



16  
17

**Annual Report**

# Contents

<b>Who We Are, What We Do</b>	<b>3</b>
<b>President's Report - Dr Linda Sydor Petkovic</b>	<b>4</b>
<b>Chief Executive Officer's Report - Michael Martinez</b>	<b>5</b>
<b>Reports</b>	
Education & Training	8
Settlement & Community Programs	16
Aged Support	24
94.7FM The Pulse	30
Arts & Events	32
People and Organisational Development (POD)	34
Corporate Projects	36
Finance	37
<b>Thank You</b>	<b>38</b>
<b>Contact Us</b>	<b>39</b>



## OUR VISION

To empower individuals and communities to reach their full potential.



## 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.

# Who We Are, What We Do

## Diversitat

Our communities are made up of diverse cultures and people, from the first migrants dating back to Geelong's founding and more recently those fleeing persecution and choosing Geelong as their preferred destination for resettlement. Our programs not only embrace diversity, we create inclusion and unity based on an understanding that difference, in all its forms, enriches community life.



## Aged Support Services

Diversitat Aged Support Services promotes independence for older people from culturally diverse backgrounds by providing support and socialisation opportunities. 500-600 clients from 23 different countries use Aged Support's services. Aged Support also has an Access and Support Worker to assist people who have personal problems or hardships.



## Settlement Services

Diversitat is a regional settlement services provider, with Geelong being one of the primary settlement areas in Victoria for humanitarian entrants. Each year we welcome approximately 200-300 refugees from countries including Afghanistan, Congo, Iraq, Iran, Liberia, South Sudan, Sri Lanka (Tamil) and Karen and Karenni communities from Myanmar.



## Training & Education

Diversitat Training is proud to deliver nationally accredited training and pre-accredited courses in a welcoming and supportive environment. Offering courses in Community Services, Aged Care & Health Services, Early Childhood Education and Care, Leadership & Management, English Programs and so much more. Pre-accredited courses are also offered along with School-based programs.

## Community Services

Diversitat currently supports over 1600 refugees, from over 50 countries, within Geelong and the Barwon and Colac region, through a diverse portfolio of programs. Programs include; Emergency Relief, Financial Counselling, Employment Services, Family Services, Multicultural Gamblers Help, Mental Health & Wellbeing, Cultural Awareness Training, Homework Clubs, Driving Programs and so much more.



## Enterprises

Diversitat operates a number of enterprises, with all funds raised going towards services and programs which assist our clients. These enterprises include the diverse community radio and television station, 94.7 The Pulse, our very own café and bulk goods store, Wholefoods Pantry and Kitchen, opportunity shops, the Oppe Shoppe and Yellow Door and our clothing redesign enterprise, Stitch.



## Youth Services

Youth specific programs are offered across various departments including Vocational Education and Victorian Certificate of Applied Learning (VCAL), including a program for young parents and a hands on You Turn program. There are also programs for culturally diverse young people, including Equip! (youth mentoring), Reconnect (study support), Homework clubs and Refugee Youth (support & activities).



## Arts & Events

Diversitat Arts & Events is a key program in strengthening art linkages in Geelong to ensure people from diverse communities are able to participate as arts makers and audiences. With the ongoing arrival of new CALD communities to our region, the Arts program has had a year of dynamic and inspiring projects. Initiatives continue to be developed to ensure cultural groups are supported and have the capacity to showcase their own cultural identity.

## Disability Services

Diversability is Diversitat's disability service and a registered National Disability Insurance System (NDIS) provider of disability supports. Diversability supports people with disability and their families/carers from a culturally and linguistically diverse (CALD) background to navigate the disability system, link with the NDIS and advocate for their needs through the planning process.



# President's Report

Our organisation celebrated 40 years by valuing and honouring our extensive membership whilst always keeping an eye on rejuvenation.

**Dr. Linda Sydor Petkovic**  
President  
Geelong Ethnic  
Communities Council

## 40 YEARS 1976

- Croatian Community
- Greek Community
- Italian Community
- Macedonian Community
- Serbian Community

## 30 YEARS 1986

- Dutch Community
- Hungarian Community
- Irish Community
- Portuguese Community
- Russian Community
- Scottish Community
- Ukrainian Community

## 20 YEARS 1996

- Indonesian Community
- Vietnamese Community

## 10 YEARS 2006

- Indian Community
- Maori Community

## Individual representatives for

### 40 YEARS 1976

Mile Stojanovski - Macedonian Community

### 30 YEARS 1986

Fely Spikers - Filipino Community

### 20 YEARS 1996

Jim Hoekstra - Dutch Community

### 10 YEARS 2006

- Sophia Shen - Chinese Community
- Haris Tabic - Bosnian Community
- Asenaca Nawai - Fijian Community
- Kanapathy Veerasamy - Indian Community
- Robin Arthur - Indian Community
- Dana Rafferty - Lithuanian Community
- Ekrem Eren - Turkish Community



Annual General Meeting 2016 President Linda and Italian Community representative.

# Chief Executive Officer's Report

Our programs do not just embrace diversity, we create inclusion and unity based on an understanding that difference, in all its forms, enriches community life.

**Michael Martinez**  
CEO  
Geelong Ethnic  
Communities Council

## CHIEF EXECUTIVE OFFICER ANNUAL REPORT

In terms of our buildings and facilities it has been a very big year. Our Project team has been busy over the past 12 months with 2 major building projects underway, the fit out of our new Wholefoods cafe and pantry on Mercer St and the construction at the Hub of our new Healthy Living Centre. The fit out masterminded by Bridgette and Christina is fabulous, bright, fresh and a showcase for healthy eating and living for Geelong. Wholefoods opened for business in May and has been really well received by the community. It's an exciting time for Mercer St. with the Worksafe headquarters and Deakin Students' accommodation under construction nearby. It's also an evolution for Wholefoods which had been at the old site in Little Rynie St for almost 20 years. Our new site is a wonderful development for the area and we thank Bridgette Carey, Elissa Holloway, Christina from Nook Studio, and all our staff and contractors involved in the fit out and opening.

In addition to these projects we also opened a new training facility co-located (or colocated) with Heights secondary college in Vines Rd Hamlyn Heights, the facility is 1,300m and following its opening in April with subsequent renovations we are thrilled with the progress of this new Diversitat location. The school has been very supportive thanks to Scott Dellar the Principal at the time and the school committee. Our Vines Road facilities are also home to the Geelong Sikh Community temple Gurudwara Sahib Geelong and the community officially opened the temple in May with a wonderful event with over 600 people attending. This special event involved spiritual blessings and traditional performances and an amazing feast and community luncheon for the many hundreds in attendance, The Sikh Community are a wonderful addition to our Geelong Community and are very committed community members highlighted by their giving away of 2,000 water bottles at Pako Festa. A big congratulations to Garry Gow and the whole Training team for the development of the Hamlyn Heights site.

Also as part of our 40 Years we celebrated our Year To Remember in style with our Aged Support team at the Macedonian Hall in December. The Macedonian community have been great supporters of Diversitat having participated in every Pako Festa since the beginning and more recently we have had a number of volunteers from the community and engagement with our aged support programs. Thanks to Robyn, Kathy, Gordana, Geoff and all team for a great year with growing excitement about our move to our new Centre at the Hub in Oct 2017.

Our events schedule was extremely busy throughout 2016 and thanks to Luisa La Fornara they were a great success. Our Youth team led by David Copeland and his fellow teachers, students and volunteers delivered us a great Mud Challenge which raised money for our programs. In future years we can see the Mud Challenge growing as an event and a fund raiser. One of our last events for the calendar year of 2016 was the final Food of the World festival at Wholefoods in Baylie Place. People sampled delicious food cooked by our local representatives from the Sudanese, German, Spanish, Egyptian and Brazilian communities whilst being entertained by local performers the Von Robertsons and Bollywood dancers and workshop. The night ended on a high with the talented staff member Jess Costa singing with her friend Sarah Bourne.

Our refugee numbers to Geelong increased over the past 12 months with the arrival of our Syriac and Iraqi refugees fleeing the terrible situation in their homelands. We welcome these new communities to our region and we're certain Geelong can provide a wonderful home for them and their families.



40th Birthday Party celebration at the Hub

As part of our 40 years we had our big birthday party on Saturday 10th December at the Hub with our communities catering, rides and entertainment for kids and lots of fun had by all. It was a very special day at the Hub, the weather was great and the gardens looked amazing and highlights what a great facility and environs we have at our Hub. Thank you to the Maori, Greek and Indonesian communities for catering on the day and thanks to Luisa La Fornara, Cathy Harper and all the helpers and volunteers which made it a great event.

On February 25, Pako Festa celebrated its 35th event with a full day of fantastic fun, music, dance and food, with the theme "Discover Food of the World". Pako Festa is a unique annual event with a strong blending of cultures, community spirit, and involvement and attracted over 100,000 spectators in 2017. Once again the event was a success and a great opportunity to celebrate diversity with all of Geelong. More than 20,000 people were there for the parade which also showcased our cultural communities. 98.2% of people surveyed said they would attend the event again with 24.2% of people attending for the first time.

Every so often our communities create an event which is extraordinary and awe inspiring, this year we had this with the Te Arahina, Maori culture community of Geelong – celebrating Waitangi day multicultural festival at St.Helen's Park, North Geelong. The Festival shared with the people of Geelong the significance of "The Treaty of Waitangi", which was signed on 6th February 1840 by representatives of the British Crown and the Chiefs of NZ Maori. Diversitat also signed an agreement with the Geelong Maori Community to work together on our goal of building a Maori community centre in Geelong. The main attraction and something very rarely seen outside of NZ was the arrival of a traditional Maori war canoe (Te Karangatahi Waka), paddled through Corio Bay by 22 Maori warriors, greeted by another large contingent of Maori warriors with an amazing Haka show down which rocked the earth's core. For those of us that attended it was an event you will never forget and an amazing cultural experience for Geelong. Congratulations to John Wikham, Ronnie and the entire Geelong Maori community for giving us something so special and a unique cultural experience.



Pako Festa 2017 - Image courtesy of Streamline Media

Some quick stats about  
Pako Festa 2017.

### Pako Festa 2017

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**20,000+**  
people in the event precinct  
during the parade

**100,000+**  
visitors on the day

**98%**  
of people surveyed said that they  
would attend Pako Festa again



Te Arahina, Maori Culture Community of Geelong – celebrating Waitangi Day



40th Birthday Party celebration at the Hub

# Education & Training

Some quick stats about Education and training at Diversitat.

