



MIGRANT INFORMATION CENTRE  
eastern melbourne



# SETS Casework Services, Group Programs and Client Feedback

MIGRANT INFORMATION CENTRE (EASTERN MELBOURNE)  
JULY 2022 – JUNE 2023



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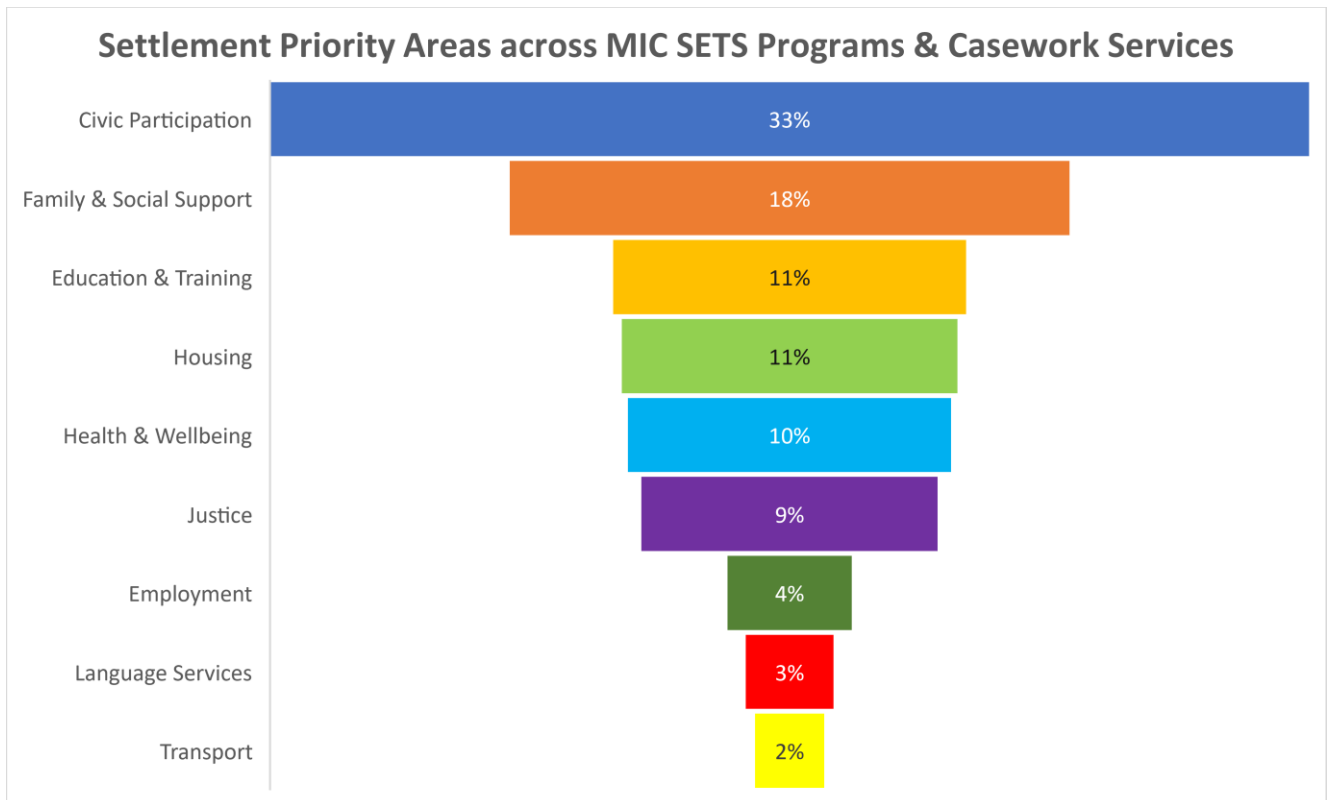
DFV Women’s Driving Education Program ..... 50

