

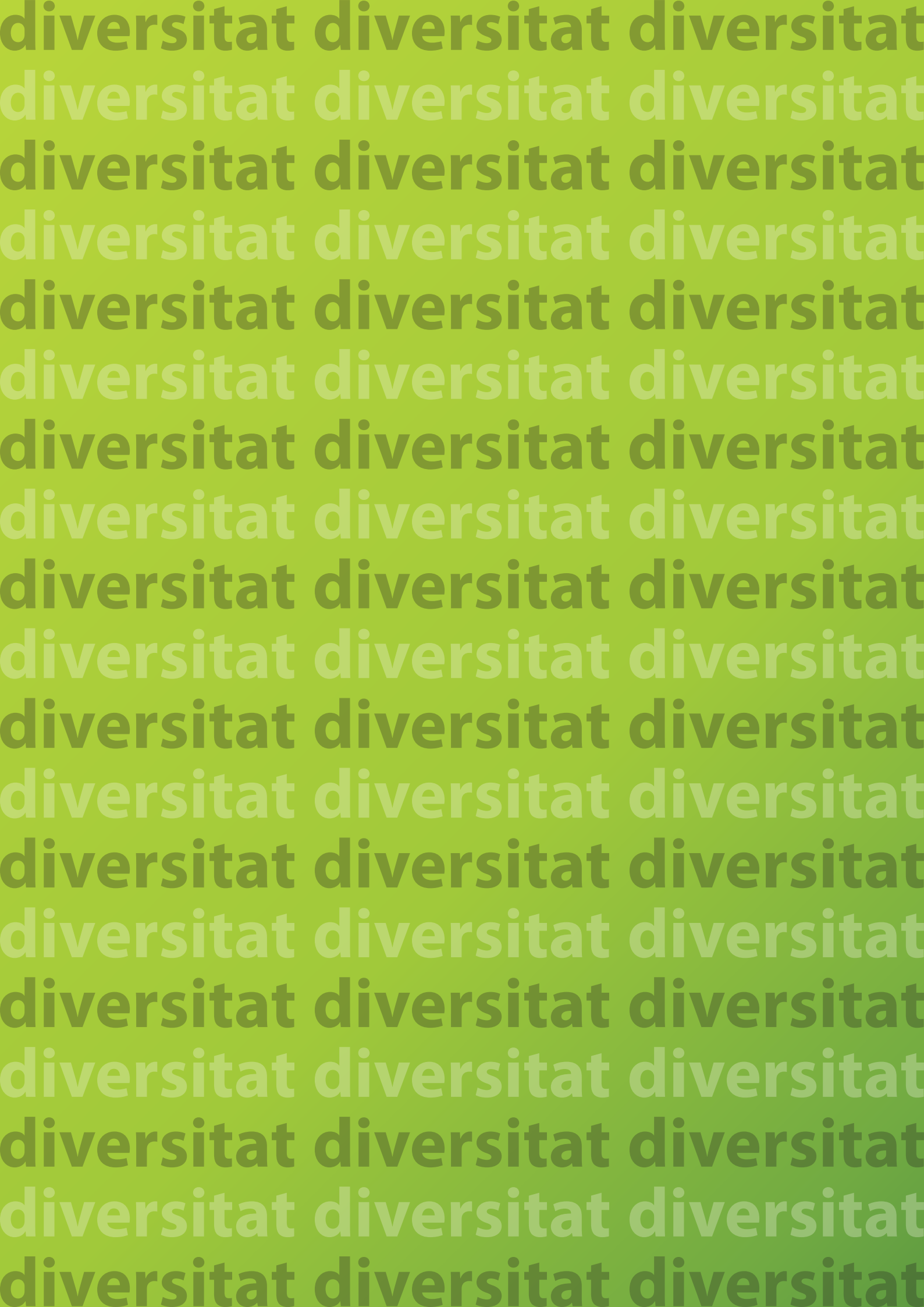


18 19

Annual Report



Full Annual Report & Audited Financial Report -
Download online at diversitat.org.au



We, Diversitat, acknowledge the **Traditional Owners** of the land, the **Wadawurrung people** of the **Kulin Nation**. We pay our respects to the **Elders** both past, present and leaders emerging.

We thank the **Traditional Owners** for custodianship of the land, and celebrate the continuing culture of the **Wadawurrung people** acknowledging the memory of **honourable ancestors**.



Diversitat or the Geelong Ethnic Communities Council is the peak body for ethnic and multicultural communities in the Greater Geelong Barwon Region and the voice of Multicultural Geelong. For over 40 years we have been the link between multicultural communities, government, and the wider community. The GECC acknowledges the Wathaurong people as the traditional custodians of this land and we recognise the cultural, linguistic, social, and spiritual diversity of Aboriginal and Torres Strait Islanders Peoples and their rights as the First Peoples of Australia.

Our Mission

Building on our proud history of migrant services, Diversitat aspires to provide an innovative and high quality response to the changing needs of a culturally diverse community.

Our Vision

To empower individuals and communities to reach their full potential.

Our Values

Dignity, respect and acceptance are basic values defining our humanity and must be afforded to every individual in our society. We value an ecologically sustainable environment and promote and celebrate harmony, cultural diversity, peace and social justice in our society.

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Diversitat Executive Committee and Affiliated Communities

Diversitat Executive Committee

President

Dr. Linda Sydor Petkovic, Ukrainian Community

Secretary

Mr. Zoran Dimovski
Macedonian Community

Treasurer

Mrs. Fely Spikers
Filipino Community

Ordinary Members

Rumen Ginev
Sophia Shen
Niraj Karanjeet
Mohammed Ali Shaterzadeh
Min Yuan

Afghan Community
Austrian Community
Abrisa Brazilian
Arabic-Iraqi Community
Geelong Bangladesh Society
Bulgarian Community
Cameroon Community
Chinese Community
Congolese Community
Croatian Community
Dutch Community
Fijian Community
Filipino Community
French Community
German Community
St Leonards & District Greek Senior Citizens Club
Greek Community
Hazara Community
Hungarian Community
Indian Community
Indian Association of Geelong
Indonesian Community
Iranian Community
Irish Community
Italian Community
Japanese Community
Karen Community
Karenni Community
Kawish
Liberian Community
Lithuanian Community
Macedonian Community
Malay Community
Malayalee Community
Portarlinton Maltese Pensioners Assoc
Maori Community
Geelong Maitri Inc
Nigeria Community
Nepalese Community
Polish Community
Portuguese Community
Russian Community
Barwon Sanatan Community
Scottish Community
Serbian Community
Sikh Community
Slovenian Community
Socio-Cultural Syriac Inc
Spanish Community
South Sudanese Community
Sudanese Community
South Sudanese Language School
Lao-Thai Geelong Community
Thai Community
Ukrainian Community
Wat Lao(Geelong) Buddhist Vic Community
Wathaurong Aboriginal Co-operative

President's Report

What a year we've had! There has been much change and we are very grateful to our staff, volunteers and the community more broadly for supporting us through it. Change is the only constant, and we have been constantly changing.

