of MAD's Community Worker Program
Commenced delivery of Literacy & Numeracy Program

2003



the first 30 Years

2004

Commenced delivery of new Community Settlement Support Services

Commenced Pacific Island Coordination Project

Renamed as MultiLink Community Services Inc.

MLSS expanded to include translation services

Commenced Community Learning in Partnership Project

Commenced monthly Samoan Seniors Respite

2006

Commenced Overnight Respite Cottage Pilot Project

Commenced Amharic English Classes

Commenced MySpace Youth Development Initiative

MultiLink & QUT conducted needs assessment of the Multicultural needs of the Logan Community

Commenced Tax Help Program

2008

21 October First group of clients entered the new Day Respite Centre at Mayes Ave & Tunn-Sai Respite

Commenced Youth Sports Club

Commenced Discover Australia through Drama Project

Commenced Traditional Dance & Games Project

Commenced Suicide & Self-Harm Project

Delivered Embracing Diversity Symposium

2010

Installed Breadboard for Seniors Kiosk at Mayes Ave

Commenced Linking Languages Project

Commenced Burmese Parenting Group

Commenced delivery of Get Set For Work - Skills to Pay the Bill Program

Commenced delivery of No Interest Loan Scheme (NILS)

2012

The Inaugural Mia O'Neilson Staff Award presented

Steinhilber 100th NILS Loan

Commenced delivery of Gweil & Lili & Lili & Lili Program

2014

Commenced delivery of Health Matters Project

Last mortgage payment made on Mayes Avenue loan

2016

Representative of Logan City Community Housing Renewal Initiative Ministerial Advisory Committee

Commenced delivery of My Aged Care Regional Assessment Services (RAS)

Became Secretariat for Logan Community Suicide Prevention Network and Foundation member of the Station Rd Initiative

Established "Burmese"/ Karen Respite

2018

Commenced SQW Hospitality Traineeship

Commenced Computer Classes

Commenced Bi-Lingual English Classes (Dromo, Arabic, Karen & Farsi)

Commenced Sewing Classes

Commenced delivery of NDIS Program

Delivered \$1M in NILS Loans

Purchased 38 Blackwood Road

Hold Inaugural "burma"est" Event

2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018

Commenced delivery of the newly Arrived Youth Support Services Pilot

Launched "Guiding Lives, Transforming Journeys" Early Intervention Framework

Commenced MAQ's Pacific Island Community Liaison Program

Commenced Youth English Class Program

2005

Fielding received for an additional Day of Seniors' Day Respite Program

Purchased Mayes Avenue Property for Day Respite Services

Commenced English Classes increased from 1, to 2 groups with more classes added on Thursdays

Commenced Youth Clinic Provision Program

Funded to conduct CALD Disability Research Project

Commenced Sexual Health Promotion Project for CALD Young People

2007

17 February Official opening of MultiLink's Day Respite & Community Centre at Mayes Ave

Commenced Settlement Complex Case Support

Commenced Citizenship Pilot Project

Commenced Logan Health & Wellbeing & Natural Helper Pilot Project

Commenced Rainbow Playgroup Program

Commenced CALD Immunisation Project

Commenced CALD Immunisation Project

Commenced CALD Immunisation Project

2009

Commenced delivery of Healthy Living Program

Developed Multicultural Community Leaders Manual

2011

Commenced delivery of Logan Peace Project

Commenced delivery of CALD Micro Business Development Project

Initiated the Public Peace Meeting & creation of annual "Songs of Peace" event

The Inaugural Catherine Clark Volunteering Award presented

2013

Held Pacific & Maori Mental Health Forum

CAMC State-wide Pacific Island Worker Program Recommendation

Expansion of NILS program into Brisbane Region

Commenced delivery of Peasant Bi-Lingual English Classes

Return of Skilling Queenslanders for Work Projects

Commenced delivery of CSA Program

Commenced 3 year research project with QUT "Understanding Migrant Information Literacy Needs"

2015

Commenced delivery of Switchover to Communities Program

Expansion & service increase of NILS to include Gold Coast, Ipswich & Toowoomba

Increased knowledge for Settlement Services to support Syrian & Iraq arrivals

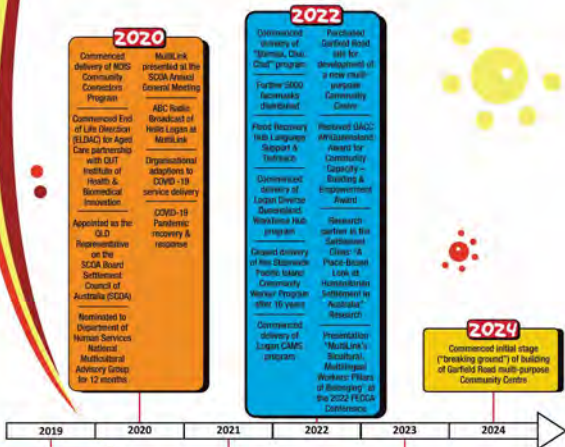
Commenced delivery of Job Hub

Expansion & increase of SWP Projects delivered to individuals, Gold Coast, Brisbane, Ipswich and Logan

Additional funding received for delivery of Seniors' Allied Health, Holistic Assessment and Therapy (CHSP)

Additional funding received for delivery of Seniors' Allied Health, Holistic Assessment and Therapy (CHSP)

2017



2020

Commenced delivery of MOS Community Connectors Program

Commenced End of Life Direction (ELDAC) for Aged Care partnership with QUT Institute of Health & Biomedical Innovation

Appointed as the QLD Representative on the SCGA Board Settlement Council of Australia (SCGA)

Nominated to Department of Human Services National Multicultural Advisory Group for 12 months

MultiLink presented at the SCGA Annual General Meeting

ABC Radio Broadcast of Heals Logan at MultiLink

Organisational adaptations to COVID-19 service delivery

COVID-19 Pandemic recovery & response

2022

Commenced delivery of "Stigma, Chai, Clai" program

Further 5000 facemasks distributed

Flood Recovery 10th Language Support & Training

Commenced delivery of Logan District Queensland National Job program

Commenced delivery of the Stanswick Pacific Island Community Worker Program after 15 years

Commenced delivery of Logan CAMS program

Purchased Garfield Road site for development of a new multi-purpose Community Centre

Received GACQ Environmental Awards for Community Capacity - Building & Employment Award

Research partner at the Settlement Clinic: "A Place-Based Link at Homelessness Settlement in Australia" Research

Presentation: "MultiLink's Successful Multilingual Workers: Pillars of Belonging" at the 2022 FECCA Conference

2024

Commenced initial stage ("breaking ground") of building of Garfield Road multi-purpose Community Centre

2019

2020

2021

2022

2023

2024

Celebrated 30 years of service since opening in 1989

National recognition of MultiLink's bi-lingual class model through FECCA (Australian Music Magazine & FECCA Presentation)

"Songs of Peace" rebranded as "Cultures in Harmony"

Commenced delivery of the new "Settlement Engagement & Transition Services" (SETS)

Commenced delivery of "Taking the Plunge" Refugee Women's Swimming Project

Ceased delivery of Queensland Emergency Relief funding after 21 years

Commenced delivery of new Queensland Community Nursing Support Services

Commenced delivery of new Queensland Community Transport Program (QCS)

2019

Commenced Partnership with Department of Justice & Attorney General's JP Branch & delivery of JPs in the Community Program from MultiLink