## OVERVIEW

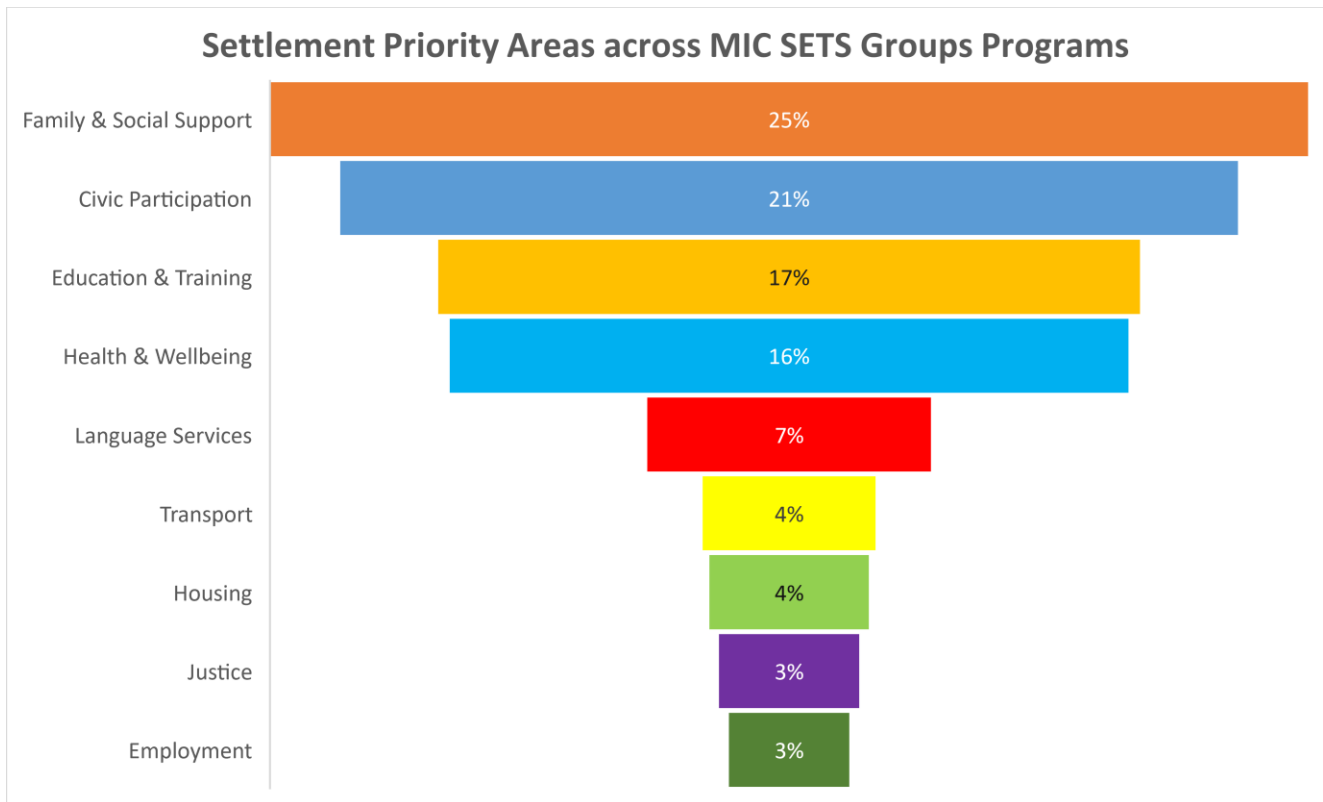
The Migrant Information Centre (Eastern Melbourne) (MIC) obtains feedback from clients participating in all SETS client services, including casework, group programs and activities to measure whether the service is meeting client needs, achieving the outcomes and objectives of each program and to identify areas of improvement and service planning to better meet client needs in the future. The information in this report is presented alongside the summary of outputs and outcomes of casework services and MIC programs delivered in the financial year 2022/2023.

