This map shows the extensive AMES network which extends throughout the state of Victoria. It includes AMES locations and those of partners and subcontractors in metropolitan Melbourne and regional Victoria.

AMES provides services from 17 major locations in metropolitan Melbourne. These are in Box Hill, Broadmeadows, Coburg, Glenroy, Noble Park, Springvale, Dandenong, Oakleigh, Flagstaff (Melbourne CBD), Footscray, Frankston, St Albans, Werribee, Preston, Ringwood, Sunbury and Sunshine.

AMES also has on-arrival accommodation facilities in Maidstone, West Melbourne and Tarneit. AMES is supported by a network of specialist service providers across metropolitan and regional Victoria.
Introduction

AMES Vision

Full participation for all in a cohesive and diverse society

AMES began providing English language classes during the post war period and has now worked for more than sixty years with refugees and migrants who are new arrivals to Victoria.

Today AMES is the largest provider of settlement services in Australia, providing a comprehensive range of initial settlement services, English language and literacy tuition, vocational training, and employment services to migrants, refugees and asylum seekers resident in Victoria.

AMES has a very strong focus on assisting new arrivals to prepare and secure employment as soon as possible after arrival.

Both refugees and migrants, and the broader community regard employment as critical to successful settlement.

As a Registered Training Organisation, licensed to operate within the vocational education and training sector in Victoria, AMES prides itself on its ability to successfully deliver quality vocational education and training services tailored to the specific needs of people from non-English speaking backgrounds and with a range of educational and skills levels.

Approximately 38,000 people accessed AMES programs in 2012.

AMES recognises the benefits to clients of working in partnership with educational institutions, refugee and migrant specialist organisations, community service providers and employers to provide these services.

AMES also recognises the strengths and skills of migrants and refugees.

The organisation encourages clients to utilise and build on these strengths and skills to assist their settlement.

During 2012, AMES services were delivered through the following federal and state government contracts:
- Humanitarian Settlement Services
- Adult Migrant English Program
- Language Literacy and Numeracy Program
- Distance Learning
- Victorian Training Guarantee
- Job Services Australia
- Community Detention Program, Community Assistance Scheme and Asylum Seeker Assistance Scheme

AMES has a very strong focus on assisting new arrivals to prepare for and secure employment as soon as possible after arrival.

Both refugees and migrants, and the broader community regard employment as critical to successful settlement.

From early in settlement all AMES programs assist new arrivals prepare for and secure work.

As a Registered Training Organisation, licensed to operate within the vocational education and training sector in Victoria, AMES prides itself on its ability to successfully deliver quality vocational education and training services tailored to the specific needs of people from non-English speaking backgrounds and with a range of educational and skills levels.

Approximately 38,000 people accessed AMES programs in 2012.
The AMES Settlement Framework provides the conceptual architecture for the 2011-2013 Strategic Plan. It identifies four key determinants of successful settlement: Health and Wellbeing; Education (including English); Employment; and Safety and Security. The Framework guides AMES work in assisting clients achieve short and medium term settlement outcomes. It also indicates the contribution of AMES work to longer term settlement outcomes.

AMES specifically takes action in the following areas linked to the Settlement Framework:
1. Direct settlement
2. Language tuition programs
3. Transition to work programs
4. Community capacity building
5. Research and policy

The 2012 Annual Report provides information about programs, activities and outcomes in each of these key settlement areas, and about progress in relation to AMES strategic objectives.

AMES Strategic Plan 2011-2013

AMES Strategic Plan 2011 – 2013 outlines the five major strategic objectives of the organisation:
• Work to address short, medium and long term settlement outcomes with migrants and refugees through the delivery of comprehensive CALD specialist settlement programs
• Work with a strategic network of partners to deliver sustainable settlement outcomes for migrants and refugees
• Provide credible evidence to inform Government and others on policies and practices which impact on the settlement outcomes of refugees and migrants
• Strengthen capacity to deliver specialist settlement programs by recruiting, retaining and supporting staff to deliver high quality services, and utilising the skills of a diverse volunteer group
• Operate financially sustainable services which maximise use of resources and build a sound investment base to generate funds for re-investment in programs
A changing political and economic landscape presented challenges and opportunities for AMES in 2012.

Increases to our refugee intake and the introduction of new community detention programs presented AMES with an opportunity to expand our service delivery capacity to asylum seekers. Building on our experience with refugee settlement, we ensure that asylum seekers moving into our communities have the best possible opportunities to successfully transition and begin participating socially and economically.

Shifts in education and training policy enabled us to continue our focus toward clients’ workforce development, participation and skills utilisation. These factors were taken into account in the consolidation of our education structure to better respond to the requirements of our AMEP and Distance Learning contracts. These adjustments prepared us for the tremendous response by our client base wanting online learning as an alternative to classroom-based programs.

The focus in all our programs, of course, has been on increasing skills and refining the experience and employability of clients. AMES Settlement Framework provided a guide for the organisation and confirmed the importance of economic participation for successful settlement by migrants, and more acutely, for refugees.

Afghan asylum seeker Hamidullah Ahmadi, 19, a “graduate” of AMES language course, is typical of our clients. He arrived on Christmas Island from Kabul in May after an arduous month-long overland, sea and air journey through Thailand, Malaysia and Christmas Island from Kabul in May after an arduous month-long overland, sea and air journey through Thailand, Malaysia and Indonesia, and then via immigration detention in Darwin and Melbourne. After gaining a bridging visa in September, Hamidullah found work almost immediately in a meat processing factory.

Surrounded by friendly, supportive co-workers, he is adding to his English repertoire every day, and learning about local customs, laws and expectations.

“When working has given me higher self-esteem and self-worth and makes me feel like a valued member of Australian society,” he said. Thanks to his rapid entry into the employment market, Hamidullah is set up for success in Australia.

At AMES, we see, time and again, the valuable skills and enviable work ethic that new arrivals bring to Australian employers. Our in-depth Words to Work study, which has tracked almost 250 people who have been through our Adult Migrant English Program, found that 95 per cent of migrants and refugee participants intended to work in Australia.

More than half had a short-term employment goal – often involving finding a lesser-status job outside their chosen field or qualification – and almost one-third just wanted to find “any job”.

Our role, across our service and corporate teams has been to support the goals of our clients and to ensure that we meet our goal of full participation for all in a cohesive and diverse society. The following report identifies that we are succeeding in that endeavour.

I would like to thank the AMES board, my colleagues, our partners, subcontractors and our government and community stakeholders for supporting our progress and our success through 2012.

Catherine Scarth
Chief Executive Officer

I congratulate the AMES team who have enjoyed a year of consolidation following the significant structural changes of late 2011 and the implementation of new program delivery for asylum seekers through Community Detention, CAS and ASAS contracts.

I am very proud to be associated with an organisation that for over 60 years has worked alongside the wider community to welcome new Australians and help them get the best start possible in their new country.

It has therefore been quite unsettling to witness an increase in racist acts and commentary and the negative over-emphasis placed on asylum seeker issues by some of our more sensationalist media. Concern about increased asylum seeker arrivals has become overly politicised and the demonization of asylum seekers has been a sad reflection on our values as Australians.

The country of mateship and a fair go has not afforded these values to those most desperately in need of our compassion and support. More unsettling is that this has occurred during a period of low unemployment and general economic prosperity.

In effect, refugees and asylum seekers can only be differentiated from migrants by visa category and yet a nation of migrant sons and daughters has forgotten that our history, our society and our economy have been made richer by the contribution of refugees and migrants since first settlement.

In their 2012 report, the Scanlon-Monash Index of Social Cohesion showed a downward trend in levels of acceptance of people from different cultures between 2007 and 2011 and the percentage reporting experiences of discrimination increased from 9% to 14%.

A separate VicHealth survey of 1,170 CALD individuals identified that nearly two-thirds of those surveyed experienced racism in the previous 12 months. Most had experienced racism multiple times, with 40% experiencing six or more incidents a year.

This research shows we are in danger of forgetting the important and invaluable contribution to our culture and to our community that new arrivals bring.

Social participation requires a willingness to welcome and include new arrivals in local communities. It requires us to extend the hand of friendship and the results, when we do, are outstanding for our community.

A recent study by AMES of 1,700 clients in our programs focussed on social participation. The results showed that a third of participants were actively involved in local groups; in a religious organisation, a community group, a sporting club or a parenting group. Forty-two percent of this participation was in mixed groups that included a range of people from different backgrounds in Australia.

