

# ANNUAL REPORT

ANNUAL REPORT FOR THE YEAR  
ENDED 30 JUNE 2021

LODDON CAMPASPE



LODDON CAMPASPE MULTICULTURAL SERVICES

# Acknowledgement of Country

We pay our respects to the Traditional Custodians of these lands we now call home: the Dja Dja Wurrung, Taungurung, Yorta Yorta, Wurundjeri, Woi Wurrung and Barapa Barapa Peoples.

We honour the many Elders, stories, cultures, languages and generations who have cared for Country here: past, present and emerging.

We recognise the life-giving strength and power of these lands, waters, creatures, plants and sky.

We acknowledge that sovereignty was never ceded by the First Nations Peoples.

We express our gratitude for the opportunity to live in these beautiful lands that provide us with safety, shelter and food.

We thank and stand in solidarity with the First Nations Peoples who have welcomed those of us who have had to flee or were compelled to leave our own homelands, and those of us who have chosen to make Australia home.

We promise to care for Country, which continues to care for us.

We hope to walk together with the Traditional Custodians, in the spirit of healing.







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Oscar and Maha

# ABOUT US

Loddon Campaspe Multicultural Services (LCMS) is the Ethnic Community Council and peak body for multicultural communities in central Victoria.

LCMS is a welcoming not-for-profit organisation that empowers people from migrant and refugee backgrounds to participate fully in Australian society.

By focusing on people's strengths, we are able to develop stronger communities, support other service providers and influence decision makers at local, state and national levels.

## MULTICULTURAL SERVICES' WORK SITS WITHIN THREE PROGRAM AREAS: EDUCATION, EMPLOYMENT AND TRAINING, COMMUNITY PROGRAMS AND CULTURAL DIVERSITY.

### EDUCATION, EMPLOYMENT AND TRAINING

- EMPLOYMENT
- HOUSING
- ENGLISH
- PATHWAYS, SOCIAL ENTERPRISE

### COMMUNITY PROGRAMS

- SETTLEMENT, ENGAGEMENT AND TRANSITION SUPPORT (SETS)
- CAPACITY BUILDING WITH MULTICULTURAL COMMUNITIES
- ACTIVITIES TO SUPPORT SOCIAL COHESION
- CULTURAL COMPETENCY TRAINING
- REGIONAL DEVELOPMENT
- COVID RELIEF AND RECOVERY

### CULTURAL DIVERSITY

- ZINDA FESTIVAL
- ARTS BASED PROJECTS
- COMMUNITY CULTURAL EVENTS TO SUPPORT SOCIAL COHESION

Robyn



Hazara Language School



Zinda photo shoot





# CHAIRMAN'S STATEMENT



**I wish to acknowledge the First Nations peoples and the country we live, play and work on. I wish to pay my respects to the elders, past and present and emerging. As a migrant from an Indigenous culture, I believe that it is important to acknowledge Australia's First Nations peoples, who came before us.**

**I sincerely wish to thank the Loddon Campaspe Multicultural Services team, volunteers, members, fellow board members and key stakeholders and partners for your hard work, dedication, support and efforts during the past year. A big thank you to previous board members, including Chair Jennifer Lay, for your contribution to help make us a stronger and more resilient organisation.**

Loddon Campaspe Multicultural Services is aligned with and promotes the fundamental human rights principles embodied in the United Nations Universal Declaration of Human Rights.

Our operational team has demonstrated positive and resilient qualities, as well as an adaptability to successfully implement significant changes in both service delivery and management.

This past year has been one of challenges, lockdowns, zoom, teams meetings, as well as learning to live with the new Covid-19 normal. With all of the pandemic-related changes, our team continues to deliver on our programs, support the communities we serve, providing food relief, as well as educational and employment opportunities.

Our team has worked hard to keep our communities safe with Covid-19 messaging and information. Without our team, Loddon Campaspe Multicultural

Services, would not be able to function and do the excellent work that it does. A sincere thank you to you all.

I further wish to thank our management team, led up until December 2020 by the Acting Interim Executive Officer Rose Vincent, and then by our Chief Executive Officer, Sonia Di Mezza, for leading us through what was a challenging transition period for the organisation.

It is an exciting time to be on the Loddon Campaspe Multicultural Services Board. There are significant increased opportunities for us to support our multicultural communities and culturally diverse footprint within our region.

The work focused on our Strategic Plan for the 2022 – 2025 period has provided us with an opportunity to listen to all stakeholders, embedding the cumulative needs and wish-list of all, to help inform our future direction. This has been a pertinent time for all at Loddon

Peter Watson



Bruno Spandonide



**LCMS would like to recognise past  
20-21 board members:**

Jennifer Lay  
Tim Hoogwerf  
Luz Restrepo  
Shannon Burdeu  
Ivan Rwakijuma  
Justin See



Merrilyn Gaulke



Thaera O'Brien



John Murphy



Joby Sebastian

# BOARD OF DIRECTORS 2021

Campaspe Multicultural Services to focus and reflect on why we exist, why we were created and how the organisation will continue to be relevant in the coming years.

Loddon Campaspe Multicultural Services is here for all people from migrant and refugee communities.

Our board governance mindset is based on a collective, sustainable (economic, environmental, ethical) and strong governance framework. The changes to our operational structure under our CEO, Sonia Di Mezza, has enabled us to strengthen our work practices, build on our partnerships, and bring the organisation to our

next phase. Our future is bright, united, and imbued with renewed energy.

Please join our team in celebrating the 2020/21 year that was, including our achievements. I look forward to seeing what the future will bring for Loddon Campaspe Multicultural Services.

*Esther Ryan*



# A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

The past 2020/21 year was one characterised by significant change, challenges, as well as opportunities for growth. I commenced my role as CEO of Loddon Campaspe Multicultural Services at the beginning of December 2020.

As an organisation, LCMS had traversed the challenging period of lockdown created by the circumstances of the COVID-19 pandemic. Despite these challenges, the staff of LCMS demonstrated skills of adaptability, resilience, fortitude, and commitment to supporting the rights of multicultural communities in the Loddon Campaspe region. The staff consistently worked hard to be able to provide the supports and services that the communities needed, as well as to help them to enjoy a sense of participation and belonging in their country of settlement.

Throughout the long and difficult periods of lockdown, LCMS staff members continued their work in providing food resources to members of the community; disseminating important pandemic

information in a culturally safe way, and in a language that could be understood; as well as giving the educational and employment supports that our communities needed. All this work continued despite the lock-downs and social distancing measures, while simultaneously maintaining the highest standards of compliance with government regulations.

I am proud of the programmatic work that our staff has done and continues to do, to keep our multicultural communities safe. During these challenging times, innovation and creativity has found a place to flourish within LCMS, in the forms of greatly welcomed initiatives such as the Bendigo Multicultural Vaccination Hub. Our in-language social media videos, highlighting LCMS staff receiving the vaccination and providing information to community members to make their own informed decisions about the vaccination program. Cultural community lunches, dinners, events and celebrations have continued to take place in a pandemic safe manner, via our much lauded Friday Food Safari program. It is through celebrations of cultural diversity that we are able to



create safe spaces and connections of belonging, for people from diverse cultural backgrounds.