## National Settlement Framework Priority Areas

All MIC group programs, and casework sessions were assessed against the National Settlement Framework priority areas. Figure 1 indicates how MIC SETS programs have contributed towards the National Settlement Framework, including casework and group programs. MIC's SETS program has contributed to all nine areas of the framework with Civic Participation (33%) and Family & Social Support (18%) being the top two areas of contribution.



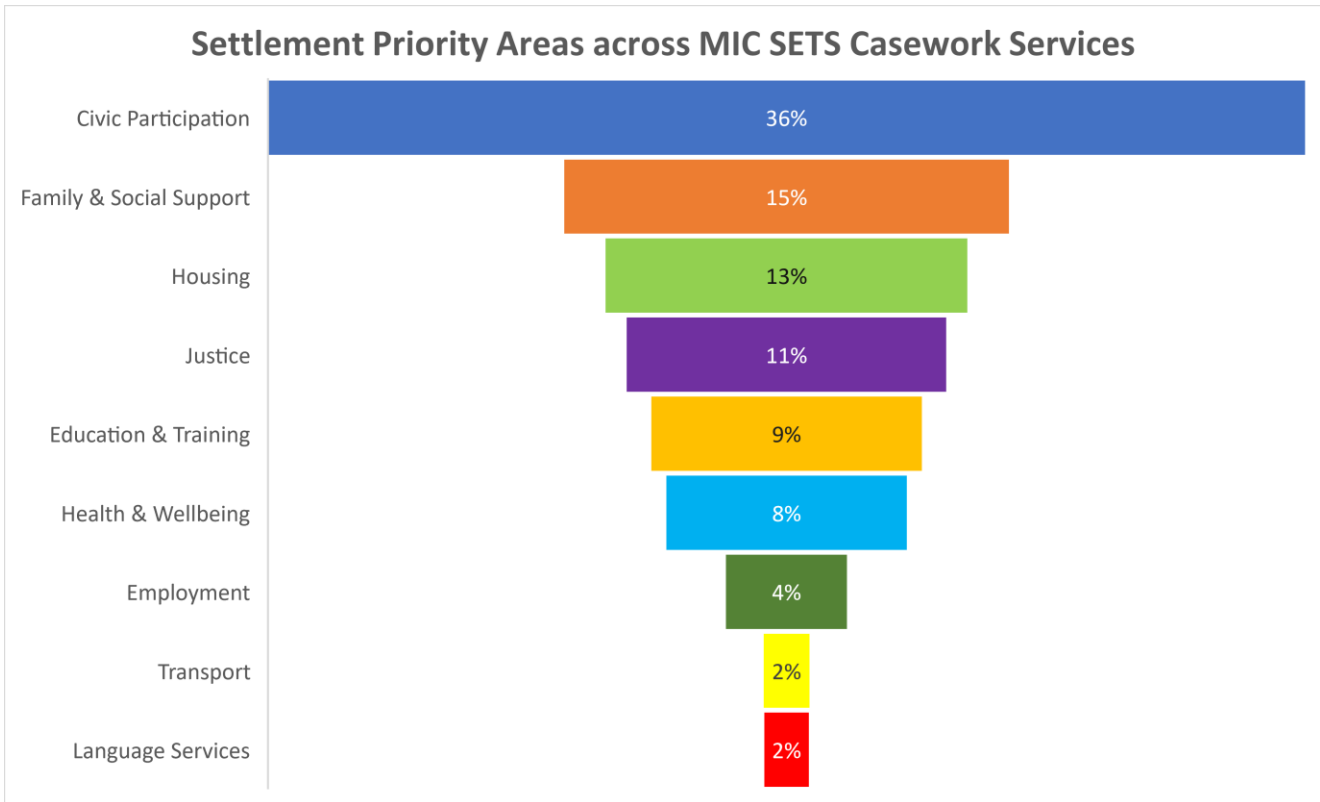
**Figure 1: Settlement Priority Areas across all MIC SETS Casework & Group Programs**



