



2017

ANNUAL REPORT

PART 1: THE YEAR'S
ACHIEVEMENTS



HIGHLIGHTS OF 2017

This year we celebrate the **15th anniversary of the establishment of New Futures Training** as a registered training organization (RTO), approved to deliver accredited vocational training to people in Victoria. We also celebrate the re-registration of our RTO for another five years to 2022. Since 2002, our student numbers have grown from small cohorts of African and Iraqi women wanting to work in child care to around 3,000+ people per year undertaking training for work across the care services sector from many of the different communities that make up multicultural Melbourne. Over the journey, New Futures Training has made these opportunities available to close to 30,000 individuals.



Board & Management: (front L-R) Directors Marie Vassallo, Liban Yusuf, Eva Wakim (Chairperson) and Annalivia Carli Hannan; (back L-R) Ivana Csar (Secretary), Maree Raftis (G/Mgr. New Futures Training), John Zika (Exec. Director), Janet Elefsiniotis (Mgr. Community Programs), Himalee Karunasena (Hon. Treasurer); **Absent:** Directors Lynne Beaumont & Phileas Lee.

Our vision to provide real opportunities for people from migrant and refugee backgrounds to gain meaningful employment has been further enhanced by the resources made available through the Jobs Victoria Employment Network. In September last year we became one of several organizations funded to assist vulnerable migrants, refugees and asylum seekers to find ongoing work. Our target was 150 jobs in aged care. When we were close to achieving this total in June, the Minister for Industry & Employment approved a variation to our contract for a further 150. By the end of 2017, our JVEN team will have assisted around **400 people into work**.

With renewed two year funding of our Communities for Children Initiatives in Brimbank and Hume earlier this year, we were able to begin a second decade of support to migrant and refugee families settling in the two municipalities. The Refugee Family Mentoring component of our program received the Minister's Special Award in 2014 at the Victorian Early Years Awards. This year the other component, **Empowering Parents Empowering Communities** won a further award under the category: "Supporting parents to build their capacity and confidence". It is a unique, peer-led parenting skills program, presented in a range of community

languages by our family mentors and trained parent educators. We thank the staff at The Smith Family and Lentara Uniting for their continued support.

Our flagship youth activity, the *Refugee Student Engagement and Support Program*, which has operated with students at risk in Melton and Wyndham schools for almost four years, has received a **Victorian Multicultural Award for Excellence in Education** in November this year.

Last year's Annual Report recorded a financial deficit of over \$400K. As you will see from the Financial Summary contained in this report, the loss has been turned around to a **\$100K surplus this year**. We acknowledge everyone in the organisation who has contributed, directly or indirectly, to the turnaround.

Finally as always, a thank you to all our staff for contributing so much to a sometimes very challenging 2017 and to our board members, who have provided so much good advice and encouragement to our management team. We have listed our funders and partners in this report as an expression of our gratitude.

Eva Wakim
Chairperson

John Zika
Executive Director



Opportunities for
diverse communities

NEW FUTURES TRAINING

Once again, this has been a very positive year for New Futures Training.

Student enrolments were back towards pre- 2016 levels, with well over 2,000 taking up either Early Childhood or Aged Care associated courses. Along with students continuing from the previous year, **the total cohort who studied with us during 2017 was close to 3,000.** The number choosing to do the Certificate IV in Disability rose significantly in response to the NDIS rollout.

The 1,000 government funded (*Skills First*) places allocated at the beginning of the year were filled early in the second semester and we were able to gain an additional 450 for the remainder of the year. As a result, all eligible students who wished to study with us were able to get a funded place..

The Performance Indicators Report provided to us midyear by the Department of Education & Training underscored the quality of the training that students received. Our performance and completion rates were overall **much higher than the Victorian average.** Regarding their experience of training, 92% were satisfied (Victorian average 76%); 85% achieved their main reason for training – which was overwhelming to get a job (VA 73%); and 92% would recommend the RTO to others (VA 75%).

In the interest of further developing students' skills and employability in aged care, home and community care, health services and disability care, we have expanded our **Practical Skills Lab** to include a mock shower, toilet, kitchen and laundry. This advance goes a good way to matching the opportunities for practical learning that our early childhood students get in our campus-based child care centres.