During the year we embarked on the creation of our new strategic plan, to help guide us through the next three years of work. With the new strategic plan, we have further focused on refreshing our mission and values, to reflect the aspirations of our current multicultural communities, as well as where we currently stand as an organisation, and where we hope to go. The year has witnessed organisational growth and consolidation, as our funding programs and funds have grown, as well as an increase in the number of staff members who have come to work for and become part of the LCMS family.

The year has witnessed a number of significant leadership changes. Rose Vincent, the Interim

I also want to take this opportunity to thank the board for the constant support, vision, and passion that each board member, led by our Chairperson Esther Ryan, has contributed towards the vision and strategy of LCMS, as well as to me as a CEO, during the year. Without the backing of such a diverse and hardworking board, leadership in such challenging times would be a struggle. I thank the staff of LCMS for their continued tireless passion, dedication, and drive, to ensure that we can support our multicultural communities, to live the lives of their choosing.

Last but certainly not least, my thanks go to all the multicultural communities of the Loddon Campaspe region; the people from migrant and refugee backgrounds; and all those people from culturally and linguistically diverse backgrounds. It is an honour and privilege to support and work alongside you.

**That lived experience of multiculturalism in my own life is something that I bring to my work. It's important to me that everyone - no matter what their background - is able to belong, participate. and enjoy their rights.**

Executive Officer, led LCMS from the onset of the pandemic in March of 2020 until her departure in December 2021. Rose has worked tirelessly for LCMS for the past three years, helping our multicultural communities to thrive despite the most challenging circumstances. I take this opportunity to thank Rose for her legacy and contribution to LCMS and wish her well in the future. Jennifer Lay also resigned as Chair of the board of LCMS. Thank you for your hard work, commitment and legal expertise that you have brought to our organisation.

Our communities provide each one of us at Loddon Campaspe Multicultural Services with the inspiration and drive to continue work in collaboration with you and keep you at the centre of everything we do. We will endeavour to maintain a human rights focus in everything that we do to support our multicultural communities. I look forward to seeing how our organisation and communities will continue to thrive, grow and flourish in the future.

*Sonia Di Mezza*



Green, Sonia, Kotyin



Sonia, Laila, Fazelah



Bu Gay, Sonia

# OUR TEAM



## **Sonia Di Mezza - Chief Executive Officer**

Sonia has worked as the CEO of a domestic violence NGO, and Deputy CEO of a disability advocacy NGO, in Canberra. She has set up human rights projects in Sudan and Pakistan, for Afghan widowed women and their children, worked as a Resettlement Officer for UNHCR in Lebanon, for a child rights NGO in India, and as a refugee lawyer. Sonia is a solicitor, holds a Master of International Law, majoring in human rights law, and speaks five languages.



## **Robyn Matthews - Education Co-ordinator**

Robyn has over 25 years' experience teaching English as an Additional Language in a variety of settings in Japan, China, and Taiwan. She has a Bachelor of Arts (Honours) focusing on linguistics, a TESOL qualification as well as qualifications in massage and yoga. Robyn is also fluent in Japanese.



## **Sylvia Phan - Team Leader Education and Employment**

Sylvia Phan has a Bachelor of Arts (Economics/Industrial Relations/Psychology) and a Masters of Commerce (Human Resources) from the University of New South Wales. Sylvia has worked in South East Asia and China and started her career as a Human Resource Manager. Born in Malaysia, she moved to Australia in 2014, the same year she started with LCMS. She believes that "anything worth doing, is worth doing well".



## **Vanessa Feeney - EAL Teacher**

Vanessa is working part-time at LCMS as an English teacher. She is a qualified primary school teacher and is also working part-time at a local primary school. Vanessa is currently studying a post graduate diploma in TESOL and has been teaching for three years.



## **Bu Gay Pah Thei - Community Employment Officer**

Bu Gay is a trusted Karen community connector, speaks Karen and has worked hard for LCMS for three years. Prior to that Bu Gay has volunteered for over five years to support her community to settle in Bendigo and studied a diploma of Nursing. Bu Gay is secretary for the Karen Organisation of Bendigo.



## **Elisangela Couto - Team Leader Community and Capacity Building**

Elisangela Couto has a Bachelor of Tourism Planning and a Masters in Community Planning and Development from La Trobe University. Elisangela has worked all over Mozambique and South America and started as a Course Coordinator in a Polytechnic Institute in Mozambique. Born in Mozambique, she moved to Australia in 2015.



## **Alison Chapman - Business Manager**

Alison commenced with LCMS in January 2020 and has over 20 years experience working in Senior Administration positions at Tintern Grammar, The Royal Children's Hospital, The University of Melbourne, and La Trobe University. Alison holds qualifications in IT, Kinesiology, Holistic Counselling and Natural Therapies.



### Jason Newton - Team Leader Cultural Diversity

Jason is a qualified chef with over 20 years' experience. He has worked as head chef in both daily service and catering. Jason specialises in locally sourced produce and cooking with the seasons. Jason has been with LCMS since 2018.



### Maha Sein - Administration Trainee

Maha joined LCMS as a casual bilingual support worker in July 2020. He is currently studying a Business Administration Traineeship with LCMS since the start of 2021. Maha is Karen, was born in Burma and moved to Australia in 2009. Maha enjoys portrait and landscape photography, cooking and supporting others in need. Maha has assisted many community members in getting their vaccination in a culturally safe environment.



### Sharon Prasad - Settlement Worker

Sharon works part-time at Loddon Campaspe Multicultural Services as a Social Worker in the Settlement program. Before working at LCMS, Sharon worked for Red Cross in the Humanitarian Support Program (HSP). Sharon thrives on working with the multicultural communities, and is currently studying for her Masters degree in Mental Health in order to better support the multicultural community.



### Laila Hashimi - Community Development Worker

Laila started working at LCMS in 2020 to help provide bilingual support in response to the pandemic. She also provides settlement support. Laila assists with interpreting information about Covid-19 restrictions in LCMS videos and audio messaging for people to understand the many complex changes. Laila is Hazara from Afghanistan and her work directly assists local Hazara and Afghan communities. Laila has engaged in mental health and domestic violence training, to enhance her knowledge about local services that are available to communities.



### Deanna Neville - Operations Manager

Deanna's background is in local grassroots community development and government department projects. Her work has included a range of projects including youth, seniors, drought affected farmers, communities impacted by fires and floods, public housing and Indigenous community arts. She has travelled several times to Timor-Leste in a volunteer support role. Deanna has also engaged in health and fitness roles as well as in the visual arts. She holds a Bachelor of Arts Degree in Community Planning and Development and has trained in fine art photography and human movement.



### Ahmed Kheradyar - Community Development Worker

Ahmed holds an MD degree from Kabul Medical University Afghanistan. He is member of Hazara Community in Bendigo and is originally from Afghanistan. Ahmed speaks Hazaragi, Dari, Persian as first languages and English as a second language. He joined LCMS in August 2020 in the role of Community Development Worker. He is currently working part time one day a week for LCMS coordinating the Hazara Community Language School.



LCMS acknowledges the contribution that outgoing staff have made to the organisation, Rose Vincent (Acting EO), Linto Thomas (Acting Operations Manager), Kelly Phan (Youth Worker), Laura Wanefalea (Administration Officer), Leah Macdonald (Administration Officer) and Andrea Wolf (Community Development Worker).