Our challenge through 2013 is to ensure the benefits that new arrivals bring in social and economic outcomes are better understood, and valued and promoted in place of the negative stereotyping of people looking for a fair go in this land of opportunity.

Graham Sherry
Chair
AMES is the first point of contact for all refugees coming into Victoria. AMES assists refugees on their arrival principally through Humanitarian Settlement Services (HSS).

AMES approach is to build on the strengths and capabilities of individuals; and assist in the development of knowledge and skills to live independently in Australia.

During 2012, AMES delivered Humanitarian Settlement Services and Complex Case Support for refugees and humanitarian entrants to Victoria. AMES also provided services under the Community Detention program, Community Assistance Support and Asylum Seeker Assistance Scheme for people seeking asylum.

AMES Community Guides from the same language/cultural background as refugee families assist with orientation to services, schools, health centres, hospitals, public transport and recreational activities to support social inclusion and settlement.

**Humanitarian Settlement Services**

Humanitarian Settlement Services (HSS) provides a suite of services to Refugees and Special Humanitarian clients during their initial settlement period (generally within the first six to twelve months after arrival in Australia). The services are provided through a coordinated case management model and include:

- accommodation services,
- linking new arrivals with health, education, community and government programs,
- provision of competency based local and cultural orientation information, and
- connection to cultural and religious communities and recreational activities.

Multilingual community guides and housing workers, as well as volunteers, played significant roles in providing these services in culturally and linguistically appropriate ways.

HSS is funded by the Commonwealth Government through the Department of Immigration and Citizenship (DIAC). AMES leads the Humanitarian Settlement Services Consortium to provide these services across Victoria through a network of partners and subcontractors.

In metropolitan Melbourne AMES worked in partnership with:

- Spectrum Migrant Resource Centre,
- New Hope Foundation,
- Redback Settlement Services,
- Springvale Community Aid and Advice Bureau, and
- Brotherhood of St. Laurence.

In Regional and Rural Victoria services were provided by AMES HSS Consortium Partners and Subcontractors including:

- Diversitat in Geelong,
- Goulburn Ovens TAFE (GOTAFE) and Uniting Care Cutting Edge (UCCE) in Shepparton,
- Sunnyside Mallee Ethnic Communities Council (SMECC) in Mildura,
- Bendigo Community Health Services (BHCS),
- Ballarat Community Health Centre (BHCH), and
- Mallee Family Care in Swan Hill.

AMES HSS Consortium assisted with the initial settlement of 4,964 humanitarian clients who arrived in Victoria during 2012.

**Humanitarian arrivals to Victoria by visa category 2009 – 2012**

<table>
<thead>
<tr>
<th>Visa category</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refugee (off shore)</td>
<td>1,885</td>
<td>1,115</td>
<td>1,438</td>
<td>1,198</td>
</tr>
<tr>
<td>Protection Visa subclass 866 (on shore)</td>
<td>735</td>
<td>1,159</td>
<td>2,452</td>
<td>2,865</td>
</tr>
<tr>
<td>Special Humanitarian Program (SHP)</td>
<td>1,089</td>
<td>829</td>
<td>1,366</td>
<td>76</td>
</tr>
<tr>
<td>Bridging Visa E (subclass 070, 050)</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>105</td>
</tr>
<tr>
<td>Total</td>
<td>4,319</td>
<td>3,314</td>
<td>5,216</td>
<td>4,964</td>
</tr>
</tbody>
</table>

**Humanitarian arrivals to Victoria**

In regional Victoria, the larger settlement locations were Greater Geelong and Shepparton. Small numbers of individuals also settled in several other locations including Mildura, Swan Hill and Bendigo.

**Humanitarian visits to Victoria: Metropolitan and regional settlement 2009 – 2012**

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melbourne</td>
<td>3,786</td>
<td>3,014</td>
<td>4,595</td>
<td>4,410</td>
</tr>
<tr>
<td>Rural Victoria</td>
<td>553</td>
<td>100</td>
<td>621</td>
<td>554</td>
</tr>
<tr>
<td>Total</td>
<td>4,319</td>
<td>3,114</td>
<td>5,216</td>
<td>4,964</td>
</tr>
</tbody>
</table>

**Complex Case Support**

AMES provided Complex Case Support (CCS) to assist people whose complexity and intensity of needs extend beyond the scope of other Settlement Services. AMES provided services such as accommodation, social support and life skills training, and utilised comprehensive local referral networks to services specialising in mental health issues, multiple or debilitating medical conditions, drug and alcohol abuse, homelessness, family violence and severe torture and trauma issues. CCS services were provided to 56 clients during 2012, a 64% increase on the 2011 client numbers. CCS is funded by DIAC.

**Services for People Seeking Asylum**

2012 saw a significant increase in the numbers of people arriving in Australia by boat. These arrivals are initially held in Immigration Detention Centres. During 2012, the Government committed to releasing people from Immigration Detention Centres within three months. People were released into Community Detention or on Bridging Visa E (BVE) while their immigration status is being resolved.

AMES worked closely with DIAC to provide timely and effective services in response to the Government’s policy.

AMES established and implemented two new programs, Community Assistance Support (CAS) and Asylum Seeker Assistance Scheme (ASAS), within a very short timeframe.

**Community Detention Program**

AMES continued providing services under the Community Detention (CD) program, which commenced in late 2011. In 2012, AMES worked with Red Cross and also entered into a direct contract with DIAC to provide services under the Community Detention Program. Services are primarily for vulnerable families and include accommodation, case management and English classes.
AMES provided English language tuition, in classrooms, with volunteer tutors and through distance learning to 16,752 refugees and migrants in 2012.

A key determinant of successful settlement is the ability to speak and understand English in a broad range of contexts including social situations, health, employment, education and training and in day to day communications such as renting accommodation.

English tuition was provided primarily through the Adult Migrant English Program which included specialist youth programs. Beyond the AMEP, clients are assisted through VTG funded Foundation skills courses.

**Adult Migrant English Program**

The Adult Migrant English Program (AMEP) is provided by the Commonwealth Government for refugees and migrants who arrive in Australia with low levels of English. Participants are entitled to up to 510 hours tuition in order to develop preliminary English skills. Eligible humanitarian entrants are entitled to additional hours through the AMEP’s Special Preparatory Program.

In addition to their language studies, all students in the AMEP participate in a Settlement Information course, which provides information about Australian society, culture, laws, services and practices. The AMEP also provides a counselling service, childcare and a volunteer home tutor scheme. AMES specialist youth programs are funded in part, through the AMEP.

AMES is contracted by DIAC to provide AMEP classroom tuition in seven of the eight contract regions in Victoria. In addition, AMES is the lead agency of a national Consortium - the AMEP Flexible Learning Network - to provide the AMEP in Distance Learning mode within all regions in Australia.

**Counselling**

A feature of the AMEP over the past 18 months has been a greater diversity of individual needs of AMEP participants. Counsellors also assist with referrals to services, such as health or housing services, that may be required by individuals from time to time during settlement. Since the commencement of the current AMEP contract in July 2011, AMES has recruited a team of 35 counsellors, the majority of whom speak the first languages of our major client groups. This has enabled an easier flow of information to our clients than was previously possible. The Counselling team includes specialist youth counsellors.

**Home Tutor Service**

The Home Tutor Service matches eligible AMEP clients with volunteers who assist with language acquisition in the context of settling in the community, as well as helping people with a general understanding of Australian culture.

AMES appreciates the generous support of new and on-going volunteers who, in 2012, have provided the tutoring service to 2,781 AMEP clients across metropolitan Melbourne.

While the location for most tutoring continues to be in clients’ homes, the recent trend has been for tutoring to take place in mutually convenient locations such as AMES centres, local libraries, coffee shops in shopping centres, primary schools as children are dropped off at school, the community vegetable garden, the sewing group, Monash Medical Centre as well as the local Buddhist Temple. Through these volunteer engagements the work of AMES volunteers has become more visible.

Other changes of note have been the language level of the clients and the specific nature of the assistance requested. There has been an increase in the number of higher level clients accessing volunteers, and also of those asking for assistance with job search, IELTS preparation, pronunciation and driving tests, as examples of targeted needs. AMES is indeed fortunate to recruit talented volunteers who are able to respond flexibly to the diverse range of individual needs of AMEP participants.