In order to streamline our data collection and ensure greater accuracy, we have extended the use of digital processes. Our enrolments, language, literacy and numeracy (LLN) testing, attendance records and work placement assessments are all now managed digitally. It makes for a far more efficient operation.

“It was a great honour being a student at New Futures Training. The professionalism of the teachers and staff was beyond appreciation.

The flexibility of classes over the weekends, very reasonable fees, good study material and excellent teachers made it really worthwhile for me to travel all the way from Geelong to Coburg (92 kms one way), beating the traffic on the Western Ring Road”

– Chandran K.S (Student of Certificate III in Individual Support)



Teacher with students in the Aged Care Practical Skills Lab

Looking ahead, New Futures Training has achieved **re-registration as a training organization** for a further five years, has been awarded a new contract for *Skills First* funding and has approval to introduce the following courses: Certificate III in Education Support, Advanced Diploma in Community Sector Management and Certificate III in Clothing and Textile Production.

Some milestones from the past 15 years

- 2002** Successful application to become a Registered Training Organization (RTO) initially to train women from mainly Horn of Africa backgrounds for work in child care.
- 2004** Aged Care added to scope on the recommendation of community nurse and friend Pauline Bryan.
- 2005** Traineeships program introduced in partnership with Apprenticeships Melbourne.
- 2006** First group of Diploma of Child Care students graduate.
- 2007** Occasional Childcare Centre at Coburg campus established
- 2008** School-based Apprenticeships introduced.
- 2009** Skills for Victoria Training System set up to fund vocational training.
- 2010** Student enrolments exceed 1,000.
- 2012** Werribee office and training room opened
- 2013** New campus and childcare centre opened at Braybrook.
- 2014** New campus and childcare centre opened at Epping.
- 2015** New Futures Creative opened.
- 2016** Selected as a JVEN provider to migrant and refugee job seekers.
- 2017** Aged Care Practical Skills Lab completed.

PROGRAMS FOR FAMILIES AND CHILDREN

The goal of VICSEG Community Programs is to enable families, children and young people from diverse cultural backgrounds to access and benefit from services and resources in the community. A broad suite of program activities were delivered across the northern and western suburbs of Melbourne, with support from various community partners and funding sources.

Supported Playgroups in Diverse Communities

This year saw the number of **families engaged in playgroups and other activities grow to over 500**, thanks to additional funding from the state and federal governments. The Victorian Government's Supportive Playgroups for New Arrivals Program is enabling the development of 20 playgroups over two years to provide early learning and developmental opportunities for children. The program also ensures that parents get information and support to develop their English skills and pathways to ongoing education, training and ultimately employment.

A family violence playgroup prevention program has also been funded, enabling mothers with young children to connect with other women in a safe and welcoming playgroup environment, to build social networks and receive information and support to access local services, as needed.

Learning Together for Refugee Women is offered to parents who may otherwise be excluded from participating in adult learning because of the need to care for children and/or grandchildren. The program incorporates play based learning as a preliminary step towards more formal learning. Using a bilingual (English/Arabic) playgroup model, the program enables parents and children to stay together whilst they learn some basic conversational English, **build trust and gain the necessary confidence** to transition into a pre-accredited English literacy course.



Enjoying the Chinese Supported Playgroup

Learning Together: Parent and Child English Literacy

With ongoing support from Adult, Community and Further Education and Council of Adult Education, **Learning Together continues to grow with over 300 parents and children participating this year.**

Family Learning Partnerships is a program that addresses barriers to learning for newly arrived refugee parents with young children. Delivered in partnerships with local primary schools and settlement services, this program provides a supported learning environment, combining a pre-accredited English literacy course for parents, on site child care, followed by playgroup activities for parents and children to enjoy together. Additional funding was provided by the Helen Macpherson Smith Trust.

Family Mentoring for Newly Arrived Migrant and Refugee Communities

This family strengthening program continues to provide practical assistance to parents by improving their knowledge of local children's services and creating new support networks for them to rely on. **Over 400 families benefited** from their participation in various individual and group activities facilitated by our regional teams of bicultural family mentors including: facilitated access to maternal and child health, kindergarten and specialist children's services; transition to primary school; pregnancy information and support; family mental health services; early literacy programs; nutrition and dental health education. Some of the highlights were a gala multicultural children's picnic in Brimbank Park attended by over 300 parents and children, with educational and developmental activities provided by the Song Room and Westside Circus. Major funding and service delivery partners included Brimbank and Wyndham Councils, The Smith Family, Lentara Uniting, Drummond Street Family Services, Catholic Care and Salvation Army.

