



ANNUAL REPORT 2016



OVERVIEW OF 2016

Over recent years a key feature of performance has been growth in student numbers and a matching expansion in facilities and venues. That has not been the case this year. What has marked VICSEG New Futures in 2016 has been consolidation in terms of quality of outcomes and value adding through partnerships and new ventures.

While enrolments at New Futures Training fell from the high of last year, the number of students who successfully completed their courses rose significantly. The fall in enrolments of both funded and fee paying students over the year was in part due to factors outside of

our control. There has been a loss of confidence in the vocational training due to the widespread roting of the system and manipulation of students -

particularly the vulnerable. All in all our enrolment numbers dropped by around a thousand. The negative impacts of such a decrease were up to a point offset by the rise in completion rates outlined in the New Futures Training section of this report. The improvements we have made in the monitoring and support of students both in their course work and work placements helped us through the challenge. For the first time in many years, however, we have sustained a loss for the financial year 2015-16. Measures to reverse this result in the future have been put in place.

In the previous year's report, we drew attention to the effort and resources being allocated to practical skills as the core mode of learning and the related need to build strong connections with facilities, particularly in the acute skills shortage areas, such as aged care. With the roll out of the Jobs Victoria Employment Network (JVEN) program, this strategy proved to be decisive with regard to the success of our application to be a JVEN employment provider. We were able to partner with 25 employers in the care sector who pledged more than 200 employment places for the life of the program. The funding from this new source will compensate

any shortfall from lower enrolments.

The focus on finding new partnerships and resources to maintain what we know is needed by recently settled families also applies to our Community Programs area. Though much of the funding previously provided by government is no longer available, we have been able to continue operating playgroups by sometimes changing the model or the target group. ACFE has become a major funder of the Learning Together playgroups and our asylum seeker playgroups are enthusiastically supported by local government, philanthropy and a number of service agencies.

Another area where opportunities have been grasped is in the provision of cultural competence training.

“To highlight the critical role that both large and small partner agencies and funding bodies play in work we do, this year’s poster on the reverse side of the annual report is dedicated to them all – the message being together we make a difference!”

The number of human and community services professionals undertaking training has doubled this year and has opened up new areas, such as disability and diversity, family violence and child safety. Key partnerships and state government funding have made this progress possible.

We want to acknowledge the contribution of a number of retiring Board members to the governance of the organization and to thank them for their service: Hasan Acar, our honorary treasurer since 2009; Yusuf Sheikh Omar, who has moved to London; and Nik Filips, who joined our staff early in the year. In their place we welcome accountant Himalee Karunasena, as our new treasurer; vocational training consultant, Marie Vassalo; new Moreland councillor, Annalivia Carli Hannan; and Somali Australian Friendship Association deputy chair Liban Yusuf. To those continuing on the Board we extend our sincerest thanks.

Finally we acknowledge the great work done by all our staff to make 2016 another most memorable year in the story of VICSEG New Futures. The report that follows is testimony to their effort and commitment.



Eva Wakim , Chairperson
John Zika , Executive Director

Board Members
Front l-r
Eva Wakim (Chair)
Ivana Csar (Sec)
Himalee Karunasena (Tres)
Back l-r
Marie Vassalo
Lyn Beaumont
Maree Rafits (Training Manage)
John Zika (Exec Dir)
Liban Yusuf
Annalivia Carli Hannan
Philieas Lee

NEW FUTURES TRAINING



New Futures Training has further consolidated its provision of high quality vocational training with increased retention rates, closer engagement with employers and, as a consequence, even more positive outcomes for our students.

While not as high as last year, enrolments remained strong and consistent during 2016. There were well over 1000 new enrolments in Early Childhood certificate and diploma courses, in addition to the 500 or so students continuing from 2015. The new Individual Support courses, with specialities in aged, disability, home and community care and health services assistance, also maintained a steady flow of enrolments with most students gaining employment on completion.

Our completion rates continue to be well above the state average, with rates in Certificate III in Early Childhood Education and Care recorded at 84%; in Diploma of Early Childhood Education and Care at 82%; in Certificate III in Individual Support at 89%. In the more advanced Certificate IV courses in Community Development, Aged Care and Disability the rates are over 75%. In the Certificate II in

Community Services, which is targeted to school based apprentices, the completion rate is also 75%. The critical importance of high completion rates is that they meet one of the key performance indicators related to the funding received through the Victorian Training Guarantee (VTG).

