

SOCIAL IMPACT REPORT

2019



580
VOLUNTEERS
supported newly arrived
migrants and refugees on their
settlement journey



2,447
AMES clients referred for
catch-up immunisations are now
**FULLY UP TO DATE ON
THEIR IMMUNISATIONS**



More than **150**
refugee clients started
A SMALL BUSINESS
across 2018 and 2019



5,026
disadvantaged jobseekers
**GOT A START BACK INTO
THE WORKFORCE**



2,974
newly arrived refugees
LINKED TO MAINSTREAM
education and employment services

AMES Aus
transform
settlement
provider. H
know we a
a differ

4,486
newly arrived refugees
**SUPPORTED TO
SETTLE IN AUSTRALIA**



555
members from CALD
communities participated in
**17 COMMUNITY
CONSULTATIONS**



1,035
refugee families assisted into
**LEASED LONG TERM
ACCOMMODATION**



84%
of students in vocational
training
COMPLETED THEIR COURSE



3,112
participants completed
**PRE-ACCREDITED
EDUCATION PROGRAMS**



Australia is a
promotional
ent services
**How do we
are making
erence?**

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AMES Australia believes successful settlement of recently arrived migrants and refugees is key to a more productively diverse, cohesive Australian society.

MAKING AN IMPACT

For over 65 years AMES Australia has worked with recently arrived migrants and refugees in pursuit of achieving full participation for all in a cohesive and diverse society. Consequently, our services focus on the journey to full participation through successful settlement, which is framed around four domains - **employment, health and well-being, education, and safety and security**. The well-established indicators underpinning these domains are encapsulated in our ***Settlement Framework for Social and Economic Participation*** (*Appendix i.*). The Framework drives our strategic priorities, operational direction and reporting.

A social impact is a significant, positive change that improves the social fabric of the community and well-being of individuals and families. Our way of working at AMES is in enabling our clients by recognising and working from their strengths and skills. Despite the well-evidenced strengths and potential of newly arrived migrants and refugees, many are not able to fully participate in the social and economic life of Australia.

MEASURING IMPACT

Knowing that our services and programs contribute to the gains made to social and economic participation for individuals goes beyond inputs and outcomes.

Measuring impact addresses the question as to how we know we are making an impact on effecting a more productively diverse and cohesive Australian society. It can trigger an organisational response when impact measures are understood.

This 2019 Social Impact Report captures quantitative and qualitative impact measures to form a strong evidence base that tells a compelling story about the impact we create. The report is structured around the Framework's four domains. It captures data from the 2019 financial year.

AMES works in consortia with subcontractors for a number of services. While this is an important component of AMES potential to make an impact for clients through our partners, the impact measures contained in this report use only AMES data. This is to quantify the impact AMES is having for individuals where AMES staff directly provide services. All data presented in this report are sourced from AMES internal systems, unless otherwise noted.

AMES services are delivered in Victoria, South Australia and in Sydney. Our programs impact and benefit predominantly people from Culturally and Linguistically Diverse (CALD) backgrounds. Between July 2018 to June 2019, we provided programs and services for the following cohorts:

- **Refugees**
- **Skilled migrants**
- **Asylum seekers**
- **Recently arrived migrants**
- **Youth**
- **Jobseekers**

NEXT STEPS

Social impact reporting is evolving within AMES as we further develop our understanding through a theory of change analysis and as targeted and refined impact measures emerge. As a result this second report varies from the first report (2018) in its structure, some impact measures and the number of impact measures reported. Where appropriate, trend data is included.

Into the future, work commenced in mid June 2019 to further develop an AMES Impact Measurement Strategy. The basis of this aligns with the four domains in the Framework; and builds on a refined set of impact measures which can be described (qualitative); can be expressed as numbers (quantitative); represents a constituency (who we are creating impact for); and is documented in a case study (a story that details a specific experience). This emerging Impact Measurement Framework will inform AMES future Social Impact Reports.

One further development in social impact reporting is alignment of AMES impact measures to the United Nations' Sustainable Development Goals (SDGs). The SDGs identify 17 overarching goals for sustainable development. Each goal is supported by a number of targets, and each target is evidenced by one or more indicators. In developing this alignment against SDGs AMES will be in a position to map where our work has a positive impact or influence on the SDGs. See *Appendix ii.* for an overview of SDGs and impact measurement.