Ivan, Riah, Ira and Myra



# OUR VALUES

**RESPECT**

**INCLUSIVITY**

**INTEGRITY**

**COLLABORATION**

**AUTHENTICITY**

**RELIABILITY**

# OUR VISION

A vibrant Loddon Campaspe region where people from multicultural communities are able to thrive, have a sense of belonging, contribute to society and are welcomed, celebrated and embraced.

# OUR PURPOSE

To support people from multicultural communities to participate and belong in our community, and exercise their human rights across the breadth of social, cultural, economic and civic life.





Laila and Pan



# EDUCATION AND EMPLOYMENT



Sylvia Phan  
Team Leader



Bu Gay Pah Thei  
Employment Officer

## OUR WORK

### EDUCATION PROGRAM

**“Education is the most powerful weapon which you can use to change the world” – Nelson Mandela**

The education department has had a busy 12 months. With Vanessa joining Robyn in the Education Team in 2021, we have been able to deliver more classes than ever before.

Over the past year, more than 50 community members from 15 countries have regularly attended our weekly language, literacy and numeracy classes.

These include our very popular ‘Women’s English’ class (previously called Mums and Bubs) and our ‘White Nile’ class. This year we worked hard on incorporating community feedback and as a result, created three new classes: ‘Learn to Read’ – to help pre-literate learners; ‘Intermediate English’ – specifically run after hours to provide those already engaged in employment or education an opportunity to further improve their English; and ‘Men’s English’ – another after hours class specifically for male community members. Both after hours classes have had strong engagement from the community and have been a great opportunity to expand our classes further into the wider multicultural community.

Within our Pre-employment training program, over 80 community members, from seven countries joined our courses to learn skills in a variety of areas including catering and hospitality, as well as sewing skills through a collaboration with Sisterworks.

Through direct industry partnerships with Don KR and Spotless we have been able to conduct pre-employment training that has led to the direct employment of more than 30 community members.

Of course, this education report would not be complete without acknowledging the wonderful success of the Karen Engineering studies course which saw all of the 12 Karen community members enter full-time employment or higher education on completion.

Aside from our regular classes, the Education Department has undertaken several other projects this year.

We successfully delivered our Family Learning Partnership (FLP) program to multicultural families from Kangaroo Flat Primary School. The FLP aims to empower multicultural

Engineering Course Graduation



families to participate in their school community and also aims to teach parents how to be more actively involved in their child's education. This first pilot FLP was a great success with several parents now actively volunteering at school, and all reporting an increased confidence in helping their children. It will be replicated later in 2021 at White Hills Primary School.

In collaboration with Vic Inclusion Agency, we developed a program to provide bicultural support within Early Learning Centres whenever a need is identified. This year alone we have placed five bicultural workers from five different cultural backgrounds into Early Learning Centres around Bendigo, who help children from non-English Speaking Backgrounds to feel culturally safe and understood while they are transitioning to a daycare setting. The program has been very successful with every centre reporting that it has helped to increase multicultural awareness within the centre and that all of the children are now thriving and feeling more confident.



## EMPLOYMENT PROGRAM

Our Employment Program is thriving. This is thanks in part to our ongoing partnerships and collaborations with Jobs Victoria (JVEN) and Access Australia Group. This program partnership, which started in 2016 officially concluded on 30th June 2021, exceeding our target outcomes and expectations.

Our achievements since the start of the JVEN program in 2016 are notable, working with an average of five high needs jobseekers per month.

- We placed 72% of our participants into work,
- 52% of those placed stayed past 26 weeks, and
- 10% have signed up for apprenticeships.
- We expanded our Employer Networks and
- We expanded employment opportunities outside of the Bendigo Region

LCMS continues to build on existing networks, accessing stronger connections through warm referrals by current employers and stakeholders. This mutually beneficial relationship is based on trust, strong foundations, recommendations and our track record of achievements.

## Collaborations and Partnerships

During 2020-2021, collaborations and partnerships have formed the cornerstone of our success, several of which showcase our achievements.



Maha Sein  
Administration Trainee



Robyn Matthews  
Education Co-ordinator



Vanessa Feeney  
EAL Teacher



# EDUCATION AND EMPLOYMENT CONT'D

## Pre-apprenticeship Engineering Program

The shared goal of this partnership was to provide an opportunity for our refugee community to successfully undertake a Certificate II in Engineering (Pre-fabrication). Our partners were committed to the program's goal to meet industry needs where there is huge growth potential leveraging on the growing reputation of refugee employees and designing an innovative employment pathways model which can result in sustainable employment in a trade.

Our Action Plan ensures cohesive collaboration across all partnerships to: (1) support students, including bilingual support; (2) ensure employment pathways for graduates; and (3) create a model that is replicable for future programs.

This program has had a direct, positive and tangible impact on the learners' families, and the Karen community as a whole. The program has ignited their interest and curiosity for future courses.

At the end of the program, which saw the class intake number reduced from 15 to 12 due to COVID-19 limitations, two learners were enrolled in a Cert 3 Welding apprenticeship, seven were working as labourers in a local truss factory whilst continuing to look for apprenticeships, two had returned to Bendigo Senior Secondary College to complete their VCAL (Victorian Certificate of Higher Learning) and one was working in an unrelated field whilst looking for an apprenticeship in fitting and turning or mechanics. More recently, the number of graduates in apprenticeships has risen to six. This is an outstanding result.



Hsa Lah and Hser Gay

The students surpassed all expectations, with one student winning the Pre-Apprenticeship Student of the Year Award, nominated by the Engineering Department at Bendigo Kangan Institute.

*"We all hope to be able to continue to work together on future endeavours to provide more support and employment opportunities for CALD people in our region" - Bendigo Senior Secondary College*

*"LCMS have been instrumental in striving for more diversity in the Bendigo labour market. Through this key partnership we were able to promote the Karen refugee community as a viable solution to prospective employers in the engineering and manufacturing sector and deliver a pathway through the Karen Engineering Group pilot". – Matchworks Bendigo*

## Don KR/LCMS Pilot to create Employment Opportunities in Food Processing

Loddon Campaspe Multicultural Services (LCMS) and DON KRC partnered to support migrant and refugee job seekers looking for long-term careers within food processing. Multicultural Services delivered a tailor-made training program to assist job seekers in preparing to navigate the DON KRC recruitment and on-boarding process.

*“Multicultural workers at Don KRC are strongly valued for their work ethic and dedication to the company,” said Nick Murphy, People and Performance Manager at DON KRC.*

*“This collaboration is the result of our extensive track record in working with migrant and refugee job seekers to find meaningful and sustainable employment tailored to their needs and aspirations,” Mr. Murphy added.*

## Worker Community Connect Worksafe/LCMS collaboration

‘Staying Safe At Work’ was the theme for this project during which LCMS and Worksafe engaged 20 multicultural community members and influencers from the food processing, horticulture and aged care industries in a one on one community consultation on the effectiveness of messaging around safety instruction. This work culminated in the prototype production of a booklet for distribution in workplaces and community organisations engaged in employment activities. This successful collaboration will result in meaningful understanding of the rights of an employee and the responsibilities of employers of multicultural cohorts in practising safety at work, to achieve zero harm.