It's really pleasing to see that our Healthy Living Centre has been recognised as a leader in Australia through the Australian Health Care Week awards ceremony in Sydney. The award, Best Aged Care Facility in Australia, is remarkable in that we were recognised against a huge array of big national for profit and not for profit providers.

We won because of the high quality of care, the facilities and diverse service delivery we provide for our individual clients. We were also recognised globally through the Global Enablement Awards for our achievement with multicultural communities. They recognise innovation and expertise when dealing with people over 50 years of age. This was an admirable achievement. We'd like to thank Robyn Martinez and the whole team at our Healthy Living Centre for this international award.

This year, we have seen and heard of the tragic abuse and neglect many Australian and new Australian people suffer. We continue to advocate for an increase in funding and resources. This is critical if we are to see real change in the community.

Diversitat continues to deliver in a challenging funding environment which shows us that you can rise above the pack when you deliver quality, caring and sensitive services.



Dr. Linda Sydor Petkovic
President, Geelong Ethnic Communities Council awarding
Silvio Grbin for 10 years as a GECC Representative.

“What a year we've had!
There has been much
change and we are very
grateful to our staff,
volunteers and the
community more
broadly for supporting
us through it.”

We sold our Ryan Place Training headquarters which was a difficult decision for the Board to make but ultimately we were happy with the result of the sale. We reflect on the significant change we made to the heart of Geelong. The renovation of the building was a great project and our staff enjoyed operating from the refurbished building for many years.

There is a great deal of enthusiasm and excitement around our training department as we have made a few changes to the structure. Michael Stephens and Mabel Mapsoro have led a revitalisation of our training programs with more emphasis on quality and fewer accredited courses. As a board we are fully behind the changes and look forward to more development to come in the future.

I would like to acknowledge the efforts of our CEO, Michael Martinez, Financial Controller, Brian McMahon, and the entire Management Team and staff across all our sites who, on a daily basis, continue to deliver services and programmes that make a real difference to people's lives.



CEO's Report



Michael Martinez, CEO Diversitat receiving an award for his 25 years of service to the Geelong Ethnic Communities Council.

“We believe that only true reconciliation can come through indigenous constitutional recognition and that the voices of first nations peoples must be heard, respected and valued.”

This year celebrated the ‘Year of Indigenous Languages’ and we have enjoyed supporting and honouring the Wathaurong Aboriginal Co-operative community our close neighbours in Norlane. We look forward to working further with them as great allies. We believe that only true reconciliation can come through indigenous constitutional recognition and that the voices of first nations peoples must be heard, respected and valued.

Our settlement services continues to deliver under very trying circumstances. This will be the last year of our settlement funding capacity building and marks the end of our core services for migrants and refugees. We have had this funding since 1979 and it is devastating that DSS did not fund this service.

We have a strong consortium delivering our settlement engagement transition in Mildura, Ballarat, Bendigo and Geelong. The consortium brings together the expertise of our various agencies and aims to make it easier for people to settle and engage in these regional areas.

We are experiencing growth in our disability service and Diversability team are doing wonderful work helping people navigate the complex world of funding under the NDIS.

Likewise our immigration agents are in high demand as the Community Support Program gets underway and is building momentum across various sites.

The Pulse is sounding better than ever and our programs are well worth listening to. We acknowledge the passing of two of its most dedicated volunteers, Pulse senior icon- Bob Appleton and Courtney Petitt, also known as 'The Professor.' Our volunteers and staff do a great job in keeping the station alive and pumping and we thank all our sponsors and funding partners.

We are united in our vision to support our community and as Geelong and our region becomes more diverse our organisation is more relevant than ever. We provide leadership to the new ethnic community groups and maintain a strong connection with our older communities.

Throughout the year we made presentations to our political leaders about access to citizenship for many of our refugee clients who have been waiting for years. Many have passed the test and hear nothing back from Home Affairs, where is the 'Fair Go in Australia' for these would-be citizens? We will continue to lobby for their rights.

Getting a job is essential and for many people we work with it isn't easy, My Maintenance Crew is addressing this issue and providing real work for real wages. Our thanks goes to Brad Keating who is successfully managing My Maintenance Crew and The BASE Hospitality Co. The BASE is situated at our old Wholefoods premises and provides valuable hospitality training to young disadvantaged job seekers.

Engaging and celebrating our cultural diversity is the very essence of Pako Festa and with the State Government's three years of funding the event has a strong future. We love to see the new communities engaging in the event and Luisa La Fornara does wonderful work making sure it all happen. It's such an amazing event each year.

This year we had four new ethnic communities join us: the Malayalee, Bangladesh, Wat Lao and the Geelong Indian Association. We welcome these new communities to our organisation and we look forward to their participation and engagement.

We acknowledge the hard work and commitment of our senior leadership team and our staff and volunteers in assisting us to deliver outcomes for our community. We thank our President Dr Linda Sydor Petkovic and our executive members for their guidance and support throughout the year.

We especially thank our hundreds of volunteers. Our organisation can only operate and sustain our extensive services by the commitment of our dedicated volunteers and we respect their service to our community.



Diversitat Financial Statement

Extract from Diversitat Annual Financial Statement

Statement of Comprehensive Income
For the Year Ended 30 June 2019

	2019	2018
	\$	\$
Government Grants	11,411,748	12,098,472
Dividends	2,314	2,314
Other Grants	236,288	405,766
Interest	172	168
Client Services Income	1,991,843	1,766,772
Other Income	1,281,458	278,140
Total Income From Operations	14,923,823	14,551,632
Employee expenses	(10,421,950)	(10,383,270)
Depreciation expense	(502,994)	(424,826)
Operating expenses	(3,878,417)	(3,999,046)
Total Expenditure from Operations	(14,803,361)	(14,807,142)
Surplus/(loss) for the year	120,461	(255,510)

The complete financial statements including notes and auditors report are available from the Diversitat Finance department at Geelong West Town Hall , 153 Pakington Street, Geelong West.