**Figure 2: Settlement Priority Areas across MIC SETS Group Programs**

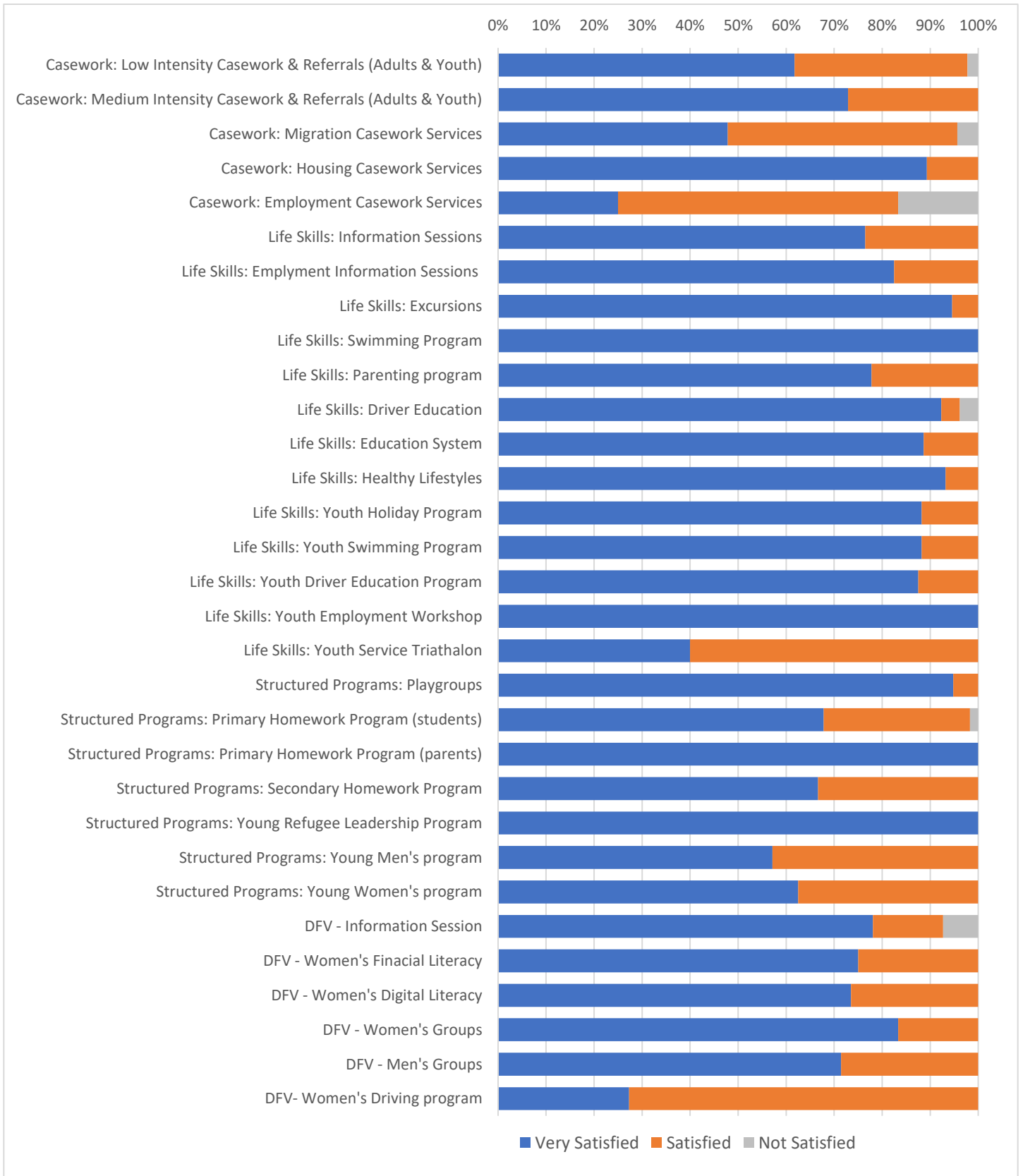
MIC's group programs have contributed to all 9 areas of the National Settlement Framework. However, across MIC programs, Family and Social Support was one of the strongest priority areas (25%) addressed. This reflects the inclusion of SETS Family Violence programs as well as other social support programs such as parenting programs, playgroups, excursions, and orientation programs such as MIC's *Living in Australia* program, which have been key programs in engaging and supporting new arrivals. Civic Participation (21%), Education and Training (17%) and Health and Wellbeing (16%) make up the top 4 priority areas MIC programs have addressed through information sessions with service providers, education and employment sessions and healthy lifestyle programs.