Hosted COVID-19 mobile vaccination hub

Distributed over 3250 facemasks free to community

Distributed 1800 facemasks to Pacific Island Communities

Meyes Avenue Property and Community Centre resumed for Logan Fast Rail Project

Commenced "Growing your dream for a food business" food venture project

Commenced delivery of Citizenship Classes

Commenced delivery of Chai & Chat Afghan Women's Support Group

2021

Commenced delivery of new Aged Care Volunteer Visitors Scheme (ACVVS) Program

Received significant funding uplift for Neighbourhood & Community Centre Role

Commenced delivery of new Community Connect Worker (CCW) Program

Celebrated 25 years of delivering Queensland Settlement Services

Distributed over 900 RAT Tests to Community Members

Commenced delivering Logan Community Leaders Partnership Forums in partnership with Settlement Services International (SSI) and Logan City Council (LCC)

2023



the last 5 years

Disability (NDIS)

NDIS (National Disability Insurance Scheme)

During the reporting period, 27 participants chose to receive their NDIS (National Disability Insurance Scheme) or NISQ (National Injury Insurance Scheme) services across MultiLink's NDIS core registrations:

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

- And/or through NDIA requested Support Coordination



48% of NDIS participants came from Anglo-Australian backgrounds, with 10% from Myanmar, 7% each originating from Papua New Guinea & Samoa, and 4% each from Bosnia-Herzegovina, Lebanon, Scotland, Romania, Cambodia, Syria & Iraq.

KR was referred to MultiLink's NDIS program by Burmese Care for Support Coordination in November 2023 in relation to his connection to allied health therapies and engagement with Logan City Special School. KR is 17 years old and he and his family (Mum, Dad, and two older sisters) arrived in Australia in May 2023 from a refugee camp in Thailand where they had lived since fleeing Myanmar in 1996. The family is from the Karenni Community and MultiLink's intake processes were able to be supported by one of our Karenni speaking Bilingual Community Workers providing language and cultural assistance.

MultiLink provided ongoing support coordination in relation to KR's occupational therapy, assisted with his enrolment into the Logan City Special School for the start of the 2024 school year and in May 2024 prepared and lodged a Change of Situation request to the NDIA to request additional needed funding for KR's NDIS support package.

Fast forward to the end of May and MultiLink's CEO and NDIS Coordinator visited Burmese Care for a collaborative catch-up meeting and the conversation turned to KR and the fact that he had had his bike stolen from home and wanted to find a replacement bike. MultiLink's CEO was able to share a new relationship MultiLink had built through our Youth program with an organisation called Bikes4Life,

Ability

providing refurbished bicycles as a mode of sustainable transport to marginalised communities and individuals.

On return to the MultiLink Offices, the NDIS Coordinator discussed the situation with MultiLink Youth Services staff and the program was able to supply KR with a replacement bike and together with the Youth Worker, KR assisted with attaching accessories to the bike and was able to take the bike home.

The NDIS Coordinator additionally referred KR to the Youth program for educational and other supports. He was formally "entered" into the Youth program and with the continued assistance of our Karenni speaking Bilingual Community Worker, the Youth program has been able to further support KR and his mother to attend a school meeting to set up Goals for KR, advocated for transport to and from School as the family had made an application to taxi company and were yet to hear back from them and purchased KR's School Uniform.



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 Aged Care facilities. During the reporting period, 113 consumers from 33 diverse cultural backgrounds accessed individually planned and coordinated Home Care Package support through MultiLink across level 1, 2, 3 & 4 packages. (A 10% increase in consumers against the previous reporting period).

28% of consumers originate from Anglo-Australian backgrounds, 5% each from El Salvador & Cambodia, 4.5% England & the Philippines, 3.5% each from Croatia, Serbia, Samoa & Germany, 3% each from Italy, Poland, Bosnia & Herzegovina, Romania, Slovakia, Slovenia, Hungary, & Spain, 2% each from Fiji, Indonesia & Uruguay, and 1% each from Iran, New Zealand, Sri Lanka, the Netherlands, Eritrea, Norway, Denmark, Lebanon, Bulgaria, Macedonia, Nicaragua, Thailand & the USA.

40% of Package referrals and enquires did not proceed to delivery of support due to

- consumers declining to take up a HCP
- choosing to activate their package with another provider or
- their circumstances had dramatically changed (i.e. entered Residential Aged Care, deceased, living circumstances changed)

Community and Home Support Program (CHSP)

During the reporting period, 899 consumers (17% increase in consumer numbers against the previous reporting period) from 79 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

MS is 80 years old who is now living alone for the first time in several years as her husband had moved to permanent Residential Aged Care. MS was very excited about new peacefulness of her home but found herself struggling with decluttering at home. MS attempted to complete this decluttering herself but sadly suffered an injury to her arm in the process.

MS came to realise that she had spent so much time caring for her partner that she had neglected her own health and wellbeing. With her willingness to accept help and MultiLink's amazing Home Care team, MultiLink was able to work with MS in creating a supportive plan that helps provide her with support to socialise with friends, relatives, neighbours and larger networks, keeping active, shop for necessities as well as personal hygiene

support... all of which has increased her wellness and independence at home.

Since commencing support, MS has seen an improvement within her own emotional wellbeing. She finds having the support around her has been helpful and this has encouraged her independence within her own limitations.

She is now putting her own health and emotional wellbeing first and is currently enjoying her newfound independence with support of her Aged Care Team and family. While she is only in the early stages of receiving support from our Aged Care Team, they are excited to see her next chapters develop as she continues to recover, reconnect with family and rediscovers a newfound joy and independence in life.

Independence, safety, accessibility and health and wellbeing)

Overnight Cottage Respite

As part of the Commonwealth Home Support Program (CHSP), MultiLink's Overnight Cottage Respite continued 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, 9 carers and care recipients accessed the activity from 6 countries of origin (Australia, Italy, England, Germany, Bulgaria and Canada).

Aged Care Volunteers Visitors Scheme (ACVVS)

Some older people can feel alone for various reasons. These include:

- feeling isolated from their culture and heritage
- little contact with friends or relatives,
- mobility issues that prevent them from taking part in social or leisure activities or
- being different in some way

To address social isolation and provide friendship and companionship to older people, MultiLink has continued to deliver the

newly recommissioned ACVVS national program designed to support consumers in Residential Aged Care facilities and those accessing Home Care Packages in the community, whose quality of life can be improved by friendship and companionship.

During the reporting period, MultiLink provided:

- 127 one-on-one and group visits to 21 care recipients in residential aged care
- And 355 home care visits to 27 home care package care recipients

Care recipients receiving ACVVS visits represented 19 language cohorts, including 15% Spanish, 10.5% Serbian, 8.5% each German, Romanian, Dutch & English, 7.5% Cantonese, 4.25% each Danish, Filipino, Croatian & Italian, and 2% each Polish, Slovenian, Thai, Bosnian, Hungarian, Hindi, Chinese & Sinhala.

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 and Home Care Package (HCP) consumers, MultiLink's Day Respite & Community Centre supported 92 individuals across the 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 Tai Chi, Dexterity Activity games, Bingo, Gentle Exercise, Dominoes, Karaoke, Gentle Dancing, Gentle Movement, Craft, Brain Puzzles, Indoor Golf, Table Games and Pamper mornings.

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 Australia Fun Day, Dancing Bonanza, Mad Hatters Tea Party, Old Hollywood Glamour, Masquerade Ball, Cultural Appreciation Day and Ekka themed games and activities.

A range of celebration days were again held for Valentines Day, Mother's Day, Father's Day, Seniors Week, Oktoberfest, Melbourne Cup, Christmas Craft, Christmas Celebrations with live entertainment and celebrating consumer's birthdays with their favourite cake and candles.





Housing

AK is an existing client of MultiLink who is in her 70's. Her only income is the Aged Care Pension from Centrelink, and she contacted MultiLink's NILs program to enquire about support with her rental arrears and some advocacy support with her Real Estate.