The campuses at Braybrook and Epping are thriving and now include delivery of the Individual Support course. The onsite child care facilities at each venue are operating at full capacity – with waiting lists. They not only serve the child care needs of our staff and students, but are increasingly being used by local families. Our engagement with the community in these areas is being further advanced through participation in local multicultural festivals and events, as a way of promoting and building awareness of our organisation and its activities.

“My name is Sherryl Escoto and over-all I can say that the Certificate 3 in Aged Care course that I got from New Futures Training has helped me tremendously in my current work as Support Worker for people with disabilities. I am deeply grateful for New Futures Training for all the help they provided me and for being an instrument in me getting a good job in this field.”

Our delivery of vocational training is focussed on the development of practical skills, which reflects a key principle underlying the new curriculum. The focus on practical skills also enables students, whose first language is not English, to easier apply their learning to practice. This applies as much to our early childhood students as it does to our aged care and disability students. Our aged care practice labs and our registered occasional childcare centres in each campus continue to provide the most effective avenues to learning and assessment for our students.



It has been a productive and creative year for our teaching and administrative staff as well as for our students. It is very satisfying for them to see so many of “their” students entering the workforce in their chosen field on completion of their studies, or hearing about them being on placement and meeting former students who are now happily employed.

PROGRAMS FOR FAMILIES AND CHILDREN

“If it were not for your program, the majority of these women would not be attending any language classes. The impact that it has on the women is great, at so many levels, bigger than we can ever imagine. It enables the women to break the isolation, form new bonds with women from similar backgrounds and experiences. The program also offers an excellent space for children to learn in an informal way. This supports and prepares children for their early years at school.”(Coolaroo PS)

<p>Learning Together: Parent and Child English Literacy Program</p> <p>A parent and child learning program that combines an English class for parents, early learning and care for children and a playgroup session to further develop language and communication skills together through play, games, stories and song. This option for learning English is particularly suited to mothers with limited formal learning experience, who lack the confidence to join mainstream or mixed gender classes, or who are anxious about leaving small children in child care with strangers.</p> <p>Longer term, this approach to learning English strengthens parent-child relationships around learning, helps children be more ready for school and gives parents the incentive for more intensive language learning.</p>	<p>Supported Playgroups in Diverse Communities</p> <p>VICSEG plays an important role in developing and establishing supported playgroups for migrant, refugee and asylum seeker families across the northern and western suburbs of Melbourne. We also provide bicultural support for a number of playgroups run by local councils. Supported Playgroups offer early learning and developmental opportunities to help prepare children for kindergarten and school. Parents enjoy and appreciate the social support and information offered through regular attendance at playgroup.</p> <p>Cultural Playgroups Promoting Family and Community Safety is a new program that aims to increase the availability of culturally appropriate information and accessible support for vulnerable women and children exposed to family violence</p>	<p>Empowering Parents Empowering Communities (EPEC)</p> <p>This is a peer led parent education and support program. Being a Parent (BAP) courses are offered in local primary schools and community centres and include free on-site child care. The program is delivered in partnership with the Murdoch Children’s Research Institute that provides training for parents interested in becoming peer educators. BAP courses are currently being delivered in the Indian, Assyrian-Chaldean, Vietnamese and Burmese communities.</p> <p>Parents are benefiting from the training by gaining a better understanding of children’s development at various ages and stages. They are feeling more confident in responding positively to their child’s needs. Families are also becoming more familiar with early childhood and education services in their local neighbourhood.</p>
<ul style="list-style-type: none"> • 9 Learning Together programs delivered in schools and community centres in Coolaroo, Craigieburn, Fitzroy, Sunshine, St. Albans, Melton, Maribyrnong and Werribee • Attended by over 250 parents and children weekly during school terms 	<ul style="list-style-type: none"> • 30 playgroups and parent groups facilitated across the northern and western suburbs of Melbourne • Over 850 parents and children attended weekly 	<ul style="list-style-type: none"> • 10 “Being a Parent” courses delivered in Brimbank, Hume and Maribyrnong. • 100 parents participated with onsite child care provided for 70 children