**Distance Learning**

Since the commencement of the AMEP Distance Learning contract on 1st July 2011 the AMEP Flexible Learning Network (AFLN), has delivered AMEP via distance learning to over 4,500 clients nationwide, with numbers continuing to grow. Under the agreement with our Consortium partners Navitas English and Charles Darwin University, AMES provides tuition to all AMEP Distance Learning students in Victoria and Tasmania.

In 2012, AMES provided AMEP to 1,469 clients in these two states. In 2012, AMES also completed and delivered the new online and distance program entitled “Home Planet” project which focused on the environment and the themes of Reduce, Recycle and Reduce. Run in partnership with Environment Victoria, students have participated in workshops, field trips and weekend camps, culminating in a variety of youth lead projects.

In July 2012, as an extension of the AMEP Distance Learning contract, the AFLN began a Virtual Classroom trial with DIAC, testing the capabilities of an online virtual classroom utilising the new National Broadband Network (NBN).

**Childcare**

The AMEP provides childcare services to the pre-school children of AMEP clients whilst the parents are in English classes. In 2012, AMES managed placements for 1,403 children in 255 registered childcare centres. Childcare services are provided in long day care centres, occasional care centres, family day care and kindergartens.

**Youth Programs**

In 2012, 31 specialist youth classes were delivered at Dandenong, Noble Park, Footscray and St Albans AMES Education centres. These classes combine AMEP language tuition with a range of additional activities to assist with settlement and making connections in the local community.

Highlights of the program have been the applied learning and social inclusion opportunities offered through a suite of programs and activities including:

- Sporting workshops organised through local councils and sporting agencies including Spirit West’s weekly sport skill development and annual Refugee Day AMEP Cup at Whitean Oval.
- “Sharing Stories” girls’ program with Mentone Girls’ Grammar School.
- “Ucan2” program with Foundation House and Centre for Multicultural Youth offering peer mentors and work experience opportunities.
- Artist in residence through Gallery Sunshine Everywhere and subsequent exhibition at the Granary Café Sunshine.
- Australian Arts Alive (A3) singing and dance workshops.
- Youth students from the cities of Maribyrnong, Brimbank and Greater Dandenong also benefitted from an exciting new initiative called Engage! This is a three-year program funded by the Victorian Government’s Office for Youth. During 2012 Engage! included the “Home Planet” project which focused on the environment and the themes of Reduce, Recycle and Reduce. Run in partnership with Environment Victoria, students have participated in workshops, field trips and weekend camps, culminating in a variety of youth lead projects.

These included:

- Sustainable fashion shows using clothes from Savers and Green Colleagues.
- Compost bin construction with children at North Melbourne and Noble Park Primary Schools.
- Tree planting at Taylor’s Valley Parkland, Brimbank.
- Presentations on environmental themes.
- Clean up Australia day at Robert Barrett Reserve, Maribyrnong.
- An Environmental Fair.
- Publishing a recipe book, and
- Forming a Gardening Club including weekend working bees.

Through these community projects students have:

- Become connected and established relationships with other young people, local community groups, organisations, individuals and their local Council,
- Learned how to access council and government services for future needs, and
- Gained confidence to become active participants in their new community.

Engage! funding also provided for the continuation of AMES Youth Program involvement with La Mama and The Big West on drama, music making and art projects. This year the La Mama program ran in conjunction with AMES Refugee Art Prize, with youth producing their original work around the theme of Aspirations, Hopes and Dreams. Performances were held at the Walker Street Gallery in Dandenong.

<table>
<thead>
<tr>
<th>Migration Category</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/S</td>
<td>95</td>
<td>68</td>
<td>42</td>
<td>30</td>
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<tr>
<td>Skilled</td>
<td>3267</td>
<td>3167</td>
<td>3283</td>
<td>3176</td>
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<tr>
<td>Family</td>
<td>7625</td>
<td>6252</td>
<td>4377</td>
<td>4852</td>
</tr>
<tr>
<td>Temporary</td>
<td>437</td>
<td>1647</td>
<td>2928</td>
<td>2284</td>
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<tr>
<td>Humanitarian</td>
<td>4968</td>
<td>4265</td>
<td>4004</td>
<td>4522</td>
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<td><strong>Total</strong></td>
<td>15,582</td>
<td>15,599</td>
<td>14,729</td>
<td>15,283</td>
</tr>
</tbody>
</table>

AMEP clients by visa category 2009 – 2012

AMES ANNUAL REPORT

2012

AMES ANNUAL REPORT

2012
English Classes for People Seeking Asylum

In 2012, AMES continued to deliver DIAC funded English classes for clients in community detention. The purpose of the English program is to provide adults living in community detention with a regular routine and some structure during the week; constructive, purposeful activity; and the opportunity to learn English whilst they await determination of their visa status. The English classes also provide an opportunity to socialise with others and learn new skills.

During 2012 20 five-week courses were delivered in AMES Education centres, primarily in Noble Park and Footscray.

In September 2012 DIAC commenced funding pilot English programs for asylum seekers who have been granted a Bridging Visa E (BVE) whilst their immigration status is being resolved. These are short three-week programs of 22.5 hours per week. BVE holders can enrol in two programs. Referrals into the program were made by Red Cross and AMES Community Assistance Support or Asylum Seekers Assistance Scheme caseworkers. The focus of these programs is to help participants develop:

- communication skills and employability skills
- job-search skills
- language and knowledge for meeting immediate needs whilst living in the community.

AMES responded quickly to implement this DIAC pilot program. During the first three months courses were delivered in Flagstaff, Footscray, Dandenong and Werribee in line with the initial locations of the clients. The client group has been very mobile due to the unpredictable nature of visa outcomes and affordable housing availability. Many clients have therefore not been available to take up or complete a course. Given the relatively short length of time spent in the program AMES has focussed on developing study skills and knowledge of computer based learning materials and resources for ongoing learning once classes finish, or students move to other locations.

The key areas of demand for continued BVE English programs in 2012 were in the Dandenong area and, to a lesser extent, in the Western suburbs.

Forty courses for asylum seekers were conducted in 2012 targeting 12-20 participants per course.

Pre-accredited Training

During 2012, AMES delivered a number of pre-accredited courses. These courses are funded by Adult, Community and Further Education (ACEF), and are intended for students whose previous experiences in language and vocational learning have not yet equipped them to participate successfully in accredited vocational training. The pre-accredited programs also provided a supplement to the suite of English language programs available to AMES clients. Pre-accredited courses delivered in 2012 included:

- First Aid
- English for Parents
- Preparation for Citizenship
- IT skills for CALD clients
- Introduction to Hospitality
- Reading and writing for long-term residents
- Communities for Children

Language, Literacy and Numeracy Program

The Language, Literacy and Numeracy Program (LLNP) aims to improve jobseekers’ language, literacy and/or numeracy skills to enable them to participate more effectively in training or in employment. LLNP is funded by the Commonwealth Government through the Department of Industry, Innovation, Science, Research and Tertiary Education (DIISRTE).

In 2012, AMES worked with Carlton Neighbourhood Learning Centre, Carrumbridge Adult Education and the Council of Adult Education (CAE) to provide the LLNP from six locations across the Inner East Business Service Area. AMES provided the LLNP at its Box Hill and Flagstaff centres, and at its Dandenong centre, as a subcontractor of Chisholm Institute of TAFE.

AMES LLN Consortium delivered language, literacy and numeracy training to 809 clients in 2012. 96% of clients who commenced training achieved learning outcomes as measured by the Australian Core Skills Framework (ACSF). At AMES Box Hill and Flagstaff centres, 52 clients completed the Certificate III in Children’s Services, which included a practical placement across the Inner East Business Service Area. AMES provided the LLNP at its Box Hill and Flagstaff centres, and at its Dandenong centre, as a subcontractor of Chisholm Institute of TAFE.

AMES provides several programs to assist refugees and migrants learn about workplaces in Australia, develop relevant employability skills, and prepare for employment.

Vocational training is a key part of this preparation. Many programs combine English language tuition with vocational content to assist people to reach their goals as quickly as possible. Work experience is also a critical component of many VET programs at AMES. AMES program options are available for refugees and migrants seeking entry level skills development and language support, to overseas qualified professionals.