Brian McMahon ; C.P.A
Financial Controller

STRATEGIC PLAN 2019 - 2022

SUMMARY OF STRATEGIC DIRECTIONS & GOALS

MISSION & VISION

SO WE CAN ACHIEVE OUR MISSION & VISION

Vision: To empower individuals and communities to reach their full potential.

Mission: Building on our proud heritage of migrant services, Diversitat aspires to provide an innovative and high quality response to the changing needs of a culturally diverse community.

STRATEGIC DIRECTION 1: OUR CLIENTS AND COMMUNITIES ARE BETTER OFF

Goal 1.1: Community & client outcomes framework
Goal 1.2: Outcomes research and evaluation

TO IMPROVE OUR CLIENT
AND COMMUNITY OUTCOMES

STRATEGIC DIRECTION 2: OUR SERVICES AND PROGRAMS ARE COMPREHENSIVE, INTEGRATED AND NEEDS-BASED

Goal 2.1: Integrated family and client-centred service model
Goal 2.2: Service niche, growth and diversification
Goal 2.3: Innovation & Quality Improvement Hub

TO DELIVER THE BEST
POSSIBLE SERVICES

STRATEGIC DIRECTION 3: OUR TEAM WELLBEING & ORGANISATIONAL EXCELLENCE IS A TOP PRIORITY

Goal 3.1: People Learning, Development & Wellbeing
Goal 3.2: Marketing & Communications
Goal 3.3: Financial Growth & Sustainability
Goal 3.4: Intelligence & Insight
Goal 3.5: A Smart System

AND ENABLE
& SUPPORT OUR
ORGANISATION

STRATEGIC DIRECTION 4: WE PARTNER TO SUCCEED

Goal 4.1: Volunteer Recruitment & Retention Program
Goal 4.2: Disruptive Technology
Goal 4.3: Leadership Positioning
Goal 4.4: Intersectoral Provider of Choice

WE WORK
WITH OTHERS

OUR VALUES

We are a **WELCOMING & INCLUSIVE** organisation
We believe in **COLLABORATION** for social good
We strive for **EXCELLENCE** in all that we do
We prioritise **ECOLOGICALLY SUSTAINABLE ENVIRONMENTS**

HEAD OFFICE

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Norlane, 3214
Phone: (03) 5260 6000

-  DiversitatGeelong
-  diversitatgee
-  diversitat_community
-  diversitatgeelong
-  company/diversitat



diversitat.org.au



Humanitarian Settlement Program

The Humanitarian Settlement Program (HSP) provides intensive settlement support to newly-arrived community members granted permanent visas under the Australian Government's humanitarian initiative. The program supports entrants who have experienced substantial discrimination, persecution, and violation of their human rights in their homeland.

The HSP provides individuals and families with a range of services and support through a coordinated Case Management approach. The program addresses the client's needs and strengthens their social and economic wellbeing whilst adapting to the Australian lifestyle. The program aims to equip them with the skills and knowledge to independently access services beyond the initial settlement period and to provide foundational outcomes including:

- Housing
- Physical & Mental Health and Wellbeing
- Managing Money
- Community Participation and Networking
- Family Functioning and Social Support
- Justice
- Language Services
- Education, Training and Employment
- Review and Exit

Specialised and Intensive Services (SIS) are also available for those experiencing multiple and complex barriers to settlement.

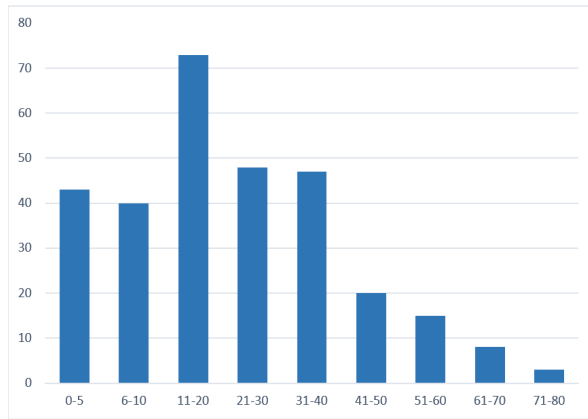
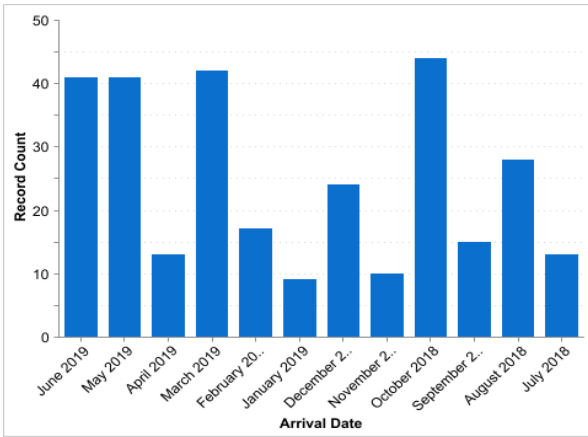


New Futures Project

The aim of the New Futures Project is to increase the employment opportunities for 80 newly arrived refugees. This is achieved through delivering employability training and engaging participants in further study or volunteering. The additional benefit of the program is for some participants to volunteer with Diversitat supporting newly arrived refugees as Communication Support Volunteers in their first few weeks in Geelong, in conjunction with Volunteer Mentors. Further assistance is provided to locate suitable employment opportunities and connecting to relevant services and networks. A small hand-picked pilot group began in March to help in the development of how this multifaceted program will function and all indications are that a little bit of help can make a big difference. Seeing the potential of the New Futures project, Give Where You Live has financed the project for three years under their Innovation funding.