## Our students

**68%**  
are female

**15%**  
identify as having a disability

**45%**  
born overseas

## Different languages spoken at home

**22**



English	Karen	Arabic
58.99%	8.82%	6.73%

## Top 3 postcodes

**3214, 3216, 3215**

## Enrolment numbers by program area (vocational courses)



**1833**  
total Enrolments across all training

Traineeships, Flexible Off-Campus Study & School-based Apprenticeships Traineeships (SbAT)/ vocational education and training in Schools (VETiS)

**179**  
Traineeships including SBAT & VETiS

**200**  
FOCS students

Making up over 20% of students



We intend to build on the high quality education we provide in all areas, act on the areas of growth and adapt to any changing needs confidently. This is not only relevant to the Geelong region and the growing Colac region, but also across Victoria.

## VOCATIONAL EDUCATION AND TRAINING

Increased growth and successful delivery of programs has provided students with a range of options to achieve their desired outcomes and achieve their full potential. A wide variety of vocational courses have been offered including alcohol and other drugs, mental health, community services, aged care, disability, youth work, individual support, leisure and health, health services assistance, counselling, leadership and management, hospitality, horticulture, animal studies, agriculture, early childhood education and care, screen and media and education support.

### Foundation Disability Programs

Foundation Disability Programs helped 6 groups of students living with disability with adult literacy and numeracy, work education and transition education (transitioning into the community).

Qualifications delivered across the state in Ballarat, Diamond Creek, Hurstbridge, Belmont and Geelong:

Certificate I in Initial Adult Literacy and Numeracy

Certificate I in Work Education

Certificate I in Transition Education

### Traineeships & Flexible Off Campus Study (FOCS)

Our Traineeships and Flexible Off Campus Study (FOCS) students are located all over Victoria from Bendigo to Horsham. These students are engaged in employment within their industry and wish to gain a qualification to enhance their career prospects.

We developed a specialised alternative curriculum program running in conjunction with St Joseph's College called VITA offering foundation level programs to students with cognitive learning disabilities.

We developed a new partnership for our 2018 VETiS programs with Western Heights Secondary College with the view to deliver Certificate III in Hospitality, Certificate II Horticulture and Certificate II in Community Services which expands our VETiS program.

### Success Stories

Samantha Connell a student currently studying Certificate III in Screen and Media has been offered a position at JMC Academy in South Melbourne to study her Bachelor of Screen and media.

Four Horticulture students and a community services student have been offered apprenticeships with their respective hosts upon successful completion of their Certificate III in Horticulture.



Our School Based Apprenticeships and traineeships (SBATS) and Vocational Education and Training in Schools (VETiS) has over 90 students enrolled and on track to complete their qualifications in 2017.

### Samantha's Story

My SbAT course, Certificate III in Screen and Media has really ignited my passion for film and television.

I love having the opportunity to tell people's stories through film as I gain experience working with many clients both in and out of the studio to produce promotional, musical, and event videos. This process includes research, script writing, filmography, lighting, sound production, editing and of course radio broadcasting. These opportunities have been great as I know what the expectations are in the industry, and have really built confidence in my craft.

The facilities on offer through Diversitat and The Pulse are amazing with access to a green screen studio, sound and radio studios, and state of the art film equipment.

This course has given me the opportunity to pursue further education at a university level, which would not be available to me otherwise. Next year I am studying a bachelor of Creative Arts, majoring in film and television production at JMC Academy in Melbourne. With the support and guidance from my industry experienced supervisors, I was able to put my best work forward to be accepted into my chosen course.

- Samantha Connell, SbAT Certificate III in Screen and Media

# Education & Training

We wish to continue working closely with industry to meet their workforce needs and to expand our placement partnerships thus continuing to ensure that students are exposed to excellent workplace experiences. Our responsiveness to workforce/client needs, innovativeness and dedication to providing high quality education will continue and grow.

This could not be achieved without the dedication, hard work and commitment demonstrated by all the trainers. They are so dedicated and supportive of all our students so that they reach their full potential and subsequently thrive and flourish in the world.

## INDUSTRY ENGAGEMENT

In January 2017 Diversitat Training created the new position of Industry Engagement Manager. The purpose of this position is to liaise with industry sector organisations and employers to understand their perspective of what students need to learn during training to transition to employment.

After an understanding of what industry needs are established, courses can be added to our scope. We can also adapt our current courses to meet the needs of industry.

We identify emerging sectors and new businesses in the region, and seek innovative solutions to improve the delivery of training and add value to the business.



We have an MOU to deliver training for "Habitat Therapeutics" a residential care and rehabilitation facility for drug addiction.



An MOU to deliver training for "SeeChange" a residential care facility for people with disabilities.



We also have secured an MOU with "Dog Diversity" a retail and training business to deliver a dual qualification in dog grooming and animal companion programs.

## SKILLS & PATHWAYS

2017 has seen a 60% growth of our Pre-accredited ACFE (Adult and Further Education) training. The additional allocation of student contact hours by the Department of Education and Training has provided the opportunity to broaden the range of pre-accredited courses to the identified priority learner cohorts for the Barwon South West Region. We were successful in our application to expand our service delivery into the Colac Otway Shire LGA.

We were successful in the second round offers of the Reconnect Contract including expanding the delivery of the service to the Colac Otway Shire LGA. The Reconnect 1 Program has been very successful in meeting the required target of assisting disengaged youth to pathway into accredited training. This has been achieved by the implementation of a range of outreach strategies and by forging robust relationships with Geelong's Youth Service Providers and by the participation in a number of Youth at Risk and Youth Crime Prevention focus groups.

## Skills & Pathways Highlights

We designed an ACFE English as an Additional Language class to meet the needs of a group of Afghan women struggling to participate in the accredited English language programs.

**ONE**  
learner has gained employment after completing the program.

**TWO**  
learners re-engaged in accredited training after one semester.

The Try a Trade ACFE course delivered at You Turn at the BASE has been selected as a finalist for the 2017 Victorian Learn Local Awards in the category of Outstanding Pathways Program.

**99%**  
try a trade learners moved into further training or employment since it started in 2015.



# Education & Training

We participated in the ACFE LEAP pilot engagement program. These short five hour workshops are targeted specifically for disengaged learners. A Life Skills program was designed to build confidence for participants of the Reconnect Program to assist disengaged and disadvantaged learners to pathway into accredited training.

Currently the Asylum Seeker Learner Plan Project is being implemented in collaboration with Settlement Services. This initiative is to support Asylum Seekers to develop their understanding of the Australian VET sector, to connect with their communities and to develop individual learner plans to assist with pathways into accredited training.

Our applications for 2 Learn Local CAIF (Capacity and Innovation Funds) projects have been successful.



## Pathways to TAFE -LLO's and TAFE working together

The focus of this project is to develop a model of partnership between LLOs and TAFE to maximise learner participation and access into pre-accredited and accredited training.



## Family Integrated English Language Program

The focus of this project is to provide learners from CALD backgrounds with an opportunity to learn pre-accredited English within a family friendly environment.

## DIVERSITAT YOUTH PROGRAMS

It has been a busy and challenging year for the programs with much enthusiasm and excellent support provided to the students that attend both the You Turn and Sweet & Express program that has recently relocated to the Pulse site. Students are enjoying the community space in the foyer, interacting and feeling connected to other members of the community in this shared space.

It is exciting that all these Youth Programs have new leadership to review and implement future collaboration with other service areas within Diversitat, to have enable new exciting outcomes for the students and for Diversitat.

Internal referrals to the Reconnect program have been a positive for some of the Youth Students needing this specialised support to stay engaged with the Youth Programs.

The community lunches with the Aged Care program, and the Hub's community garden initiative, continue to provide additional interaction and connection for the students within the Diversitat community, providing valuable recognition and reward to the students.

Youth program partnerships support student's individual journeys through our external services with the schools, Barwon Child, Headspace, Youth & Family, DHHS, and the NDIS. These organisations have additional skills and expertise to assist in the students in achieving their goals.

Students come with their own personal challenges. The program has linked students into work experience which can provide the link to paid work and provide insight for the students when entering the workforce.



The Youth You Turn program offers students the opportunity to engage with hands-on trade experience while preparing them for work and community involvement.

## Student Nomination: Jordan Evans

Jordan is an enthusiastic and respectful student with consistently high levels of attendance, engagement, effort, participation, and willingness to ask questions & learn.

He has made excellent progress in the Youth program and has showed determination and "a can do attitude." Congratulations Jordan.

## Education & Training

Fun learning was explored through experiencing the RAAF Museum at Point Cook, coastal trips, the You Yang's State Park, Diversitat Men's Shed, Grovedale Community Centre and Geelong Football Club's visit to The Hub.

Participation in The Relay For Life was a fun and moving overnight experience that raised vital funds for the Cancer Council's research, prevention, information and support services. It was a chance to assist the Newcomb community to recognise and celebrate local cancer survivors, patients and their carers, to honour and remember loved ones lost to cancer.

Thanks to the following businesses who have supported the programs:

- Geelong Clutch
- Max Fry Smash Repairs
- Air Radiators
- Total Tools.



Youth organised Mud Challenge  
Photo by Phil Hines Photography.

Some quick stats about  
Diversitat Youth.

### Students

**102**  
students enrolled in VCAL

**14-20**  
years old

### Community involvement

Diversitat Youth love to get involved in the community. In the past year our youth...



Organised a Community Mud Challenge



Raised money for cancer research  
at Relay for Life



Volunteered at Pako Festa

# Education & Training

There have been several highlights of the year. Amongst these highlights several projects and programs have been undertaken. They include:

## We opened new classrooms

New training facilities at Western Heights College, Vines Road with 8 well equipped classrooms, free car parking and modern up to date student and trainer facilities.



## Expanding our boundary

Expansion of delivery outside Geelong such as the development and delivery of the Diploma of Community Services Work and the Certificate IV in Disability in Colac.



## Certificate IV in Leadership and Management



We trained Diversitat staff who are currently in leadership and management roles and those aspiring to become leaders and/or managers.

## Blending learning



Delivery of qualifications in a blended mode via the new Learning Management System (LMS) called Moodle. This is an ongoing project between our e-learn team and trainers.

## The next level

We delivered industry specific courses to trainees who wish to upgrade their skills, including our own Ageing Support Department at Diversitat.



## Staff development

Regular education sessions for trainers by experienced and competent VET staff. This has enabled continuous professional development for all our trainers.



## Short Courses



We delivered short courses that meet specific client needs. For example 'See Change' – a Disability Accommodation Service located in Portarlington.

## New equipment



Simulation equipment was donated through our strong partnership with the Multicultural Aged Care Services (MACS) in Geelong.

## Networking

Barwon-South Western Workforce Network, enables us to assist our students gain the best placement opportunities possible (Health & Community).



New equipment donated by MACS



New Campus at Vines Road.



E-learn, online blended learning platform.