<p>Family Mental Health Support Service</p> <p>This service is based in Melton and Caroline Springs and delivered as part of a consortium of agencies headed by Catholic Care. It provides practical, whole-of-family assistance to improve the long-term outcomes for vulnerable children and young people up to the age of 18, at risk of, or affected by, mental illness.</p> <p>A key feature of the service is the partnerships and linkages with maternal and child health services, medical practitioners and schools in order to reach vulnerable children, young people, families and carers, who may not otherwise engage with mental health or children’s services.</p>	<p>Refugee Family Mentoring Program</p> <p>This program provides culturally attuned and respectful mentoring for families including assistance to learn about and engage with mainstream early childhood and care services. Parents and carers receive information about their child’s development and the role that services can play in supporting their child’s early learning. Practical, ‘hands-on’ support includes help to arrange specialist appointments, links to health services, parent support programs, kindergarten and schools, including assistance with enrolments. Teams of bicultural family mentors are also regularly called upon to provide cultural advice to local professionals to support their work with migrant and refugee families.</p>
<ul style="list-style-type: none"> • Over 100 migrant and refugee families provided with support 	<ul style="list-style-type: none"> • Family Mentoring programs delivered in Hume, Brimbank, Maribyrnong, Melton and Wyndham • Mentoring support provided to over 250 families

PROGRAMS FOR YOUNG PEOPLE

“The students involved in the VICSEG Student Engagement Program developed many different skills, including life skills, leadership skills and there was a noticeable difference in their self-esteem and confidence. The program provided invaluable knowledge that will help them throughout the remainder of their education and beyond.” (Alana Gentile, Tarneit Secondary)

Refugee Student Engagement and Support Program

This program aims to prevent poor education and employment outcomes for young people from refugee background. Using a positive approach the program enhances education and employment outcomes for young people by actively improving school engagement, attendance and performance, social and recreational inclusion, life skills development and career options.

Students from Victoria University are trained as mentors to encourage and support young people with social connections and achievement of their educational goals. A key focus is providing experiences that include and facilitate a young person's active involvement in their own development, and assistance in maintaining motivation and action.

Family engagement is a crucial factor in effective participation of young people from refugee backgrounds. Parents and teachers report improvements in students' social interaction and organisation skills, as well as positive changes to students' internal developmental processes, such as emotional wellbeing and problem solving.

- Student Support Program delivered in partnership with 12 secondary colleges in Moonee Valley, Melfon and Wyndham
- Engaged and trained an additional 16 youth mentors from Victoria University
- Provided mentoring, student and sporting scholarships for 80 young people

Refugee Youth Justice Community Support Program

This program provides intensive support for young people of refugee backgrounds in youth custody and/or on parole, as part of a consortium of agencies headed by the Jesuit Social Services Brosnan Centre. Through regular visits to the custodial centres, program staff help overcome isolation and disconnection from community and culture. On release, the program helps to build connections with family and community, assistance with general living skills and access to housing, education, health services and employment.

- The Youth Justice program provided intensive longer term case work support to 10 young men in the Youth Justice system.
- A further 15 'at risk' teenagers received support through the program.

CULTURAL COMPETENCE TRAINING



Cultural competence on the part of practitioners and organisations working with families, children and young people, is an essential dimension of quality improvement and reflective practice. It includes enabling workers to value diversity, manage and plan for the dynamics of difference and adapt to the cultural contexts of the communities that they serve.

Over the year the program provided cultural competence training sessions to over 420 fee-paying professionals including child care educators, kindergarten and primary school teacher, nurses, youth workers, social workers and welfare workers

VICSEG received contracts for specialist training programs to strengthen service responses to family violence in diverse communities, and to support the implementation of new Child Safe Standards within ethnic community organisations.