MIC’s casework services are inclusive of low and medium intensity casework, housing, migration support, family violence, and employment which were also viewed against the National Settlement Framework priority areas. Casework presented slightly different to MIC programs with MIC casework support indicating civic participation (36%) as the highest area addressed as clients seek assistance to understand systems and structures in Australia, access information about service providers and access local services, followed by family and social support (15%) and housing (13%) to make up the top 3 priority areas addressed.



# Services and Group Programs - Satisfaction Rating

MIC conducted evaluations across all programs and services delivered in the financial year 2022/2023. The satisfaction rate across all programs was collated, indicating an average satisfaction of 99% with 1,282 people providing feedback. Children were not asked to complete feedback forms for children’s holiday programs, however, verbal, and anecdotal feedback from children who attended was overwhelmingly positive.



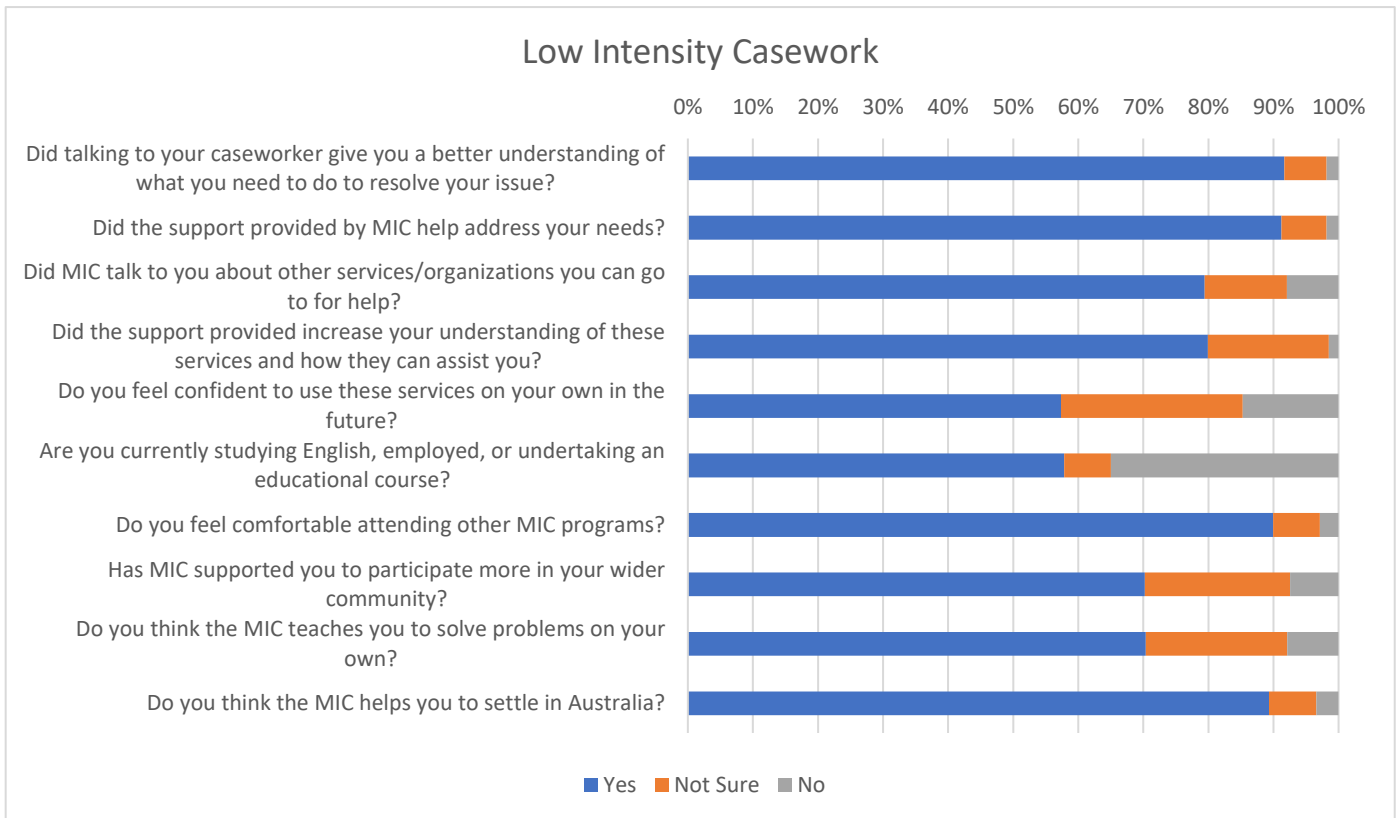
# Casework & Referrals

MIC assisted a total of 778 clients with SETS casework support across 4,261 sessions; 721 were low intensity clients and 165 medium intensity clients. A total of 458 referrals were made: 376 external and 82 internal referrals.

## Low Intensity Casework



Clients requiring low intensity casework support generally present with the knowledge and skills required to settle into their new community with minimal assistance. MIC assisted a total of 721 low intensity clients across 3,153 casework sessions. 89% of clients indicated their casework support helped them settle in Australia with 92% stating their caseworker gave them a better understanding of what they needed to do to resolve their issues. A total of 91% of clients stated the casework support addressed the issues they were experiencing with 70% indicating the support taught them how to solve problems on their own.





## Medium Intensity Casework

165% Activity complete

100 Target clients

165 Assisted clients

828 Casework sessions

162 Referrals made

Clients requiring medium-intensity casework support presented with a range of factors impacting on their settlement in Australia. Their needs that are greater and more complex requiring increased assistance and multiple sessions to be resolved. Caseworkers supporting medium intensity needs clients provided information, advice, and referrals, as well as advocacy, support and outreach as required, until the client was better able to navigate the Australian service system on their own. MIC assisted a total of 165 medium intensity clients across 828 casework sessions.

**“I really appreciate all the things MIC helped me with”.**

## Medium Intensity Case plans

**“A tha tuk English holh le ca a thiam lo mi caah kan sut tung pi an si. Kai lawm”**

**“Very good service especially for people who do not speak English. Thank you”**

Case plans are created for all medium intensity casework, developed by the caseworker in partnership with the client. The case plans are developed using the goals that the client has identified that they want to work towards, creating greater independence and understanding on how to identify and take steps towards their goals. MIC created 165 case plans for medium intensity clients.

Case plans numbers can be greater than the number of clients due to the same client re-presenting with a new set of complex issues after the issues identified in the initial case plan had been resolved.