*“Hi Sylvia, Thank you so much for all your hard work, you have gone above and beyond” – Worksafe*

*“We knew through COVID-19 that the team at LCMS were leading the way in how to collaborate with multicultural communities and leaders. They were able to guide us, a government organisation, into better practice and partnerships which we now know are key to addressing many of the barriers facing our community.” - WorkSafe*

*“WorkSafe Victoria is in a much better position now, having partnered with LCMS, to re-design our services and communications to better support multicultural communities across Victoria. The learnings and insights from this work will be shared across our organisation, and more broadly across the government sector to influence the crucial work in this space” - WorkSafe*

*“The Community Innovation team at WorkSafe Victoria were privileged to work closely with the amazing team and leaders at LCMS. Our partnership highlighted the true value in co-design and working directly with members of our multicultural community. This has led to real change in our organisation and how WorkSafe will collaborate with and service the community moving forward.” WorkSafe*

## Regional Ready Pilot Program

This program pilot was established to identify new pathway processes and systems to enable and encourage regional settlement across the Loddon Campaspe region. The program has stalled in 2020-2021 due to the impacts of Covid affecting business outreach, delays in Visa processing and lack of flights to Australia. Two of the international candidates hired remain in Lebanon waiting for Australian Government Visa approval, delayed due to the Covid pandemic. Included is a participant hired by a local Bendigo business, Ceramic Oxide Fabricators, as a Production Support Engineer. The family is awaiting final Visa approval and travel exemption status to be able to travel to Australia. The other candidate, a nurse, hired by Heathcote Health, also remains in Lebanon with her husband.

LCMS hopes for wrap-around settlement support to be provided in the not too distant future.

# CULTURAL DIVERSITY

## FOOD SAFARI

Food Safari showed the power of food and its ability to bring people together through the good and the challenging times. Flexibility became our strength as we adapted with an ever-changing world.

Food Safari encompasses all of our food programs, including traineeships, mentoring, capacity building and community support through food.

Starting off the financial year we produced a consistent 100+ meals per week, 30 percent of which were paid forward by the Bendigo public and donated to communities doing it tough. These meals were given to those who had lost employment or were having financial difficulties, international students from Bendigo University who were not eligible for government assistance or allowed travel back home and others who were in isolation due to lockdowns or in quarantine from testing positive to Covid-19 or waiting on test results. A big THANK YOU to those who generously donated.

Along with the culturally appropriate ready cooked meals, we delivered food supplies, sanitary products, masks, and a friendly message of the importance to stay at home, if required. This additional assistance was imperative through the Don KR and Hazeldene's Covid outbreaks in July and August 2020, during which some of our close community members in Bendigo were directly affected.

In October and November 2020, Food Safari supported Bendigo Food Share's 'Cafes for Covid' program by providing 400 cooked meals, which were distributed to those in need. We also reached out to local businesses, directing them to the Food Share initiative. Businesses including Karen Lady Catering, Murrnong Mammias, Good Vibrations and Konjo Mamma were among those that responded.

This has lead to a pathway of business mentoring and development for Paw Kee of Karen Lady Catering, who showed true passion for cooking and wanted to expand her current business model. The assistance is still there today and she is making great progress with her catering business management skills.

In early 2021 came new ideas and events for Food Safari. Working from the Cultural Exchange Beehive Building, we hosted several long table lunches, which saw the ground floor corridor transformed into a sophisticated dining space for up to 50 guests. Individually served meals, in Food Safari's signature three layer tiffins, made the lunches Covid safe with an element of surprise and ample space between patrons.

The first of three long lunches were held as fundraisers for Asylum Seekers Resource Centre in March, followed by Food Safari hosting our own Feast For Freedom event. With a rapid response, tickets sold out fast, the target amount plus more was reached, with over \$600 raised by our warm-hearted folk of Bendigo.



Jason Newton  
Team Leader



Maha, Than Hla, Kyaw, Jason

Maha, our Administration Trainee, also invited us to his home for a tour of the family's plentiful vegetable garden. Maha's parents Kyaw Sein and Than Hla Sein, demonstrated a traditional Karen recipe using long melon picked fresh from their garden, transformed into a fried long melon with tamarind dipping sauce dish. Delicious!





A networking lunch for Multicultural Arts Victoria (MAV) followed, catering for 50 guests, and in collaboration with Neighbourhood Collective, Food Safari hosted another long lunch for Refugee Week.

A series of cooking demonstrations by various community members also came to life, including the filming of Awach making her amazing hand rolled couscous.

Awach, Green and Jason



Jason, Awach and Family



## ZINDA FESTIVAL

The cancellation of Zinda 2020 in March, left a big heart ache for most of us.

After a roller coaster year, which mostly seemed to descend, we wanted to end the year with a smile. Covid had started to settle down and the idea of a Zinda Pop Up-was born.

Held on the first three Fridays in December, a collaboration with Multicultural Arts Victoria's Forest Keegal, saw us open the doors to The Cultural Exchange Beehive Building for the first time since its renovations. What a stunning space!

Close to 300 people came through the door. Zinda means 'Alive' in various languages such as Hazaragi and Hindi,, and that's exactly how it felt. The Zinda Pop-ups brought the space to life by showcasing arts, craft, performance and food from various members of Bendigo and surrounds. Members came who were newly settled and long time locals, from ethnic backgrounds including South Sudanese, Karen, First Nations, Afghan, Polish, Ghanaian, Malaysian, Indian and Chinese.

Each stall holder and community group had the opportunity to showcase their cultural skills, provide a sense of empowerment and culture, social inclusion, exposure, and a little taste of entrepreneurship.

The stalls included:

Women from the South Sudanese 'White Nile' group showcasing handmade jewellery, woven baskets, and clothing.

Members from the Hazara community presenting original artwork, crochet blankets, clothing, tapestry pillowcases and more.

A Polish couple with handmade timber jewellery and condiments.

Ato, a local food hero from Ghana who now calls Bendigo home, was showcasing his cookbook and condiments, and offered treats from his yet to be released second cookbook.

Sisterworks came with their goods whilst showcasing a business model that provided ideas of what can be achieved. Masks, bread bags, food wraps and candles were amongst their selection.

Murrnong Mamas presented a great selection of indigenous Australian plants, bush foods, spices, and hampers.



Food Safari provided ready cooked meals, Zinda merchandise and tiffins to add to the savvy craft and market theme.

Another feature of the Zinda Pop-ups was live performances by Shikyra who performed a Bollywood dance and singing. Uncle Rick played didgeridoo, clap sticks and other traditional instruments and encouraged the crowd to join in.

Alyssa Phan brought her soothing sounds of acoustic guitar and lyrics and later was joined by Ato with his traditional drumming and vocals.

Daboura lead the White Nile group with her stunning voice (Bendigo's best kept secret) along with Rebecca, Aluel, Abuk, Abul and Awach showcasing their striking dress and dance.

Thay Lay mesmerised the crowd with his tradition Karen horn playing, echoing through the open spaces of the historic building, needing no amplification whatsoever. Amazing!

Henna painting was also featured and a long line soon grew of attendees keen to be decorated by the very talented Laila.

The final day of our Zinda Pop-up was quite emotional, as the White Nile women's group paid homage to LCMS' interim EO, Rose Vincent. They gave a special performance of song and dance and presented her with a beautiful hand stitched quilt. Phoenix FM, Bendigo's local community radio station broadcast live from inside the building, highlighting Zinda and sharing the impressive performances by Daboura and Uncle Rick to the airwaves.

It's fair to say, the three Zinda events were a huge success.