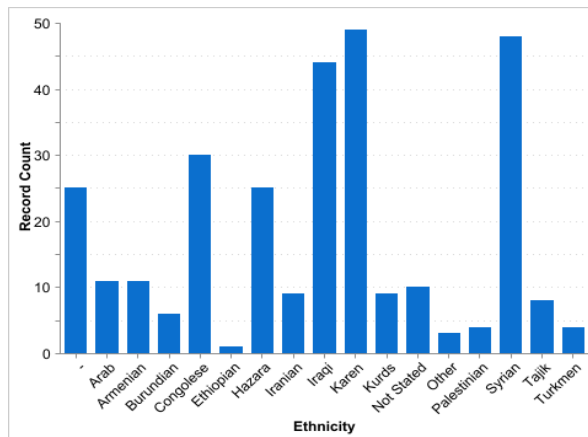
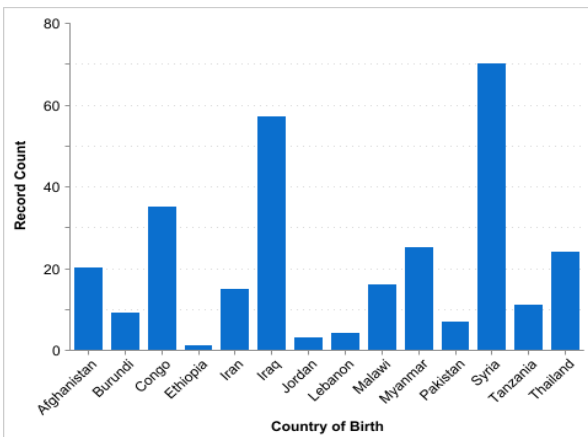
All HSP Clients Arrived from 01 July 2018 - 30 June 2019 = 297

HSP Clients by Age



HSP Client by Country of Origin

HSP Client by Ethnicity



Settlement Engagement and Transition Support Regional Migrant Consortium

The consortium will position as the regional migrant specialists. Specialising in regional settlement services for migrants.

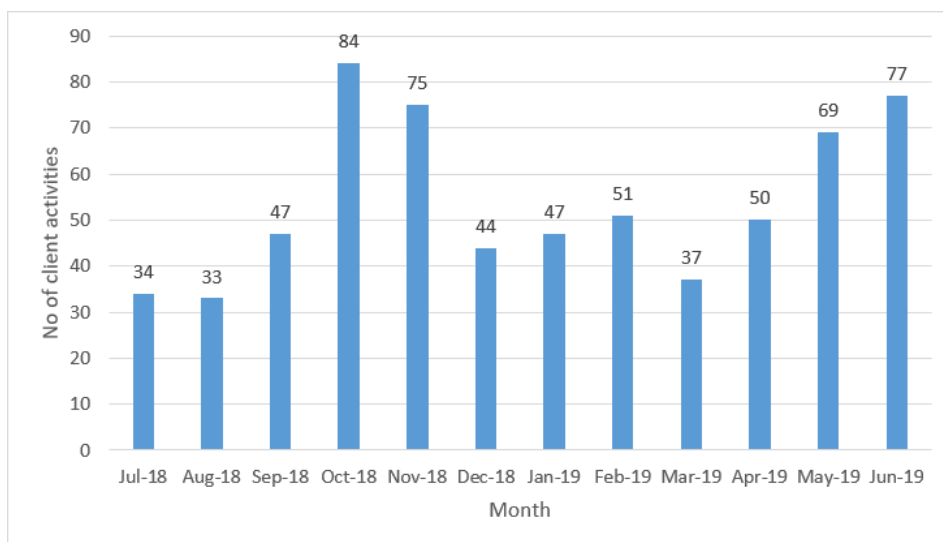
“The purpose of the Settlement Engagement and Transition Support (SETS) Client Services Activity is to equip humanitarian entrants and other vulnerable migrants in their first five years in Australia with the knowledge and skills to identify, understand and take action to address their identified settlement needs. The Activity has a focus on social participation, economic well-being, independence, personal well-being and community connectedness”.

SETS consortium will work in partnerships and continue to assist in building the capacity of other providers to benefit CALD (Culturally and Linguistically Diverse) clients. The activity will service the following service areas:

- **Ballarat**
- **Bendigo**
- **Geelong**
- **North West**



SETS Clients service for FY 2018-2019 = 648



Diversability

Diversability continues to deliver high quality support coordination for participants with an approved NDIS (National Disability Insurance Scheme) plan. Our team of three experienced Support Coordinators assist participants to implement and monitor their NDIS plan; identify and link with community, mainstream and funded NDIS supports; and achieve their goals with a focus on participant choice and control.

We also have a dedicated team of bilingual support workers from a variety of cultural and linguistic diverse (CALD) back grounds that support NDIS participants to access the community, social and recreational activities and household support. This service gives participants the choice to have a worker from the same or similar cultural background who speaks the same language to support them.

Diversability continues to be the specialist in supporting participants from a CALD background.

- **64 participants supported**
- **50 participants from CALD background**
- **14 new participants joined Diversability**



Focus was placed on developing strong collaborative partnerships between Diversability, Humanitarian Settlement Program (HSP), Refugee Health Nurses (RHN) and Local Area Coordinators (LACS) to support newly arrived humanitarian entrants to learn about and apply for the NDIS if required. The aim was to decrease the amount of time from date of arrival to receipt of application outcome and commencement of support services if the application was successful. A fantastic outcome was achieved with two clients who were assisted and supported to apply were successful and started receiving support services through the NDIS within four months of arrival to Australia.



Road Safety for New Arrivals

The road safety for new arrivals program saw 64 participants engage in both theoretical and practical road education sessions. Theory sessions included road rules, correct use and installation of child restraints and the negative effect of drug and alcohol use. The basic mechanics of a car and early indicators of faults or unsafe issues together with a guide on 'how to' buy a car were highlighted. The demand was high this year especially amongst women and the 21-30 age group. 300 driving lessons were conducted with participants successfully obtaining their drivers licence providing independence and easier access to job and training opportunities. Learning to drive empowers our new arrivals to promote their own goals and ensures a greater successful settlement.



Diversitat Homework Clubs

Diversitat works in conjunction with the Corio Library and North Geelong Secondary College to provide tutoring and homework services for students in Years 1-12. The participants are from a CALD background and benefit greatly with the one on one support from our wonderful volunteers who range from a variety of backgrounds including teaching. The average number of students attending across both sites this year was 15 per session, with five volunteer tutors on hand to assist any educational need.