Empowering Parents, Empowering Communities

This unique education and support initiative delivered in partnership with the Murdoch Children's Research Institute is now into its third year. Over 200 mothers and children attended our eight week **Being a Parent courses**, which took place in local primary schools and community venues. The courses were delivered by members of our family mentoring teams – themselves parents – in Assyrian/Chaldean, Chin Burmese, Hindi and Vietnamese. More family mentors are being trained to deliver courses next year in Arabic, Keren Burmese and Sudanese Dinka. The aim is to cover as many of the recently settled communities as possible. In addition to funding from the federal government through Communities for Children, the program received additional funds from the R.E. Ross Trust.

PROGRAMS FOR YOUNG PEOPLE

Cultural Competence Training Program

A state government subsidized training course was developed in partnership with InTouch Multicultural Centre against Family Violence and delivered to over **150 government and community service workers** in metropolitan and regional Victoria. The purpose of the training was to ensure that those working in the family violence services area had the understanding and skills needed to assist clients from diverse cultural backgrounds.

A number of customized, fee-for-service training programs were delivered to community service agencies and local councils, including a series of professional development sessions contracted by Life without Barriers for over 100 settlement workers in Melbourne, Sydney and Adelaide.

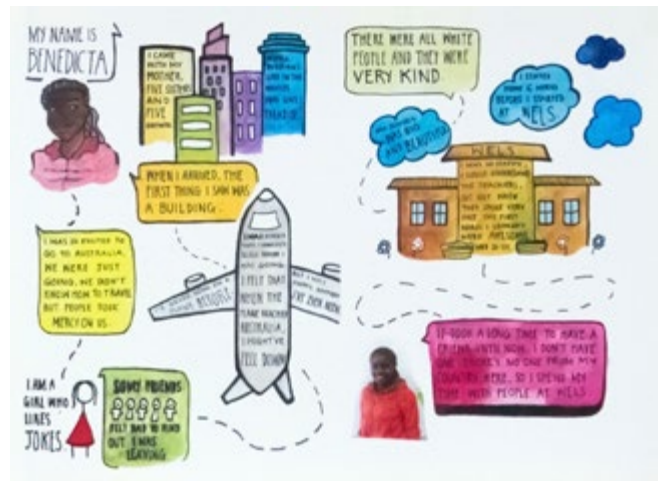
We were also contracted by the Commission for Children and Young People to develop and deliver a **Child Safe Standards** engagement strategy and training program with the Ethnic Communities Council of Victoria. Information was distributed to over 3,000 individuals using electronic mail outs, conference presentations, face-to-face contact and attendance at community festivals. **Over 350 people attended** training sessions in metropolitan and regional Victoria.

Over **60 young people** participated in our **Refugee Student Engagement and Support Program**, located across 10 secondary colleges in Melton and Wyndham. Key elements of the program included regular contact with mentors doing youth and social work studies at Victoria University, helping find part-time jobs and rewarding achievement with scholarships. Now in its fourth year of operation, the program was **externally evaluated by Professor Jenny Sharples** from Victoria University. Her evaluation showed that the program was highly successful in supporting vulnerable young people to remain positively engaged with school and education. Core funding was provided by Gandel Philanthropy and the William Buckland Foundation. This program received a 2017 Victorian Multicultural Award for Excellence in Education.

Our **Youth Justice Community Support Program** continued to assist young refugee men to maintain family and community connections whilst in youth custody or on parole. This cohort of vulnerable young people received intensive casework support with regard to accessing health services, housing, education and employment. The program is delivered through a consortium led by Jesuit Social Services.



Participants from Melton Secondary College in the Refugee Student Engagement and Support Program



Students from the Western English Language School (WELS) participated in the Refugee Student Engagement and Support Program, that inspired the creation of the book 'My New Land'

PATHWAYS INTO WORK

JOBS VICTORIA EMPLOYMENT NETWORK (JVEN)

With capacity provided through JVEN funding during 2017, VICSEG New Futures has been able to help hundreds of disadvantaged jobseekers from migrant, refugee and asylum seeker backgrounds to find and hold jobs in aged care services and facilities.