# Education & Training

## ENGLISH AS AN ADDITIONAL LANGUAGE

Our English Language Programs department run a variety of accredited courses funded by the Federal and Victorian governments that are designed to meet the specific needs of our Culturally and Linguistically Diverse (CALD) learners. We also deliver innovative pre accredited courses which are funded through ACFE (Adult and Further Education).

The focus of our programs is to assist our learners achieve successful settlement in Australia as well as increase their English language and literacy skills. Our programs are intended to facilitate social participation, economic wellbeing, personal wellbeing, independence, life satisfaction and being connected to the community.

The loss of the AMEP (Adult Migrant English Program) came as a shock, however due to the fantastic teaching staff and the support from the Victorian Government, we have been able to retain a number of students who were to transition to the new program.

While we always try to place students in classes with others at the same level with them the nature of English is such that while the students may have an overall common language level they will have differing levels in different skills. This creates a common level of mixed skills levels which can be a challenge for trainers. We have been very lucky to have volunteer home tutors from the AMEP Home Tutor Program opting to continue with Diversitat. These volunteers are now placed in classes as Volunteer Language Assistants. Our trainers can now give even more individual attention to learners as they have the support of volunteers.

Although we lost the AMEP in Geelong we got the contract in Colac together with the Skills for Education or Employment (SEE) in Colac. The class is running at the Colac Community Library from Monday to Thursday. We have already started recruiting volunteers to train as Home Tutors.

### Informal & Interactive

Pre-accredited ACFE programs help those who aren't ready for Accredited English Classes. The programs assist learners to pathway into accredited English classes or employment.



Pre-accredited ACFE programs help those who aren't ready for Accredited English Classes. The programs assist learners to pathway into accredited English classes or employment.

Some quick stats about English as an Additional Language at Diversitat.

### Majority of our students are aged

# 30-65 YO



### Where the majority of our students are from

Afghanistan	Mynmar	Iraq	Thailand & Vietnam
16.83%	14.37%	13.57%	9.44%



### We ran Spoken & Written English classes at all levels

## LOCATION

We have classes running in locations across Geelong and Colac



**4** Preliminary Classes

**5** Level 1 Classes

**2** Level 2 Classes

**1** Level 3 & 4 Classes

## MOVING FORWARD

The 2018 financial year is shaping up to be one of the most exciting in Diversitat Training's history. We will be celebrating our 20th year as a Registered Training Organisation (RTO) and we will look to build on a very successful 2017. We have responded very well to the loss of AMEP in Geelong and we have seen the growth of many of our programs expanding into the Colac Region.

We have been very grateful of the support of the Victorian Government in the past 12 months, which has allowed us to create many new innovative programs and to support our students to reach their full potential.

I feel very fortunate to be part of such an amazing team and the success of the department is down to the fantastic work of all of the team. We have so many talented individuals, however it is the collaborative team work and commitment that makes us the successful RTO we are today. I would like to thank the whole team for their dedication and positive approach to our student delivery. I would also like to extend my appreciation to Michael, the Executive and the senior leadership team, we could not be the innovative and positive RTO we are without the support they provide.

I look forward to working closely with the team to build on what has been a very positive year and can't wait to be a part of the successes this team continue to deliver year on year.

### Garry Gow

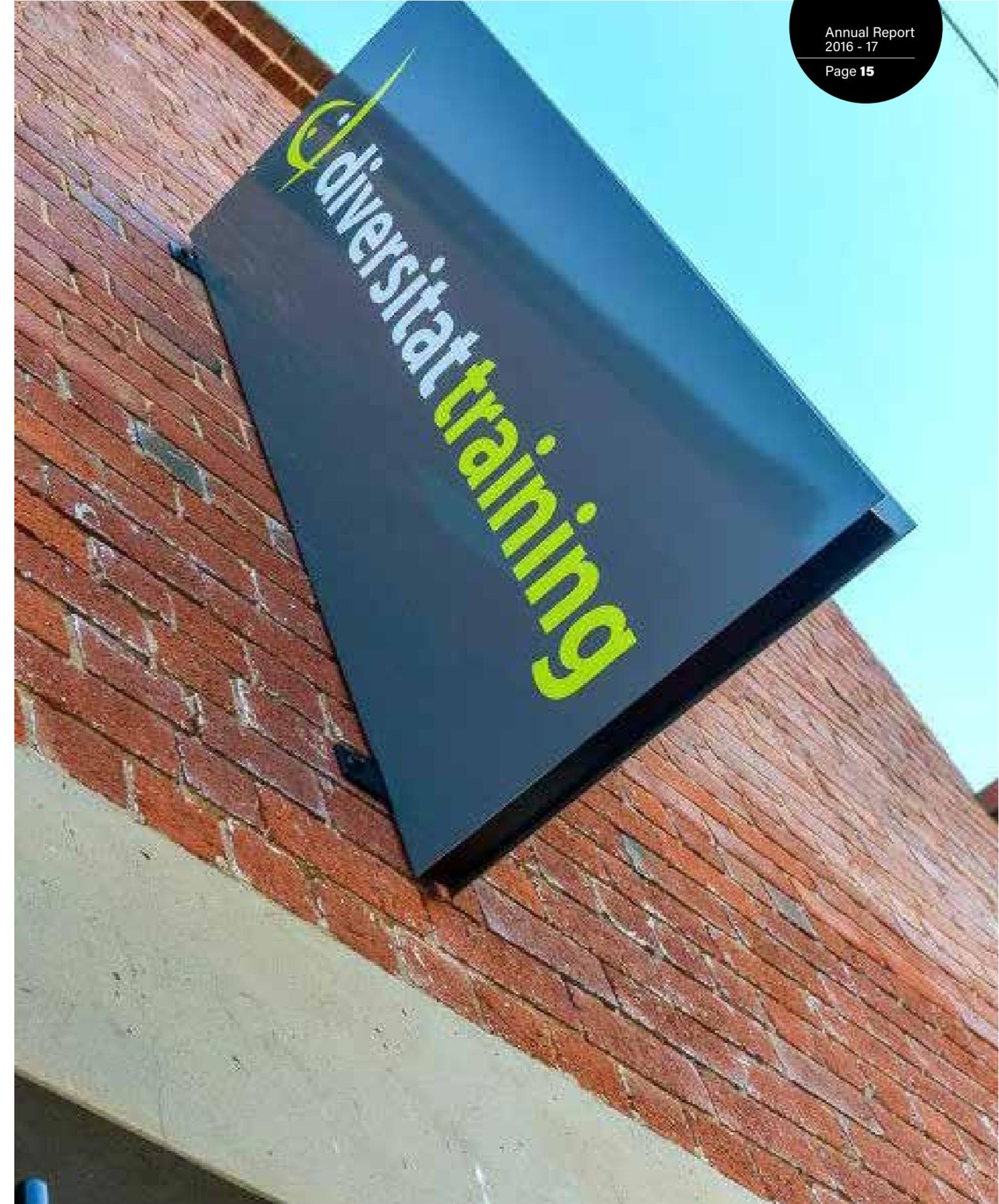
General Manager - Training & Education

Diversitat acknowledges the support of the Victorian Government for pre-accredited programs.



TOID: 5819 | CRICOS Provider Code 03369J

Training at Diversitat is delivered with Victorian and Government funding to eligible individuals.



## Settlement & Community Programs

Some quick stats and highlights about Settlement & Community Programs at Diversitat.

Programs delivered by our Settlement & Community team

**40+**

programs aimed at assisting newly arrived refugees and other disadvantaged community members in Geelong and Colac.

Total number of Refugees arrived this financial year

**432**

**177**

(44 families)  
came from Iraq



Individuals assisted with casework support

**3500+**

Funding of new programs to help clients engage and settle

Such as: *Hear our Stories, Boys on the move, Safe and Confident and Equal and Strong.*



Increased community engagement and support through:

**376**

active volunteers

**&**

partnerships



Image courtesy of Villawood Properties

# Settlement & Community Programs

16/17 was another big year with an expansion in the number of clients and programs. With the crisis in Syria and Iraq we received an additional allocation of refugee families this year.

## SETTLEMENT & COMMUNITY PROGRAMS

The Settlement and Community team deliver over 40 programs aimed at assisting newly arrived refugees and other disadvantaged community members in Geelong and Colac.

A total of 432 refugees arrived this year. Of these, 177 (44 families) came from Iraq. By years end, most of those families have made Geelong their new home. We were pleased to have several new programs funded. These included Hear our stories, Boys on the move, Safe and Confident and Equal and Strong all programs aimed at strengthening our clients' capacity to engage with and settle in our community. We also received additional funds to expand our Financial Counselling Service to support clients experiencing Family Violence and a renewal of the Regional Area Partnership Program. Below is a summary of a sample of our programs and achievements for the year. I would like to acknowledge the hard work of all our staff and volunteers who work tirelessly to achieve great outcomes for our clients, together with our many funders and partners without whom we wouldn't be able to do this work.

### Humanitarian Settlement Service (HSS)

The HSS program provides initial support for refugees arriving in Geelong. This includes basic orientation, registration with essential services, housing and connection with universal services and community programs. This year we assisted 114 families from a range of ethnicities including Afghan, Armenian, Assyrian, Congolese, Dinka, Hazara, Iranian, Iraqi, Karen, Karenni, Nuer and Syrian. Of the 432 individuals, just on half are under 18. The largest numbers were Iraqi (177) and Karen (90) with the smallest being Dinka and Nuer with just one individual each.

### Settlement Services Program (SSP)

The Settlement Services Program (SSP) is a flexible case work service, which provides information, support, advice and referral to newly arrived community members living in the Geelong and Colac. Eligible community members can access the SSP within their first 5 years of living in Australia. The SSP case work program at Diversitat is provided through a 'walk in' service and follow up appointments. In addition, the SSP provides a small and limited free migration service for newly arrived refugee and humanitarian arrivals, which includes supporting citizenship and split family visa applications.

### Family Services Program

Diversitat is a member of the Barwon Child and Family Services Alliance (BCFSA). The Alliance facilitates the delivery of integrated family services to vulnerable families in Barwon region.

The Family Services Program at Diversitat provides case work, case management services and coordination for children, young people and families from predominantly culturally and linguistically diverse (CALD) backgrounds

In 2016 - 2017, the FSP team provided 915.58 hours of services to a total of 17 culturally and linguistically diverse (CALD) individuals and their families, including 69 children and 1 grandchild.

An overview of our Settlement Services Casework Program at Diversitat.

Where our clients were born other than Australia



Clients who received services over 12 months. <sup>1</sup>



About our clients



Most popular languages other than English



<sup>1</sup> It is possible that some clients attended an individual appointment and a group information session.