AK lives with anxiety and depression which was exacerbated when she would see that her Real Estate would contact her or when she received an email about her rent arrears. AK also had difficulties with digital technology and was not very good at using her email and her banking app. She had multiple logins and email addresses for different applications and programs. This meant that she was confusing logins and forgetting to process her rental payments on time. In addition, AK was financially supporting her brother who was very unwell and when he had passed away, she had to pay for his funeral.

Due to lack of communication with her Real Estate about her situation, AK fell behind in her rental payments and was subsequently issued with a Form 12, Notice to Leave and the matter was escalated to QCAT.

MultiLink's NILs program liaised with AK's Real Estate, being the point of contact between AK and her Real Estate for any matters regarding outstanding rental payments and anything that needed to be understood by AK that she received from the Real Estate to ensure the communication gaps were bridged.

An NILs exception was granted for AK by the QLD NILs State Manager to pay off the rental arrears which would then remove the Form 12 and withdraw the matter with QCAT. AK's Real Estate was able to remove the Form 12 and withdraw the matter with QCAT and AK was able to remain in the property.

MultiLink's Financial Wellbeing Worker worked then with the Real Estate to organise AK's rent to be paid directly from her Centrepay which was put in place immediately to avoid missed rental payments and to ensure that she wouldn't fall into arrears again and her housing situation would remain stable.

A plan was developed with AK in which she could liaise with the Real Estate through MultiLink's Financial Wellbeing worker should she need the extra support which she still continues to do, and she is feeling more supported and in control of her situation.

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

- Paradise Point on the Gold Coast where "Cycling Without Age" took consumers on rides around the coastline followed by a BBQ lunch
- Tropical Fruit World
- Wivenhoe Dam
- Adam's Butcher

- Wyaralong Dam
- Local Logan scenic drive and BBQ
- Osprey House Environmental Centre
- Walk About Creek Discovery Centre
- Redcliffe Esplanade
- Commonwealth Day Multicultural Service
- Captain Burke Park Kangaroo Point
- Hinze Dam
- Mount Coot-Tha

- Star Casino Buffet Lunch
- Toms Confectionery Warehouse
- Ipswich scenic tour
- South Bank Parklands
- Mt Tamborine
- Marian Valley
- Beenleigh Historic Village and Steakhouse
- Tagum Parklands
- Miami Mini Golf
- Wynnum Esplanade
- Wynnum/Manly scenic tour
- City sightseeing and Breakfast Creek
- Sandgate Pier & Shorncliffe scenic tour
- Mt Coot-The Planetarium
- Logan NAIDOC Week excursion
- Chung Tian Temple
- South Bank Ferry & lunch
- Mt Tamborine Rainforest Skywalk
- Hope Island and River BBQ
- Currumbin Wildlife Sanctuary
- Ross Evan Garden centre
- Coomera Costco
- Harbour Town
- Toowoomba Carnival of Flowers
- XXXX Brewery Tour
- Mt Coot-The Botanical Gardens
- Gold Coast Q1 Building
- Sandstone Point
- Bavarian Restaurant Coomera
- Scarborough/Redcliff scenic tour
- Mt Tamborine Scarecrow festival
- Bribie Island
- Tallebudgera Creek
- Cedar Creek
- Brisbane Lord Mayors Christmas Concert
- Coomera Shopping Centre
- Christmas Warehouse
- Christmas Light Bus Tour
- City/Roma Street Christmas Displays

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

- Logan Police Liaison Officers
- Bi-Lingual health Educator

- Caxton legal Centre
- Logan Police Beat
- At Rest Funerals

Participants originated from 36 countries of origin with 17.5% of participants coming from Samoa, 16.5% Anglo-Australian, 10% Croatia, 5.5% Germany, 4.5% Uruguay, 3% each from Slovenia & Malaysia, 2.5% each from Fiji, the Philippines, Macedonia, Zimbabwe, Lebanon & India, 2% each from England & the Netherlands, and 1% each from Iran, Albania, Slovakia, Cambodia, Romania, the Russian Federation, Timor-Leste, New Zealand, Uzbekistan, Bulgaria, China, Serbia, Sri Lanka, El Salvador, Tonga, PNG, Ecuador, Bosnia & Herzegovina, Myanmar, Poland & Afghanistan.

Supporting Aged Care Sector Collaboration

MultiLink has continued its successful collaboration with Metro South Health and Partners in Cultural Appropriate Care (PICAC - ECCQ) to deliver a range of workshops, forums, and initiatives aimed at enhancing cultural competence and community health.

These joint efforts include:

- Elder Abuse Awareness from a Multicultural Perspective, (World Elder Abuse Day Event)
- Health equity, ageing from a multicultural perspective
- Palliative care, ACP, self-care
- Africare ACP Community workshop

MultiLink has continued to participate in quarterly Multicultural Older Person's Network meetings where various service providers present topics related to older people and the Multicultural Sector.

MultiLink has continued as a member of the Metro South Health Multicultural Advisory Committee during the reporting period.





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 delivers NILS as a Client Service Provider (CSP), 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 100 loans through the "myNILSapp" and endeavored to support refugee and migrant communities across the Logan, Gold Coast, Brisbane and Ipswich Regions. (A 21.7% increase in approved loans against the previous reporting period) \$166,391.96 of new loans were issued during the reporting period.

NILS consumers in this reporting period originated from 16 culturally diverse backgrounds, with 45% identifying as Anglo-Australian, 12% as Aboriginal & Torres Strait Islander, 8% Iranian, 7% each Afghan & New Zealander, 4% each Filipino & Samoa, 3% Somali, 2% each South Sudanese & Syrian and 1% each Iraqi, Myanmar (Burmese), Myanmar (Kakha Chin) and Myanmar (Zomi).

28% of people accessing the NILS program were aged between 35 to 44, 23% between 25 to 34, 18% between 45 to 54, 16% between 55 to 64, 8% aged 65 & over, and 6% aged 17 to 24.

Of the new applications approved across the reporting period, 23% related to Technology (Mobile Phone, Laptop and accessories, Gaming Consoles, Entertainment System, Gaming Computer, Soundbar, pointer and earphones), 21% for Household Appliances (Refrigerator, Dryer, Washing Machine, Television), 18% for Housing related expenses (Bond, Rent, Rental Arrears,

Removalist Fees, Storage Fee), 15% Household Furniture (Bed, Mattress, Couch, Bedside Table, TV Unit, Lamp Table, Dining Table & Chairs, Rug), 12% for Car Related Expenses (Car Registration, Car Repairs, Tyres, e-Scooter), 4% Small Appliances (Kettle, Microwave, Blender, Air Fryer, Vacuum Cleaner), 3% for Medical related expenses (Glasses, Medical Procedures), and 1% each for Airfares, Funeral Expenses (Headstone) and Work Equipment (Trailer).

Energy Literacy

Our commitment to deliver Energy Literacy education, MultiLink continues delivering information and providing one-on-one support to vulnerable community members as required.

75 one-on-one energy literacy conversations were facilitated with community members primarily through the NILS intake assessment process and Emergency Relief program across the reporting period.

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

- Electricity usage
- Electricity pricing
- Education around the Queensland Cost of Living Rebate for Households and Australian Government Energy Bill Relief
- Understanding Contract conditions
- How to read and understand their electricity bill and what to look out for
- 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





Homelessness

SL is a 26-year-old man who became homeless in 2023 and was living in his vehicle and contacted MultiLink for support to pay for car repairs which he needed to complete as quickly as possible. He was receiving Job Seeker payments through Centrelink and enquired about applying for a No Interest Loan (NILs) for his car repairs and was also actively trying to find a share house and knew he would need support to pay for his bond and initial rent if he successfully found a rental opportunity.