“The training encouraged me to better value diversity in parenting styles in my service. It challenged my thinking and helped me to adapt to cultural differences in families.” (Maternal and Child Health Nurse)

- Customised training delivered to 185 professional staff across 9 workplaces
- 6 two-day training programs delivered to over 120 child and family welfare workers
- 100 early childhood practitioners and youth workers attended 4 training sessions on culture and disability
- A targeted program of subsidised family violence training delivered to 30 nurses from metropolitan midwifery, maternal child health and refugee health services

NEW FUTURES TRAINING INITIATIVES



JOBS VICTORIA FUNDING

VICSEG New Futures has been contracted under the Victorian Government's Jobs Victoria Employment Network (JVEN) program as one of 5 multicultural providers to assist disadvantaged jobseekers from migrant, refugee and asylum seeker backgrounds. The focus of our contract is finding employment for these groups primarily in aged, disability and health assistant services.

JVEN services are to be delivered by 38 specialist employment services working closely with employers to identify job opportunities, prepare job seekers to take them up and support them once they are employed. In order to qualify, the employment offer is to be not less than 15 hours per week, for at least 26 weeks.

Assistance is tailored to the particular needs of the jobseekers and addresses personal or work-related challenges that affect their employment.

The contract signed in September requires that we support at least 150 migrant, refugee and asylum seeker jobseekers into employment over the course of a year. In support of its JVEN application, VICSEG New Futures received assurances of employment from over 25 employers in the care services industries for a total of 200+ jobs. As this report goes to print our JVEN team has already placed 75 people into jobs and are confident of achieving the full quota well ahead of schedule. The key objective then will be to work with employers to ensure that each of these employees receive the support and mentoring they need to progress in their job and build a career in the care services sector.

SCHOOL BASED APPRENTICES

New Futures Training continued its highly successful School Based Apprentice and Traineeship (SBAT) program during 2016. The program gives senior students an opportunity to undertake vocational studies and paid work placement on one day a week during the school year. Over 20 young people joined the program from a number of schools including the Pavilion School, the Gateway School, Penola Catholic College, Princes Hill Secondary College and Croxton School.

Some students took up the Certificate III course in Early Childhood Education and Care and worked in the occasional childcare centres situated in our training facilities, where they got a lot of support and guidance from

staff. Others opted to do Certificate II in Community Services, which gave them an introduction into the welfare services field and visits to a range of organizations that specialize in youth homelessness and legal rights. They also attended an indigenous workshop.

This year the students doing Certificate III in Community Services partnered with Oxygen Moreland Youth Services Space, where they worked with a photographer to learn the techniques of professional photography. The outcome of this partnership was a series of outstanding works by all the participants, which are to be displayed in an exhibition at New Futures Creative during December.

FAMILY DAY CARE SERVICE

VICSEG New Futures Family Day Care is a multicultural early childhood education and care service operated by VICSEG New Futures across the northern and western suburbs. It serves to meet the child care needs of families from diverse backgrounds, while creating employment opportunities for those who want a career in early childhood, particularly graduates from New Futures Training. With a diverse staff to manage and deliver the service, we are providing early education and care which above all values the cultures and languages of the children and families involved.

As a consequence of the accreditation visit by Department of Education and Training officers in September,

our service achieved an overall rating of meeting the quality standards and

an exceeding the quality standards rating for maintaining collaborative partnerships with families and communities. This was the first time in its four years of operation that our Family Day Care Service has been subjected to an assessment and rating visit, so this positive outcome is an endorsement of the good work being done.

Those wishing to enrol a child in the service, or to join as an educator, should contact the Manager, Nira Mahendra, on 9093 5133 or familydaycare@vicsegnewfutures.org.au

"I would like to compliment you with regards to the quality of your students and the training you give them. They stand out and we are happy to offer them employment. (Aged Care Facility Manager)"



VICSEG STAFF 2016

Executive Director John Zika

FINANCE

Ralph Gray - Finance Manager
Harinder Mann - Accountant
Ellen Dimitrijevic
Senior Book Keeper
Chanaka Rupasinghe
Accounts Officer
Lumina Fernando - Payroll Officer

HUMAN RESOURCES & COMMUNICATIONS

Joe Pennisi
Human Resources Manager
Nik Filips
Corporate Projects Manager
Rabia Ali
Public Relations Professional
Urmila Ravikumar
Communications Manager
Ana Paula Bilezikjian
Communications and Marketing Coordinator