DOMAIN: EMPLOYMENT

AMES Australia's clients are diversely skilled migrants, refugees, asylum seekers, those seeking to use overseas professional qualifications in Australia, as well as those who are recently or long term unemployed. For these cohorts, unemployment or underemployment is a key issue. Our research over many years shows that **secure employment**, well suited to an individual's skills and qualifications, is the most critical factor for increased social and economic participation in Australia.

The impact measures that follow indicate AMES relative success with guiding clients to the **right** job. Initial work experience is essential to build a longer term career. A job brings economic security, but it is also essential for mental wellbeing, feelings of self-worth and as a conduit for social connection. AMES delivers employment services through *jobactive*, we offer professional migrant employment courses, our education programs are tailored to vocation-specific skills and our social participation work is connected to employment and financial empowerment. Employment impacts are therefore measurable across the organisation.

MENTORING UNDEREMPLOYED SKILLED PROFESSIONALS

Asseel Yako came to Australia from Iraq with 10 years' experience as an Internal Medicine specialist. Shortly after his arrival in 2017, he enrolled in AMES Career Pathways Pilot (CPP) which helped him to prepare for the process of gaining recognition as a specialist and eventually finding a position as a Resident. In 2018 he enrolled in AMES Skilled Professional Migrant Program (SPMP) and was matched with a mentor who is also from Iraq and is a Medical Doctor (HMO) with Western Health, based at Sunshine Hospital. Through the SPMP Asseel learned about crucial job search skills.

Asseel has overcome rigorous English language requirements as well as medical exams to be able to resume his career. He is currently eligible for registration after the approval of his specialist qualifications by the Royal College of Physicians. Asseel has been working as a registrar at Warragul Hospital in Gippsland since January 2019, as he continues on a pathway to becoming accredited as a specialist in Australia.

JOB OUTCOMES THROUGH EMPLOYMENT SERVICES

AMES measure impacts for our employment services (*jobactive*) contract by numbers of people finding initial employment and retention in jobs, measured at initial placement, and from 4, 12 and 26 weeks post placement. The chart below illustrates outcomes for 2019 compared to 2018, noting that AMES employment services footprint was reduced in March 2019, and our total client numbers are lower. Given this there has been a positive improvement, particularly in 26 week job outcomes.



5,026 disadvantaged job seekers got a start back into the workforce

Outcomes of work placements | *jobactive*



CHAMPIONING DISADVANTAGED JOBSEEKERS

AMES delivers employment services in a consortium with sub-contracting arrangements in Victoria and in metropolitan Sydney. Across this consortium AMES is known to offer a more specialised service for CALD clients, while operating in a non-specialised service environment.

21% of the AMES *jobactive* caseload was made up of **refugees and migrants** - almost double the average of other providers in our operating regions¹

17.4% of our job placements were for refugees - compared to a 4.2% national average²

AMES has a higher than average (national) proportion of clients in the most high-needs category: *Stream C*. We work most intensively to find support and job placements for these clients, and despite a reduction in the number of sites in 2019 there was an increase in the number of our *Stream C* clients who maintained employment beyond 12 and 26 weeks.

Employment outcomes for high-needs clients (*Stream C*) | *jobactive*



VOCATIONAL TRAINING FOR EMPLOYMENT

AMES accredited training is targeted at achieving a lasting impact in the employment domain. *English as Additional Language* (EAL) courses focus on the language skills needed to operate in an Australian workplace. Our two vocational programs are the *Certificate III in Individual Support (Ageing, Home and Community)* and *Certificate III in Early Childhood Education and Care* - both in areas of high employment demand. Training for jobseekers is tailored to the needs of employers in areas of significant labour shortage. **89% of participants in these courses were unemployed prior to completion.**

AMES facilitated **183 Work Placements** for participants of accredited training in Aged Care and Childcare

EMPLOYMENT ORIENTATION OUTCOMES

AMES measures our refugee clients' journey to settlement success from when they first begin to accumulate **awareness** and **knowledge** of life in Australia. We work intensively so that they are more quickly able to **apply** their new experiences and skills.