## Settlement & Community Programs

Of the primary clients who accessed FSP services, there were 16 women and 1 man. Of the 17 clients; 16 were sole parents. FSP clients were born in South Sudan; Afghanistan Pakistan; Rwanda; Congo; Myanmar; Iraq and Australia. Client spoke the following languages at home Nuer; Pashto; Urdu; Kinyarwanda; Dari; Swahili; Karen; Arabic and English.

### Complex Case Support

The Australian Government Department of Social Services (DSS) funds Diversitat to provide Complex Case Support (CCS) to humanitarian entrants with critical and multiple needs. These needs may include disability; mental or physical health or emotional wellbeing issues; accommodation and/or family violence. The case management program is individually designed to meet the individual needs of each client and is primarily about building client capacity and independence.

Of the 23 primary clients who received CC support, 18 were female and 5 were male. The families that received support included partners, other adult family members and a total of 57 children, 3 of which were grandchildren. CCS clients were born in the following countries: Syria; Iraq; Congo; Afghanistan; Iran and Myanmar. CCS clients spoke the following languages at home: Dari; Hazaragi; Karen; Arabic; Pashto; Farsi and Swahili.

### Financial counsellors

Our Financial Counsellors managed 1890 Cases under the Financial Counselling program for the year 2016 – 2017. This includes assessment for services, Generalist Financial Counselling cases funded by Consumer Affairs Vic, Federal Financial Counselling funded by DSS, and Emergency Relief appointments, a program also funded by DSS and Financial Counselling work delivered at Barwon Prison.

A total of 4586 hours of casework were delivered across these programs. More than 750 hours of Financial Counselling casework was also delivered by our partner agency in the region, Colac Area Health.

We were pleased to accept a funding increase to work with Family Violence services in the City of Geelong. A cooperative model of casework was established with CASA and Minerva, and the practice model has been acknowledged by Consumer Affairs, the funders of the program, as a best practice model.

Demands on the service continue to present challenges, with an increase in complex case work. Wait times across the year now average 6 weeks from the time clients are assessed to when they can be seen for their first appointment. This has led to a reduction in the number of available short to medium term case clients and a further emphasis on providing support over the telephone.

The team were pleased to receive news that the State based program has been refunded for a further four years.

### Diversability

Diversability works with people with disability to assist them live fulfilling lives. In the 2016-2017 year the Team worked with 64 participants who have a National Disability Insurance Scheme (NDIS) plan. This is 15 more people than in the previous years. The outcomes achieved have been to strengthen the abilities of the participants to coordinate their own supports and participate in the community.

Of the 64 NDIS participants 41 are from a CALD background, with eight of the new clients choosing Diversability after being successful in getting an NDIS plan. Diversability piloted an Alternative Approach to improve access to the NDIS for people from the Hard to Reach Groups including people from a CALD background. During the six-month pilot project 26 people from a CALD background were assisted to link into NDIS.

Some quick stats...

### Family services

# 915.58

Hours of family services provided to

**17** culturally and linguistically diverse (CALD) individuals and their families.

**69** children and **1** grandchild.

### Complex case support

# 23

Clients recieved Complex Case Support

**18** were female **5** were male.

### Financial counselling

# 4586

Hours of financial casework delivered across financial counselling programs.

# 750+

Hours of financial casework delivered by partner agency, Colac Area Health.

## Settlement & Community Programs

One of the participants assisted by Diversability is now driving her own modified vehicle that has enabled more choice and opportunity to live a fulfilling life.

Diversability is working in partnership with the Ethnic Communities Council of Victoria on a 6-month project that has helped other Disability Service Providers by sharing our knowledge and experience in working with NDIS participants. To ensure we have the right workforce for our clients we have created ways to train and employ people from a CALD background. This approach also improves the employment opportunities for refugees and asylum seekers who wish to have a career in working with people with disability.



Sorayya and her modified vehicle which has enabled her more choice and opportunities.

# Settlement & Community Programs

## Migration

Diversitat Migration Services underwent structural changes this year to adjust to ever changing immigration policies and procedures which resulted in a decrease in fee for service, and an increase in no fee services.

Ongoing conflicts in Afghanistan, Syria, Iraq, and South Sudan and the additional intake of 12,000 Syrian and Iraqis to Australia dramatically increased the demand for family reunification of refugees. A seamless system was implemented to ensure that all refugees had access to free advice and services within a month of arrival. The Dawn Wade foundation generously funded information sessions about Australia's Special Humanitarian Visa program (SHV), as well as 1:1 consultations. Ongoing DSS funding provided support for split (immediate) family visa applications, form checking, and continued advocacy for Afghan Subclass 866 visa holders who still experience ongoing delays with citizenship and family visa applications. Funding from the Sidney Myer groups enabled us to provide information and assistance to Asylum Seekers who were finally able to make applications for temporary visas.

This year agents have unfortunately had to deal with a significant amount of visa cancellations, and refusal of sponsored visa's that have resulted in immediate families being separated. We would like to give special thanks to Priscilla Jameson at Refugee Legal, Private Migration Law Specialist Paul Smith, and the team at Russell Kennedy for mentoring us through several challenging cases and taking on refused cases pro bono.

## Equip!

Equip! is an innovative youth mentoring and vocational program funded by the Department of Employment under the Empowering Youth Initiative. In the first round, 52 young people (aged 15-24 years) from culturally and linguistically diverse backgrounds registered for work-related training, with 44 choosing to continue with an industry mentor and staff to explore their career interests.

In this flexible program, young people research individual preferences, and participate in organised activities such as 'industry days', site visits and interviews in popular careers such as health, police and defence. Deakin staff hosted mock interviews, and the young people strengthened their practical skills during up to 60 hours work experience and volunteering in areas of interest such as retail, aged care, events, surf-life saving, teaching and trades.

equip! participants built communication skills and confidence to apply for jobs, increased their networks and developed their understanding of work opportunities in Geelong. The program relies on the goodwill of volunteer industry mentors, corporate partners and community organisations to learn about other cultures and support these activities. Diversitat would like to acknowledge their valuable contribution.

## Job Options for Asylum Seekers (JOAS)

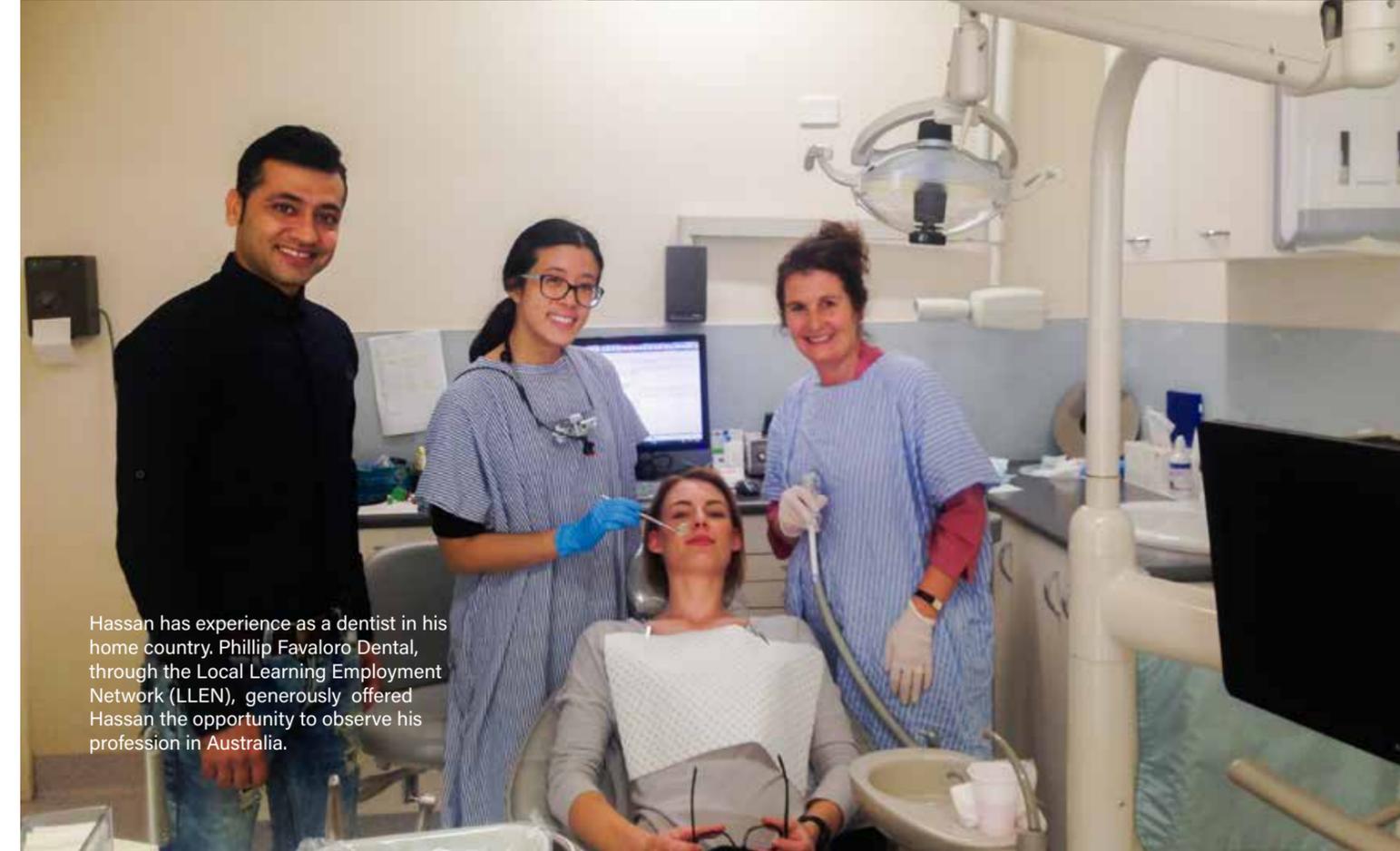
Job Options for Asylum Seekers is funded by the William Buckland Foundation and draws from the experience of the Brotherhood of St Laurence in Melbourne.

The program offers Asylum seekers individualised support to meet the diversity of needs. A 10-week program helps with initial career planning, identifying training and employment pathways, resumes, applications, interviews and placements. Additional ongoing activities are run with the valuable support of volunteers and include language tuition, job club, referrals to vacancies and networking into community support. 25 asylum seekers have used the service in the first year

JOAS also educates and supports employers, and is currently developing a video and a collection of stories to address key myths.



Equip participants were able to take part in mock interviews by Deakin University staff.



Hassan has experience as a dentist in his home country. Phillip Favaloro Dental, through the Local Learning Employment Network (LLEN), generously offered Hassan the opportunity to observe his profession in Australia.

# Settlement & Community Programs

## Multi-Cultural Mental Health & Wellbeing

There has been an increase over the past year in the number of organisations providing Mental Health Services and Support seeking to increase their knowledge and skills regarding the needs and issues facing new arrival communities. A total of 11 sessions have been implemented and a further 27 secondary cultural consultations were sought by the sector.