During 2012, AMES continued to link training with employers and industries with employment opportunities and entry level jobs for new arrivals.

Transition to Work Programs

To assist migrant and refugee clients make the transition from settlement focussed English language programs to job awareness and workplace preparation, AMES delivered a number of foundation skills programs funded under the Victorian Training Guarantee (VTG). These foundation programs provided both preparation for the Australian workplace and further development of language skills. 401 BVA student contact hours (sct) were delivered in the following Foundation courses:

- Course in Preliminary Spoken and Written English
- Certificates I, II and III in Spoken and Written English
- Certificate IV in Spoken and Written English (Further Studies or Employment)
- Course in Initial General Education for Adults
- Introductory and Certificate I in General Education for Adults

The Victorian Training Guarantee (VTG) also provided funding for the delivery and assessment of entry level vocational qualifications. Through this State Government support, AMES delivered Certificate III in Children’s Services in five centres. AMES also delivered Certificate III in Aged Care at Box Hill and Noble Park. The purpose-built aged care training room at AMES Noble Park which was funded by the Commonwealth Government’s Teaching and Learning Capital Fund for VET in 2010, provided the ideal teaching and learning environment for the delivery and assessment of this Aged Care program.

Note: Data includes Old Age and Volunteer Tutor Programs (OATP) clients for FY11/12. DL: clients under separate contract from 03/11/11. N/S = Not Stated

<table>
<thead>
<tr>
<th>Age</th>
<th>2009</th>
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<th>2012</th>
</tr>
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<td>584</td>
<td>561</td>
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<td>487</td>
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<td>Total</td>
<td>15,582</td>
<td>15,599</td>
<td>14,729</td>
<td>15,283</td>
</tr>
</tbody>
</table>
AMES maintained a high level of retention in vocational training programs in 2012, averaging 81%.

**VET Training Profile (2012)**

- Children's Services: 58%
- Information Technology: 15%
- Retail: 4%
- Aged Care: 4%
- Community Services: 4%
- Asset Maintenance: 4%
- Hospitality: 2%
- Business: 2%
- TAF: 1%

**VET module enrolments and outcomes 2012**

<table>
<thead>
<tr>
<th>Certificate Level</th>
<th>Module enrolments</th>
<th>Module outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cert I</td>
<td>284</td>
<td>216</td>
</tr>
<tr>
<td>Cert II</td>
<td>945</td>
<td>607</td>
</tr>
<tr>
<td>Cert III</td>
<td>3,886</td>
<td>3,504</td>
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<tr>
<td>Cert IV</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>Total</td>
<td>5,155</td>
<td>4,163</td>
</tr>
</tbody>
</table>

Note: Foundation Skills not included.

**SLPET Enrollment and Outcomes 2011 – 2012**

<table>
<thead>
<tr>
<th>Year</th>
<th>No of Clients Enrolled</th>
<th>Employment Outcomes</th>
<th>Further Study Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>945</td>
<td>172</td>
<td>172</td>
</tr>
<tr>
<td>2012</td>
<td>160,739</td>
<td>130</td>
<td>128</td>
</tr>
</tbody>
</table>

Note: Employment and further study outcomes are tracked two months following course completion. 2012 outcomes are reported for Terms 1 and 2 and Term 4, 2011. Term 4, 2011 outcomes became available during the first quarter of 2012.

**Skilled Professional Migrants Program**

The Skilled Professional Migrants Program (SPMP) assists recently arrived migrants to find employment appropriate to their qualifications and experience. The program combines intensive workshop style courses with vocational counselling, individual feedback, mentoring and guest speakers from the corporate sector. Each SPMP training course takes place over four weeks and focuses on the job search process, resumes and cover letters. Students develop telephone and interview skills. Networking, the Australian job market and workplace culture are also reviewed and discussed.

In 2012, eight courses were conducted with 185 students, representing an increase of 77% on the 2011 figure. Participants were primarily IT specialists, engineers, (particularly mechanical engineers) and accountants; with smaller numbers of educators, microbiologists, HR specialists and administrators. Many students had recently arrived in Melbourne, the majority from Iran, Colombia, Malaysia, Chile, Mexico, Korea, China and Sri Lanka.

During the first half of 2012, employment outcomes were strong. The downturn in the job market in the second half of the year meant that clients experienced more difficulty in finding work, with the exception of those seeking employment in the IT sector.

In 2012, corporate volunteers from Sinclair Knight Merz Engineering, Chandler Macleod, Telstra and SE Water as well as an AMES Board member and several SPMP mentors with business backgrounds provided participants with assistance in resume preparation, interview practice and feedback. Recruiters from Telstra also participated in practice interviews, which provided an opportunity for students to answer interview questions and receive feedback directly from professional recruiters.

Ninety-six SPMP students were matched with mentors from the corporate sector. Each SPMP training course takes place over four weeks and focuses on the job search process, resumes and cover letters. Networking, the Australian job market and workplace culture are also reviewed and discussed.

**Settlement Language Pathways to Employment/Training**

AMEP students who have reached a higher level of English proficiency or have completed a significant proportion of the Settled English Test are eligible to participate in the Settlement Language Pathways to Employment/Training (SLPET). Students are placed with employers in the Education, Logistics, Office Administration, Hospitality, Customer Service and Construction. Over 200 employers provided these opportunities for work placement including corporations, small business, private and public sector employers.

A number of successful employment outcomes occurred at the conclusion of the work placement – in particular in Retail and Dandenong where 65% of clients gained jobs after their placements with the employers who had offered work experience. Similarly Customer Service and Skilling Up courses recorded good work outcomes at the conclusion of placements with 20-30% students being offered work.

SLPET programs facilitated AMEP students’ transition to the Childcare, Community and Aged Care industries, through qualifications at Certificate III delivered at AMES centres. Pathways to Professional Work courses were also provided. SLPET programs in regional Victoria were delivered by AMES AMEP Consortium partners.

**Working: The Australian Way**

AMES relationship with the corporate sector continues to strengthen with two 2-day “Working: The Australian Way” workshops conducted in May and October, 2012. The program provides AMES clients with the opportunity to gain insights into Australian recruitment and employment practices.
Presentations at the workshops were delivered by a range of senior staff from Australian Industry Group (AIG), Telstra, IBM, National Australia Bank (NAB), Australian Unity, Transfield, Australian Taxation Office and Chandler Macleod. These companies also participated in mock interviews, generously offering the time of their HR staff.

A total of 70 AMES clients took part.

### Social Enterprises

AMES continues to support and promote the commercial and social value of social enterprises within local communities. AMES catering and cleaning enterprises provided work experience, workplace skills and hands on training environments for 38 AMES clients during 2012. Clients came from AMP, SLPET and LLNP programs as well as jobseekers in AMES JSA Employment service.

### Social Enterprises 2012 Work Experience/Work Placements

<table>
<thead>
<tr>
<th>Sorghum Sisters</th>
<th>Global Cafe</th>
<th>Afterschool Threads</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitality</td>
<td>2</td>
<td>18</td>
</tr>
<tr>
<td>Office Admin</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The Magic Green Clean (MGC) enterprise was established by AMES several years ago. Discussion between AMES and WISE Employment concluded with MGC, merging with Cleanforce to become a single entity on December 21st 2012. The merger provides more opportunities for refugees, migrants, disabled and marginalised community members to have the opportunity to be employed in their local community.

During 2012, AMES Catering Enterprises

- Increased the client base from 600 to 900 with new clients including RACV, Telstra, SBS, Maurice Blackburn, Creativity Australia and Melbourne Water,
- Catered for a number of prominent events including: Melbourne Food and Wine Festival; Brunch of Cultures, Cricket Victoria: Women as Leaders,
- Victoria Police Human Rights Unit Community Event,
- Monash University’s 8th Australasian Development Economics Workshop,
- African Think Tank’s African Leadership Development Program Opening Seminar.

### Job Services Australia

**Job Services Australia (JSA)** is the Australian Government’s national employment services program, administered by the Department of Education, Employment and Workplace Relations (DEEWR). AMES continued this service during 2012, aiming to increase employment participation, particularly of disadvantaged job seekers, through skills assessment and training services, and providing assistance to employers in finding job-ready workers.