165% Activity completed

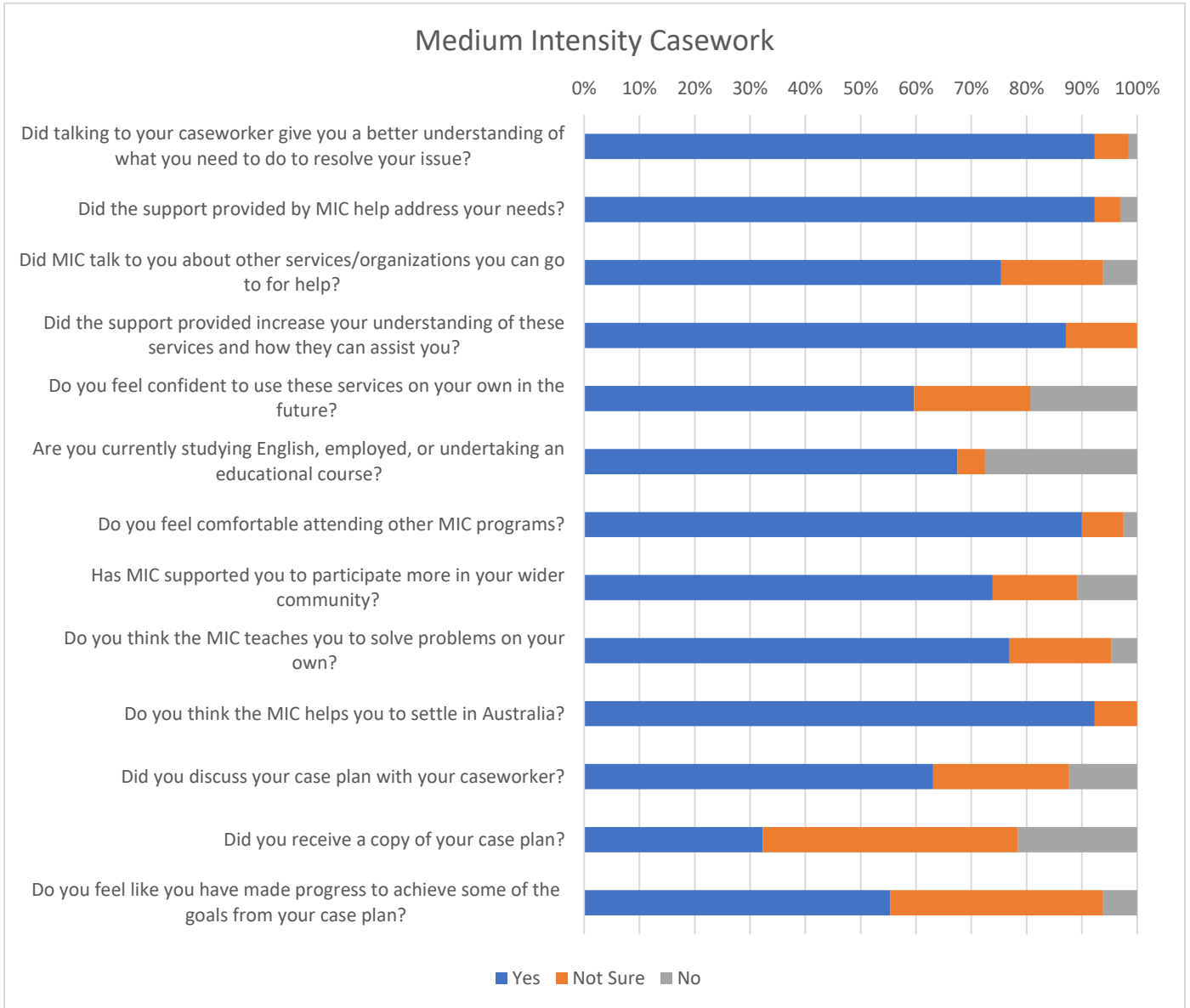
100 Target case plans

100 Created case plans

## Navigating Systems

An Iranian family who arrived in Australia a year ago on a Humanitarian visa were referred to MIC by AMES. A family Settlement Caseworker was allocated to the family along with a MIC Youth Worker to support their teenage daughter. In their first appointment, the family explained they were having difficulty enrolling their daughter into the local high due to a problem providing proof of their residential address. Due to the family’s limited language skills and lack of an understanding of how to navigate the education and rental systems in Australia, the daughter had missed almost an entire term of school. MIC’s family and youth settlement workers collaborated to assist both the parents and their daughter to understand the process and give them space to voice their wishes and their concerns. MIC liaised with the local school who stated they don’t recognise lease agreements from a private landlord as proof of residency and as such had declined the young person’s enrolment. In partnership with the family, MIC case workers advocated strongly with the school and eventually, sought assistance from the Victorian Department of Education on behalf of the family. MIC then supported the family to communicate with their landlord, using interpreters and advocating for the family where required to obtain the necessary statutory declaration forms to attain the appropriate proof of residence that would be accepted by the school. After one week of the family presenting to the MIC SETS team, the MIC’s SETS family and youth caseworkers had supported the family to navigate both the rental and education systems in Australia, resulting in the young person being successfully enrolled in school and preparing for her first day. This was a great relief to the family who, prior to attending MIC were unsure whether their daughter was going to be able to attend school in Australia.

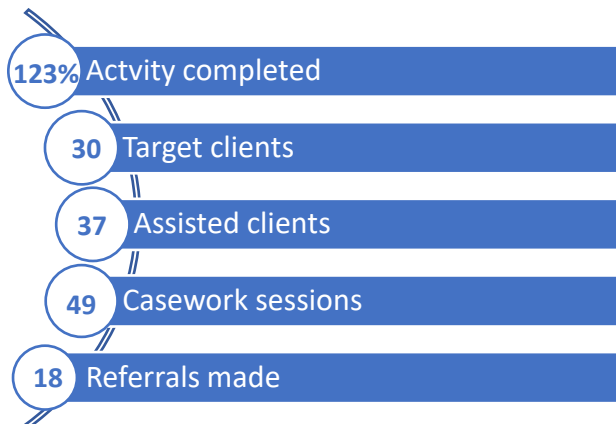
A total of 92% of clients indicated that they felt the casework support provided gave them a better understanding of what they needed to do to resolve their issues with MIC addressing the needs they raised. 87% stated they had an increased understanding of other services because of the casework support with 92% stating MIC assistance has helped them settle in Australia.





## Employment Casework Services

Employment casework is provided by assessing a client’s needs and employment goals and working with the client to achieve them. Support and guidance is provided on education and employment options, as well as making referrals to employment support programs and services where necessary. Where appropriate employment caseworkers assisted clients to write resumes, search for jobs, develop interview skills and/or prepare job applications. A total of 37 adult clients accessed employment casework support across 49 sessions with 68 referrals made – 17 external referrals and 51 internal referrals to MIC’s Jobs Victoria Mentor Service (JVMS), MIC’s Community Employment Connectors (CEC) Program.