MultiLink's Financial Wellbeing Worker referred SL to the Community Connect Worker Program for more intensive support. Through Emergency Relief funding, MultiLink was able to pay for his vehicle repairs and his vehicle was returned to him the same day so he would still have somewhere "safe" to sleep that evening.

Due to his low income, a private rental was unaffordable, and he was searching for a room in a share house which was more within his budget. SL was supported by MultiLink's Financial Wellbeing Worker and Community Connect Worker through advocacy discussions with the NILs State Manager on the best way to support this client as share houses weren't an everyday and accepted rental category for NILs.

SL found and was approved for a fully furnished single room on

Flatmates.com.au which also included the cost of all bills and was required to pay 4 weeks bond, and 4 weeks rent to secure the rental.

The next response was a period of intense advocacy and negotiation with SL's Real Estate and the NILs State Manager, to clarify a list of items to be provided through NILs support and to ensure the clients protection and the integrity of the NILs program, which included:

- confirming that the Property Manager had approved one of the tenants to sublease the rooms
- provide a rental agreement listing the inclusions (rent, utilities etc.) and how long the rental period is
- confirmation of how and where the bond will be lodged
- proof of ownership of the property that's being rented
- confirmation that the client has gone through the checklist provided on Flatmates.com.au

In a period of 3 days, SL had a repaired car and had moved into his new room. He was also studying Aged Care with a goal to become a Support Worker in the industry when he finished his study, and he was referred to MultiLink's Employment and Training team for future support to secure employment.

- Hardship programs
- Home Energy Assistance Scheme (HEEAS) and support to apply for the grant and how to enquire
- Payment plans and client rights
- The knowledge and confidence to contact their current retailer
- Support to shop around for a better deal or access a better deal with their current retailer

Logan City Council Financial Wellness for Trainees & Apprentices

As a member of the Logan Financial Literacy Action Group (FLAG), alongside FLAG member Luisa Thorburn, MultiLink delivered an all-day Financial Literacy Workshop to 30 of Logan City Council's Apprentices and Trainees at Logan Entertainment Centre. This was part of a series of sessions focussing on their wellness and part of their induction process. The all-day workshop educating participants about:

- Understanding their "money personality"
- Role of Financial Counsellors
- Financial Debt and SPER
- Hardship programs
- Decision making and understanding financial terms
- Case Studies/Scenarios
- Loans
- Tax
- Superannuation
- Creating a budget
- Managing Risks

As part of this workshop, participants also received a copy of the F.L.Y. (Financially Literate Youth) Handbook and The Barefoot Investor.

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.

Three SCAMS Awareness "in-language" information sessions were facilitated during the reporting period for clients and community members from Somali, Karenni and Chin communities.

Logan Financial Literacy Action Group (FLAG)

Across the reporting period, 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 strategic responses to and collaboratively address financial literacy issues affecting the Logan community. These include financial capability and knowledge, debt traps and problem gambling through key task groups and outcomes focused on "Improving Financial Wellbeing in Logan".





WARNING
HOT SURFACE

DEEP FRYER

Employment & Training Services

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

MultiLink's Employment and Training Skilling Queenslanders for Work (SQW) 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 provide employability skills needed to meet the challenges of the current job market. Over the reporting period 84% of overall SQW participants achieved an employment or higher education and training outcome.

MultiLink's intercultural approach in delivering specific projects and activities continues to strengthen 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 socially cohesive and harmonious society.

6 Nationally Accredited qualifications across 12 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 Aged 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 Supply Chain Operations / Warehousing SQW funded

Community Work Skills (2 funded projects with 2 intake cohorts)

- Certificate III Early Childhood Education & Care SQW funded Community Work Skills (2 funded projects with 2 cohorts)
- Certificate III Cleaning SQW funded Community Work Skills & Skill Up (2 funded projects with 2 cohorts)

151 participants (15% increase on participants against the previous reporting period) from 33 diverse cultural backgrounds commenced across these accredited qualification projects with 44% originating from Anglo-Australian backgrounds, 7% identifying as Indigenous, 6% Congo DR, 5% each from Afghanistan & Myanmar, 3% each from New Zealand, Syria, Tibet & Ethiopia, 2% Burundi, 1% each from Iraq, Pakistan, Lebanon, Iran, Fiji, Eritrea, & Papua New Guinea and .5% each from Somalia, Malta, Canada, Egypt, Uganda, Malaysia, England, Solomon Islands, South Korea, India, South Sudan, Taiwan, Djibouti, Kenya, Thailand & Mexico.





Women's Economic Participation

KA is Ethiopian born and arrived in Australia in 2015 from Kenya on a Humanitarian Visa with her family. KA and her family sought safety in Kenya due to the war in Ethiopia. As much as relocating to a new country sounds daunting, she was excited and yearning to live in a safe country.

In August 2015 she enrolled in South Bank TAFE to undertake the Adult Migrant English Program (AMEP) to increase her level of English proficiency. Having attended school in Kenya she had prior knowledge in English and was able to enrol in Level 3 for the AMEP course.

Due to family commitments KA was unable to join the workforce until this year when she again took herself off to South Bank TAFE and enrolled in a Certificate III Individual Support course but was yet to secure employment.

KA has always been passionate about working with the community and had been assisting members of her community

with interpreting or filling out forms as a volunteer. She heard about MultiLink's Logan Diverse Workforce Hub through her community and decided to approach the team for assistance in securing employment as she felt she was "job ready".

She was supported through the program to create a resume, cover letter, gain interviewing techniques and job search skills and in a short space of time, KA successfully secured employment at Multicultural Australia as a Client Support Worker in addition to becoming an Interpreter at TranslationZ.

"I am so happy to finally have a job. This feels like a dream to me. I couldn't work since I arrived in Australia because I had to look after my kids. I have now found my first job and it's something I have always wanted to do. I am so excited."

We are so happy for you too KA!

MultiLink's SQW Hospitality Traineeship Program

MultiLink's innovative flagship Hospitality Traineeship Program achieved an 87% 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 MultiLink's Eid Al Fitr event, Staff Meetings, MultiLink's Annual General Meeting, and various farewells and occasions.

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 office, continues to provide trainees an opportunity to practice and consolidate their barista and customer service

skills. The café provides 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.

218 participants (59% increase on participants against the previous reporting period) accessed the program from 37 countries of origin with 23% originating from Kenya, 15% Colombia, 14% from Congo DR, 8% Afghanistan, 7% Iran, 3% each Somalia, Myanmar, Ethiopia, & South Sudan, 2% each India & Pakistan, 1% each Tibet, Bangladesh, Uganda, Papua New Guinea, Tanzania, Fiji, Ukraine, Ecuador & New Zealand and less than 1% each from Rwanda, Taiwan, Burundi, South Korea, Iraq, Nigeria, Portugal, Jordan, Cameroon, Egypt, France, Ireland, Chile, Mexico, El Salvador, Syria & Samoa.

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
 - 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 or becoming a sole trader)

Across the reporting period, the Logan 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, NOIS/Disability card, driving lessons or a forklift licence. The team also conducted industry visits with participants, facilitated access for participants to attend Job Expos, and arranged for industry guests to visit participant groups at MultiLink.

Across the reporting period 74% of overall participants achieved an employment outcome.

Developing Multicultural Entrepreneurship

One of the Logan Diverse Workforce Hub’s most energetic partnerships continues with Thrive Refugee Enterprise who have provided business and financial support for individuals to enable them to consider, develop, start and grow their own sustainable businesses.