The settlement orientation outcomes are a set of 10 core competencies that measure clients' progress from *Knowledge to Application*. The **employment** competency ensures refugees know of the employment services available to them, and that they have the capacity to independently apply for a job.



80% of refugee clients attained practical **knowledge** of the Australian employment system



63% of refugee clients gained enough skills to **apply** their new knowledge to enter the labour market

1. Based on data sourced from the Commonwealth *jobactive* performance monitoring database

2. Ibid.

SUPPORTING DISENGAGED YOUTH TO EMPLOYMENT

AMES delivers a number of Victorian government-funded youth programs. We work with disadvantaged CALD and Indigenous youth, most of whom have left school without completing Year 12, and have been unemployed for over 12 months. We are expanding our work with youth to regional areas including Mildura where youth unemployment is high. In our Reconnect program alone, **224 Individual Learning Plans** were developed in 2019 - which offer a tailored pathway to employment developed by the young person and an AMES youth counsellor.

132 Young people (aged 17 - 24) are now in full time work or vocational education

80 young people from the 2019 cohort remain engaged with AMES, with their employment and education outcomes not yet ready to be assessed.

REFUGEE ENTREPRENEURS

In early 2019, AMES conducted an audit of AMES refugee client business start-ups. A large majority of the entrepreneurs we identified are of Syrian and Iraqi background. Areas of enterprise were retail, hospitality, catering and clothes making. The majority of employers we spoke to said their employees were also from refugee communities.

Over **150** AMES refugee clients have started a small business across 2018 and 2019

AMES refugee client-operated businesses employ approximately **370** people

2019 CAREER PATHWAY PILOT OUTCOMES

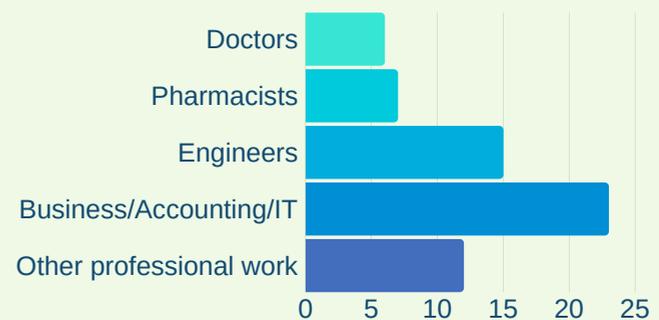
The Commonwealth-funded CPP program supports **professionally educated** refugees to ensure their skills are recognised and utilised fully in Australia.

361 participants completed the program in 2019

106 secured employment, the majority in their chosen field

170 engaged in further study to progress further on their career pathway

Successful participant job destinations as at June 2019:



DOMAIN: HEALTH AND WELLBEING

Good mental and physical health are important to facilitate economic and social participation. AMES Australia supports the relative health and wellbeing of clients by ensuring they are registered and referred to essential health services, by guaranteeing our programs are delivered in a safe and culturally supportive environment, and by providing an integrated range of services that ensure outcomes in other domains are impacting positively on mental wellbeing.

AMES looks for indicators such as participation in community and sense of belonging in Australia, referrals out of initial settlement services and outcomes from disengaged youth programs - to know we are making a difference to the health and wellbeing of diverse communities.

ENHANCING LINKS TO SPECIALIST SERVICES

AMES Australia and the Victorian Department of Health and Human Services have partnered to co-locate three nurses as Settlement Health Coordinators (SHCs) at AMES sites, aiming to improve notoriously complex screening and referral mechanisms within Asylum Seeker and Refugee settlement systems.

In one success story, a SHC completed a home visit for a family who required linkage to several services and were not able to comprehend as yet how to navigate the Australian health, transport or social systems. The SHC contacted an International Health and Medical Service Provider (IHMS) approved GP clinic and arranged for the family to be seen within a few days. This SHC also made referrals for physiotherapy and psychology and provided information on IHMS-approved pharmacies that the family may need to utilise. The SHC furthermore liaised with the Royal Children's Hospital to ensure that the children were linked into all necessary services. Later, the SHC explained how to use Melbourne's metro train network and discussed some free activities in the city to improve their active participation in their community. AMES and our partners strive to create these impacts through a wrap-around approach to health and social services.