Employers play a critical role in providing experience and opportunities for migrants and refugees to achieve their ambitions, integrate within the community and become part of Australian society. AMES continued to build on established relationships with employers and forged new relationships with companies to provide increased work opportunities for clients. AMES provides thorough workplace training and orientation prior to placement and follows up after clients commence work to assist in the sustainability of employment.

AMES worked closely with consortium partners Springvale Community Aid and Advice Bureau and SkillsPlus to provide better outcomes for clients, together with DEEWR and Centrelink to provide the best possible service to our job seekers.

AMES remained a solid three star provider (DEEWR’s rating system for JSA providers) which is a positive result overall. It positions AMES within the middle range of national mainstream providers.

AMES provided both CALD and youth specialist employment services.

AMES provided both CALD and youth specialist employment services.

### Structured Opportunities in Settlement Work

AMES employs a significant number of staff in Settlement services who come from newly arrived communities. These staff speak client languages and in many cases, share the refugee experience. They generally begin work on a casual basis as Community Guides and for many, this is their first job in Australia. AMES has a number of structured opportunities for Community Guides to move from these “first step” opportunities into more secure and skilled work such as Case Manager Support Workers, Housing Workers and Settlement Information Officers. These positions provide on the job training, mentoring, recognition of prior learning and current competence and the opportunity to build additional skills to progress in employment.

In 2012 there were many new opportunities for Community Guides and Housing Workers to work in the CAS and ASAS programs with people seeking asylum. Community Guide roles included welcoming people into AMES short-term accommodation immediately on release from immigration detention centres – many in the evening and late at night – orienting them to essential services including health and public transport, accompanying them to open bank accounts and providing assurance and advice in first language. Housing Workers likewise played a key role. Housing Workers ran housing information sessions in first language, worked with real estate agents to source properties and supported clients to move to their own accommodation within six weeks of their release into the community on Bridging Visas. Community Guides and Housing Workers, working in teams with the clients’ case managers, have been an essential element of the high quality delivery of these new services.
AMES works in partnership with client communities and a range of community-based organisations to build capacity of new arrivals to participate in social, economic and community life in Australia.

These connections are critical to moving AMES work out into the community, and continually expanding the range of options available for clients to learn, socialise, work and settle.

Multicultural Hub

The Multicultural Hub, located in Melbourne’s CBD, is a key partnership with Melbourne City Council. The Hub expanded in 2012 and is now a venue with 13 different spaces available for use. A diverse range of people use the Hub, including migrants and refugees from new and emerging communities, international students, senior migrants and faith-based organisations. Over 400 individuals attended free classes at the Multicultural Hub in 2012, an increase of 20% on 2011 student numbers. Classes included English Conversation, Pronunciation and Job Club. All classes are free and have no entry requirements. Fifty different organisations were represented, with the highest numbers coming from China and Taiwan.

The Multicultural Hub had 77 active volunteers in 2012, AMES partnership with IBM and Clayton Utz sourced volunteers to provide pronunciation classes; and a partnership with Teach International provided trainee teacher volunteers for English classes. The Hub’s volunteering program also enabled many new migrants to get their first chance at Australian work experience before moving on to paid employment. The majority (70%) supported the customer service function of the facility with others providing expertise to the Job Club, English and pronunciation classes and the Sudanese Journalism project. Between them, the volunteers spoke 33 different languages.

A total of 78,189 visitors came to the Hub during 2012 attending almost 3,750 events, classes or activities. This is a modest increase in overall numbers from 2011, due primarily to the impact of the renovation period which meant part of the facility was unavailable for several weeks.

In late 2012 three hundred regular users were surveyed about their experience visiting the Hub. The following results indicate that the Hub is contributing to an increase in social and civic participation and assisting people to feel more connected in the community:

- 81% reported that they had met people from other cultures at the Multicultural Hub,
- 79% reported that they had made new friends,
- 77% reported that they had learned new skills,
- 68% reported that they were now more confident coming to the city,
- 92% felt they were free to express their faith and culture at the Hub.

The partnership with the City of Melbourne on the Multicultural Hub Project was renewed for a further five years in 2012.

Citizenship Courses

AMES conducted eight citizenship courses on behalf of DIAC during 2012. These courses are to assist migrants and refugees prepare for the citizenship test.

This test is designed to assess whether candidates for citizenship have an adequate knowledge of Australia and the responsibilities and privileges of Australian citizenship.

Courses were delivered at AMES Dandenong, Flagstaff and Footscray centres.

Retreats

AMES organised retreats for both women and men during 2012. The retreats are open to clients from across AMES, providing an opportunity to develop new friendships and learn more about life in Australia.

Both retreats took place at Camp Manyung, Mt Eliza in November and early December. It was the eleventh Multicultural Men’s Retreat and 53 women, representing around 20 different countries and 20 languages attended. Forty-six men from 15 different countries and 10 different languages participated in the Multicultural Men’s Retreat.

AMES staff and volunteers from across the organization also attended to help implement the program of activities.

AMES acknowledges the ongoing support and contribution of Victoria Police, VicRoads, Football Federation Victoria and Beyond Blue to the success of the annual Multicultural Retreats.
AMES continued to use its very strong connections to client communities to inform this work.

Research evidence continues to inform AMES policy and practice at both strategic and operational levels, as well as contributing to policy development at all levels of government. AMES research activity focuses on areas of importance to our clients, particularly employment and vocational training during settlement. By adding to the knowledge and evidence base AMES aims to provide more effective outcomes for refugees and migrants in these areas.

The following research projects were undertaken in 2012.

A Case for Social Procurement

A Case for Social Procurement, a partnership project between AMES and Urban Communities was published in early 2012. This study evaluated the Kensington Housing social enterprise on the Kensington Redevelopment, a public-private housing development.

The study established that by adopting a social enterprise model, the delivery of a service contract to industry standards was achievable while also accruing social and/or economic benefits to government, the community and individuals. It found that through the establishment or expansion of similar enterprises, housing estate services could be delivered at a market competitive cost and should be encouraged as a means for leveraging additional economic and social benefits. These benefits include:

- Deriving long-term value through sound asset management practice in public/social housing environments,
- Contributing to community wellbeing and social cohesion,
- Reducing unemployment with the associated economic and social benefits.

Finding Satisfying Work

A new project commenced in 2012 investigating the employment experiences of migrants and refugees in Australia four years after arrival. The focus of this project is to understand the choices migrants and refugees make as they search for satisfying work in Australia. Participants in AMES earlier study Words to Work (published in 2011) were followed up.

Most participants in this study had found work in Australia four years after arrival. The majority had adjusted their expectations about working in Australia, and many had successfully adapted their previous qualifications and skills into new career paths in Australia. However more than 50% of the participants interviewed in this study were working in jobs that did not use their skills and qualifications and this often had a negative impact on their settlement in Australia. This research supports expansion of early intervention programs to assist people arriving in Australia with valuable professional skills.

A series of papers reporting the findings of this research will be published early in 2013.

National Broadband Network (NBN)

The AMEP Flexible Learning Network was contracted by DIAC in 2011 to participate in a national project trialling the use of NBN. The trial is being conducted Australia-wide from 1 July 2012 to 31 March 2014 and is aligned to the NBN rollout schedule.

During 2012, the AMEP Virtual Classroom Trial began testing a new virtual classroom designed to deliver AMEP Distance Learning using NBN technology. The trial is testing an improved contemporary delivery platform supported by the NBN, improving the quality and nature of the materials that AMEP clients can access online and the speed with which they can access those materials. Participants include AMEP clients with different English levels who have access to the NBN.

The Evaluation team will be reporting findings regularly to DIAC until 2014.

Relationships

The Research and Policy Unit further strengthened relationships with academic and external research organisations in 2012. In addition to a number of informal collaborations and exploratory relationships, AMES is currently working in partnerships on two research projects:

- Labour market outcomes of migrant accountants that settle in Australia, AMES is the industry partner in an ARC funded project with Victoria University. This research examines labour market outcomes of qualified accountants who have recently migrated from the UK, South Africa, Sri Lanka and India. A key focus will be to identify differences between the four groups and the factors that contribute to varied labour market outcomes.
- Creating Healthy Workplaces Program: reducing race-based discrimination and supporting cultural diversity. AMES is in partnership with the Victorian Equal Opportunity and Human Rights Commission and Insight Social Research Centre in this three-year project which will contribute to the development of best practice models, tools and resources to support Victorian workplaces.