The support provided to jobseekers includes review of key skill sets required in the workplace – particularly practical skills; additional placement experience; arranging and preparing for interviews; on the job coaching; liaison with supervisors and facility managers. Facilities personnel often directly contribute to the pre-employment preparation we provide. **Over 30 facilities and recruitment agencies** serving the aged care sector across Melbourne have provided employment to our JVEN participants.

The contract signed in September 2016 required that we **support at least 150 jobseekers** into employment over the course of a year. All but a few had been in work for the required 15 hours per week for a period of not less than 26 weeks by the end of June this year. In view of this success, the then Minister for Industry & Employment, Wade Noonan, approved a variation to our contract in June to support **an additional 150 into work**. Well above this number have already been registered as JVEN participants and are currently working. When the allocations for the JVEN second stage were announced in July we received funding for a **further 50 job placements** to be made in the eastern suburbs.

We acknowledge and thank the following aged care facilities and agencies, which have employed significant numbers of JVEN participants:

- Anzac Lodge (North Coburg)
- Arcare (Carnegie & Keysborough)
- Australian Unity (Carlton)
- Baptistcare (Headley Sutton, Karana & Templestowe)
- Bethal Aged Care
- Embracia Aged Care (Moonee Valley & Reservoir)
- Fronditha (Clayton & Templestowe)
- Hender Care – Home and Community Care Agency
- Jewish Care (St Kilda)
- JFU Agency
- North Western District Private (Gladstone Park)
- Opal Meadowglen (Epping & Ringwood)
- Opal Prompt Care – Home and Community Care Agency
- St Pauls (Thornbury)
- Sapphire Aged Care (Northcote)

SCHOOL-BASED APPRENTICESHIPS AND TRAINEESHIPS (SBAT)

This year we trained the largest cohort of school-based apprentices since the SBAT program began at New Futures Training over 10 years ago. **30 young people took part in the program** from a range of schools including The Pavilion School, Roxburgh College, Gateway School, Penola Catholic College, Princes Hill Secondary College, Croxton School, Peter Lalor Vocational College, Sydney Road Community School and St Joseph's Flexible Learning Centre.

The SBAT Program is an integral part of each participating student's senior secondary learning program and timetable. Regular school attendance is combined with a minimum of one timetabled day a week of paid employment and/or structured training. **The practical focus of the program** is what students find most attractive.

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 in Coburg, Epping and Braybrook, where they got a lot of support and guidance from our child care staff.

Others opted to do Certificate III in Community Services, which gave them an introduction into the welfare services sector and included visits to a range of youth specific support services, including Victoria Legal Aid, Headspace, and Frontyard Youth Services. They also visited the Immigration Museum, and participated in an indigenous workshop at the Melbourne Museum.

This year the Certificate III students in Community Services also partnered with Oxygen Youth Centre in Moreland in **youth mental health first aid training**, so that they could respond effectively to friends and peers experiencing mental health issues. They also received **basic camera training** and after interviewing and photographing VICSEG staff, they produced an exhibition titled *Humans of VICSEG*. The exhibition will feature at the SBAT end of year graduation and the AGM.

In 2018, our SBAT program will provide the added option of doing the Certificate III in Clothing and Textile Production at Coburg.



JVEN participant Maninder Kaur, chatting with a resident at Rathdowne Place Aged Care Facility

FINANCIAL OVERVIEW 2016-7

“This year VICSEG New Futures came back into surplus, which involved a turnaround of about half a million on the previous year – a result for which the organization as a whole worked very hard.”

– Himalee Karunasena (Honorary Treasurer)

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2017

	2017	2016
	\$	\$
REVENUE		
Revenue From (Non-Reciprocal) Government Grants and Other Grants		
Federal government grants	720,154	918,980
State government grants	7,058,144	6,757,336
Local Government grants	85,799	101,863
Total Revenue From Government Grants	7,864,097	7,778,179
Other Income		
Individual Student fees	625,029	1,397,388
Community & Youth grants	931,193	507,564
Philanthropy	241,091	388,636
Education Grants	81,640	54,209
Sundry Income	604,441	499,959
Total other income	2,483,394	2,847,756
TOTAL REVENUE AND OTHER INCOME	10,347,491	10,625,935
EXPENDITURE		
Staff expenses	7,733,531	7,862,383
Administration expense	698,246	929,555
Training Costs & Supplies	291,223	396,242
Children & Youth Programs	23,884	19,784
Family Day Educators	470,695	693,266
Environmental Expense	871,947	911,558
Other Expenses	8,835	14,287
Depreciation and amortisation expense	149,984	226,286
TOTAL EXPENDITURE	10,248,345	11,053,361
SURPLUS/(DEFICIT) BEFORE INCOME TAX	99,146	(427,426)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2017