Additionally, Diverse Workforce Hub staff attended *Global Fusion Futures: Empowering Multicultural Entrepreneurship* in November to hear from some excellent speakers who shared their journey of coming to a new country and making a new life for themselves through the development of their own businesses. Events such as this ensure that staff are at the forefront of current thinking and entrepreneurial initiatives.

Supporting International Students

International Students in Queensland contribute significantly to the communities in which they live, study and work. They bring their vibrancy, cultural diversity, global competencies and skills and networks to communities across the state and for us here in Logan.

With over 1,000 International Student enrolments in Logan per annum, MultiLink's Logan Diverse Workforce Hub has been well-placed to increase employment opportunities and outcomes for International Students and the contributions they make to the Queensland and Australian Economy.

During the reporting period, the Diverse Workforce Hub team supported 94 International Students from 12 countries of origin with 50% originating from Kenya, 32% Colombia, 4.5% each from Ecuador & Mexico, 2% Bangladesh, and 1% each from the Philippines, India, Pakistan, Ireland, Chile, Ethiopia & Uganda. The team achieved an 86% employment outcome for this International Student cohort.

As well as general Logan Diverse Workforce Hub support to International Students, the team were involved in three influential initiatives during the reporting period:

- Establishing a dynamic connection with *Phoenix Recruitment* who were endeavouring to fill a number of part-time roles, but were struggling to acquire suitable staff. The Diverse Workforce Hub team were able to reach out to eight International Students and take them to Phoenix for reverse-marketing and a group interview. This group all had previous pick-packing experience or worked in a similar industry but were not getting steady hours. The group interview went well and participants were then offered an individual assessment before being told the great news of "success" and were hired by *Direct Freight* for pick-packing roles.

The roles on offer were more suited for International Students as the vacancies were part-time, suiting the weekly work restriction hour limit impacting students with each shift being 4 hours a day (6.00am to 10.00am or 3.00pm to 7.00pm). The Logan Diverse Workforce Hub was also able to provide the participants with HI-Vis shirts and boots.

- Logan Diverse Workforce Hub staff were invited to present at "*Employing International Workers in*



Employment Demand



While the majority of our economic participation focuses on individuals becoming "job ready" to become "Employment Supply", occasionally the Employment and Training Team are contacted to meet "Employment Demand".

One of these occasions came from the Employment & Training Team responding promptly to a "call out" from a local business in Meadowbrook. SPL (Specialised Linen Services) had an urgent need to hire personnel for their factory to meet a recent large contract and were wondering how they could quickly fill their required staff numbers to meet demand.

Immediately on receiving the "call out", the Employment & Training Team began to assess existing client lists to see who might be a perfect fit for this position. After contacting clients and ensuring that they

were "job ready" along with being happy to work in the laundry environment, the team then referred them to SPL for recruitment.

This itself was a logistical process of organising one of MultiLink's buses and accompanying the candidates to interviews, and assisting them with the induction process and required medical check-ups. Once the selected group were notified of their success, we then took them out again, this time to a local store, providing them with the necessary Personal Protective Equipment (PPE) to start their job.

It was two weeks of intense work to ensure that a total of 14 clients were formally hired for full-time positions with SPL and this success is a testament to responsive commitment to meeting the employment needs of clients and labour requests from business by the team.

Logan organised by Study Queensland and attended by over 100 employers and staff from several Universities.

Employment & Training Coordinator (Pete Hutton) presented on *Employing International Students* and the barriers they face, while Logan Diverse Workforce Hub Employment Support Worker (Erik Ramos) shared his lived experience and the many challenges he faced when he first came to Australia as a non-English speaking International Student some 7 years ago.

- In partnership with MultiLink's CAMS initiative to build the capacity of Latin American International Students, five bilingual "Prep L" classes (as well as assistance with accessing the Department of Transport) were delivered to support students with attainment of their QLD driver's licences to further enhance their economic engagement and participation pathways in the Queensland economy. Once "Job Ready" students were referred into the Logan Diverse Workforce Hub to enable the team to focus on employment outcomes for these students.





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 106 young people (37 continuing clients, 60 new clients and 9 re-engaged clients across the reporting period. (A 7% increase in clients compared to the previous reporting period).

38% originated from Congolese backgrounds, 26% Afghan, 8% Myanmar, 6% each Iranian & Ethiopian, 3% Somali, 2% each Pakistani & Syrian and 1% each from Iraq, Türkiye, the Philippines, Vietnam, Albania, Colombia, Burundi, Eritrea & Rwanda.

50 new Reconnect-NAYS clients have undergone intake and assessment processes from July 2023 to June 2024. (45% from Congolese backgrounds, 27% Afghan, 7% each from Iran & Myanmar, 3% each from Somali, Syrian & Ethiopian backgrounds and 2% each from Albanian and Colombian backgrounds).

83 referrals have been made – 42 external and 40 internal to MultiLink's additional wrap

around support services and activities across the organisation.

26% of referrals were made for Material Wellbeing & Basic Necessities, 18% Education & Skills Training, 17% Community Participation & Networks, 13% Age-Appropriate Development, 12% Employment, 9% Financial Resilience, 2% each for Family Functioning and Mental Health Wellbeing & Self-care and 1% Support to Caring Role.

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 enhance their community connection capability, including:

- ATSIChS Community Fun Day
- Eid Al Fitr Picnic
- Africa Day Festival
- The Family Place 10 Year Celebration
- Child Protection Week Family Fun Day
- Woodridge SMS Culturefest

41 clients attended occasional community engagement opportunities.

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. School holiday activities enabled participants to interact with peers, acquire new skills and knowledge, explore employment opportunities, participate in community events and visit community venues.

The School Holiday programs included:

- **Information Sessions** – Family Day (Info on Employment, Training and Financial Wellbeing), PCYC Breaking the Cycle info session, Ethni info session, Child Protection Week info session





Domestic and Family Violence

A young mum relocated with her young daughters to Queensland from Victoria due to domestic and family violence and was referred to MultiLink by her Family Support Worker at Uniting Care Community.

Due to the domestic violence she was experiencing, she and her daughters moved around a lot and were homeless for 6 weeks. When it was no longer safe for her to be in Victoria, she relocated to stay with a friend.

She had only been in Queensland for 4 days when she first contacted MultiLink, as she had been looking for properties to rent for the 3 of them.

One of the barriers she experienced in finding a property was the financial cost of a bond loan and 2 weeks' rent as she had used most of her money for their flights to Queensland. In addition to this, although she had a copy of her previous tenancy ledger, it was not safe for anyone to contact the previous Real Estate to ask for a rental reference as the previous Landlord knew her ex-partner and would know of her relocation.

She was supported through MultiLink's Community Connect Worker (CCW) program to identify support pathways which included applying for a pre-approval for Bond and Rent through a No Interest Loan (NILs) as she had not yet found a property. It was hoped that a pre-approval would make her housing application look more favourable and keep processes moving at a steady pace.

She met all the eligibility criteria and where she didn't, a case was put forward to the NILs State Manager to apply for an exception (for missing documents and expenses given her particular circumstances). The exception was granted to her. While completing the NILs application, she was approved for a home and was able to move in with her daughters within 2 weeks.

Through MultiLink's CCW program, she was able to access more Case Managed support to connect with services and programs including referrals for furniture and other household items and any other supports as needed. She was also connected to Good Shepherd's Financial Resilience team who would support her and work through her financial goals once she was settled.