Advocacy

AMES contributed the findings from research and practice to many stakeholders and forums during 2012. AMES Board Chair, CEO and Executive members met with Commonwealth and State Government Ministers and Departmental Secretaries of portfolios relevant to AMES work. AMES also met and worked closely with other providers in the Settlement sector. Key input to policy reform focussed on ideas and potential changes that could increase the capacity of programs to prepare newly arrived migrants and refugees for employment in Australia. This reflects both AMES belief that employment is one of the critical factors in successful settlement, and the views of the client communities we work with, who are strongly focussed on gaining employment as soon as possible after arrival.

Submissions and Policy Responses

During 2012, AMES made seven submissions in response to government enquiries and discussion papers. Where appropriate AMES sought input from client communities in preparing these submissions.

<table>
<thead>
<tr>
<th>Access and Equity Inquiry Panel</th>
<th>Access and Equity Inquiry into the responsiveness of Australian Government services to Australia’s culturally and linguistically diverse population (Discussion Paper)</th>
<th>February</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Government</td>
<td>Submission to the Expert Panel on Asylum Seekers (Discussion Paper)</td>
<td>July</td>
</tr>
<tr>
<td>Department of Immigration and Citizenship</td>
<td>Proposed Pilot of A Private / Community Refugee Sponsorship Program (Discussion Paper)</td>
<td>July</td>
</tr>
<tr>
<td>Australia’s Workforce and Productivity Agency</td>
<td>Future focus: Australia’s skills and workforce development needs (Discussion Paper)</td>
<td>July</td>
</tr>
<tr>
<td>Department of Industry, Innovation, Science, Research and Tertiary Education</td>
<td>Creating a more flexible LLNP in 2013 -2016 (Discussion Paper)</td>
<td>August</td>
</tr>
<tr>
<td>Department of Industry, Innovation, Science, Research and Tertiary Education</td>
<td>Support for Australian Apprentices with Barriers to Participation (Discussion Paper)</td>
<td>October</td>
</tr>
<tr>
<td>Victorian Government</td>
<td>The Government’s vision for citizenship in a multicultural Victoria (Discussion Paper)</td>
<td>October</td>
</tr>
</tbody>
</table>

AMES also contributed to:

- Interdepartmental Working Group from DIAC and DEEWR on improving education and employment outcomes for refugees (February).
Conferences and Presentations
AMES CEO, General Managers and staff members made presentations at a number of international and national conferences and forums. These included:

- **CEO and Manager Research and Policy**
  - Senate Hearing on the Inquiry into Multiculturalism in Australia, Parliament House, Victoria
  - February

- **CEO and General Manager Finance and Corporate Services**
  - TechnologyOne Evolve 2012 User Conference, Gold Coast
  - February

- **Manager Settlement Delivery Support Services**
  - May

- **AMES General Manager Settlement**
  - Delegation to Argentina with DIAC’s Director of Humanitarian Settlement Services to provide expert advice on resettlement of refugees
  - June

- **AMES Settlement Operations Manager and General Manager Employment**
  - Settlement Council of Australia Annual Conference: Creating our Future
    - Title of Presentation: Reflection on practices in settlement services – future direction and strategies; Employment scenarios and opportunities for newly arrived refugees, Adelaide
  - June

- **General Manager Employment**
  - Regional Development Australia’s MidCities Conference
    - Title of Presentation: Regional migration and workforce development - Building sustainable communities, Brisbane
  - July

- **AMES General Manager Settlement and AMES Manager Settlement Delivery Support Services**
  - UNHCR Annual NGO Consultations and Tripartite Consultations on Resettlement
    - Title of Presentation: Resettlement support for vulnerable refugees, Geneva
  - July

- **General Manager Service Development (on behalf of CEO)**
  - Williamson Community Leadership program (Leadership Victoria), Melbourne
  - August

- **CEO**
  - NPS – CALD Multicultural Think Tank meeting (Advisory group on CALD specific health research and health promotion), Melbourne
  - September

- **CEO**
  - Ethnic Communities Council Victoria (ECCV) State Conference, Melbourne
  - November

- **CEO**
  - UNHCR consultation on refugee resettlement, Canberra
  - November

- **AMES Manager Strategic Communications and Stakeholder Relations (on behalf of CEO)**
  - Victoria Police Multi-Faith Council’s 8th Annual Reception
    - Title of Presentation: Australia – A Country of Immigrants, Melbourne
  - December

- **AMES Research staff**
  - Monash University Centre for Occupational and Environmental Health Symposium on Steps to Better Workplace Health
    - Title of Presentation: AMES Finding Satisfying Work research project, Melbourne
  - December

Corporate Support
AMES services and programs are supported by the following Corporate Support areas:

**Risk Management and Corporate Governance**

The Risk and Corporate Governance Division has general responsibility for corporate governance in AMES. The Division facilitates and coordinates risk management and quality assurance activities across AMES and manages the organisation’s internal audit function. Risk and Corporate Governance provides governance advice and support to the AMES Board, the Audit and Risk Management Committee, the Finance Committee and the Appointments, Remuneration and Governance Committee.

During 2012, the Division worked closely with program delivery and support divisions to continue to develop and implement AMES 2012 Risk Management Plan at divisional, regional and site level. The resulting risk management plans informed the development of AMES Risk Management Plan 2013.

Throughout the year the Quality Unit provided extensive support to the Education Division to assist with meeting the VET Quality Framework compliance requirements and the Settlement Division with establishing policies and procedures for the three new asylum seeker programs, Community Detention, Community Assistance Scheme and the Asylum Seeker Assistance Scheme. The Quality Unit also managed AMES surveillance external audit process associated with the organisation’s ongoing compliance with its ISO 9001:2008 certification obligations.

From a Board governance perspective, the Board undertook an external review of its Board Performance. Overall, the report provided assurance to the Board that no major areas of concern had been identified. Potential areas for improvement were implemented throughout the year. A Board Portal was also launched during 2012. The portal improved Board member access to board protocols and public sector/legal documents, enhanced engagement with Board members through AMES news and events, and created a repository of Board and Committee papers.

Division priorities in the year ahead include:

- Oversee and manage the 2014 – 2016 Strategic Planning process,
- Implement significant amendments to AMES governance arrangements, stemming from the Education Legislation Amendment (Governance) Act 2012, including inaugurating AMES public Annual Meeting,
- Enhance monitoring and reporting of risk mitigation strategies throughout AMES, including operating effectiveness of current controls and new actions taken,
- Continue to emphasise Board member professional development,
- Provide ongoing support to the Education Division in meeting the VET Quality Framework requirements,
- Manage the external surveillance audit process associated with monitoring certification of AMES to ISO 9001:2008 standard,
- Review and streamline the Quality Management System Structure.

**Finance and Corporate Services**

The Finance and Corporate Services Division incorporates Finance, Facilities and Administration and Information Systems and Technology services.

**Finance**

The Finance Unit is responsible for providing finance and accounting services for the organisation and provides all divisions with expert advice on financial matters; in particular, in preparing and managing budgets. The Unit is responsible for preparing monthly management reports for General Managers, the Finance Committee and the AMES Board, as well as the annual financial statements. The Unit is also responsible for payments to clients in the new CAS/ASAS programs.

The Unit looks to continually improve systems and processes and in 2012 implemented a Business Intelligence system. This system is designed to assist operating divisions to better understand and manage their operations.

**Facilities and Administration**

In 2012, the Facilities and Administration units merged, providing a more streamlined and higher level of service to AMES Operational Divisions.

The Facilities Unit focused on finalising reviews of essential services and maintenance requirements. A robust maintenance program was implemented resulting in significant maintenance works at many centres. Facilities staff continued to work closely with landlords, resulting in carpet replacement and capital works on heating and cooling systems, achieving better working conditions for staff and improved facilities for clients. During the latter part of 2012 Facilities and Administration staff were heavily committed to establishing client accommodation for the CAS program, within very tight timelines.
Information Systems and Technology

The Information and Technology Services Unit provides information systems support to the whole organisation, including helpdesk, server administration, applications, intranet services and new business solutions. The Unit supports approximately 1,500 desktops across more than 20 locations.