REFUGEE IMMUNISATIONS

There is a significant gap in immunisation rates between migrants, refugees and Australian-born people in the community. In 2019, a majority of AMES Humanitarian Entrants and their families were behind on immunisations on arrival in Australia with only 1% of adults settling in the Greater Dandenong, Hume and Whittlesea Local Government Areas (LGAs) up to date. AMES had an immediate and profound impact on client and community health by strengthening referral pathways to community healthcare providers in these LGAs, and ensuring vaccinations occurred.



54%

**OF AMES REFUGEE
CLIENTS REFERRED ARE
NOW UP TO DATE ON
THEIR IMMUNISATIONS**

2,300

AMES clients referred for catch-up immunisations in **Hume-Whittlesea**



PARTNERSHIPS FOR REFUGEE AND ASYLUM SEEKER HEALTH

The four year (2016-2020) Settlement Health Coordinator project funded by the Victorian Department of Health and Human Services (DHHS) has seen the co-location of three experienced nurses (see case study above) in roles with AMES Settlement Services staff at Dallas and Footscray. The role has substantially improved the quality of referrals and importantly built the capacity of Settlement Services staff clients and health providers to extend the positive health impacts of the program. The nurses undertook additional screening of refugee health data before their arrival in Australia, and regularly identified health issues that would otherwise have been missed.

-  **2,125** refugees were screened by specialist refugee nurses before arrival in Victoria
-  **376** were identified as having additional medical issues and received priority health services on arrival

TRACKING THE WELLBEING OF SETTLEMENT CLIENTS

An AMES research partnership with the University of Technology Sydney is tracking the wellbeing and settlement outcomes of Syrian and Iraqi refugees settled by AMES between 2017 and 2018. The research (ongoing) began in 2018/19 and found the cohort are largely happy with their lives in Australia. Additionally we have identified that improved outcomes in the employment domain are an important area for future focus with this cohort.

-  **60%** of AMES Syrian and Iraqi refugee clients surveyed in 2019 were happy or mostly happy with life in Australia

HEALTH AND WELLBEING ORIENTATION OUTCOMES

As with the Employment domain, our refugee clients' health, mental wellbeing and ability to access support are measured by the Settlement Orientation Outcomes. There are three health and wellbeing core competencies that are tracked over time as clients progress from **Knowledge** to **Application**.



EDUCATION FOR MENTAL WELLBEING

Not all students in AMES accredited programs participate to get a job or a certificate. Survey results of AMES students from the Victorian Department of Education and Training show that over a third of AMES students in Vocational Education and Training (VET) programs take our classes "to improve general educational skills", "to increase self-esteem" or "to get skills for community/voluntary work". We know we are creating positive wellbeing impacts, as a significant majority of clients say they are achieving personal goals.



81% of students said they achieved their personal goals in VET programs¹

VOLUNTEERING FOR HEALTH AND WELLBEING

Volunteering opens a pathway for CALD individuals to gain valuable experience - but importantly - it is also a means for people to connect, participate and feel a sense of belonging and contribution. AMES research has shown that volunteering plays an important role in increasing confidence and self esteem. At AMES, we encourage CALD people to volunteer across the organisation, many of whom can help recently arrived migrants in their own language, and with shared cultural experiences. Often our volunteers go on to work at AMES.



In 2019 AMES supported **580** volunteers to actively participate and contribute in the community, by supporting newly arrived migrants and refugees

INCREASING WOMENS' PARTICIPATION

AMES has prioritised improved participation outcomes for women. Our education programs have higher than Victorian state average enrolments for women. Vocational programs are specifically designed with employment outcomes as a priority - and we are confident of improved wellbeing outcomes for women, who can participate more fully in social and economic life through study and with a job.



87% of enrolments in Childcare and Aged Care vocation-specific courses were women.



69% of learners in pre-accredited language courses were women

1. Note: this data is the most recently available student satisfaction data from the Victorian Government and refers to the 2018 calendar year.

DOMAIN: EDUCATION

AMES Australia has a 65 year history as an education provider to migrants in Australia, and has used this experience as our work has diversified to apply an education pathways approach in our employment, settlement and social participation programs.