Short Term Housing

Newly arrived families and individuals are referred to us by AMES and placed in secure housing for up to a month. In this time the case workers work to get them into ongoing private rentals where they can support themselves. In the last few months we have 65 people currently in STA (Short Term Accommodation).

Kahlee Kendrick commenced her new role as Housing Coordinator on June 19th this year and has taken quickly to securing new properties, making streamlining changes and implementing new processes and systems to run the program more effectively and efficiently.

Emergency Relief

Emergency relief has been running 4 days at Geelong West and one half day out at The Hub. The program has attracted an average of 5 clients per day. We are continuing to develop a process and practice manual for the delivery of this service. As of this year we have assisted 296 clients.

Financial Counselling

The Financial Counselling team undertake a range of work including working with those in prison, affected by gambling and family violence. A financial counsellor is based at the Healthy Living Centre each Wednesday to assist the clients who access our Aged Care and Settlement Services. In the last year the team has achieved 3,970 hours of service delivery which is well above the required service performance target.

Tenancy Assistance and Advocacy Program (TAAP)

The Tenancy Assistance and Advocacy Program (TAAP) helps tenants dealing with issues in private rental agreements to avoid homelessness. The range of services that the program offers are information on rights and responsibilities for tenants, referral to other services, negotiations with landlords or real estate agents, and assistance in preparing for and attending hearings at the Victorian Civil and Administrative Tribunal or VCAT. In this last year the TAAP Program has logged 1,027 service hours which is above the Service Performance Target. Clients from other Diversitat Services are referred to and utilise the TAAP Program to great outcomes.

Community Support Program

The Community Support Program team assists people from outside Australia to settle here for a fee. The clients wishing to settle here are required to meet eligibility criteria and are encouraged and assisted in gaining employment. In the last year the program saw

68 expressions of interest to enter the program with **56** being accepted.

29 Visa applications were lodged. **12** Families (**43** individuals) were granted visas.

Of this group **20** have already settled in Australia.

\$37,000 was generated in program income over the year and possible expansion into Metro Melbourne, Perth and Regional Victoria are now being considered.

Family Services

Our Family Services Team is made up of two workers providing case management and support to families referred by Child First. The team works with up to 22 families at any one time. The Family Service Team has a focus on CALD families but all ethnicities are accepted. Over the course of the past year 27 cases have been allocated with 14 closed. These cases often come with a high level of complexity regarding trauma, lack of social connectedness and mental health issues presenting in both the children and the parents. Our staff have access to EAP and Reflective Practice sessions through Berry Street Take 2.

Citizenship

Our Citizenship program assists people with understanding the application process and also assist with the filing of the applications. The total number of SETS Citizenship clients is 82. Over the course of the year, 183 consultations have taken place regarding the citizenship process. The program assists with translation, information and referrals. It also focuses on those who have been in the country less than 5 years.

Immigration Fee For Service

Diversitat currently has two immigration agents working to help reunite families or gain permanent residency and citizenship. Our Immigration Fee For Service offers a range of services including but not limited to assistance in applying for visas or extending visas, applying for an Australian Passport and applying for permanent residency status. 118 Clients were seen this year with 18 visa applications lodged.

Status Resolution Support Service

The Status Resolution Support Service provides support to people who are living in the community on temporary visas while their application for refugee status is assessed. There is only a limited amount of case work intervention with these clients however Community Information Sessions are held for SRSS clients on a regular basis to provide updates and information regarding their circumstance.





Yineth Moreno Receiving Barwon Health Recognition Award



Michael Martinez (CEO) and Robyn Martinez.



My Maintenance Crew

A Social Enterprise of Diversitat

The year 2018/2019 has seen many achievements and challenges for the crew at My Maintenance Crew (MMC).

Internships whilst challenging to attract participants and engage stakeholders, has achieved great outcomes. Through the internship we have skilled 46 young people in areas of Landcare, Carpentry, Painting and what it means to be employed. This training and skilling has been conducted by a team including engagement coordinator and team leaders. Of the participants attending the internships, we have directly employed 21 young people. Between skills training and employment, participants have completed over 300 hours of work experience and employability training. MMC has successfully had 45% of participants move into employment. Participants not directly employed with MMC have been assisted in progressing to further studies, employment opportunities or job active opportunities.

We have seen many of our young employees grow in knowledge, confidence and independence. These qualities have seen 2 gain their drivers licence and purchase their first cars and others have gained confidence in tackling the rental market to strengthen their housing opportunities.

Commercial confidence in MMC has seen several large contracts being awarded to MMC. Notable commercial opportunities awarded during this period include Worksafe, VicRoads, Fulton Hogan, genU, Clonard College, SES, East Side Cranes.



These opportunities allow commercial income generation and opportunity. Some of the projects completed during the year have included the renovation of staff and student areas at Vines Rd, renovating and maintaining Diversitat Short Term Accommodation properties, providing a vast array of facility maintenance requirements at Worksafe premises and buildings, moving furniture and facility maintenance at various genU sites and many more cleaning, fencing and maintenance requests.

Queenscliff Music Festival and Pako Festa saw our employees provided paid opportunities for staff and employees to support these festivals by providing event set up, waste services and facilities cleaning.

2019/2020 will see further expansion of MMC within all areas. We will need to expand on our employee base and make investment in training and infrastructure. We will continue to gain great reputation within the Greater Geelong and Surf Coast Regions and focus on providing a value service that cements us a one stop shop for all commercial and residential projects.