In 2012, the Unit undertook a number of significant projects, including:

- Upgrades to the majority of AMES staff computers to Microsoft Windows 7 operating systems and Office 2010,
- Commenced the replacement of 500 student PCs with Microsoft Windows 7 operating systems, Office 2010, the latest version of various language programs and antivirus software,
- Major upgrades of both the financial and email systems with significant improvement in the Disaster Recovery restoration time and usability,
- Implementation of remote access to the AMEP Consortium website via Microsoft TMG and a new remote access solution for staff. These solutions used the latest technology and provided significant usability improvements,
- Upgrades to the Records Management system,
- Lync 2010 was deployed as part of an ACFE trial,
- Improvements in Network monitoring were implemented providing proactive identification of issues for faster recovery times,
- Testing of both VMWare View and Citrix virtual desktops. Citrix was selected as the preferred solution for AMES environment. Equipment has been ordered and the design phase has commenced,
- A new Stakeholder Management System is being developed in Microsoft CRM to replace an in-house system. Development of phase one was completed and testing is underway.

In addition the Unit provided support in re-installing computers and related equipment at centres where major refurbishments and relocations occurred, including rapid response to the new CD, CAS/ASAS locations.

Human Resources

The Human Resources Division supports AMES to attract, develop and retain a highly qualified and diverse workforce. The Division's services include employee relations, payroll, HR operations, recruitment, employee benefits, learning and development and occupational health and safety.

During 2012, the Division played a key role in supporting a major restructuring exercise for the Education Division, in addition to several smaller realignment activities in other Divisions. The Division conducted a number of Learning and Development activities for AMES staff in 2012.

These included training on Bullying & Harassment Awareness, Positive Attendance Management, Negotiation & Crisis Intervention (Basic and Advanced), Health & Safety Representatives’ Refresher; and HR Coaching sessions for AMES Managers on topics such as Recruitment processes, effective position descriptions, e-PPRD processes and OHS from a manager’s perspective.

An e-Recruit system was implemented in January 2012. The Division’s Recruitment team supported the Settlement, Employment and Education Divisions in their recruitment objectives, with 234 new appointments made in 2012. This included large-scale recruitment activities within the Settlement Division to provide new services under DIAC’s Community Assistance Service/Asylum Seeker Assistance Scheme Program. This resulted in the recruitment of an additional 57 employees in the final quarter of 2012.

The Division participated in a number of audits of HR, Payroll and OHS policies/procedures with a view to identifying opportunities to better achieve strategic and operational objectives.

Workforce Data

Diversity: Approximately 46% of AMES staff were born overseas. AMES staff speak more than 77 languages.

Volunteers

In 2012, there were also 1,778 active volunteers. The value of volunteers’ contribution was estimated to be $2.45m. Volunteers supported new arrivals learn and practise their English, access services, understand Australian work culture, find their way around Melbourne and connect with their new communities.

Volunteers range from university students to retirees in their 70s, with women (74%) far outnumbering men (26%). 47% of volunteers are in their first year of working at AMES, with another 46% having provided 1-5 years of service. 55% speak one or more languages in common with AMES clients and include many who are fairly recent arrivals themselves.

38% of volunteers are working or self-employed, 37.5% are retired or not in the workforce and 14% are individuals seeking work.

Through the training and practical work-based experience provided to its volunteers, AMES has assisted many aspiring job seekers to transition into paid work.
Strategic Communications and Stakeholder Relations Unit

The Strategic Communication and Stakeholder Relations Unit provides marketing and communication support across AMES, managing internal and external communications, advertising, publicity and media, sponsorships and major events.

A focus on digital communications in 2012 saw a new user friendly website delivered and the launch of Facebook and Twitter pages to support stakeholder and client communications strategies. A heavy program of sponsorships and events was crowed with the AMES/MAV Heartlands Refugee Art Prize completing its third staging with increased prize money and new youth focussed programs. The exhibition also travelled to Dandenong for a fortnight to ensure access for people in the southern corridor.

The unit also focussed on building a stakeholder relations program across AMES key divisions, with an emphasis on government and corporate stakeholders. The AMES visual identity was also updated with a comprehensive education and employment site refurbishment program to update signage and reception areas to better reflect AMES brand identity.

Resourcing, Learning and Innovation Unit

Resourcing, Learning and Innovation Unit (RLI) completed a number of significant projects during 2012. These included:

- Telematics Trust funded project utilising Playbutton audio technology. Called “Say it again” the low cost, low technology mobile device contains listening and pronunciation practice,
- An ACFE funded project which trialled the use of Microsoft Lync 2010 as a communication/teaching tool within the ACE sector,
- Workplace English Language and Literacy (WELL) funded project due for completion in 2013, to develop a resource for CALD workers and low level English trainees who are working or undertaking work preparation for the food processing, agriculture or horticulture sectors.
- A focus on digital communications in 2012 saw a new user friendly website delivered and the launch of Facebook and Twitter pages to support stakeholder and client communications strategies.

From the beginning of 2013 RLI will be integrated into the new AMES Education structure with three Program Support Coordinators working across AMES Education Hubs supporting teaching and learning priorities.

Governance

Establishment

AMES is an autonomous Adult Education Institution, accountable to the Victorian Minister for Higher Education and Skills/Minister responsible for the Teaching Profession. AMES is governed by a Board established under the Education and Training Reform Act 2006. The Board comprises seven members appointed by the Minister, three members co-opted by the Board, and the AMES CEO.

The AMES Board conducted six meetings in 2012 and held a two day strategic planning retreat during September 2012.

Board Membership and Meetings

<table>
<thead>
<tr>
<th>Board Member</th>
<th>Occupation / Qualifications</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graham Sherry, OAM (Chair)</td>
<td>Lawyer and Partner with Baker &amp; McKenzie / LLB (Hons), Commerce</td>
<td>6 of 6</td>
</tr>
<tr>
<td>Charles Lane (Deputy Chair)</td>
<td>Executive Director Support for Change Ltd / DFH ( Tasmania), MSG, Dowling, Dip Agric, AFM (MINAC)</td>
<td>4 of 6</td>
</tr>
<tr>
<td>Ashley Dickenson</td>
<td>Commander – Operations Coordination, Victoria Police / Master of Business, G Dip of Public Sector Management, B Commerce, Graduate National Academy (USA)</td>
<td>5 of 6</td>
</tr>
<tr>
<td>Lyn Walker</td>
<td>Executive Manager, Participation and Equity, VicHealth / Master of Human Service Management, BA, Social Work</td>
<td>6 of 6</td>
</tr>
<tr>
<td>John Loe</td>
<td>Chartered Accountant and Consultant / G Dip and Associate Member, Australian Institute of Company of Directors, Australian Institute of Chartered Accountants, Fellow Diploma of Business Studies (Accountancy)</td>
<td>6 of 6</td>
</tr>
<tr>
<td>Berhan Ahmed</td>
<td>Academic, University of Melbourne / PHD, BSC (Hons), Agricultural Science</td>
<td>5 of 6</td>
</tr>
<tr>
<td>Catherine Scarth</td>
<td>AMES CEO / Post Graduate Business Planning - Managing for Results, BA (Hons) Social Science, PBAS Accredited Relationship Broker</td>
<td>6 of 6</td>
</tr>
<tr>
<td>John Gibson</td>
<td>President, Refugee Council of Australia / Barrister and Solicitor</td>
<td>6 of 6</td>
</tr>
<tr>
<td>Kathy Lusar</td>
<td>Academic, Monash University / Doctor of Juridical Science, Master of Laws, Barrister and Solicitor, Bachelor of Laws, Master of Arts</td>
<td>6 of 6</td>
</tr>
<tr>
<td>David Howes</td>
<td>Cohort Curriculum Director, Victorian Curriculum and Assessment Authority / PBAS, Executive Master of Public Administration, Master of Education</td>
<td>6 of 6</td>
</tr>
<tr>
<td>Megan Boston</td>
<td>Chartered Accountant, B Commerce</td>
<td>5 of 6</td>
</tr>
</tbody>
</table>

AMES regrets the passing of Board member John Gibson during 2012.
Code of Conduct
The Board has adopted the Directors’ Code of Conduct and Guidance Notes issued by the Victorian Public Sector Standards Commissioner.

Board Member Training
As part of training during 2012, Board members participated in site tours and various AMES/Community functions.

A Board Briefing Program was also launched during 2012, specifically designed to facilitate strategic discussion and allow for professional development of Board members. The program engaged a series of speakers on environmental considerations and wider forward looking issues impacting AMES Settlement Framework. AMES also took advantage of presentations planned by other organisations to supplement its own Board Member Training program.