Education, in particular the ability to speak English, is an enabler for building bridging capital to participate in society. In the first instance, education is therefore a means to access services, followed by further vocational or professional education and employment.

Indicators that we are achieving impact in the education domain are therefore that recently arrived migrants are enrolled in English language learning and achieving their goals; adults are enrolled in VET and children enrolled in school. We look for clients' improved ability to use English for accessing services, work and social life. Additionally, AMES builds the capacity of CALD communities by educating and training champions and leaders to advocate and deliver long term community level impacts outside of AMES program areas.

GAINING INDEPENDENCE THROUGH EDUCATION

For Pakistani migrant Fatima Ali, gaining an Aged Care qualification in Australia has meant regaining her former freedom and the sense of empowerment she lost in an arranged marriage.

In Pakistan, Fatima had entered into a Bachelor of Political Sciences and worked full-time as a teacher, but once married was expected to give it all up and put the family unit first. Once her and her husband migrated to Australia she learnt English with AMES and with the guidance of a career counsellor completed a course in retail and a work placement at Woolworths. When she did not go on to get the job at Woolworths, a friend insisted that she join her course in Aged Care at AMES Noble Park. She completed her placement at Avent Care Nunawading, received excellent results and was offered a job. For Fatima, it was a chance to feel useful again.

"Through learning English my fear was removed. It's what gave me the confidence to be out in the world again, and this is the way I can serve people"

ESSENTIAL ENGLISH LEARNING

96.6%
OF STUDENTS IMPROVED THEIR LANGUAGE SKILLS IN OUR SKILLS FOR EDUCATION AND EMPLOYMENT (SEE) COURSES

Measured against the Australian Core Skills Framework, SEE program clients' language ability improved considerably across AMES Education sites.

3,112
LEARNERS COMPLETED AN ACFE PRE-ACCREDITED PROGRAM

Pre-accredited programs provide opportunities for migrants and refugees with multiple barriers to social and economic participation including very low levels of English; limited formal education; no work experience in Australia, and; limited social connections. Completions indicate clients are on a pathway to further education.

2,444
RECENTLY SETTLED REFUGEES REFERRED TO THE ADULT MIGRANT ENGLISH PROGRAM (AMEP)

The AMEP represents an important early step for clients on their pathway to increased participation in society, and for further training or employment.

1,119
SCHOOL AGED REFUGEE CLIENTS (6-17 YRS) ENROLLED IN SCHOOL

AMES works intensively to ensure children are able to enter the Australian education system as soon as possible.

TRAINING COMMUNITIES LEADERS

AMES creates far-reaching impacts throughout culturally diverse communities by applying our 'train the trainer' model. Using a strengths-based approach to identify leadership skills in communities, we run multiple programs to develop the capacity of community leaders, to then reach out and educate others. Examples include:

The **Prevention of Violence Against Women (PVAW) Leadership Courses** equip women and men with the knowledge, understanding and skills to lead actions in their own linguistic communities, workplaces and the broader Australian community in violence prevention strategies.



20 PVAW Action Plans were developed for implementation across metropolitan Melbourne

The **NDIS Disability Champions** workshops develop the skills and understanding of community leaders with lived experience of disability. The Champions travel throughout Melbourne and regional Victoria to inform disadvantaged CALD groups in their own languages on how to access the NDIS.



12 Disability Champions were trained in 2019 to deliver NDIS workshops to CALD communities across Victoria



7 sessions were delivered to **112** community members

AMES developed training and resources for volunteers as part of our **Job Booster** employment program. Over 50% of the volunteers are of a CALD background. They work with clients of similar skills background across employment programs to prepare resumes, translate job requirements and provide careers guidance.



24 volunteers received intensive training to assist our Employment clients, and **95%** of clients agreed the volunteers were helpful in their program

SCHOLARSHIPS FOR FINANCIAL INDEPENDENCE

A young Chin-Burmese refugee who escaped war and persecution is now engaged in tertiary study and the recipient of the Graham Sherry Scholarship. Nancy Dawt lang Sung came to Australia from Malaysia on an orphan visa after her parents died in the aftermath of being forced to flee their homeland of Burma.