My Maintenance Crew

A Social Enterprise of Diversitat

The first year

July 2018 - July 2019

Cleaned up at
2 major events
hosting in excess
of **30,000 people**

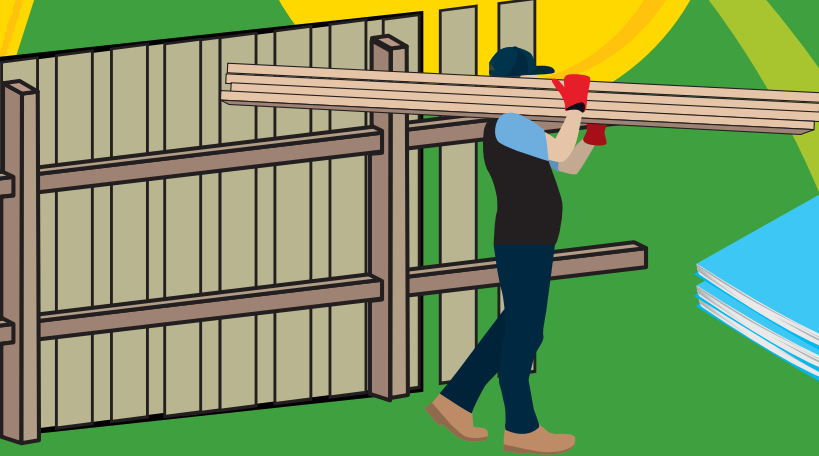
Remove graffiti
from more than
30 roads and
bridges



Print, bound and
delivered more than
50 printing
requests



250m of fencing
constructed



Mowed more than
400 lawns

600,000m²
of vacant land mowed
for Vic Roads



Completed
more than
150
handyman jobs



Cleaned more than
200 homes
and offices



Phone: 5277 2270

www.mymaintenancecrew.com.au





Early 2019 allowed for the opening of our next Social Enterprise. The Base Hospitality.

Whilst it is early days and we have been faced with challenges within a competitive and demanding market, we have had good success.

The involvement with Community Corrections, Youth Justice, SBAT's to name a few has enabled The Base to run training packages around Cooking For Confidence and employment pathways. This training has been very successful in providing new opportunities and education around meal preparation, nutrition and workplace practices.

The café has also provided opportunity for work experience for SBATs and Nelson Park students.

Promotion of the café is an area that will continue to need expansion as the location at the present time is challenging to attract customers. One area that is performing well is catering. Support from some local state government departments, Wathaurong, COGG youth unit, Victoria Police and some random requests for catering has enabled growth. The second half of 2019 should see new ideas and further growth in the walk in rate and catering requests.



THE PULSE

94.7 FM
YOUR VOICE

The iconic green Pulse building in Little Ryrie street has remained as lively as ever in 2018/19. Once again the doors remained open and inviting to all those interested in activities taking place in both Geelong and further afield. The hard working staff supported by over 150 volunteers and community groups worked inclusively alongside the Diversitat Youth, Reconnect and Training programs all housed inside the Pulse Building.

Regular outside broadcasts including weekly GDFL football and Fortnightly Mitchells Front Page Broadcast continued to highlight the importance of local news, sport and current affairs broadcast on the Pulse. Live Broadcasts also took place at the Multicultural Pako Festa and Indigenous Wada-ngal Closing The Gap events. For those interested in politics the Pulse had a lot to offer in 2018/19. A side from the annual G21 Stakeholder Forum live broadcast, both state and federal election debates took place live to air from The Pulse foyer. The elections were extensively covered by the Mitchell's Front Page program and the Pulse became the place to tune in and ask questions to candidates running in the Geelong and surrounding regions.



THE PULSE

94.7 FM
YOUR VOICE

This year the Pulse was invited to collaborate with Deakin University and Department of Foreign Affairs and Trade to take part in a study tour of Indian community radio stations and the International Citizen and Media Conference in Melbourne. Much to the organisers delight we were able to provide both a live broadcast from India and Melbourne. Delegates from India who toured the station and those who attended the conference in Melbourne were impressed by the diversity of those involved at the station.

This year we welcomed Skye Tucker at the Pulse to assist Samantha Balazs in her Sponsorship and Community Engagement role. Long term Geelong legend and Pulse icon Bob Appleton after a lifetime of radio dedication retired this year. We all wish Bob the best on his next quest as he so eloquently terms it to crack the ton (reach his 100th birthday). Sadly, the Pulse lost one of its most dedicated volunteers last year, Courtney Pettit also known as the music professor. Courtney's battle with cancer never took the smile off his face or detracted from his sense of humour. We will all miss his laughter and vast knowledge of popular music at the Pulse.

Once again the Pulse would like to thank all those involved with a successful year of broadcasting , in particular the hard working Volunteers, Pulse Board Members, loyal listening public, subscribers and business supporters for all their efforts to help keep the Pulse pumping.





It is with great pleasure I write this report for Diversitat Aged Support from our beautiful home base –the Healthy Living Centre building.

As a manager of a great team of staff and volunteers, students and clients, it has been a magnificent year!

Our facility is always busy with all types of great people doing interesting and challenging projects.

We have increased our client base from primarily CHSP (Commonwealth Home Support Program) HACC PYP (home and community care younger peoples program) to include more NDIS and Aged care Packaged clients. We have also established a new program –Community Visitor Scheme.

We have rented our space out and generated income increasing our sustainability. Financial counselling is available on site one day per week for clients, volunteers or staff.

This year we increased our Catering for events. In June 2019 we catered for 423 client meals, 206 staff/volunteer meals. We ran 6 paid jobs catering for 200 people. Not to mention an average of 2 Birthday cakes per week, all prepared with love and fresh ingredients by Camille and Raji and a band of willing cultural volunteers.



Client Survey Results- 100% of clients who exercise daily here said that the exercise was beneficial to their health.

Asked whether they liked the HL centre-
100% like it a lot

On average- Age Support clients have been attending for 3 years or more.

On the Approachability of staff on the survey –out of 10 we got a 9.4 average response and lots of lovely comments including; “easy to talk to, nice people, staff are nice and caring, staff are helpful and kind, Gordana was very helpful, happy with the workers here, Don’t have to ask, they are there for me.”

Global Enablement Awards 2018

LONDON, 20th June, 2019: Diversitat has won a Global Enablement Award as The Most Outstanding Multicultural Community Support Group in the World in 2018.

The Global Enablement Awards were presented at a Gala Dinner in London- Michael and Robyn Martinez attended the award dinner to receive the award.

The Global Enablement Awards were created to celebrate and reward excellence, innovation and exemplary achievements in the disability/aged care sector worldwide.

The Awards recognise the rapid growth of this sector, and the capacity

Of individuals to influence and set new performance standards across countries, regions and the world. The Awards focus on elevated performance; the creation of new business models; contrarian thinking; recognising and embracing new trends; market leadership; inspirational performance and the elevation of the customer experience.





The evaluation methodology required the Global Awards Secretariat to apply the following test to the final selected candidate in each category, "Is this claimant the best performed, most meritorious, most innovative and most courageous in the category?"