- **Cultural Sessions** – Somali
- **Life Skills** – Team-building games Challenge, Logan Gardens Games Day, Life Skills info session, Social Skills, Personal Goal setting
- **Health & Wellbeing** – Family Fun Day
- **Creative** – Arts & Crafts, Jewellery Making
- **Outings to Community events** – ATSIChS Community Fun Day, Eid Al

- **Fitr Picnic, Africa Day Festival, Family Place, Child Protection Week Family Fun Day, Woodridge SHS Culturefest**
- **Outings to Recreational Facilities** – Mini Golf, Swimming Pool x 3, Karawatha Forest Walk, 10 Pin Bowling, Logan Art Gallery, Southbank Parklands
- **Other** – Gaming Day at SSI's Multicultural Sports Club, Relationship

Building with QLD Police Liaison Officers, Homework/Assignment Support:

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

Schools Outreach

Throughout the first half of the reporting period, the Youth team conducted regular outreach services to Woodridge State High School and Marsden State High School in the Logan region, and Southport State High School and Keebra Park State High School in the Gold Coast region.

Schools outreach provided regular and frequent school-based 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. Outreach provided an opportunity for the youth team to engage with young people who would otherwise be unable to access support in addition to 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.

Outreach was conducted to:

- Woodridge State High School on 48 occasions
- Southport State High School on 9 occasions
- Keebra Park State High School on 8 occasions
- Marsden State High School on 40 occasions

Following internal realignment of the Reconnect NAYS team and program at the end of 2023, additional outreach schools (due

to new clients attending a broader network of schools) were visited:

- Yeronga State High School on 1 occasion
- Sunnybank State High School on 1 occasion
- Crestmead State High School on 1 occasion
- Mable Park State High School on 1 occasion

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.

In the delivery of group programs over the reporting period, the Youth team collaborated with various agencies including PCYC, Logan Police Liaison Officers, Settlement Services International - Multicultural Sports Club Qld and Ethni.

A MultiLink representative additionally attended the Minister for Immigration, Citizenship and Multicultural Affairs Minister's Multicultural Youth Round Table held in Brisbane in June 2024.

Material Aid & Donations

Throughout the year, the Youth program 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 and sanitary items from Share the Dignity.

Bikes4Life

A new transformative partnership developed during the reporting period with Bikes4Life where donated bikes were able to be distributed to several youth clients.

Bikes 4 Life are dedicated to supporting extremely marginalised and neglected individuals and communities by providing refurbished bicycles as a mode of sustainable transport. Bikes are a vital instrument for access to independence and livelihood. Bikes4Life are committed to taking meaningful action, by helping to provide tools for survival, empowerment, economic development and social change.

Their aim is to provide bicycles to the needy, raise awareness to the less informed, act as role models to our young people, strengthen local community values, give hope, empowerment and confidence to marginalised communities, while supplying something as simple as bicycles.



Settlement Services

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

The Settlement team supported 270 individuals across the reporting period, with 44% originating from Myanmar, 23% Afghanistan, 15% Congo DR, 5% Syria, 4% Iraq, 2% Iran, 1.5% each from Syria, Burundi, Ethiopia & Somalia, 1% from Rwanda and less than 1% from Tibet.

76 new SETS clients have undergone intake and assessment processes from July 2023 to June 2024, (33% Myanmar [40% Zomi], 24% Chin Falam, 12% Karen, 8% each Chin Mizo & Karenni, 4% each Chin & Chin Matu), 25% Afghanistan, 17% Congolese, 12% Iraq, 6.5% Syria, 3% Somalia, with just over 1% each for Burundi, Rwanda & Tibet).

20% of successful (registered and receiving support) referrals were received from Queensland's Humanitarian Settlement Program (HSP) provider (Multicultural Australia), 1% through Logan SETS provider SSI with the remaining 79% of successful referrals originating from communities/Community Leaders and self-referrals.

The team facilitated 322 referrals for support: 158 external and 164 internal referrals to MultiLink's suite of wrap around services and activities across the organisation.

15% each of referrals were made to further build Community Participation & Education and Skills Training opportunities, 14% Financial Resilience & capability, 12.5% each for Age-Appropriate Development & Employment outcomes, 10.5% Family Functioning support, 8% Material Wellbeing, 5.5% Physical Health Access, 3% Housing, 2.5% Personal and Family Safety, 0.5% Mental Health Wellbeing support and 1% being reported under "other".

Group Activities & Sessions

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

Education and Training:

- Engaging online with the ATO workshop
- 3 Completing and lodging "Braking the Cycle" EOI's workshops
- 5 Online Reporting with Services Australia workshops
- 1 Beach Safety workshop

Employment:

- 3 Developing Pre-employment Skills workshops
- Migrant Women in Business session
- 4 Understanding Employment and Training Pathways sessions

Health & Wellbeing:

- 3 Navigating the Health System sessions
- Hepatitis Awareness session
- Healthy Relationships session
- "Health in My Language" session
- 3 "Health for Life" (Chronic Disease Management) sessions
- Accessing Aged Care, NDIS & QCSS support services session

Housing:

- 2 Step-by-Step on Buying a House in Australia sessions
- 2 Housing Support Information Sessions

Language Acquisition Pathways:

- 29 Bilingual English Class sessions



Transport:

- TransLink "Journey Planner" workshop
- 11 QLD Learner Licence workshops

Civic Participation:

- 42 Citizenship Classes
- 3 Connecting with the Department of Home Affairs Sessions
- International Women's Day Celebration
- Eid Al Fitr Picnic event
- End of Year Achievements celebration
- "Logan Big Safe Day Out" Event (Disaster and Emergency Preparedness)
- QLD Change of Name workshop

Family & Social Support:

- 40 Chai & Chat Afghan Women's Support Group sessions
- Child Protection Week Family Fun Day event
- Severe Weather Preparedness – Disaster Management session
- Personal Safety and Protective Behavior session
- Child & Family Connect Information session
- 4 Family Violence Awareness sessions

- 3 MultiLink's Reconnect- Newly Arrived Youth Specialist Support Program information sessions
- "Tenacity" Domestic & Family Violence Awareness Event

Justice:

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

Finance:

- SCAMS Awareness session
- NILS (No Interest Loan scheme) Program & Budgeting session
- 8 ANZ Saver Plus Program workshops
- Food Security/Cost of Living support: Connecting with Lighthouse Care Loganholme excursion
- Money Management session

Responding to Cost-of-Living Pressures

Together with a Cost-of-Living consultation held with clients and community members to explore the current impact of cost-of-living pressures upon them and provide information

Cost of Living

MultiLink received a referral from Settlement Services International (SSI) for a single mum with 2 children who is a client of their program on a Bridging Visa (with work and study rights) and receiving a Status Resolution Support Service (SRSS) payment.

She came into MultiLink initially to apply for a No Interest Loan (NILs) for her Car Registration, which was due in 2 days, however it was determined that she did not meet the eligibility criteria due to her low income and the NILs loan repayments being unaffordable.

In addition, she also had a number of appointments booked for her son to assess him for speech delay, ADHD and other identified child development challenges that were suspected and raised by his school, and these appointments was where her money had been spent. These out-of-pocket expenses had drained her finances and then she was "surprised" with a Car Registration renewal. She also had a job interview arranged for the following week and wasn't expecting her next SRSS payment until after the interview date.

A referral was made to MultiLink's ER program to see if some financial support could be provided to relieve the cost-of-living pressures on this client. It was identified that she could make a monthly payment for her Car Registration, and that the first month would have to be paid straight away. As she had no money to pay the first month's repayment, this was paid through MultiLink's Emergency Relief funding, and she was supported to arrange a direct debit for her car registration going forward. This was a more affordable option than a 6-month or 12-month car registration payment. In addition to this, she also shared that she was in need of support with some food as she had nothing for her children over the weekend and she was supplied with food vouchers.