Yoga, relaxation and meditation activities have been engaged in by the Karen, Karenni and Iraqi women with 38 sessions over the year being attended by an average of 7 participants per session.

A positive change in attitude to Mental Illness is seen by the number of community members participating in Mental Health sessions, completing Mental Health First Aid, seeking support for family members and importantly offering support to families and individuals experiencing a range of mental health problems.

## Boys on the Move

"Boys on the move" is a project that aims to engage and support newly arrived young boys (aged 10-18 years) who have arrived from Afghanistan, Pakistan and Iran.

As a group, we explored much of the Geelong and Bellarine environments and communities through our Ride Out and Reel Fish, Real Talk Programs. One group participated in a 3-day camp at Camp Wyuna Queenscliff and enjoyed the swimming, riding horses, kayaking, bike riding and a BBQ hosted by the Queenscliff and Point Lonsdale community.

The boys also participated in summer league Futsal (Indoor soccer) at Leisure Time centre under Diversitat Unite. The weekly competition helped the boys develop their sportsmanship, fitness skills and their ability to manage conflict.

With support from St Albans and St Andrews Uniting Churches in Geelong we have helped to increase confidence, foster respect and social interaction with the local community.

## Men's Shed Program

The program activities included woodwork, excursions, workplace health and safety and socialisation. More than 40 participants from Karen and Karenni, Afghan and Iranian communities completed a range of carpentry experience including the making of chopping boards, coffee tables, dining tables, drawers, TV cabinets, chairs, and game tables. Participant's skills increased over the program with the use of a range of equipment that focused on the importance of workplace safety. Group excursions also promoted opportunities for social inclusion.

## Community Associations assistance

Assisting Community Associations namely the Iraqi, Syriac, Afghan, Hazara, South Sudanese, Congolese, Liberian, Karen, Thai, Iraqi and Karenni communities with incorporation ABN, grant applications and reports was a key focus in ensuring community participation in the Geelong Ethnic Communities Council.

Three new communities such as Geelong Iraqi Community Association, Socio-Cultural Syriac Association, and Lao Thai Association affiliated with the Council over the year.

## The Regional Area Partnership (RAP)

The Regional Area Partnership (RAP) commenced in October 2016 in the Barwon South West. With coordinators based in Geelong and Colac the project continues to build and grow collaborative partnerships with communities, service providers and councils across



Men's shed



Boys on the Move

# Settlement & Community Programs

the region with a focus on building on strengths to increase the knowledge and skills of multicultural communities to improve social, cultural, educational and economic pathways and outcomes.

In response to community consultations partnerships are facilitating the following programs; citizenship, parenting, mentor driving, gym and health, Afghan women's leadership, Harmony day celebrations in Colac, Human Rights and discrimination, Colac homework club, small business seminars, ALC Colac staff information seminars and radio program training. Partnerships are also working to increase the knowledge and readiness of regional communities in the South West to receive new arrivals from a refugee and asylum seeker background.

## Hear our Stories

Hear our Stories is a new 3-year program funded by the Victorian Multicultural Commission, that provides training for refugees, asylum seekers and other migrants in public speaking and understanding the media. The aim of the program is to enable communities to share their stories to promote harmony and foster dialogue between people of different backgrounds. Nine people completed the course in its first year and collectively they went on to present more than 20 individual talks to a range of groups including service clubs, schools and churches, as well as two interviews published in local magazines/newspapers.

For many of the participants it was the first-time people outside of their own community heard their story. We have received some remarkable feedback from those who were listening and we look forward to a further two years of this program.

## Asylum Seeker Program

We continue to provide Status Resolution Support Services program that has been funded by The Department of Immigration and Border Protection (DIBP). It aims to support people seeking to resolve their immigration status. The DIBP continues to process refugee claims and Diversitat provided service to approximately 80 clients during the year compared with the 150 clients at the same time last year.

Apart from the department funded program, the Diversitat Asylum Seeker program continues to provide some practical services for our clients as well as other asylum seekers living in the Geelong region. Food Bank has continued to provide culturally appropriate food for our clients. During 2016/2017 we have been fortunate to receive funding from "Give Where You Live" along with great support from the Belmont Rotary Club and regular donations from the public and "Second Bite". We also thank the volunteers who have participated in running the program.

We also thank the Shine On Foundation that have enabled us to start the Asylum Seeker Drop In service. The program provided support for asylum seekers who otherwise have no access to caseworkers. Next financial year the asylum seeker Drop In service will open its services to refugees who have been here more than 5 years. This initiative was assisted through the end of financial year appeal.

## Other programs

We also deliver an extensive range of driving, bike and road safety projects. 29 people gained their licence this year and more than 80 participated in classroom based road safety, and a further 80 received bike instruction. We have also run successful netball, citizenship training, and safety and conversation programs for women.

The Belmont Oppe Shoppe underwent refurbishment during this year creating more space for both stock and customers and we provided a broad range of information programs to our clients.

## Volunteers

Before finishing the years summary, I want to acknowledge not only our amazing staff and funders but our equally amazing volunteers who support a range of our programs. We recruited an additional 100 volunteers this year, making a total of 376 active volunteers in

An overview of our volunteers at Diversitat Settlement Programs.

Program	Number of Volunteers
GREAT at Home	78
Stitch	25
HSS	19
Homework Clubs	104
Administration	16
Transport Assistance	26
Oppe Shoppe	38
Driver Practice	24
Gender Diversity	8
Netball	7
Orientation	17
Colac	12



Homework club

# Settlement & Community Programs

## Belmont Oppe Shoppe

The Belmont Oppe Shoppe had its first full year of operation under Diversitat's banner this year. It was an exciting time when we expanded the floor space of the shop making room for more displays especially clothing and bric a brac. We also commenced opening on Saturdays which proved very popular particularly with Students. Donations are always welcome and plentiful but much better if they can be donated during operating hours. Unfortunately one of our biggest expenses is rubbish removal when people donate items that should go to the tip or donations are left out in the rain and get ruined or picked over. Proceeds from the op shop assist our settlement programs. A huge thank you to the many many volunteers and staff who keep the Oppe Shoppe operating. New volunteers are always welcome.

## Moving Forward

There is so much to look forward to next year. The HSS and CCS programs will merge into the new Humanitarian Settlement Program, which will enable us to continue to provide support and assistance to newly arrived refugees.

We will also be commencing delivery of a new program called the Tenancy Advice and Assistance Program which we have recently been awarded.

Following a successful fundraising appeal during refugee week we will commence a new information and referral service for asylum seekers and longer-term refugees and migrants and we look forward to the opening a new second hand clothing store in Pakington Street that will enable us to contribute to the war on waste. Most importantly we look forward to continuing to work with our clients to assist them to achieve their full potential.

Maureen O'Keeffe  
General Manager  
Settlement and Community Programs.

## Dalal's Story

Dalal arrived in Geelong with her parents in December 2016 as a refugee through humanitarian settlement process. Before coming to Australia Dalal lived in Syria for 6 years, due to displacement as a result of war in Iraq.

"As a Palestinian refugee who had suffered 7 years from the Iraqi war and 6 years from the Syrian war, it is difficult for me to compare my old life that was full of horror from detonations, sectarianism and the bad situation that was surrounding me, with my new life in Australia that is full of peace and shelter which are things I was never given in my old life.

During my journey in traveling from Syria to Australia I decided to turn over a new leaf and start a new chapter in my life and I was lucky to get support from my case worker at Diversitat who helped me to get the ball rolling in my university enrolment. Despite the difficulties that I faced in starting a new life in a different country and speaking a different language, in three months I was able to commence studying a Bachelor of Commerce at Deakin which was my dream that I worked hard to make it true and luckily my hard work didn't go unnoticed.

I am so grateful firstly to the Australian government who gave me the opportunity to live a normal life and grant me a permanent residency with health care card and some other documents that make me belong to Australia and treated me as an Australian citizen without being asked my political affiliation or of my religion sect. Secondly I am grateful to both my case workers who have been giving us the support to settle down in our new country and make us feel like home. And thirdly I am grateful to my parents who have been supporting me to continue my study and build up a good future."



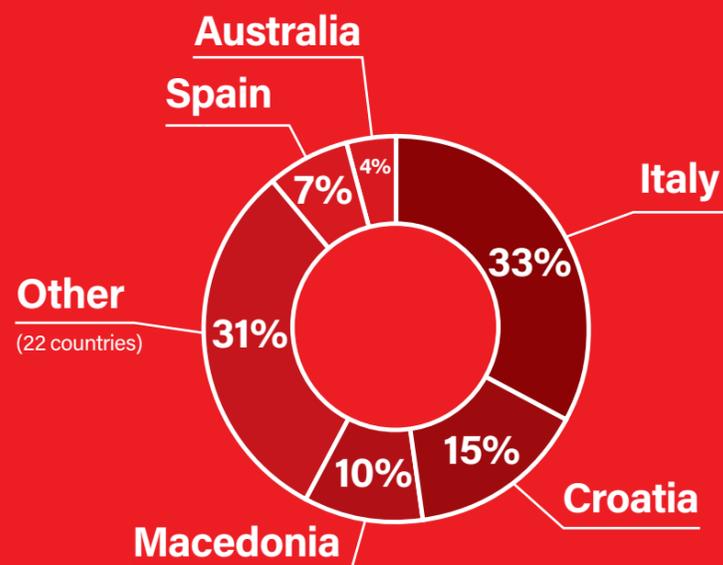
# Aged Support

Some quick stats and highlights about Aged Support at Diversitat.

## Age of our participants

**96%**  
over 64

## Country of birth



## Different languages spoken

**23**

## Living status

Living independently	Living with family	Living with partner	Living other
32%	38%	28%	2%

## We asked our clients

### Why do you come to the groups?



"I like stirring people, passing the time of day, chat, game of cards, talk about politics - most people. We have Men's Kitchen Thursday nights we chop this and chop that, everyone chips in with whatever we're cooking!"

Vince Leone- Italian Men's group

"I like Kathy (staff) mucking around and all her noises. I like the guitar playing - gee wizz. We enjoy going to the Musical Melodies (at GPAC) What about the striptease? (cheeky laughing) Any do - we like getting out to it!"

Pepi Jokic

"Socialise, happy gathering, talk to people, friendly open conversation. Occupied, busy!"

Helen Chew

"Everybody friendly - the first time I am confused, I don't know anybody. Then I met Christina- they're good company. Nice food on the table. Coffee or tea whatever you want - it's nice, it's good. I'm out of the house. Sometimes we go out as a group - it's very nice."

Maria Caferella

"Meet new people. I like doing the activities."