"Diversitat is the most outstanding provider of senior's health services and social support for culturally and linguistically diverse clients, refugees and the disability community in the world" said the Chair of the Global Awards Secretariat Mr. John Petrie-Smythe.



Diversitat Aged Support winner of the 9th Annual Australian Healthcare week awards for excellence-Best Aged Care Facility.

Our application emphasised our diversity and celebration of difference.

Thanks to Diversitat Aged Support team for making every day special here, Michael, Sarah and Bridgette – for getting the funding for the Healthy Living Centre, the Architect Christina Metcalfe –Nook and Rendine builders.



425

Clients per month

9297

Meals this FY

4-8

Yoga sessions per month

4

Expert Presentations

18

Volunteers

8-12

Student Placements

Cafe Style Support Program

Café Style Support is a group based short term program, funded by the Australian Government Department of Health. Diversitat Aged Support's own CSS Program model, comes as a free social support and service information initiative to all community members in the Geelong region, who are eligible for the Commonwealth Home Support Program, or are a carer of someone who is. The program consists of six sessions: each including a light meal, and a guest speaker to explain on-going changes in Aged Care and the supports and services available – to help the person stay living in their home for as long as possible. The information could be about a service the participant/s may be eligible to access, or one they may want to learn more about. We also hope, that by the end of the program, participants have registered with My Aged Care, and have had any questions around this answered, and feel confident in accessing and navigating Aged Care services.

During the 2018/19 period, we had over 100 people sign up and participate in Diversitat Aged Support's CSS program. During the sessions participants received information from: Barwon Health RAS team, Barwon Regional Aged Care Assessment Services (ACAS), Barwon Health Advanced Care Planning, Barwon Health Occupational Therapist (falls prevention), Centrelink (assets, gifting and carer payments), Elders Rights Advocacy, Diversitat Access & Support role, Diversitat Aged Support Social Support groups, and information along with Q&A sessions around My Aged Care.

Close on 50% of the participants reported that they registered with My Aged Care, either during or after the program finished. The reasons told were: feeling supported by the CSS Coordinator during the program, feeling more knowledgeable and confident due to the information provided via guest speakers, hard copies of information (brochures) provided, and questions answered. Diversitat Aged Support would like to thank all speakers for offering their professional knowledge and taking the time in supporting Diversitat's CSS program. Further thanks to McHarry's Buslines for providing transport for all participants, and venues Fyansford Hotel, Gateway Hotel, The Lord Nelson, The Grovedale Hotel, and The Healthy Living Centre for having us at your establishments. We look forward to continuing this program, and helping more community elders to stay living at home, by being confident in accessing appropriate supports and services suitable to the individual.

Hola Amigo Visitor Program

Diversitat's 'Hola Amigo' visiting program aims to reduce the feeling of isolation and loneliness for older people in the Barwon South West Region; who may be from culturally diverse backgrounds, LGBTIQ identifying, someone experiencing social or financial disadvantages, or someone with dementia. The volunteer will regularly visit the older person once a week, or once a fortnight, for 20 visits (1 – 1.5 hours per visit) to provide social company, creating a trusted friendship. Visits could include things like: lovely conversation over a cuppa, coffee or lunch outings, cultural activities, craft activities, gardening together, shopping/library/community garden trips, card and board games, walks, I.T lessons etc. In some instances, a visit could simply consist of a phone call or Face-time/Skype chat.

Aged Support Access Worker

We continue to support vulnerable clients to access necessary services. The vulnerable clients we assist are mainly from culturally and linguistically diverse backgrounds but might also include those at risk of homelessness and suffering from dementia. Our Access and Support Worker assists clients to identify useful services and resources, primarily to improve access to community in-home services but may also assist linking with necessary financial or social welfare supports and facilitating social inclusion. The Access and Support worker assists the client to understand the healthcare service and to gain the ability and confidence to access necessary services.

Barwon South-West Diversity Advisor

During 2018-'19, the Diversity Advisor supported 34 providers of home-based and community care services across the Barwon South-West region with making their services more accessible for and inclusive of people and groups with diverse characteristics such as culture, age, gender identity, sexual orientation, faith and socio-economic disadvantage. This was done amongst others by supporting providers with development and reviews of their diversity plans, providing education sessions for staff on the needs of Care Leavers (which include Forgotten Australians, the Stolen Generations and Child Migrants) and through Younger Onset Dementia workshops.

Aged Support Looking Forward

Working more with Wathaurong, Gunditjmara and Geelong Rainbow Inc. groups.
A Favourable response to our Approved Care Provider application will help us open up a new business area of Aged Support
To further Embed quality and compliance in our programs including the New Aged Care Service standards and Charter of Client Rights
A Favourable response for stage 2 of Commonwealth Home Support Program Innovation grant application
A Favourable DHHS Carers grant application
Presenting a paper to FECCA in October 2019 on the making of our water feature with Wathaurong and selling our water feature books –to order call ph. 52227275
Being a recognised world leader in the Aged Care Sector.

Diversitat Training

Diversitat Training faced and overcame many challenges in 2018/19.

External influences such as the State Government's \$0 enrolment fee and free TAFE had a higher than expected impact on our bottom line. As a result of this, we made some hard decisions to reshape our department. We looked at, and continue to look at ways to reduce our overall operational costs while focusing on increasing our market share and presence in the local space.

Training are looking forward to new opportunities in the year ahead. We will continue to grow and respond to the community and their needs. Our foundation of strong internal capabilities will ensure our success for 2019/20 year and beyond.

The 2018/2019 Challenges

The introduction this year of some new and exciting program initiatives are slowly starting to pay off.

- Our Reconnect Program continues to grow in Geelong and Colac reaching 178 participants over the last three years, with 67% of participants enrolling in accredited training.
- We have started to reduce our qualification scope of registration so we can focus more on specialising in the ones we think we do best and benefit those of our community.
- Our new My Access employment program for youth with disabilities is beginning to turn show signs of having real community success.
- Our students completing our Aged Care individual support courses have proven a hit with a 100% employment rate after completing this course.
- Student numbers and enquires continue to climb in our English and community Service courses and we are receiving some real positive feedback.
- Our new disability Horticulture SBAT program has been successful since day, with these students helping to maintain the properties around our own buildings and other sites within our community.
- The introduction on our online CANVAS assessment tool in well into being rolled out

The 2019/2020 Challenges

The main challenge's we are looking forward to over the next 12 months include:

- Strengthening our VCAL program into a strong and supportive course providing education benefits to young people that are not fitted to mainstream schools.
- Focusing on staff retention to provide a stable learning environment in our VET and VCAL programs.
- Consolidation of our courses and training locations.
- Increasing the public awareness of our successes and achievements.
- Continuing to build efficiencies in our internal processes.
- Continue to grow our ACFE Programs.
- Continue to improve our students training experience to ensure we meet and exceed their expectations.