She is now undertaking a Bachelor of Accounting and Business Degree at La Trobe University. Nancy hopes to work in banking or in a family business recently started by her partner's brother. Nancy says her difficulties in life have made her stronger.

"I want to keep studying and graduate and that will give me some choices in my life"

The Graham Sherry Scholarships, named after AMES former chair Mr Graham Sherry OAM, are worth \$5000 each and are aimed at supporting the education pathways of young people from refugee or asylum seeker backgrounds who are newly arrived in Australia. They celebrate the contribution Mr Sherry made to the refugee sector over more than ten years.

SUPPORTING DISENGAGED YOUTH TO RETURN TO EDUCATION

AMES delivers a number of Victorian government-funded youth programs. As highlighted in the *employment* section, we work with disadvantaged and disengaged CALD and Indigenous youth. The **Reconnect** program has achieved significant outcomes in guiding these young people back into full time education. Through counselling, referrals and individual pathways planning, a majority of participants in 2019 were able to return to education.

 **224** Individual Learning Plans developed through the Reconnect youth program

 **88%** of young people we followed up with have returned to full time education

EDUCATION ORIENTATION OUTCOMES

AMES refugee clients' journey to settlement success is critically shaped from when they first begin to accumulate skills in English and are able to enter further education. We work intensively so that they are more quickly able to apply their new knowledge of the Australian education system.

 **82%** of refugee clients attained practical **knowledge** of the Australian education system

 **67%** of refugee clients gained enough skills to **apply** their new knowledge and engage in the Australian education system

COMPLETING VOCATIONAL STUDENTS

Training at AMES is provided to CALD communities with employment needs, and in fields that work to the strengths of our cohorts. The *Certificate III in Individual Support (Ageing, Home and Community)* and *Certificate III in Early Childhood Education and Care* are achievable outcomes for many who look to enter the workforce for the first time in Australia.

Our impact measures relate to completion of certificates, as students will have experienced a work placement and covered a full range of practical skills in the workplace. There is a clear correlation between this education outcome and impacts in other domains.

 **83.7%** of learners completed their course in Early Childhood Education and Care - **27%** higher than the Victorian state average

 **84.1%** of learners completed their course in Individual Support (Ageing, Home and Community) - **22%** higher than the Victorian state average¹

GETTING A START BACK IN EDUCATION

For many learners in our accredited English language courses these programs represent their first foray into education in Australia, and they open the door to further vocation-specific training.

 **40%** of learners in accredited English language programs returned to education for the first time since primary school

1. State average completion data is derived from AMES education system. This is integrated with national VET reporting systems (AVETMISS).

DOMAIN: SAFETY AND SECURITY

For recently arrived migrants and refugees, meeting basic needs such as secure housing and personal safety are precursors to being able to focus on English language development and employment. Many families are not able to participate fully in society due to material circumstances on arrival in Australia, including poor access to financial, social, and legal resources or transport. Migrants may also be disadvantaged by an uncertain understanding of their rights in Australia and the workplace, or have little understanding of cultures around employment and education.

We lead in strengthening the safety and security of diverse communities by delivering intensive settlement services to refugees, offering support and funding to vulnerable asylum seekers and engaging with communities through consultation. We research our cohorts' needs and build capacity through social participation programs. Indications of success are around whether clients are in safe and affordable accommodation, knowing that migrants understand important laws and rights and have established connections within communities and broader society to feel safe in Australia. Similarly, we try to shift societal norms and perceptions - for broader community impacts such as social cohesion and safer communities. This impact domain therefore creates the environment for full social and economic participation.



1,284

REFUGEE FAMILIES PROVIDED WITH BASIC HOUSEHOLD GOODS PACKAGES ON IMMEDIATE ARRIVAL IN AUSTRALIA



1,035

REFUGEE FAMILIES ASSISTED INTO LEASED LONG TERM ACCOMMODATION



17

COMMUNITY CONSULTATIONS WITH A TOTAL OF 555 COMMUNITY MEMBERS

Ethno-specific consultations in preparation for specific programs and policy trends recognise the diversity of issues in the sector, and allow for minority groups to participate and be heard.