Alyssa



Sisterworks



Husnia



Henna



Paintings



Scarlet and Bu Gay



Dabora and Aluel

# COMMUNITY AND CAPACITY BUILDING

## Community Capacity Building

Community capacity building comprises a range of services and programs, designed to equip community members, groups and organisations with skills and knowledge. Our capacity building and participation program works with the multicultural communities to enable them to fully participate and contribute to everyday life in central Victoria. During the pandemic, we provided training and ongoing support to community to provide safe and inclusive activities.

- > We have assisted the Karen Organisation of Bendigo to design and implement a covid-19 Safety Plan for the community temple in Bendigo.
- > Assistance was provided to Bendigo Malayalee Association, to find a space for their community religious gathering and services.
- > Fifteen young leaders from Karen, Afghan/Hazara, and South Sudanese communities are receiving ongoing support, leadership, and social connection.
- > Support provided to the Malayalam Community to host an online Onam celebration
- > Support was provided to the Hazara community to become registered and incorporated as a The Hazara Community Association in Bendigo. They have recently obtained their ABN number and we have offered assistance with their application for registration as a charity.
- > LCMS provided support to the Hindi Community to facilitate an online Diwali celebration



Elisangela Couto  
Team Leader



- > LCMS assisted six community groups to apply for Victorian Multicultural Commission grants, including event planning support for four communities: South Sudanese Cultural celebration, the Filipino Fiesta in Bendigo and the Filipino Independence Day celebration in Pyramid Hill.
- > LCMS established the Multicultural Women's Network to support and connect women from CALD communities.
- > Two cookery recipe videos in collaboration with Friday Food Safari - "How to make Biryani" and "How to make Mooncakes"



Sharon Prasad  
Settlement Worker



- > Creation of two videos in "How to grow vegetables from seeds" and "How to hand sew your own mask" (also translated into Dinka and Hazaragi).



- > In partnership with YO Bendigo, LCMS organised a photography workshop.
- > Thirty three in-language videos about COVID-19 restrictions disseminated via Facebook and community channels
- > Four local multicultural health professionals interviewed for “Stay Safe and Healthy” livestream events in Tagalog, Dinka, Karen and Hazaragi to discuss mental wellbeing during COVID-19 restrictions, in collaboration with Lifeline Central Victoria for R U OK?
- > Five community groups (Thai, Filipino, Karen, Hazara, Dinka) were supported to develop and broadcast Work Safe video information in their community languages.
- > Fifteen young leaders from Karen, Afghan/Hazara, and South Sudanese were assisted in developing, leadership, and social connections.
- > Support provided to the South Sudanese community to celebrate the South Sudanese Independence Day celebration
- > Interviews with two multicultural Council election candidates as part of a series of livestream events entitled “Your Voice Your Vote”
- > Production of three videos explaining “How To Vote” in three community languages and simple English: Hazaragi, Karen and Dinka,



## Social Inclusion (Participation)

This year community groups have experienced long and repeated periods of social isolation. The communities require support to ‘re-enter’ to a Covid normal in the form of community engagement activities. LCMS worked with mainstream organisations and community spaces to welcome multicultural and refugee community members.

LCMS implemented a range of activities to support new arrivals to increase social inclusion and participation in community social life, with a focus on those at risk of isolation. LCMS Womens Network was introduced to reach and connect with women in the community that were relatively isolated.

Multicultural swimming programs were the highlight for social inclusion and the program provided a space where community members were able to enjoy all the benefits of social swimming, while remaining culturally appropriate and comfortable.



Laila Hashimi  
Community Development  
Worker



Ahmed Kheradyar  
Community Development  
Worker

# COMMUNITY AND CAPACITY BUILDING CONT'D

While the women's social swimming made swimming spaces more accessible for women, we also dealt with cultural barriers by offering access to facilities that met their specific social inclusion needs in a non-threatening environment.

This year, we facilitated:

- > Two community swimming programs took place in the 2020/21 summer season with Bendigo Swim Safe and Golden Square Pool.
- > Multicultural Swimming program for adults: 36 community members registered over the sixteen sessions which were conducted twice a week between December 2020 to March 2021.
- > Eight swimming sessions exclusively for women, with the participation of an average of 17 women, attended each of the weekly sessions from November 2020 to February 2021.
- > Two events were organized for the two swimming programs to celebrate the end of the summer swimming program, with 58 participants across both events.
- > 15 attendees at the International Women's Day celebration.
- > The Mother's Day celebration was attended by 23 women from LCMS women's network and Playgroup.
- > LCMS has facilitated a welcome to country ceremony provided by the Bendigo and District Aboriginal Co-operative for the Karen Family camping attended by fifteen families.
- > LCMS organised and delivered two craft workshops in partnership with Sisterworks with 12 community members participated.





## Care and Food Exchange

Care and foodshare, designed a grass-roots initiative providing in-language and culturally responsive information. This became a crucial program during the 2020 Covid-19 process. During 2021, the program stood out at the forefront of covid-19 response especially during the intermittent lockdowns in February and May of 2021. LCMS tailored a range of supporting services including referrals, welfare checks, online mental health sessions, food relief, and material aid. During this time, Care and Food exchange became an important vector for information provision across the covid19 health safety and vaccination rollout process.

This wrap-around service provided:

- > 384 food kit boxes were delivered to vulnerable community members, including the elderly and family violence survivors.
- > Weekly boxes of culturally appropriate food products were provided to 1,296 Families across the year, an average of 27 families per week.
- > Around 350 pre-made meals provided as part of the food boxes.
- > A range of personal protective equipment items were distributed across the year including face masks and sanitisers.
- > More than 700, in language, hard copy information documents, relating to covid 19 health and safety rules, well-being services and Covid-19 vaccinations were distributed.

### Community Feedback:

A and B are an asylum couple from Malaysia. Due to their immigration status they could not secure paid work. They have been supported through LCMS programs, including the Food, Care and Exchange program. Below is their feedback regarding this program.

*"To the person who donated the shoes, heater and blankets, thanks for sharing your blessings with us brother...Appreciate your good heart. God bless you."*

*"Hi Jas (Jason is our Food Safari manager) thanks for the meal. Enjoyed... thanks to LCMS"*

*"The support services offered by LCMS has been an invaluable lifeline for my family and I during this difficult time. As an international student, not being able to access Job Keeper, Job Seeker and other forms of support from the government has made the impact of the job crisis and lockdown due to Covid-19 extremely severe on my family. Without a substantive source of income, it is challenging to pay bills, put food on the table, and raise our newborn baby here in Bendigo. Therefore, LCMS' support through their Care and Food Exchange programme, and information/ advise on available job and financial assistance opportunities has been immensely helpful. With the help of LCMS, we get food boxes delivered to us, and we were able to apply for and received some assistance from the Red Cross financial relief. The Care and Food Exchange service is very timely and much needed"*

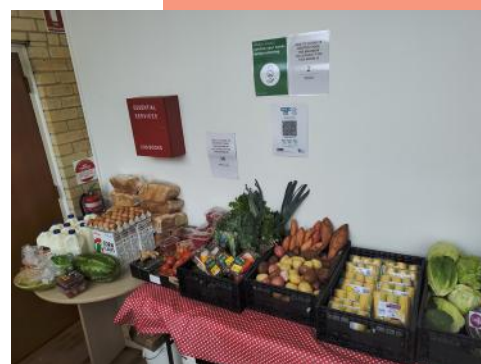
Laila



Laila and Sharon



Foodshare



# COMMUNITY AND CAPACITY BUILDING CONT'D

## Youth Network

LCMS youth work involved capacity-building work for young people from migrant and refugee backgrounds in Bendigo. We were involved in the conception and development of the Multicultural Youth Network (MYN) - a social network for young multicultural people in Bendigo. Key achievements include:

- > Winning a spot for the MYN on ABC Trailblazers – a capacity-building program run by the ABC for young people in rural and regional Australia. Panmarlar Pahthei, Kotnyin Bul Thon and Laila Hashimi participated in the program which included professional development workshops in networking skills, content creation and public speaking. We hosted the ABC at the Cultural Exchange Building for one-on-one training in public speaking and speaking to the media with the MYN, resulting in a 3 minute video presentation that was featured on the ABC.