FACILITIES & MAINTENANCE

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Facilities & Assets Manager
Ghopal Kumar Shah
Facilities & Assets Assistant
Bhupinder Singh
Resources Officer
Mohamed Dualle
Facilities Cleaner
Manam De Silva
Cleaner - Epping
Hossein Heidarifar
Cleaner - Coburg
Judith Darcy - Cleaner - Braybrook
Taylah Lynn - Cleaner - Braybrook

NEW FUTURES TRAINING MANAGEMENT & COORDINATION

Maree Raftis - General Manager
Michelle Lynn
Manager: Braybrook Campus
Shailja Sharma
Manager: Epping Campus
Surajika De Silva
Aged Care Studies Manager
Cara McCumber
Early Childhood Course Coordinator
Gen Pranatio
Administration Manager
Andrew Slape
Intake and Enrolment Manager
Sally Beaumont
Curriculum Manager
Nicole Weening
Student Recruitment Coordinator
Fawad Usmani
Traineeship Coordinator
Caspar Zika
NF Creative Director
Marilyn Moon
NF Creative Programs Coordinator
Joylyn Simpao
Placement Coordinator
Jeanette Hourani
Playgroup Placement Coordinator

COMPLIANCE

Sara Jahanshiri
Enrolments Compliance Coordinator

Klaudia Krysstofek
VET Standards Compliance Coordinator
Kiran Shah
Education Programs Administrator

IT & STUDENT DATA BASE

Jaya Panthi
Electronic Records Manager
Naima Hussein
Student Data Base Coordinator
Manzoor Ahmed
IT Project Coordinator

STUDENT WELFARE & SUPPORT

Simran Udas
Student Welfare Manager
Bandana Thapa
Completion & Withdrawal Coordinator
Jayanti Gupta Student Support
Harinder Kaur Student Support
Sajana Shrestha
Community Worker

TRAINING & ASSESSING

Aditi Ghosh
Anusha Jayasinghe
Asma Mohamed
Asra Shah Khan
Carolyn Darcy
Catherine Rivas
Sudharma Balasuriya
Debby Roberts
Elham Jahanshiri
Fritzie Marmita Vina
Hanadi Ahmed
Isabella (Bella) Furnari
Janine Iannello
Jennifer Megan Miller
Joe Clancy
Jo-anne Richter
Karen Buot
Lina Slape
Marwinn Karen Bangan
Jane Murphy
Noorina Mukat
Rebekah Grundy
Riccarda Zammit
Shuangmin Wang
Sovannara Suth
Stella Jose
Tianying Tian Wan
Trudi Morris
Elena Recinos
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Michelle Bain
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STUDENT ADMINISTRATION SERVICES

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Cam Van Dao
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Parveen Usmani
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STUDENT RECORDS

Gyanendra Thapa
Buddhak Baniya
Davinder Nandha

OCCASIONAL CHILDCARE CENTRES

Coordination:
Shiralee Ayres
Coordinator - Braybrook
Renee Jacobson
Coordinator - Epping
Gurjit Kaur - Coordinator - Coburg
Staff:
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Ahlam Saad
Alaa Elniz
Ritu Chopra
Filiz Domenz
Mai San San Moe
Harmeet Kaur
Parvenah Daseh
Nayran Tabiei
Nehad El Sayed
Rania Hamoui
Zahra Jalalizadeh

NEW FUTURES FAMILY DAY CARE SERVICES

Nira Mahendra
Manager/Educational Leader
Christine Foran - Consultant
Zina Salman - Consultant
Melissa Taranto
Administrator/Consultant

VICSEG COMMUNITY PROGRAMS

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Judith Gray
Partnership & Service Development
Colleen Turner
Programs Coordinator (West)
Jacqueline McWilliam
Programs Coordinator (Inner West)
Kirsten Mackenzie
Assistant Coordinator (Inner West)
Surmeli Aydogan
Lead Practitioner Family Wellbeing
Glenda Guzman
Practitioner Family Wellbeing
Karen Diacono
Wyndham Programs Administrator
Abraham Jongroor
Community Development Leader
Uzay Ceylan
Learning Together Coordinator
Paula Forrester
Learning Together Support
Ebony Simon Office Coordinator
Sayanti Bhatta
Playgroups Coordinator (North)