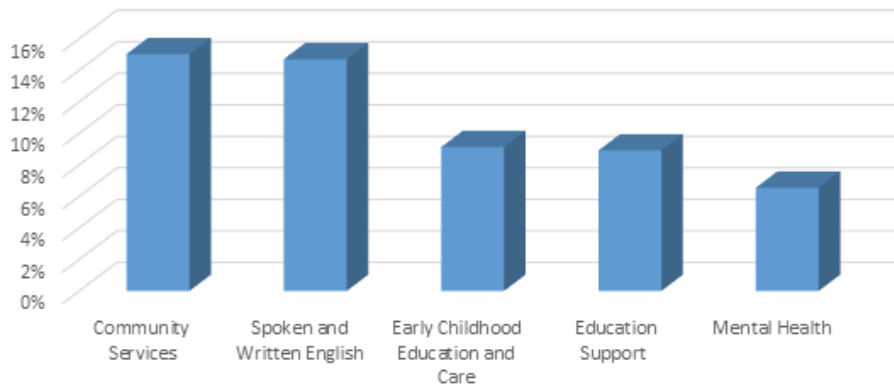
All training staff look forward to the challenges ahead as we strive to maintain a successful arm of the Diversitat business both professionally and financially and continue to modify our structures and procedures to ensure long term success in our business and local communities.

820 + student enrolments in our combined programs over the past 12 months
From Melbourne, Geelong, Colac & Warrnambool

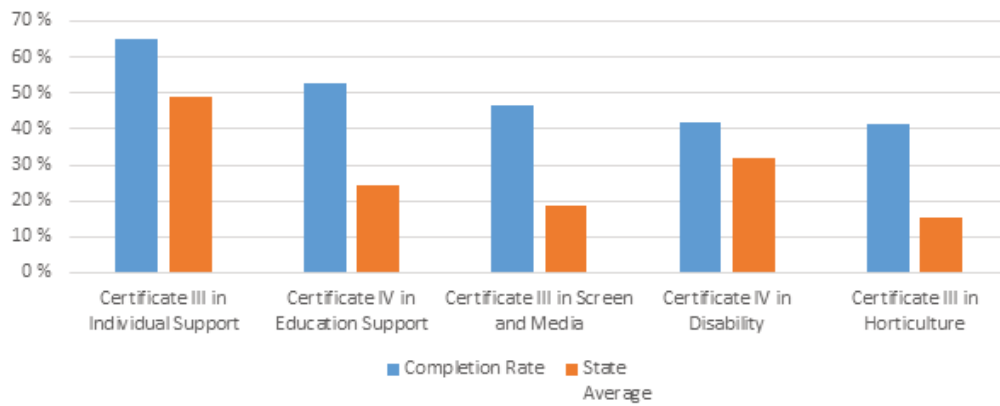
240 + partnerships with local businesses for student work placements and Student employment opportunities

GROWTH and continuous planning of our Training and Assessment materials with the release of our CANVAS platform

2018/2019 Top 5 Courses



Top 5 completion courses Against state Average



PAKO FESTA



Pako Festa 2019 saw well over 110,000 people getting together to embrace and celebrate our fantastic ethnic diversity on a perfect summers day!



From 9am when the first people arrived until 5.00pm the event provided a fabulous showcase of our cultural diversity. People danced, they sang, they participated and they enjoyed.

They feasted on a smorgasbord of cultural food, folk dancing, workshops, exhibitions and entertainment on six world music stages.

It was a day of peace, joy and "feel good" fun that appealed to participants of all ages and all backgrounds. But the greatest thanks we save for the people of Geelong. It is the people who attended Pako Festa who made it such a magnificent day.



So thanks for attending in such impressive numbers, thanks for celebrating in such peace and harmony, and thanks for helping us to send a powerful message to the broader community – multiculturalism is alive and well and living in Geelong! The Great Pako Festa Parade did not disappoint, full of colour and movement with nearly 70 entries parading along Pakington Street.



PAKO FESTA



Congratulations to all the parade winners, the huge amount of community support, commitment and long hours was evident in all entries!

- Geelong Karen Community: MostCulturally Aware
- Geelong Russian Community: Most innovative Use of Theme "Generations"
- Geelong Turkish Community: Best Musical Entry
- St. Patrick's Primary School: Best School Entry



The 2019 Pako Festa is delivered by Diversitat and is supported by The Victorian State Government, Victorian Multicultural Commission, Channel 7 and the City of Greater Geelong.

In addition, it could not be delivered without the support of the local diverse communities, Pakington Street Traders and many other local and non-local organisations and businesses contributing to the event. Thanks to the following new Community Sponsors including The Bank of Melbourne, TAC and Pacific Smiles while we welcomed back The BCC Group, Viatek, Adroit Insurance & Risk, Deakin University, WorkSafe, Geelong Advertiser, SC Technology Group, VicSuper, Furphy and the Pakington Strand.



Refugee Week Dinner

The Refugee Week Dinner took place on 21/6/19. It was an extraordinary night and a wonderful success for the organisation and a great celebration of our communities.

One hundred and eighty seven people attended the Geelong West Town Hall and were treated to traditional dishes prepared by Sri Lankan, Syrian, and Iraqi individuals / families local to the Geelong area.

The great crowd was entertained by Punjabi Swag Geelong Dancers and Ali Ahmad playing the Oud. The North Geelong Youth Theatre performed excerpts from "Waiting for Something Better", the Karen Weavers presented traditional weaving demonstrations and Qurban Ali exhibited some fantastic visual arts.

Guest speakers for the night included Amir Abdi and Anisgul Mohammadali.

Thank you to all the staff and volunteers who made the evening such a seamless success.

Special thanks to the amazing Sophie Young for co-ordinating this outstanding night.

The evening was a great demonstration of the power of multi-culturalism in Geelong.