She was referred to Good Shepherd's Queensland Financial Resilience Program for support to understand her budget and spending which would provide her with guidance, increased capability and support to meet her financial goals.

and tips & tools to help them navigate the marketplace with confidence and get the most out of their income; the Settlement team additionally delivered a series of focused sessions/workshops to specifically assist clients to respond to cost-of-living pressures now, and build capacity, capability and sound financial agency for the future. These included:

NILS-Finance and Budgeting Session:

Increasing participants general knowledge about MultiLink's NILs (No Interest Loans Scheme program), eligibility, scope and processes to apply for a No Interest Loan as well as an opportunity to build participants budgetary understanding and capability.

ANZ Saver Plus Program:

Engaging participants in positive financial management and agency by attending 5 mandatory ANZ Saver Plus financial wellbeing sessions focusing on budgeting, financial wellbeing and a workshop to begin developing a habit of saving \$50 per month:

ANZ Saver Plus is a financial education and matched savings program developed by ANZ and the Brotherhood of St Laurence in 2003. This program uses the combined power of goal setting, incentives and personal support to assist eligible participants through:

- **Building money management skills** (Learning techniques for managing money better, budgeting and reducing debts)
- **Becoming a regular saver** (Developing positive savings habits and setting realistic savings goals that work for the individual)
- **Matching Savings up to \$500** (Participants completing the program have their savings matched (up to \$500) by ANZ for education-related expenses for themselves or their children)
- **No fees saving incentive** (The Saver Plus is funded by ANZ and the Department of Social Services, and is offered at 50 cost to participants)

Money Management Session:

A session to build participants' understanding of credit, loans and cash, how to create bank accounts and understanding what interest and fees are.

Lighthouse Care Loganholme Excursion:

Increasing food security capability for clients by conducting a group excursion to familiarise participants with **Lighthouse Care's** (a not-for-profit charity that provides free and discount food to families struggling to make ends meet) new facility in Loganholme. Lighthouse Care delivers a low-cost grocery store and home delivery service which can support individuals and families with essential food items and help address rising Cost-of-Living pressures.

Scams Awareness Information Session:

Increasing participants' knowledge about scams, highlighting the different ways scammers can access information, and how to identify and prevent falling for scams.

Learner Licence Classes

To continue to support clients' understanding of the learner licence book, demonstrate how to register for online testing, 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 program delivered 11 workshop sessions to assist clients to gain their Learners Licence.

Participants who passed their online tests were subsequently referred 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 conversational English language acquisition for newly arrived refugee and humanitarian entrants through the delivery of 29 bilingual English classes for Burmese/Chin, & Dari/Farsi speaking clients.

The bi-lingual approach to English language acquisition continues to convey meaning efficiently and the teachers ensure concepts have been understood. Students continue to make strong connections between words, meaning and usage enhancing English language uptake and proficiency. Students currently participating in these English classes have completed the AMEP or SEE TAFE programs or postponed 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.

Supporting Young People's Settlement

68 SETS clients (aged 14 – 24) were supported by general casework services and participated in group sessions and activities within MultiLink's SETS program during the reporting period. (25% of the total SETS clients during the reporting period).

43% of young people originated from Myanmar, 26% Congo DR, 12% Afghanistan, 9% Iraq, 7% Syria and 1.5% each from Iran & Ethiopia.

77 referrals were made for specialist support, 29 external and 48 Internal to MultiLink's wrap around services and activities across the organisation during the July 23 to June 24 period.

Economic Participation

TS was born in Tibet but his memories of the country are minimal as he and some of his family fled across the border into Northern India when he was around 3 or 4 years old. His father was a monk, and the family settled near Dharamshala with the exiled Tibetan Community in that region. TS shared that he is one of 12 brothers and sisters with some of them still in Tibet.

Although life was better for them in India, daily living was still hard with minimal income and this is still the case for TS's remaining family in India. Through friends and their community, TS and his wife (and daughter) made the decision to try their luck in Australia, and were able to see this dream become a reality, arriving here in 2022.

Another member of the Tibetan community in Brisbane introduced him to MultiLink and the opportunity to enrol in

our Certificate III Cleaning Operations project. TS and his wife both decided to give the course a go and steadily got through the training regardless of their limited English skills. TS and his wife are really lovely people and the Employment & Training Team were so happy to see them in this project, complete their course, spend a couple of days out reverse-marketing at local businesses along with getting them prepped for work with PPE. Other wrap around support was also provided such as cost-of-living. TS commenced employment in a cleaning role at a laundry near his home.

But wait, there's more.... TS also happens to be an amazing artist of traditional Tibetan images. We look forward to supporting TS to find a pathway to put this talent to use in Australia too, but for now he is happy working and supporting his family,

19% of referrals were made for Education and Skills Training support, 17% each for Age-Appropriate Development & Employment outcomes, 14% Community Participation, 12% Financial Resilience and Capability, 8% Family Functioning support, 4% Material Wellbeing, 2% each for Personal & Family Safety & Physical Health access, and 1% Housing with 2% of referrals being recorded under "other".

Supporting the Broader Settlement Sector & Eco-System

MultiLink has continued its role as the Queensland State Representative on the Board of the Settlement Council of Australia (SCOA) with MultiLink's representative (Michael Zgryza – Community Services Manager) continuing as Deputy Chair of the Board. This remains a significant opportunity to actively support the Settlement Peak Body to represent Settlement agencies that provide Settlement Services.

Parents Next Consultations:

In partnership with the Settlement Council of Australia (SCOA) MultiLink facilitated two in-language consultations with Afghan and Myanmar clients and community members to understand how best to support disadvantaged parents with primary caring responsibilities for young children in their education and employment goals, and to input into development of a new pre-employment program which replaces the previous ParentsNext program 1 July 2024.

The consultations contributed to SCOA's submission to the Australian Government's Department of Employment and Workplace Relations to present the key findings from the consultations and ensure the voice of newly arrived refugee communities was heard in the design of the new pre-employment program.

SCOA's 2023 National Settlement Conference (November 2023):

The 2023 National Settlement Conference was a further opportunity for MultiLink to support and participate in the broader Settlement eco-system.

5 Settlement staff and one community member (Young Entrepreneur Mo Alizada - who was encouraged to successfully apply for a scholarship to cover all costs of his participation at the Conference) attended. All staff left the conference feeling energised and affirmed in the work they do delivering settlement services to newly arrived refugees and humanitarian entrants.

MultiLink joint sponsored the Conference Welcome Reception which also provided an opportunity to speak briefly about MultiLink's work and our commitment to the cultural importance of hospitality, people weaving, collaboration and dancing.

The Community Services Manager facilitated a breakout panel session on **Bridging the Gap Between Academia and Practice**, and MultiLink contributed a poster display on **Embracing the Pacific Engagement Visa (PEV) Program within the SETS Client Services Eco-System** and how MultiLink has approached this new SETS Service cohort from a best practice lived experience perspective.

Representing MultiLink, the Community Services Manager continued to participate 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 a 5-year period. MultiLink is active in the **Partnering with Local Migrant and Refugee Communities and Driving Research and Systems Change working groups**.

The Community Services Manager additionally participated in the Minister for Immigration, Citizenship and Multicultural Affairs workshop (Canberra November 2023) focusing on Economic Participation of Refugees and Humanitarian Entrants within the First 2 Years of Arrival.

Across the reporting period, the Settlement program has -

- Continued to attend and support the Queensland African Communities Council (QACC) **African Youth Affairs Strategy Oversight Committee (AYSOC)** and the development of their African Village Hubs initiative, and
- Joined with QPASTT as a financial support partner for the **Dare Turkman (Hazara)** community stress relief camp for men. The community had a beneficial time with fun away from

the demands of work and the social media environment and everyone participated in a range of activities including group walking, games, soccer, swimming, creating a campfire and lots of cooking.