Melek Cetiner
Cross Cultural Programs Coordinator
Suzy Pinchen
Programs Coordinator (North)

FAMILY MENTORS

Junthip (Waan) Tardif
Maria Toma
Maria Tuua
Masoomah Jahanbakhsh
Nhung Nguyen
Rehab Ayoubi
Sutha Kunalan
Thi Diem Nguyen
Tmnit Gebre Tesfatsion
Za Tuah Ngur
Van Bach Nguyen
Azadeh Kasmaei
Wen Ting Sun

PLAYGROUP LEADERS & STAFF

Ashay Baget
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Dalal Youil
Dalia Mesallam
Ghada Ibrahim
Harpreet Kaur
Jill Nievera
Julia Tanuvasa
Karamjeet Kaur
Lulu De Rose
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YOUTH PROGRAMS

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Peter Makuei Youth Mentors
George Okeny Yengi
Youth Mentors
Akuot Majier Youth Mentors
Brandon Wray Youth Mentors

SECOND STITCH



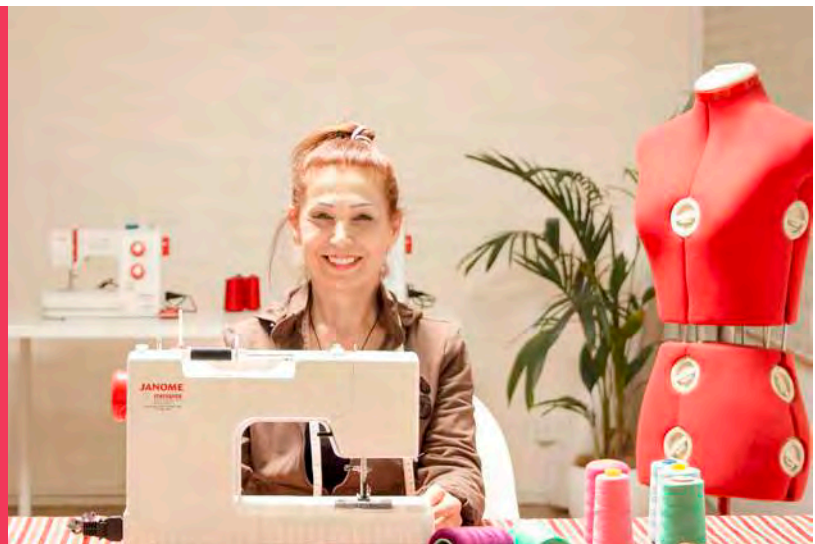
As part of New Futures Creative 2016 Programming, we found that there was an enormous interest in sewing and fabric art of all kinds. As a result, we decided to establish a textile studio to address this interest and nurture the creativity of students, staff and the wider community. Part of this studio is the Refugee/Asylum Seeker Textile Enterprise named Second Stitch which has been developed and was officially opened on Thursday 8 December 2016, by Peter Khalil, MP and member for Wills.

The enterprise will enhance employment opportunities for those who have fled persecution and danger in their own countries to seek a safe haven for themselves and their families in Australia. Second Stitch will develop a financially

SAMEERAH'S STORY

Sameerah was born and grew up in Iraq. She worked for 20 years as a seamstress and spent four years displaced in Syria. Sameerah arrived in Australia as a refugee under a protection visa in 2012. Shortly after her arrival Sameerah was diagnosed with leukaemia and immediately underwent six months of chemotherapy.

Although she is now in remission, she has struggled with homelessness and inappropriate accommodation over her four years settling in Australia. Sameerah found her way into the Second Stitch program and immediately grabbed the opportunity presented to her with both hands. We support her with English and are mentoring her to reach her ultimate goal: To study fashion design and make a career in the fashion industry



viable alterations and products business that delivers employment outcomes to refugees and asylum seekers while providing mentoring, training and support to participants. It has been substantially assisted by the generous ongoing donation of fabric from Warwick Fabrics for which we are enormously grateful.

The seamstresses from Second Stitch are mentored by volunteer industry professionals and supported with communication and customer services training. Your support in utilising the service will help provide meaningful employment opportunities for our wonderful seamstresses and through engagement with Second Stitch will give them a new future.



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