	2017	2016
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	1,511,409	1,165,211
Trade and other receivables	330,190	35,733
Other assets	1,021,802	1,030,223
Total Current Assets	2,863,401	2,231,167
Non-Current Assets		
Trade and other receivables	92,908	97,083
Property, plant and equipment	359,432	476,146
Intangible assets	468	1,788
Total Non-Current Assets	452,808	575,017
TOTAL ASSETS	3,316,209	2,806,184
LIABILITIES		
Current Liabilities		
Trade and other payables	691,481	511,925
Deferred Income (Grants Received In Advance)	91,051	-
Provisions	535,584	437,994
Total Current Liabilities	1,318,116	949,919
Non-Current Liabilities		
Provisions	174,317	131,635
Total Non-Current Liabilities	174,317	131,635
TOTAL LIABILITIES	1,492,433	1,081,554
NET ASSETS	1,823,776	1,724,630
Equity		
Retained earnings	1,823,776	1,724,630
Total Equity	1,823,776	1,724,630

HEARTFELT THANKS TO...

Our Funders:

Australian Government Dept. of Social Services
 Victorian Government Depts. of Education & Training, Health & Human Services, Premier & Cabinet.
 Cities of Brimbank, Hume, Maribyrnong, Melton, Moreland, Whittlesea, Wyndham.
 Gandel Philanthropy; William Buckland Foundation;
 Helen Macpherson Smith, RE Ross and Victorian Women's Benevolent Trusts.

Our Partners:

CatholicCare, Centre for Multicultural Youth, coHealth, Commission for Children and Young People, Council for Adult Education, Dianella Community Health, Drummond Street Family Services, Ethnic Communities Council of Victoria, Foundation House, intouch Multicultural Centre Against Family Violence, Jesuit Social Services, Lentara Uniting, Life without Barriers, Mackillop Family Services, Murdoch Children's Research Institute, New Hope Foundation/MiCare, Plenty Valley Community Health, Salvation Army, Sidney Myer Fund, Spectrum Migrant Resource Centre, The Smith Family, The Song Room, Victoria University, Westside Circus.

NEW FUTURES CREATIVE

At New Futures Creative this year we partnered with a number of local creatives and hosted a variety of events, workshops, talks and performances that aligned with our organisation's ethos. We hosted a wonderful **International Day of Peace Dinner**, which was a great success and a movie screening as part of the Refugee Film Festival. We're looking forward to holding similar events in 2018.

We are proud to announce that we have received a *Stronger Communities* Grant through our local Federal Member Peter Khalil to **install a commercial kitchen** at New Futures Creative. We'll soon be able to run cooking classes, demonstrations and put on feasts that celebrate the amazing cultural diversity that our little pocket of the world has to offer.



Community dance project, *A place to land*, by The Body Speaks



The Asylum Seeker seamstresses at work. (LR) Rohini, Sameerah and Ahila

The Second Stitch Refugee and Asylum Seeker Textile Enterprise has been growing its **clothing alterations and repair service** and in 2018 we will be opening for Saturday trade to meet the demands of the local community, who are keen to support the enterprise. We have recently launched a product line of beautiful custom made cushions and have been working with several local designers to build our product line and boost employment opportunities for our seamstresses. We run regular sewing classes and workshops where people from various cultural backgrounds are able to access the studio and share their particular cultural crafts and learn from others.

We are also building our capacity to take on small scale production jobs for local businesses, designers and creatives. In perhaps the biggest news, we have recently been approved to deliver an accredited **Certificate III in Clothing and Textile Production in 2018**. This course will enable us to consolidate production skills and provide more meaningful pathways to employment.



All set up for the UN International Day of Peace: Dinner & Live Music



The Lullaby Choir performing at New Futures Creative



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