Review of Board Performance
During 2012, AMES Board appointed an independent external facilitator to undertake a performance review of the Board, Finance, Audit and Risk Management Committee and Appointment, Remuneration and Governance Committee. Overall, the report provided assurance to the Board on major areas of concern were identified. The review identified the main strengths of the Board, which included a diverse mix of knowledge, a strong commitment to AMES vision and a strong Governance culture and systems in place. Potential areas for improvement were implemented throughout the year.

Finance, Audit and Risk Management Committee (until March 2012)
The Finance, Audit and Risk Management Committee monitored and reported to the Board on matters relating to financial performance, resource management, internal audit and risk management. Following the Board Performance review, it was resolved that the assignment of powers would be better met by being devolved over two committees:
- Finance Committee,
- Audit and Risk Management Committee.

Audit and Risk Management Committee (from May 2012)
The Audit and Risk Management Committee monitor and report to the Board on the effectiveness of risk management strategies, including information technology, oversee the effectiveness of both internal and external audit investigations, and review the effectiveness and efficiency of internal control structures and compliance systems.

Finance Committee (from April 2012)
The Finance Committee exercises governance responsibilities in regard to financial and business affairs and report to the Board on matters relating to financial risk, program performance and resource management of AMES.

Appointment, Remuneration and Governance Committee
The Appointment, Remuneration and Governance Committee is responsible for AMES compliance with government policy and Ministerial Guidelines and reports to the Board on issues relating to executive remuneration, the CEO’s objectives and Board appointments.

Advisory Committees
The Board has established the following Advisory Committees to assist AMES Executive implement Operational Planning objectives and develop proposals for endorsement by the Board:
- Policy and Research Advisory Committee,
- Stakeholder Management and Corporate Engagement Advisory Committee,
- Internal Capacity Planning Advisory Committee.

The Advisory Committees allow Board members to be engaged in the development of initiatives to address Operational Planning priorities and to contribute their skills and expertise at an early stage. This creates timely and better considered policy initiatives.

Organisational Structure

Chief Executive Officer
Catherine Scarth
The Chief Executive Officer provides leadership in strategic direction, planning and management of all AMES operations to achieve the objectives established by the Board.

Chief Financial Officer and General Manager Finance and Corporate Services
Deva Corea
The Chief Financial Officer provides executive leadership for management of AMES financial resources, accommodation and facilities, asset management, information technology services, administration services and procurement.

General Manager Settlement Services
Ramcoo Ramcharran
The General Manager Settlement Services is responsible for the delivery of AMES Settlement Services.

Acting General Manager Education
Susan Choo Allender (until June 2012)
The General Manager Education is responsible for government-funded and fee-for-service education and training programs.

General Manager Education
Belinda McLean (from June 2012)
The General Manager Education is responsible for government-funded and fee-for-service education and training programs.

General Manager Employment
Ary Laufer
The General Manager Employment is responsible for Employment Services and other employment programs.

General Manager Risk and Corporate Governance
Peter Thomas
The General Manager Risk and Corporate Governance is responsible for risk management, corporate governance, strategy planning, internal audit and quality assurance.

General Manager Human Resources
Robin Allison
The General Manager Human Resources is responsible for providing HR strategic leadership and planning for AMES Executive in recruitment, workforce planning, learning and development, employee relations and CRM.

General Manager Service Development
Susan Choo Allender (from June 2012)
The General Manager Service Development is responsible for identifying and enhancing opportunities across key services, including Distance Learning, the Multicultural Hub and the AMES 5 Day Working program.
Financial Summary for 2012

Comprehensive Operating Statement
For the year ended 31 December 2012

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$000</td>
<td>$000</td>
</tr>
<tr>
<td>Continuing operations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government contributions - operating</td>
<td>5,123</td>
<td>2,772</td>
</tr>
<tr>
<td>Government contributions - capital</td>
<td>0</td>
<td>248</td>
</tr>
<tr>
<td>Sale of goods and services</td>
<td>110,519</td>
<td>96,176</td>
</tr>
<tr>
<td>Interest</td>
<td>896</td>
<td>1,076</td>
</tr>
<tr>
<td>Other income</td>
<td>1,098</td>
<td>1,357</td>
</tr>
<tr>
<td>Total income from transactions</td>
<td>117,556</td>
<td>101,875</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses from transactions</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee expenses</td>
<td>49,821</td>
<td>47,100</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>1,162</td>
<td>1,182</td>
</tr>
<tr>
<td>Interest expense</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Supplies and services</td>
<td>50,205</td>
<td>42,348</td>
</tr>
<tr>
<td>Other operating expenses</td>
<td>14,636</td>
<td>13,459</td>
</tr>
<tr>
<td>Total expenses from transactions</td>
<td>115,854</td>
<td>104,098</td>
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</table>

<table>
<thead>
<tr>
<th>Net result from transactions (net operating balance)</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,702</td>
<td>(2,469)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other economic flows included in net result</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net gains/(losses) on non-financial assets</td>
<td>17</td>
<td>6</td>
</tr>
<tr>
<td>Other gains/(losses) from other economic flows</td>
<td>(84)</td>
<td>(555)</td>
</tr>
<tr>
<td>Total other economic flows included in net result</td>
<td>(67)</td>
<td>(549)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net result from continuing operations</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1,635</td>
<td>(3,018)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other economic flows – other non-owner changes in equity</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changes in physical asset revaluation reserve</td>
<td>817</td>
<td>157</td>
</tr>
<tr>
<td>Comprehensive result</td>
<td>2,452</td>
<td>(2,860)</td>
</tr>
</tbody>
</table>

Balance Sheet
As at 31 December 2012

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$000</td>
<td>$000</td>
</tr>
<tr>
<td>Continuing operations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income from transactions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government contributions - operating</td>
<td>28,130</td>
<td>16,659</td>
</tr>
<tr>
<td>Government contributions - capital</td>
<td>12,376</td>
<td>13,844</td>
</tr>
<tr>
<td>Sales of goods and services</td>
<td>1,089</td>
<td>1,357</td>
</tr>
<tr>
<td>Total income from transactions</td>
<td>40,446</td>
<td>32,323</td>
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</table>

<table>
<thead>
<tr>
<th>Expenses from transactions</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inventories</td>
<td>59</td>
<td>64</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>11,071</td>
<td>10,881</td>
</tr>
<tr>
<td>Other non-financial assets</td>
<td>674</td>
<td>595</td>
</tr>
<tr>
<td>Total non-financial assets</td>
<td>11,640</td>
<td>11,540</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net result from transactions (net operating balance)</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2,251</td>
<td>43,863</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other economic flows included in net result</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payables</td>
<td>16,215</td>
<td>10,342</td>
</tr>
<tr>
<td>Borrowings</td>
<td>9</td>
<td>158</td>
</tr>
<tr>
<td>Provisions</td>
<td>9,135</td>
<td>8,924</td>
</tr>
<tr>
<td>Total liabilities</td>
<td>25,359</td>
<td>19,424</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net result from continuing operations</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>26,891</td>
<td>24,439</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other economic flows – other non-owner changes in equity</th>
<th>2012</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changes in physical asset revaluation reserve</td>
<td>1,468</td>
<td>(967)</td>
</tr>
<tr>
<td>Reserves</td>
<td>2,517</td>
<td>1,700</td>
</tr>
<tr>
<td>Contributed capital</td>
<td>22,906</td>
<td>22,906</td>
</tr>
<tr>
<td>Total equity</td>
<td>26,891</td>
<td>24,439</td>
</tr>
</tbody>
</table>

Acronyms

- ACE Adult Community Education
- AME Adult Migrant English Program
- ASAS Asylum Seeker Assistance Scheme
- BVE Bridging Visa E
- CALD Culturally and Linguistically Diverse
- CCS Complex Case Support
- CD Community Detention
- DEEWR Department of Education, Employment and Workplace Relations
- DIAC Department of Immigration and Citizenship
- DIES Department of Industry, Innovation, Science, Research and Tertiary Education
- DL Distance Learning
- ESL English as a Second Language
- HSS Humanitarian Settlement Services
- IELTS International English Language Testing System

Note: A complete set of audited accounts with notes is available in the AMES Governance and Financial Report 2012 or on our website www.ames.com.au.