160

SOCIAL PARTICIPATION ACTIVITIES HELD AT THE AMES MULTICULTURAL HUB

The Multicultural Hub is recognised as a safe community centre for CALD communities in the heart of multicultural Melbourne's CBD. It is used by over 100,000 people each year.

SAFETY AND SECURITY ORIENTATION OUTCOMES

Our refugee clients' safety, security and ability to live without fear in Australia are measured by the settlement orientation outcomes. There are three Safety and Security core competencies that we track over time as clients progress from **Knowledge** to **Application**.

*Percentage of clients whose **knowledge** improved in these areas...* *Percentage of clients who learned to **apply** their new knowledge in these areas...*



PATHWAYS PLANNING FOR ASYLUM SEEKERS

Asylum seekers typically experience barriers to accessing employment, education and social welfare support. The **Asylum Seeker VET Learning Plan** is a Victorian Government funded initiative designed to reduce aspects of this vulnerability by supporting asylum seekers to develop a learning plan suitable to their employment aspirations. Clients can be referred to the AMES Asylum Seeker Language and Literacy Program or into Skills First funded vocational programs.



AMES developed a total of **83 Asylum Seeker VET Learning Plans** in 2019. These clients were then referred to specialised asylum seeker VET courses



256 asylum seekers were referred into AMES asylum seeker-specific education programs

CONNECTING WITH COMMUNITIES



Representing CALD voices to the ACCC

AMES regularly present issues from diverse CALD communities to the Australian Competition and Consumer Commission's Consumer Consultation Committee. We act as a voice for CALD consumers at this national table.



'Know your Rights' seminars - Maurice Blackburn lawyers

CALD people are disproportionately exploited in the labour market. AMES facilitate a panel discussion with Maurice Blackburn lawyers for communities to be empowered through understanding their rights in Australian workplaces and in society.



Community gardening at Weribee Park

In 2019 AMES further developed our partnership with Parks Victoria to provide community garden and education access for Karen, Somali and South Sudanese communities.

HEARING FROM SYRIAN AND IRAQI REFUGEES

As part of a study on 'Settlement Outcomes of Refugee Families in Australia', Syrian and Iraqi refugee families who arrived in Australia between 2015-2017 and settled in Victoria with the support of AMES said that they now felt safe in their new neighbourhoods.

"It's a nice suburb and where we are living it's quiet and safe, close to the shopping centre and the other facilities and to the kids school, at the moment I like to stay here. AMES helped find us this property" - Iraqi male, 2018.



100% of young family members interviewed felt safe where they lived. **Four out of five** adult family members interviewed (80.4%) felt safe

COMMUNITY SUPPORT PROGRAM

AMES has completed the first full year in the Department of Home Affairs' Community Support Program (CSP). The CSP offers the opportunity for communities or organisations to sponsor applications for humanitarian visa places. AMES works with these groups to successfully resettle refugee families who are in precarious situations overseas.



21 CSP visa applications were granted - which consisted of **65** individual refugees who can begin their lives in Australia