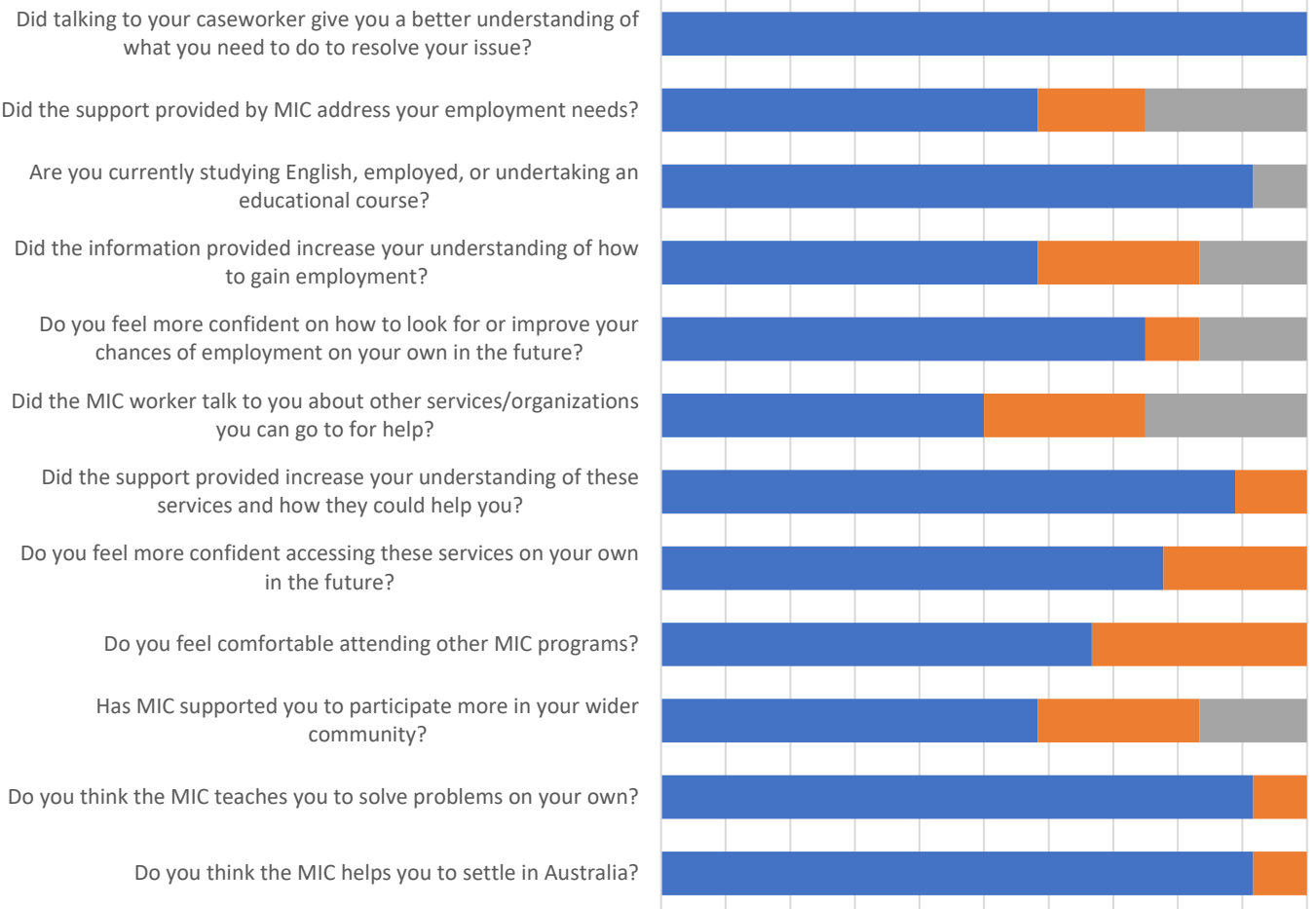
**“My caseworker helped me to find connection to get employed.”**

In addition, MIC assisted 67 clients with education support which included assistance to access tertiary education pathways, accessing appropriate apprenticeships and recognition of prior learning/qualifications, which supported clients in their job readiness and contributes to their employment pathway success. Through this support 103 sessions were provided with 38 referrals made – 30 external and 8 internal referrals.

Feedback with clients who received employment casework indicated that all clients felt talking to their caseworker gave them a better understanding of what they needed with 92% stating the support offered also built their capacity to resolve issues on their own. A further 89% of clients indicated that the support provided increased their understanding of other services and how they can access them with 92% stating that MIC’s support has assisted them in their settlement.

### Employment Casework Services

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



■ Yes ■ Not Sure ■ No

144

Clients assisted

202

Casework sessions

# Migration Casework Services

MIC has two qualified migration agents who give advice, provide detailed information, and help clients to understand immigration processes in assisting family members overseas to migrate to Australia. A total of 144 clients were assisted with migration support across 202 sessions.