Christina Giustra

"I like the company. I like Geoff and little Lloyd- my little possum. I like the staff - they look after us very good!"

Betty Lymer

We are really excited about Aged Support Services moving to the new Healthy Living Centre building in October 2017 - the culmination of a lot of hard work by many people at Diversitat over many years. Thank you to all involved.

## Transition to Commonwealth Funding

Funding split between state and federal governments and the transition from Home and Community Care (HACC) to joint HACC and Commonwealth Home Support Programme (CHSP) has allowed Aged Support to be accessible via My Aged Care, the new portal for accessing Commonwealth Home Support Programs across Australia.

The Australian Government Australian Aged Care Quality Agency conducted a Quality Review of Diversitat Aged Support programs.

We have been audited regarding the Home Care Standards Commonwealth Funded programs – Social Support Groups, Meals and Other Food Services. Thanks to Zena Sharples, Operations Manager for leading our team through the challenge. A lot of good work was completed by the team in preparation for the audit.

## Aged support staff - our greatest asset

Welcome back to Ivana Vlahovic after maternity leave. Welcome back To Baw Mu Daw Ghay. We are so happy you have returned to work with us and have not lost your significant experience and knowledge of our clients' needs and preferences. Consolidation of Staffing – Anne Reilly Access and Support worker, Zena Sharples Operations Manager, Camille Crozier – Aged Support Chef.

## Staff Training

7 staff have completed training in Certificate IV in Leisure and Health. Another few staff and a volunteer are still working towards completion. Thanks to our dedicated Diversitat Training team: Chris Edgar, Tamsin Rossiter, Jennifer Smith; and Garry Gow for managerial support for the program.

Our staff also upskilled with Diversitat Training in the areas of:

- Medication assistance/Infection control
- Food handlers' certification
- Cert IV Leadership and Management
- Embarked on accredited training for Volunteers
- LGBTIQ and Aboriginal and Torres Strait Islander awareness.

Thanks to People and Organisational Development (POD) – Marie O'Dell and Daniel Psimaris for delivering the Prevention of Bullying and Harassment program and support to complete the Aged Support Strategic plan for 2015-2018.

## Volunteers

Scoping our volunteers' strengths has helped us create better use of their significant skills and areas of personal interest. Volunteering has health outcomes for the volunteer, especially when they feel best able to use their individual skill set. Volunteers have helped us write funding applications, and make a new connection with the LGBTIQ (Lesbian, Gay, bisexual, transgender, intersex, queer) group Geelong Rainbow Inc. Volunteers help us create authentic culinary delights,



Aged Support clients participate in a Yoga class



Volunteer, granddaughter, carer, grandmother, mother, client - many generations and roles

# Aged Support

make beautiful things with our clients, contribute to our garden, help answer the phones, drive our mini buses, have great chats in language to clients, make great coffees, fold the washing, set the tables, conduct a client survey, meet potential clients, and better network with our all-important Ethnic Communities. We thank them all very much for greasing our wheels along the journey of providing outstanding social support!

If you wish to volunteer with us just call Kathy Taylor – 5222 7275.

## Bollywood - Passport to Paradise Movie Trailer

Over July and August, our Aged Support clients got to enjoy a taste of Bollywood!

Clients were treated to four sessions with Asra, their very on Bollywood dance instructor.

Asra showed clients how to move their bodies the 'Bollywood way' and they had a great time giving it a go! The sessions were all part of the Social Support Group activities with the purpose of giving clients a good time, physical activity, laughter and fun.

Clients had the opportunity to dress up as a Bollywood dancer while dancing to the music, and great fun was had by all.

Check out the video to get an insight into the antics they got up to!



## Meals program 2017

Serbian, Cypriot, Karen, Thai, Chinese, Men's community kitchen, Spanish and Maori. Thank you to the many volunteers who have donated their time and expertise to provide us with an authentic cultural meal and for those staff and clients who have enjoyed the results.

## KuLoo Arts

The Karen and Karenni weavers in collaboration with Wathaurong – Bringing Them Home project and Wathaurong glass are creating a water feature for the new Healthy Living Centre entrance in Norlane. The funding from the State government CALD Seniors grants program. Creative workshops have been held in the past year to design and build a water feature for the new building which borrows from both cultures myths, legends and tales.

This project received a Certificate of merit from Victoria's Multicultural Awards for Excellence 2016 - Award for Community Innovation.

## Geelong Active Diverse Seniors Program

The GADS high needs program focus is to promote the social connection of older people from culturally diverse backgrounds by providing group social support. Wellbeing and Reablement provides a strong foundation for the Commonwealth Home Support Programs.

Our aim is to support older people to live as independently and autonomously as possible. The program emphasizes person centered care, which enables clients to control decision making and design their individual support plan.

We respect the rights of the person and their families and provide meaningful, engaging activities that value and celebrate a person's individuality, diversity and strengths. Our activities support wellness through physical and mental stimulation whilst maintaining dignity and sense of self-worth.



Asra showed clients how to move their bodies the 'Bollywood way'.

# Aged Support

We also receive funding for eligible under 65 year olds through the State government – Home and Community Care program for younger people and supply services to people on NDIS plans.

## Café Style Support Program

CHSP block funded support program, run by Diversitat Aged Support. Two group meetings monthly for 3 hours at a time, over a six month period.

The aims:

- To provide clients with a positive social experience that supports emotional wellbeing.
- To facilitate the development of social connections with people in similar circumstances.
- To provide clients with health and service information relevant to them and that supports the care relationship.
- To develop clients' confidence to engage with the formal service system.

The target groups have been elderly Croatian people from the Geelong region this year. The groups were open to carers and those they care for.



## Client satisfaction from social support group program

### Macedonian Women's Group



### Macedonian Men's Group



### Italian Women's Group



### Italian Men's Group



### Ukrainian Group



### International Women's Group (Norlane)



### International Women's Group (Geelong West)



### Kuloo Arts



### Men on a Mission



### Geelong Active Diverse Seniors (GADS)



Rating on scale of 1 (very dissatisfied) to 10 (very satisfied).

## Access and Support Worker

The Access and Support Worker provides approximately 21 hours of support per week to CALD clients in the City of Greater Geelong and Barwon South West Region. Clients have been assisted at an individual level to access many things including Centrelink services, My Aged Care, cleaning or residential care. Anne Reilly is the current Access and Support Worker. It is a confidential service to help those who face barriers to accessing the service system.

## Barwon South West (BSW) Diversity Planning & Practice 2016 - 2017

On the 1st July 2016, the funding and administration of the Home and Community Care (HACC) program services changed significantly.

People seeking access to home and community care services now access services based on their age.

- Services for older people (people aged 65 and over and Aboriginal people aged 50 and over) are now provided under the Commonwealth Home Support Programme (CHSP) funded by the Commonwealth Department of Health (DoH);
- Services for younger people (people aged under 65 and Aboriginal people aged under 50) will continue to be provided by the Victorian Department of Health and Human Services (DHHS) under the HACC program for younger people (HACC PYP).

DHHS and DoH have agreed that certain areas of current activity associated with retaining the benefits of the current Victorian HACC system will continue in Victoria. The Bilateral Agreement specifies that Victorian HACC providers that transitioned to the CHSP will be required to continue to undertake Diversity Planning for 3 years to the end of June 2019. Diversity planning will therefore be a requirement for both CHSP funded and HACC PYP funded organisations.

## BSW Regional Planning

All 37 (100%) of BSW funded organisations submitted a 2016-17 Diversity Plan on or after the 2nd December 2016 which includes one CHSP only funded organisation. Following an initial review, the DA in conjunction with DHHS West Division Program Adviser initiated a revision process to improve consistency across all organisational planning documents and achieve a 100% satisfactory rating.

## BSW Regional Workforce Development

"Lateral Violence" and "LGBTI and Ageing Inclusive Practice" workshops have been delivered in the BSW region. These workshops which took place in Geelong on 31st May and Warrnambool on the 1st June 2017 received very favourable feedback from the attendees on the day and post-delivery. Trainers of both workshops commended the BSW organisations for their attendance and active involvement in the sessions. There were 9 Barwon organisations represented at the Surf Coast Shire workshops and 10 at the Warrnambool Bowls Club.

Up to 500,000 Australian-born children in the 20th Century, including some of Aboriginal and Torres Strait Islander descent, were placed in "care" or became "state wards" for different reasons. Past adoption practices included forced adoptions where a child's mother or parents were compelled to relinquish a child for adoption. One "Care Leavers" (Forgotten Australians) information session was held in 2016 to provide awareness of this cohort to the BSW service providers in 2017.

The State-wide Diversity Adviser network will be showcasing a presentation at the 3rd National LGBTI & Ageing Conference in Melbourne in October 2017. This presentation will introduce the Diversity planning process and the role of Diversity Advisors, highlighting how this role has supported the delivery of LGBTI inclusive practice among community based aged care providers. The session will offer contributions from Diversity Advisors from across Victoria, showcasing the range of initiatives and training that have been undertaken towards creating accessible, inclusive, safe, respectful and celebratory environments.



Aged Support's Great Tomato Competition was held in March.

# Aged Support

Our clients are tough though they may look frail. It isn't always easy to be an elder in an increasingly ageist society. My respect for our client's many challenges grows every day.

We have had a terrific year with plenty of fun and a lot of hard work!!

We propose to ease the task of ageing with respectful well planned activities that celebrate lives well lived. Offering new experiences with the familiar, keeping active and engaged helps build our clients personal capacity to enjoy the coming years. The new HLC building will provide a home away from for us all to grow in peace.

Robyn Martinez - General Manager



Going to Café Style Support Program

# 94.7 The Pulse

Some quick stats and highlights about 94.7 The Pulse radio station.

## Our programs

---

**70+**  
radio programs

**16**  
languages

**TWO**  
30 min television programs a week

**125+**  
different countries live stream via The Pulse's new website [www.947thepulse.com](http://www.947thepulse.com)

## Our volunteers

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**170**  
volunteers

## Multicultural programs

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Karen, Persian, Lithuanian, Serbian, Chinese, Russian, Bosnian, South African, Macedonian, Filipino, Indonesian, Croatian, French, South Sudanese and Afghan



Our target of more than 70 different radio programs in 16 different languages and two 30 minute television programs a week is proudly met every week by Pulse contributors.

2017 has seen new staff, 170 volunteers, School Based Apprentice Traineeships (SBATs), University Interns, Work Experience students and Work for the Dole Participants all step up to the plate and take on the demanding challenge. With welcoming arms we have been joined by the Diversitat Youth and Reconnect programs alongside our continuing ABC tenants.