*"The MYN helped me to feel safe. It gave me and my other friends from my community a place to have fun, share, stay connected to culture and celebrate our stories."*

- Kotnyin Thon

- > Produced 59 vital COVID-19 information videos, in-language, with members of the MYN. LCMS engaged in capacity-building work to build their confidence in front of the camera to teach skills in public speaking and video editing. Communicating emergency information in a culturally-inclusive and culturally-relevant manner, is highly important to ensuring the safety and wellbeing of migrant and refugee communities

in uncertain times. Our work in identifying key community communicators who are trusted and have the language ability to simplify and interpret complex information has been key to our successful information campaigns during Covid-19. This is evident in each video receiving on average 500 – 1000 views. This involved three MYN members on a regular basis (Kotnyin, Laila and Maha) and other community members on an ad hoc basis from the Filipino, Thai, Malayalee and Vietnamese communities.

*"As a Hazara woman, I come into the public to help my community to understand the rules during COVID-19. Despite the strict gender role within the Hazara and Afghan communities, being in the public symbolize the freedom and importance of representation of people from multicultural communities". - Laila Hashimi*

- > Crafting Your Future (SPP event): The MYN identified a need for an opportunity to help young people understand the different pathways that exist to get to their dream career as well as a way to network with other young people from the broader Greater Bendigo community. To address this need and to celebrate Victorian Youth Week (26 June-2 July 2021), City of Greater Bendigo (CoGB), Loddon Campaspe Multicultural Services (LCMS), and the Reach Foundation

## multicultural YOUTH GROUP



**social nights for young people in bendigo**

WHERE?

**CULTURAL EXCHANGE BUILDING,  
24-26 PALL MALL**

WHEN?

**EVERY SECOND & FOURTH  
SATURDAY OF THE MONTH, 5 - 7PM**

CONTACT?

**TEXT KELLY ON 0475 886 862  
FOR MORE INFORMATION**

**ALL AGED 13 - 25  
WELCOME!**

LODDON CAMPASPE  
**MULTICULTURAL  
SERVICES**

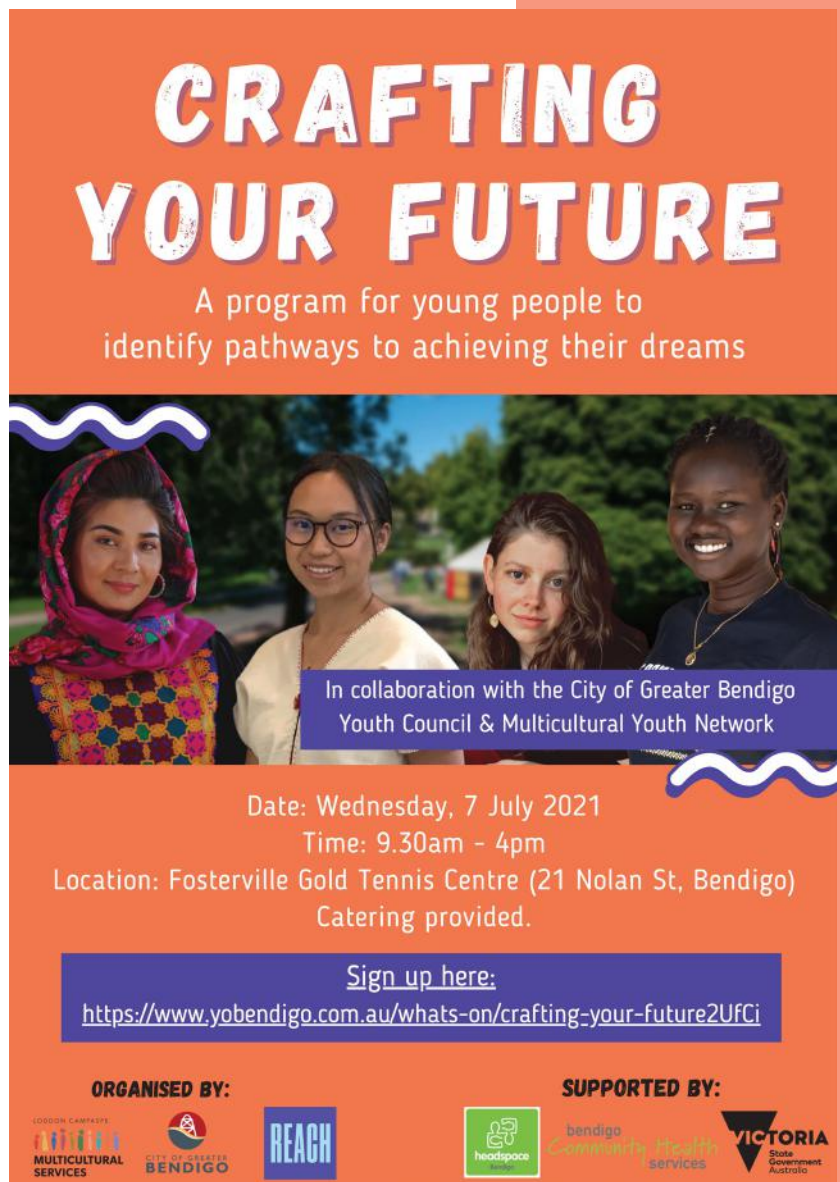




partnered to develop and deliver Crafting Your Future: a day-long workshop for young people (aged 15 – 25 years ) to identify pathways to achieving their career dreams; and to expand their friendship and social support networks. The CoGB Youth Council contributed to the design and delivery of this project. The workshop was facilitated by the Reach Foundation (based in Melbourne) delivering their 1-day program called 'Diverge'.

- > We partnered with the City of Greater Bendigo to organize Crafting Your Future. Friday Food Safari provided lunch catering for this event as in-kind support. One of the purposes of this event is to spread cultural awareness of the City of Greater Bendigo's, culturally diverse communities among young people. The workshop participants are made up of young people from migrant and refugee backgrounds, as well as young people from the mainstream Bendigo community. To promote conversations about cultural inclusivity, sharing cultural knowledge through food, Food Safari will be catering with a menu comprised of recipes from Bendigo's Karen community.
- > Producing 'So, where are you from?' podcast: A new way of storytelling in a time where communities could not gather physically together, we produced the podcast 'So, Where Are You From?' as a conversation starter about the stories of our community. The idea behind the podcast is to spark conversations that go beyond the basic question: "So, where are you from?". We interviewed community members from the South Sudanese, Karen, Hazara and Togo communities to create four podcast episodes.