MultiLink Staff

MultiLink Staff 2023 – 2024

Husien Abraham

Shadiya Abul

Laila Abdulqadir

Roca Aguilon

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Lynn Cavin

Dorothea Chesky

Lung Hua (Bailey) Chung

Louise Christie

Khalid Chu

Sophie Cobb

Nadine Coleman

Mary Collinge

Tanya Collett

Dominique Cooper

Khalid Dabos

Ginny Darrin

Candice Davies

Angie Davila Benjamin

Samira Dendachi

Jessica Dennis

Shelly Derbyshire

Dorica Dopa

Silvia Dopa

Yesica Duythovic

Lorraine Finn

Teddy Ger

Bushra Gharfoor

Freedom Glue

Ruth Gonzalez

Andrea Gonzalez de Campos

Everleida Gray

Sneh Gulbecka

Blandine Habayemwami

Makda Hages

Farzana Hakim

Roya Hakim

Mary Ham

Tina Harris

Salar Hassan Galloway

Fariba Heidari

Zara Henriksen

Phi Hweyehing

Ethan Van Ths Ittel

Aliiz Homer

Sakirah Hossain

Marlo Huerto

Nicole Hunt

Ratima Hussain

Pete Hutton

Jasmina Ibric

Arinisa Idris

Merit Hejinka

Faizity Josefa

Sakina Joffari

Emma Jarvis

Isan Jekpiemboi

Celine Jenito

Raighlene Johnston

Kim Jones

Michelle Jorgensen

Rona Jozsa

Colleen Karantinis

Navreen Kaur

Oliveshaye Kawtha

Mehyone Kazu

Denise Kelly

Semina Khun

Rebecca Knowles

Bernard Labaku

Saumia Lagasala

Thi Ha (Jo) Lam

Hung Lam (Hway) Lam

Katrina Lazari

Paola Leal

Lin Lee Leow

Xi-Ming Li

Kam Lian

Lai Ping Lo

Tharani Loganathan

Amanda MacLennan

Floora Makinbi

Zir Mang

Mikaya Marmock

Cindy Martin

Cherry Marvi

Karen Mathew

Snezana Maxwell

Cheryl McCarthy

Grace McDonell

Vernica Memetes Gomez

Miriam Metto

Sladjana Milenkovic

Georgia Moffat

Sugira Mohammad Hassan

Rajima Mohamad

Madina Moradi

Taly Morrill

Erika Mosonyi

Rahamat Mulirita

Dianne Munday

Nadine Murgari

Jessica Murgara

Tahmina Naderi

Silvrya Nahimana

Mary Nantilewa

Sarah Navroz

Arianti Nivethan

Ebe Norshah

Billie Jo Novak

Naimee Naha

Shafiqun (Sophie) Nisha

Emmanuel Nkuruziza

Orimimo Nyamonda

Akimana Nyanduhuro

Zin Do

Ity Dum

Dragana Pahlula

Hayline Paa

Eleotino Perosa

Joyce Page

Maria Calmin Peran

Mevka Poljakic

Sumariya Rofimi

Fouzia Rahimi

Erik Ramo De La Garza

Isabel Rivera

Yacil Rivera Montenegro

Estera Riviv

Jasmin Rogere

Sarah Rossow

Vyry Andrea Rosita Casas

Kushlika Somaratne

Lasharne Sandbrooke

David Sarsura

Ani Sati

Jafar Sedegat

Bhumi Shah

Mam Shemussa

Paul Shervin

Jasmine Shiu Kumar

Alister Sidis

Carren Simiyu

Nancy Siuifu

Chidy Smith

Sonia Stangorinis

Luiza Stefanovska

Hinar Sung

Mammy Turtine

Natalie Tare

Jasmine Tawar

Thao Nay Htoo Thantnyay

Tanis Tilley

Wan-Chun (Maggie) Tsui

Hui-Ching (Orange) Tseng

Phaedraey (Nalin) Uk

Denyse Umutoi

Grace Ukaniat

Keriyane Uwinikama

Karla Vasquez

Imrima Wallace

Joshua Walsh

Kate-Lynn Walton

Erinlee Waugh

Anc Wheeler

Akley Willis

Sarah Wytill

Jonh Yahua

Ahbolal Yousofi

Michael Zgryta

Volunteers & Vocational Placements

Community Visitors Scheme

Volunteers

2023 – 2024

Dorota Cesky
Khalid Dabos
Jamila Dedachi
Silvia Doja
Dorica Doja
Deborah Henry
Rosa Hernandez
Aliz Homer
Ilona Jozsa
El Mostafa Kaoussis
Sheryar Kazai
Bernard Laboke
Tak Kin (Kenneth) Lai
Nung Fun Lam
Lai Ping Lo
Cindy Martin
Snezana Maxwell
Sladjana Milenkovic
Diannie Munday
Ry Dum
Haydee Paz
Maria Carmen Peran
Ana Sas
Paul Sherwin
Lujza Stefanovska
Josephine Thomas
Vicky Thomson
Jie Wang
Anita Xin Zhang

General Volunteers

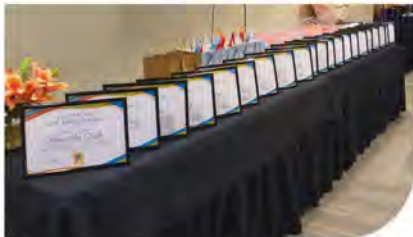
2023 – 2024

Stephen Blakely
Elizabeth Camay
Elizabeth Metz
Arezoo Moradi
Than Htu Tun

Management Committee

2023 – 2024

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



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 2023 Annual General Meeting the award was presented to Ana Sas for the value of **Commitment**.

Congratulations Ana!



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.

2024 saw the return of MultiLink's annual Volunteers Week event. This year included the addition of a number of external community volunteers who have become part of the MultiLink community and made an enormous impact of the lives of our clients with the services provided. In particular we acknowledged our Community JP's who provide weekly JP services at Blackwood Road – Joe, Heidi and Roni as well as acknowledging John and Lester from Bikes4Life who have made a significant impact for our youth clients through the provision of refurbished bikes and Rose the driving force behind our regular community bread delivery through LECNA.

The 2024 Annual Catherine Clark Volunteering Award was presented to Sladjana Milenkovic.

Congratulations Sladjana!



2023-2024 Milestones & Recognitions

15 Years of Service

Lujza Stefanovska
Bernard Laboke

10 Years of Service

Michael Zgryza
Mario Huezo

5 Years of Service

Pheakdey Uk
Andrea Gonzalez De Campos
Tahmina Naderi
Ry Oum
Andrea Idris
Kham Liam
Zin May Oo
Zir Mang
Denise Kelly
Hnjar Sung
Ane Wheeler

Cameron Dick 2024 Queensland Day Awards

Dominique Cooper
Rosa Aguillon De Hernandez
Dorota Cesky
Ruth Gonzales
Oo Lar Thae Nay Htoo Thaenaysay



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 Child Safety, Seniors, Disability Services and Multicultural Affairs
- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

- Logan City Council

- Queensland Mental Health Commission

- Good Shepherd Microfinance
- Settlement Council of Australia (SCOA)



About our Stories

Among the 100's of impact/outcomes stories our work generates each month The brief de-identified stories highlighted in this report have been chosen and written by various staff working directly with these clients or with the support services showcased.

The stories highlight MultiLink's core objective of RESPONDING to community need and the issues our communities and individuals confront.

They are stories of **response** and the importance of building collaborations, partnerships, and foundations and capacity, for both clients and diverse community members across the issues of -

- Ability
- Belonging
- Welcome
- Economic Participation
- Homelessness
- Women's Economic Participation
- Domestic & Family Violence
- Housing
- Independence
- Employment Demand
- Cost of Living

Once again, 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.



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