The Iconic Green Pulse building remains a thriving hub that acts as meeting space for community groups, organisations, performers, artists, teachers, trainers, students, business people, politicians and members of the public who regularly visit the Pulse to discuss the important issues in our community and the world.

The Pulse [www.947thepulse.com](http://www.947thepulse.com) new website is visited regularly by 1000s of people from over 125 different countries around the world. Highlights of Pulse Television stories, recent podcasts, local news updates, regular social media tweets and relevant information about general goings on at the Pulse are also popular clicks from both locals and those further abroad.

The Pulse more than ever before has been out and about in the community this year. Alongside regular weekly GDFL football and Fortnightly Torquay Broadcasts the pulse has provided outside broadcasts from the Pako Festa, Aireys Inlet Open Music Festival; Amy Gillet Grand Fondo bike ride; Pumpkin Festival; G21 Forum; Deakin Dragon Festival; Apollo Bay seafood festival; Diwali Festival; Geelong After Dark Festival; Narana Festival and Mitchells front page from Lara, Anglesea, Lorne and the new Geelong Whole Foods.

Multicultural members of our community tune in weekly to our Karen, Persian, Lithuanian, Serbian, Chinese, Russian, Bosnian, South African, Macedonian, Filipino, Indonesian, Croatian, French, South Sudanese and Afghan programs. Members of other communities tune into Australian wide Community Radio Network which takes the Pulses popular programs 'behind the Music', 'Hot, Sweet and Jazzy' and 'The Fishing Show'.

This year we said goodbye to Liz Carr our former Business Development and Marketing officer and thank her for the hard work and fantastic outcomes she achieved for the Pulse over the last few years. We welcomed Simon Finch on board as the new Sponsorship and Community Engagement Coordinator.

None of this would be possible without all the hard working staff, students and volunteers who have given up countless weekends and late nights to plan, produce and deliver the most diverse range of programming found on community radio and community television. Special thanks also goes to the Pulse Board Members, loyal listening public, subscribers and business supporters who all help to ensure 94.7 The Pulse remains a truly unique community media based institution.

Leo Renkin

On behalf of 94.7 the Pulse team and volunteers



Diversitat Arts & Events is a key program in strengthening art linkages in Geelong to ensure people from diverse communities are able to participate as arts makers and audiences.

Diversitat Arts & Events is a key program in strengthening art linkages in Geelong to ensure people from diverse communities are able to participate as arts makers and audiences. With the ongoing arrival of new CALD communities to our region, the Arts program has had a year of dynamic and inspiring projects. Initiatives continue to be developed to ensure cultural groups are supported and have the capacity to showcase their own cultural identity.

## Highlights

Diversitat continued the 40 years celebrations from July through to December 2016 with the following events:

- November 16 – AGM 40th Anniversary
- November 24 – A Year To Remember, Aged Support
- November 9 – Diversitat Mud Challenge, Youth Services
- December 2 – Wholefoods Food of the World Festival
- December 10 – Final 40th Birthday Party
- Delivery of the 35th Pako Festa with the largest crowds on record.

## Events:

### Diversitat Pako Festa – A Celebration of Cultural Diversity

On February 25, Pako Festa celebrated its 35th Event with a full day of fantastic fun, music, dance and food. Once again, police estimated attendance numbers to be in excess of 120,000 people throughout the day.

A million thanks goes to the following hard working, passionate and local cultural community groups that make Pako Festa so successful, who either paraded down the street, cooked delicious food and performed their hearts out! Afghan, Bosnian, Chinese, Croatian, Congolese, Dutch, Filipino, French, Greek, Hazara, Hungarian, Indonesian, Iranian, Irish, Italian, Indian, Karen, Karenni, Liberian, Lithuanian, Macedonian, Malay, Maori, Nepalese, Polish, Scottish, Serbian, Slovenian, Spanish, Sudanese, Ukrainian and Wathaurong Communities together in harmony.

Diversitat would like thank all the event staff, sponsors, and event contractors, hardworking Volunteers, Pakington Street Traders, the Geelong Community and all the people from far and wide who joined us in this extraordinary celebration of our cultural diversity. A special thanks to our Major Event Sponsors; Office of Multicultural Affairs and Citizenship (OMAC), Victorian Multicultural Commission (VMC), City of Greater Geelong – Geelong Major Events for their ongoing support!

### Geelong After Dark

Geelong After Dark (GAD) now in its fourth year, was delivered on Friday 5 May, 2017 from 6pm – 10pm.

The event continued with a focus on a diverse program curated from an expression of interest process. It attracted over 370 artists delivering, installations, edgy visual art and performances,



Pako Festa 2017  
Photo by Paul Danyluk

## Arts & Events

experimental works, live music, interactive public art, major city hall projections and roving projector bike projections, live opera, film, spoken word, dance, and circus.

In 2017 GAD continued to deliver diverse contemporary original art in an open public setting that is unique to Geelong. This year we saw record crowds and a very live interest from local and regional artists wanting to participate. Every year produces something different as artists make work specific to the City and the event.

The City of Greater Geelong produces GAD in conjunction with the Mountain to Mouth biennial Extreme Arts Walk. Diversitat continued to partner with COGG as Creative Producers of GAD2017

### Diversitat Arts Programs

Diversitat Arts proudly blends Community, Art and Culture and has contributed to the vibrancy of our region in many ways. We have a number of programs that service many areas of our community from specialised short courses, arts based projects with cultural communities plus the development of a social enterprise that supports local artisans/makers and members from our ethnic communities to sell their products.

### Sewing Program @ the HUB and Stitch

The Stitch Sewing Program is funded through the Adult Community and Further Education (ACFE) program and supported by the Arts Unit and the Training Department. The program was born out of our Craft Circle Program in 2013 and today continues to promote and inspire tolerance between cultures through creative and sustainable means. This cross-cultural group of women welcome the opportunity to participate in the program, learning to sew and alter culturally infused clothing and accessories in a safe and welcoming environment. The sewing program attracted over 60 women over the past twelve months from 11 different ethnicities.

Stitch industry, the social enterprise side of the program provides an opportunity for graduates of the sewing program to further their learning by designing and making products for sale. Proceeds from this program go directly to the women involved. The program was awarded an innovation grant from ACFE to ensure the enterprise can grow and become sustainable in the future. The program team including Caroline Hawkins, Melissa Serjeant and Jasmine Skye-Marinos have done an amazing job in creating new products alongside the program participants.

I would also like to thank Julie Giles, Stitch Trainer for her passion and commitment to the program over the past 5 years and we welcome Yvonne Lyons as the new trainer.

Arts & Events General Manager

Luisa La Fornara

(Left position May 2017)

Some quick stats about  
Pako Festa 2017.

Pako Festa 2017

**20,000+**  
people in the event precinct  
during the parade

**100,000+**  
visitors on the day

**98%**  
of people surveyed said that they  
would attend Pako Festa again

**77.5%**  
Attendees live locally while 22.5%  
were from outside Geelong

**24.2%**  
visitors attending the event for  
the first time

# People and Organisational Development

Some quick stats about  
People and Organisational  
Development (POD).

## Staff participating in orientation

---

**56**  
staff over 7 sessions

## Bullying & harrassment participants

---

**117**  
staff over 9 sessions

## Cultural Intelligence participants

---

**159**  
staff over 14 sessions

## Mentoring program participants

---

**6**

## Contracts written

---

**349**

## Staff participating in orientation

---

**237**  
(including internal, change of role  
or promotion)

## Our staff

---

**286**  
total staff

**124**  
new staff

**75.9%**  
female staff

**75%**  
female people  
managers

**7**  
staff took  
parental leave

# People and Organisational Development

Diversitat is an organic organisation, growing, changing, evolving and adapting.

The People and Organisational Development (POD) Team has been consolidating the status of Diversitat as an Employer of Choice offering excellent employee benefits and work-life balance. This was embedded through a complete revamp of our Careers section on our website and the review of best practices and resources available to all recruiting managers.

The Team also launched a new mentoring program "Mentoring@Diversitat" aiming to share the amazing expertise and skillset amongst staff. Mentees and mentors were paired across departments according to their goals. This program has been well received and shows the commitment of the organisation in supporting the growth of our employees.

The "All Staff" meeting, the one day a year event brought all our staff together to celebrate our achievements, introducing all new staff, discussing what the next 12 months priorities are and having some fun together was a success. It was also an opportunity to invite and hear from key members of the LGBTIQQ community about their personal experience as LGBTIQQ members in the Geelong and Colac region, and understand another dimension of the Diversity spectrum.

## Looking Forward

Finance and POD Teams are working closely together to implement a new Human Resources Information System. The new system includes a more comprehensive payroll module, an employee and manager self-service and additional HR functionalities to reduce the number of manual processes. This will help reduce the time managers spend to chase paperwork and will provide instant access to accurate information.

The Diversitat Board also endorsed a Leadership and Management program to be rolled out for all current people managers, and for our potential leaders as part of a succession planning strategy. The Certificate IV will provide each participant across 3 groups with a recognised qualification, delivered in-house and tailored to Diversitat processes and procedures. This is the opportunity to ensure our leaders are truly supported in their key roles and will also provide group projects and assignments that will contribute to the organisation.

Finally, Diversitat is an organic organisation, growing, changing, evolving and adapting. The POD Team look forward to continuing to partner with each department to support the organisation's success and ensure we continue to be the best that we can.



## Corporate Projects

Some quick highlights about Corporate Projects.

**Successful finding grants raised**

**\$461,249**

**\$10,000**

Geelong Community Foundation towards fitout equipment for Healthy Living Centre.

**\$62,249**

Office of Multicultural Affairs and Citizenship towards Women's Shed extension.

**\$314,000**

Building Better Regions Fund towards the Diversability Centre.

**\$75,000**

Give Where You Live towards Diversability Centre.

Another busy year securing funding for various projects across Diversitat.

The focus for this financial year was the relocation and development of the new Geelong Wholefoods Pantry and Kitchen. Located at 70-71 Mercer St, Geelong, boasting two shop frontages giving the store a strong presence on Mercer St; the run down building was transformed into a modern, fresh, light and bright café, store and activity space, providing a new look for Geelong Wholefoods.

We celebrated the opening on Wednesday June 28th with a ceremony that included a Welcome to Country from Nikki & Norm, Wathaurong Community and the café and pantry was blessed by Thai Buddhist Monks Phra Maha Wannawat and Phra Somkid Maneewan, and from the Macedonain Community Father Cedomir of the Macedonian Orthodox Church.

One of the features in the new building was the collaboration from seven young artists from the Geelong Illustrators collaborative who got together to offer their interpretation of what they felt represented the new store. If you look closely you will find many fabulous takes on food, culture and nature.

Another project that commenced this year was Aged Support's new Healthy Living Centre located at our Northern Community Hub site in Norlane. Construction will not commence until later in the year but the site preparation work kicked off early 2017 with the clearing of land in preparation.