Kelly, Pan and Green



**CRAFTING YOUR FUTURE**

A program for young people to identify pathways to achieving their dreams

In collaboration with the City of Greater Bendigo Youth Council & Multicultural Youth Network

Date: Wednesday, 7 July 2021  
Time: 9.30am - 4pm  
Location: Fosterville Gold Tennis Centre (21 Nolan St, Bendigo)  
Catering provided.

Sign up here:  
<https://www.yobendigo.com.au/whats-on/crafting-your-future2UfCi>

**ORGANISED BY:** LONDON CAMPAIGN MULTICULTURAL SERVICES, CITY OF GREATER BENDIGO, REACH

**SUPPORTED BY:** headspace, bendigo Community Health Services, VICTORIA State Government Australia



# SETTLEMENT COUNCIL OF AUSTRALIA

## CASE STUDY

### Program Title:

Women's Social Swimming

### At a glance

#### Target participants:

The social swimming program is designed for Women from the Afghan, Karen, South Sudanese, and other emerging communities. Some of the participants originate from countries which are land-locked, where there has been no opportunity to learn to swim, or where the culture may discourage women from swimming, due to practices relating to modesty. For the 2020-2021 the program had 23 participants.

#### Aim of the program:

To create a designated women's only swimming space to encourage socialisation, exercise, and a sense of community for multicultural women.

#### Organisations involved:

- Loddon Campaspe Multicultural Services
- Life-Saving Victoria

#### Location:

- East Bendigo Swimming Pool

#### Funding

- Bendigo Strategic Partnership Project enabling funds.
- Life-Saving Victoria

### Description

The Women's Social Swimming had its 4th round in the 2020-2021 summer season. The social swimming space operated across eight weeks over the summer months at the Bendigo East Swimming Pool. Each session runs for one hour each Thursday, 7 pm – 8pm. During the social swimming, participants will also be offered water confidence and swimming lessons on a voluntary basis. Women would have the chance to join the group for an informal catch-up or have a water time with their children in the adjacent kids' pool.

In the previous round, three motivated participants were provided with the opportunity to train as accredited pool lifeguards separately to the social swimming.

Transport was also provided to participants who would usually utilise public transportation to get home; however, they would not have access to this after 8 pm and outside of bus operating hours.

### What makes your program different?

- The program offers a space where women are able to enjoy all the benefits of social swimming while remaining culturally appropriate and comfortable. The classes were able to increase the capacity of the participants to learn about swim and sun safety. This initiative makes exercising more accessible for women dealing with cultural barriers. A requirement of the Muslim faith includes modesty, which cannot be achieved within regular swimming hours. In offering this program, multicultural women are offered access to facilities that meet their specific social inclusion needs in a non-threatening environment.

COMMUNITY  
AND CAPACITY  
BUILDING  
CONT'D



## Challenges

1. Covid-19 and subsequent restrictions meant that face-to-face classes had to be cancelled. The program to stop for few days due to social restrictions, which created a gap in their routine.
2. By opening the program for children, we had to reinforce children's safety rules within the community, which resulted in an opportunity to raise awareness around water and sun safety, not just for children but also for all participants and their families.
3. Provision of bilingual support would not have been possible without funding.



## Key learnings

Please tell us about the three (or more if applicable) key things you have learned from running this program.

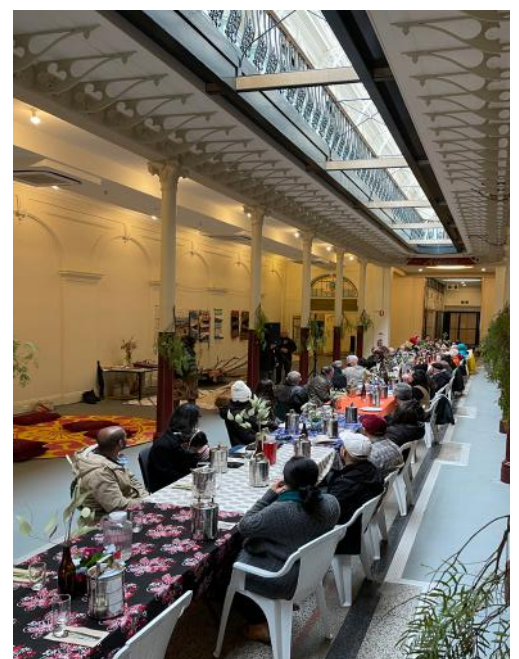
1. Community initiatives such as the Women Swimming program increase skills, knowledge, empowerment, and self-efficacy and ultimately enhance social inclusion and community connectedness.
2. It was amazing and heart warming to follow the women progress during the eight weeks of the program. For some of women it was the first time in a swimming pool. By the end of the program they were confident in the water.
3. There is more to be done in order to create and promote spaces that are culturally safe for the multicultural communities in our region.
4. Community engagement occurs when there is interest from the participants. Thus, community programs must be able to respond to people's aspirations.
5. Collaboration with partners is the key to success.
6. Volunteer's support is crucial to the success of programs where low ratio between instructor and trainee is required.
7. Bilingual support in a formal setting is crucial to the success of programs working with communities with low English language proficiency.





# OUR YEAR IN PICTURES

## Community Feedback during development of Strategic Plan 2022-2025







# FINANCIAL SUMMARY

## EXTRACT FROM FINANCIAL REPORTS FOR THE YEAR ENDED 30 JUNE 2021

### Loddon Campaspe Multicultural Services Inc. Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2021

	Notes	2021 \$	2020 \$
Revenue	2	920,790	657,791
Other income	2	144,820	81,511
Employee benefits expense		(859,073)	(568,700)
Program expenses		(118,371)	(95,979)
Occupancy expenses		(21,132)	(18,758)
Depreciation and amortisation expenses		(6,953)	(3,122)
Finance expenses		(18,362)	(14,060)
Repairs and maintenance expenses		(973)	(933)
Administration expenses		(25,763)	(14,392)
Other expenses		(10,030)	(5,483)
<b>Surplus before income tax credit</b>		<b>4,953</b>	<b>17,875</b>
Income tax credit	1(b)	-	-
<b>Surplus after income tax credit</b>		<b>4,953</b>	<b>17,875</b>
Other comprehensive income		-	-
<b>Total comprehensive income attributable to members of the entity</b>		<b>4,953</b>	<b>17,875</b>



# Loddon Campaspe Multicultural Services Inc.

## Statement of Financial Position

As at 30 June 2021

	Notes	2021 \$	2020 \$
<b>Current assets</b>			
Cash and cash equivalents	3	486,288	402,348
Trade and other receivables	4	101,749	25,144
<b>Total current assets</b>		<b>588,037</b>	<b>427,492</b>
<b>Non-current assets</b>			
Property, plant and equipment	5	9,118	9,129
<b>Total non-current assets</b>		<b>9,118</b>	<b>9,129</b>
<b>Total assets</b>		<b>597,155</b>	<b>436,621</b>
<b>Current liabilities</b>			
Trade and other payables	6	64,203	42,139
Grants in advance	7	296,238	163,285
Employee benefits	8	36,620	29,104
<b>Total current liabilities</b>		<b>397,061</b>	<b>234,528</b>
<b>Non-current liabilities</b>			
Employee benefits	8	3,157	10,109
<b>Total non-current liabilities</b>		<b>3,157</b>	<b>10,109</b>
<b>Total liabilities</b>		<b>400,218</b>	<b>244,637</b>
<b>Net assets</b>		<b>196,937</b>	<b>191,984</b>
<b>Equity</b>			
Retained surplus		196,937	191,984
<b>Total equity</b>		<b>196,937</b>	<b>191,984</b>

**FULL AUDITED FINANCIAL STATEMENT AVAILABLE BY CONTACTING LCMS ON  
03 5441 6644 OR INFO@LCMS.ORG.AU**





# GOVERNANCE

Loddon Campaspe Multicultural Services is an incorporated association governed by a voluntary Board of Directors, which is formed of ordinary members and office bearers. Our locale Directors come from an array of culturally diverse backgrounds and lived experiences and bring a wide variety of expertise and skills, in area including community engagement and development, business management, finance, risk, legal, HR and people management, education, communications and governance.