DRIVING CHANGE IN THE COMMUNITY

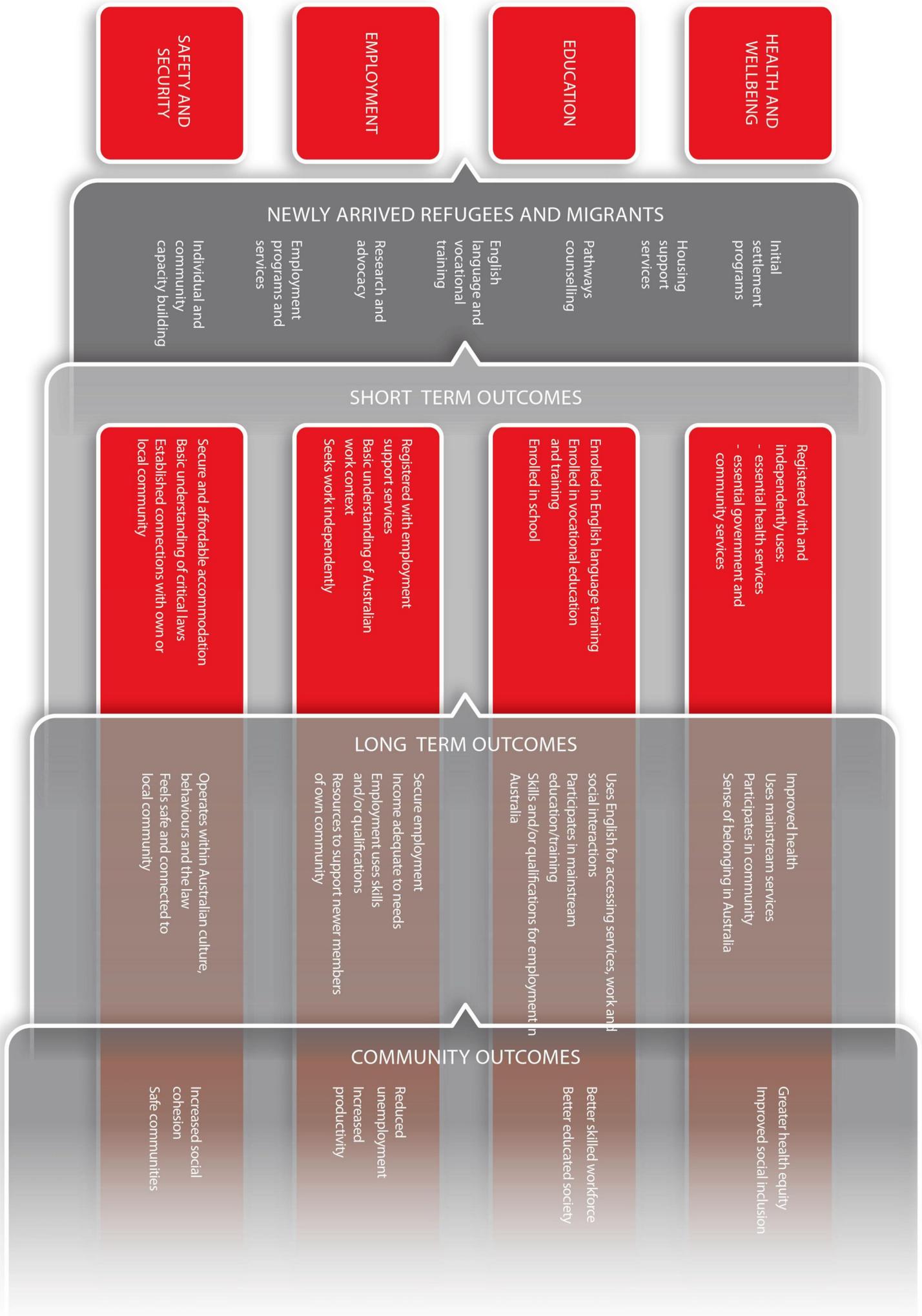
Sean Ryan was born in Malaysia and came to Australia in 2017 on a student visa. In 2018, he completed the AMES PVAW Leadership course, designed to build the capacity of women and men from culturally and linguistically diverse (CALD) communities to contribute to the Prevention of Violence Against Women in their communities and at the broader community level. Sean went on to win the Victoria University, International Student of the Year 2018 award for his initiatives in prevention of violence.

With an expertise in communications strategy and public relations initiatives, Sean is keen "to better equip himself in making a change" through the course.

"I see the need for men to accept the changes around them in terms of women's growth through education. Patriarchy rules should not apply nor does it dictate how women should act or present themselves."

He is now working as the Project Officer for the partnership project *Momentum* between HealthWest and Victoria University to develop and implement primary prevention strategies in his local communities to prevent violence against women and their children.

Appendix I. Settlement Framework for Social and Economic Participation



Appendix II. What are the Sustainable Development Goals (SDGs) and who are they for?

The United Nations' SDGs is a collection of 17 global goals seeking to make the world more inclusive, equal and sustainable. The goals – with their targets and indicators, have been developed as priorities for 2030. The SDGs can be useful for any organisation seeking to achieve social and/or environmental impact by providing a common language and framework for either informing strategic planning processes or as a monitoring and evaluation tool.

Organisations are increasingly reporting on their social impact by mapping their operations to the SDGs and identifying areas that could positively or negatively impact the SDGs both now and in the future. In developing this work AMES will be in a position to map where our work has a positive impact on the SDGs and how we are tracking into the future.



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