### Plans for the next 12 months 'Looking forward'

- Opening of the Healthy Living Centre
- Diversibility centre
- Women's Shed expansion



## Income statement for the year ended 30 June 2017

Income	2017	2016
Revenue from ordinary activities	15,382,405	14,920,862
Employee benefits expense	(10,182,007)	(10,243,172)
Depreciation	(371,158)	(444,647)
Operating lease expense	(377,498)	(348,994)
Seminars expense	(49,979)	(38,922)
Borrowing Cost expense	(107,974)	(93,419)
Other expenses from ordinary activities	(3,822,257)	(3,698,200)
Operating surplus from ordinary activities	471,532	53,508

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

# Thank You

Adult, Community and Further Education (ACFE)  
Action on Disability within Ethnic Communities (ADEC)  
Adroit Insurance  
AMES Australia  
Aim Hire  
Aireys Open Mic Music Festival  
Air Radiators  
Alzheimer's Australia (Vic) Geelong Branch  
Andrew Thornton (Thornton Industries)  
Araluen  
Arcare Aged Care - Portarlington  
Arden Victoria  
Australian Lamb Colac  
Australian Muslim Women's Centre for Human Rights  
Bannockburn Aged Care Facility  
Barandeb Enterprises  
Barwon Coast  
Barwon Community Legal Centre  
Barwon Legal Service  
Barwon Prison  
Barwon Valley School  
Barwon Water  
Bellarine for Refugees  
Bellarine Secondary College  
Belmont Rotary Club  
Bethany Community Support Inc  
Betta Electrical  
Barwon Health  
Barwon Health - Mental Health Carers Respite  
Barwon Health - Refugee Health Nurse  
Barwon Regional Aged Care Assessment Service  
Barwon Youth  
Batforce  
Bethany  
BEST  
Bike Safe Geelong  
Blairlogie  
Boatcatch  
Boomaroo Nurseries  
Boral  
Borough of Queenscliffe - Aged Care & Disability Services  
Breastscreen Victoria  
Brentwood Aged Care Facility  
Bunnings - North Geelong  
Burson Auto Parts  
Burke and Beyond  
Carer Respite Barwon  
Centre Against Sexual Assault  
Centre for Culture Ethnicity and Health  
Centrelink  
CFA Geelong  
Channel Seven Melbourne

Channel 31 Geelong & Melbourne  
Child FIRST  
Chris and Sue Mackey  
Chris Mackey Psychology  
Christian College  
Christopher Szaday  
Clonard College  
Codeacious  
CoGG - Aged & Disability Services  
CoGG - Arts & Culture Unit  
CoGG - Community Development Unit  
CoGG - Geelong Major Events  
CoGG - Youth Development Unit, Local Cooida Hill  
Committee for Geelong  
Consumer Affairs Victoria  
Cotton On Foundation  
Colac Neighbourhood House  
Colac Otway Shire  
Colac Otway Shire - Community Development  
Colac Otway Shire - Family Services Development  
Colac Otway Shire - Older People and Ability Support  
Corio Bay Cricket and Sports Club  
Corio Bay Rotary Club  
Corio Waste Management  
Cottage By The Sea - Queenscliff  
Coulter Roache Lawyers  
Courthouse Youth Arts  
Covenant College  
Dal Wild Architects  
Davidsons Accounting  
Dawn Wade Foundation  
Davidsons  
Day and Night Pharmacy  
Deakin Medical Students  
Deakin University  
Dept. of Education  
Dept. of Health and Human Services (HACC)  
Dept. of Human Services Youth Justice  
Dept of Immigration & Border Protection  
Dept. of Justice (Represented by Consumer Affairs Victoria)  
Department of Premier and Cabinet  
Dept. of Transport, Planning and Local Infrastructure  
Dept. of Infrastructure and Regional Development  
Dept. of Social Services, Aged Care  
Dept. of State Development, Business and Innovation  
Drysdale Aged Care Facility  
Eco Waste Services  
Encompass Community Services  
Energy Safe Victoria  
Equal Opportunity and Human Rights Commission  
ESPOD Inc  
ESTIA Health Aged Care - Grovedale

Ethnic Communities Council of Victoria  
Exide Batteries Geelong  
Eziclean  
Ford Australia  
Foundation 61  
Foundation House  
Gateway Support Services  
Geelong Regional Alliance (G21)  
Geelong Adolescent Sexuality Project  
Geelong Advertiser  
Geelong College  
Geelong Community Foundation  
Geelong English Language Centre  
Geelong Hospital Social Work Department  
Geelong Local Settlement Planning Committee  
Geelong Mood Support Group Inc  
Geelong Men's Shed  
Geelong Mums  
Geelong Performing Arts Centre  
Geelong Regional Library Corporation  
Geelong West Neighbourhood House  
Gippsland & Gippsland East Aboriginal Cooperative  
Glastonbury  
GMS Rehabilitation  
Goodway Print Group  
Headspace Barwon  
Helen McPherson Smith Trust  
Hepatitis Victoria  
Highton Rotary  
Horizon House  
Ian Potter Foundation  
Jack Brockhoff Foundation  
Jigsaw  
John Laney Constructions  
Kalkee Community  
Karingal  
Karingal - Create Youth  
Kerley's Coastal Real Estate  
Koroit Health Services  
Leisure Networks  
Leopold Primary School  
Life Saving Victoria  
Lions Club  
Lord Mayor's Trust  
Lubrimax  
Mackillop Family Services  
Marngoneet Correctional Centre  
  
Mark Herd  
Matchworks  
Mc Callum Industries  
MC Herd

McHarrys Buslines  
Medicare Local  
Mercy Place-Rice Village  
MI Fellowship Barwon  
Mitre 10 - Keith Fagg  
Multicultural Aged Care Services  
Music Workshop  
NDIS  
Nelson Park School  
Netball Victoria  
Newcomb Secondary College  
Nook Architects  
Norlane Pharmacy  
North Geelong Secondary College  
Northern Bay College  
Northern Futures  
Occasions Party Hire  
Ocean Grove Surf Life Saving Club  
Office Multicultural Affairs & Citizenship  
Pathways  
Pakington Street Traders  
Parks Victoria  
Phil Hines Photography  
Percy Baxter Trust  
PPG  
Preston Motors  
Quality Australian Farmed Rabbits  
Queenscliff Men's Shed  
Queenscliff Uniting Church and community  
Quota Geelong international  
Reid Engineering  
Refugee Council of Australia  
Rod Collins  
Royal Children's Hospital  
Ryan Thompson, Third Ecology  
Sacred Heart College  
Saint Albans - Saint Andrews Uniting Church  
Saint Ignatius College  
Salvation Army  
Salvos Connect  
Salsa Street  
Scanlon Foundation  
SCOPE  
Seaview Manor Aged Care  
Serbian Fishing Association  
Settlement Council of Australia (SCOA)  
Second Bite  
Shell Australia  
Shine On Foundation  
Sidchrome  
Signific Signs  
Signs t'go

Skills Victoria  
Sleepy Hollow Blues Club  
South Valley Baptist Church  
Southern Star Windows  
St Joseph's College  
St Laurence Community Services  
St Laurence Housing/Outreach Services  
St Luke's Uniting Church - Highton  
St Paul's Lutheran Church - Grovedale  
Stanley  
Surf Life Saving Victoria  
SurfCoast Shire  
Surfcoast Shire - Aged & Family Services  
Sustainability Victoria  
Tannoch Brae Aged Care  
Transport Accident Commission (TAC)  
Telstra  
Tender Centre  
The Fagg Foundation  
Timboon & District Health Services  
Time For Youth  
Trinity Aid for Refugees  
Total Tools - North Geelong  
Tuckers Funeral Services  
Turbovac  
Uniting Aged Care Kalkee Day Respite  
Uniting Care  
Uniting Church - Queenscliff and Highton  
V2 Leadership - Kerim Nutku  
Valspar  
Viatak  
Vic Group Training  
VICC  
Vic Health  
VicRoads  
Victoria Police (Corio and Geelong)  
Victoria Regional Channels Authority  
Victorian Curriculum & Assessment Authority  
Victorian Legal Aid  
Victorian Multicultural Commission  
Victorian Transcultural Psychiatric Unit  
Volunteering Geelong  
Water Well  
Wathaurong Aboriginal Cooperative  
Westpac Bank  
Youth Approach to Pregnancy and Parenting Program  
Youth Connect  
Youth Justice  
Youth Law  
Youth Support & Advocacy Service (YSAS)



## HEAD OFFICE

153 Pakington St,  
Geelong West, 3218

Phone: (03) 5221 6044

 DiversitatGeelong  
 diversitatgee  
 diversitatgeelong  
 company/diversitat



[www.diversitat.org.au](http://www.diversitat.org.au)



## OTHER SITES

### Northern Community Hub

25-41 Arunga Ave, Norlane, 3214  
Phone: (03) 5260 6000

### Healthy Living Centre

25-41 Arunga Ave, Norlane, 3214  
Phone: (03) 5260 6000

### Belmont Office

33 Mt Pleasant Rd, Belmont, 3216  
Phone: (03) 5244 0070

### Colac Office

2-28 Connor Street, Colac, 3250  
Phone: (03) 5232 5320

### Diversitat Training

7-9 Ryan Place, Geelong, 3220  
Phone: (03) 5246 9600

### 94.7 The Pulse

68-70 Little Ryrie St, Geelong, 3220  
Phone: (03) 5222 5947

### Diversitat Youth

68-70 Little Ryrie St, Geelong, 3220  
Phone: (03) 5223 3222

### You Turn

76 Furner Ave, North Geelong, 3215  
Phone: (03 ) 5277 1710



Photo by Matt Houston

Dignity, respect and acceptance are the basic values defining our everyday work. We value an ecologically sustainable environment and actively promote and celebrate harmony, cultural diversity, peace and social justice in our society.



**Donate now at [www.diversitat.org.au](http://www.diversitat.org.au)**

Diversitat supports multicultural and migrant communities within the Greater Geelong and Barwon region. We support over 70,000 people from more than 53 ethnic communities through: Settlement Services, Community Programs, Youth Services, Disability Services, Aged Support, Training and Education, Events - such as Pako Festa, Community Based Enterprises such as - Pulse Radio, Geelong Wholefoods, and Yellow Door.

### The Difference You Can Make



**\$20**

can provide a food voucher for an asylum seeker or refugee family in need.



**\$50**

can help prepare young refugees seeking work for the first time.



**\$100**

can provide education resources for Young Parent VCAL Students.



**\$250**

will keep our community radio - The Pulse, on-air for two hours.



**\$500**

can provide a volunteer with specialist training to support at risk elderly clients.