The Board is driven to ensure strategy is carried out to align with the organisation's purpose whilst overseeing a framework for how the organisation works with and empowers the multicultural community in the region.

Together they are deeply committed to improving the lives of migrants and refugees settling in the Loddon Campaspe Region.

## BOARD MEETINGS AND SUBCOMMITTEES

Name	Office bearer position and sub-committee participation	# Meetings attended	Appointed	Resigned
Esther Ryan	Chair / Risk and Finance / People and Culture	11	June 2021	-
Joby Sebastian	Deputy Chair / People and Culture	10	December 2020	-
John Murphy	Secretary / Strategy Committee / Community Reference Group	10	December 2020	-
Ivan Rwakijuma	Risk and Finance	11	-	-
Justin See	Community Reference Group	10	-	-
Merrilyn Gaulke	People and Culture	11	-	-
Thaera O'Brien	Strategy	11	-	-
Bruno Spandonide	Community Reference Group	4	March 2021	-
Sonia Di Mezza	CEO / Risk and Finance / Strategy	6	December 2020	-
Luz Restrepo	-	3	March 2021	-
Tim Hoogwerf	-	5	-	October 2021
Shannon Burdeu	-	2	-	November 2021
Jennifer Lay	-	6	-	November 2021

# PAN MAR LAR'S STORY

## Pan Mar Lar Pah Thei, 21



My name is Pan Mar Lar Pah Thei. I'm twenty-one years old and I was born in Thailand in Mae La Refugee Camp, located on the Thai/Burmese border. I speak Karen and English.

My memories of living in the camp were positive, I had a simple, happy childhood there. When I was six years old, my family and I were sponsored, by an Australian to come here, and in 2007 we moved directly to Bendigo for our settlement.

I came here with my parents, sister, and brother and we were the first Karen family to come to Bendigo. When I arrived, I only spoke Karen and had to learn English at school. My first impressions of Bendigo were that it was very cold compared to the very humid and tropical weather that we were used to in our home country. There was a lot more farm space rather than houses at the time, and it was a lot quieter than it is now. At the time, there were not many people from different cultural backgrounds.

I grew up in Bendigo and I am now studying a Bachelor of Criminology at Latrobe University. I am currently in my second year and will complete my degree and graduate at the end of 2022. I'm passionate about youth justice and working with young people from multicultural backgrounds. I know there is a lack of communication and a lot of miscommunications and misunderstandings between our multicultural youth and police. I know in my community people often have trouble trusting the police system, and don't understand that the judicial system is different from their country of origin. I feel that there is a lack of training in the judicial system, including with the police, about our multicultural youth and I would like to be part of a system that can build trust and rapport with our multicultural youth.

Since coming to Australia, our family has always supported, collaborated, and worked with LCMS. When we first came here, the volunteers from LCMS helped us to fill in forms and access the available support. When I got older, I began volunteering and inviting community members to participate in LCMS programs. I became involved in providing bi-lingual support for LCMS to connect with our Karen community members.

I've watched LCMS grow over the years and I think that the commitment and foundations of the organisation have grown stronger. LCMS workers do not discriminate against anyone who comes in the door. LCMS provides a safe space for community members to relax, to be themselves and release any anxiety or stress that they are experiencing. COVID-19 was a big challenge for everyone, but LCMS really came and helped bring the community together, to help them understand the restrictions and regulations in a language they could understand. They managed to maintain the high quality they have in supporting the communities, which has helped to build even stronger community connections. They have connected with the community members who were most in need of their services during this difficult time. I look forward to continuing my work with LCMS in the future.







# ACKNOWLEDGEMENTS

## FEDERAL GOVERNMENT

Australian Tax Office  
Department of Home Affairs  
Department of Health and Human Services

## VICTORIAN GOVERNMENT

Department of Education and Training  
Department of Health and Human Services  
Department of Jobs, Precincts and Regions  
Department of Premier and Cabinet  
Department of Environment, Land, Water and Planning

## LOCAL GOVERNMENT

City of Greater Bendigo  
Mount Alexander Shire Council

## COMMUNITY PARTNERS

Access Australia Group  
Australian Centre of Further Education  
Amnesty International  
Annie North  
Axis Employment  
Ballarat Regional Multicultural Council  
Believe in Bendigo  
Bendigo Art Gallery  
Bendigo Chinese Association  
Bendigo Community Health Services  
Bendigo Filipino Foundation  
Bendigo Friends and Mentors  
Bendigo Interfaith Council  
Bendigo Islamic Association  
Bendigo Islamic Community Centre  
Bendigo Malayalee Association  
Bendigo Senior Secondary College  
Bendigo Regional Food Alliance  
Bendigo South East College  
Bendigo Kangan Institute  
CatholicCare Sandhurst  
Castlemaine Community House  
Central Goldfields Library  
Centre Against Sexual Assault  
Crusoe College  
Corporation Dutch - Australian Friends  
Country Women's Association  
Diversitat  
Dja Dja Wurrung Clans  
Eaglehawk Secondary College

East Bendigo Pool  
Ethnic Communities Council of Victoria  
Ethnic Council of Shepparton and District  
Federation of the Ethnic Communities Council of Australia  
Golden Square Primary School  
Golden Square Pool  
Goldfields Library Corporation  
Grandmothers ADRC  
Hare Krishna Bendigo  
Kangaroo Flat Primary School  
Karen Organisation of Bendigo  
Kennington Primary School  
La Trobe University  
Lifeline Central Victoria and Mallee  
Matchworks  
Multicultural Arts Victoria  
Multicultural Centre for Women's Health  
The Old Church on the Hill  
People Plus  
Punctum Inc  
Pyramid Hill Neighbourhood House  
Refugee Council of Australia  
Refugee Talent  
Regional Multicultural Consortium  
Rural Australians for Refugees Bendigo and Castlemaine  
Salvation Army Church, Bendigo  
Settlement Services International  
Settlement Council of Australia  
Seventh day Adventist Church, Bendigo  
Sisterworks  
St Pauls Cathedral Bendigo  
Skills and Job Centre  
Sepctrum  
Sri Guru Singh Sabha Bendigo  
Sunraysia Mallee Ethnic Communities Council  
Talent Beyond Boundaries  
The Great Stupa of Universal Compassion  
United Filipino Association Pyramid Hill  
Victoria Police- Bendigo Station  
Victorian Inclusion Agency  
Violet St Primary School  
Welcoming Australia  
Whetaoukyouk  
White Hills Primary School  
Women's Health Loddon Mallee  
Worksafe