“通过他们的帮助，能够及时解决问题。”

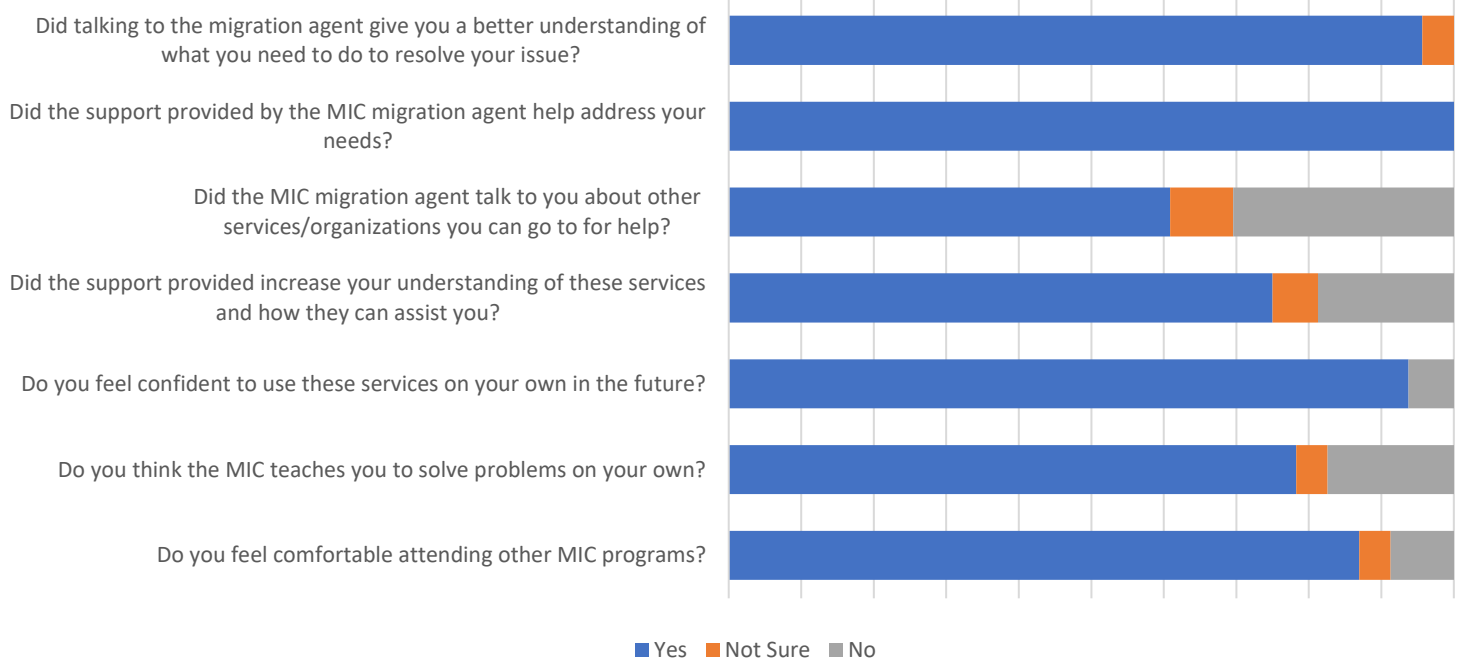
“They helped me to solve my immediate issue through their assistance.”

“Everything that MIC has been helping me is very beneficial especially migration.”

A total of 96% of clients indicated that talking with the MIC migration agent gave them a better understanding of what they needed with all clients stating the migration agent helped them address their needs. 75% of clients stated the support provided increased their understanding of other services and how to access them with 94 % stating they feel confident to access these services on their own.

### Migration Services

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



## Housing Casework Services

58% Activity complete

40 Target clients housed

23 Clients housed

110 Clients assisted

307 Casework sessions

The MIC Housing Program assists individuals and families to find private rental housing by identifying their preferred location, household composition and how much rent they can afford to pay, sourcing rental housing options online, making applications and writing reference letters to Real Estate Agents outlining their circumstances and offering to support them throughout their tenancy. Time is also spent supporting individuals and families to understand tenancy obligations and responsibilities, as well as the private rental system and processes in Australia. The program also builds relationships with local Real Estate Agents and strengthens their capacity to support SETS clients by helping them understand the plight of people from newly arrived refugee and migrant backgrounds who often do not have a rental history in Australia and

who might lack English language proficiency. Clients are also assisted to apply for public housing and social housing and/or referred to crisis accommodation providers where required.

A total of 110 clients were assisted with housing related issues over 307 sessions. During this time the MIC housing service was able to secure private rental housing for 23 families. The program was significantly impacted by the rising cost of living and private rental crisis, hindering the availability of affordable housing options.

MIC collected feedback from clients being supported to secure private rental housing as well as those who were supported to access public and social housing. Of the clients being supported through private rental, 93% stated the support they received gave them a better understanding of what they needed to do to resolve their housing issues with 95% stating they had an increased understanding of the responsibilities of tenants and landlords. 75% of clients indicated that the

MIC addressed their housing needs and a further 96% stating the support they received helped them in their settlement.

**“Inn tawh ki sai ah phat tuan pih pen ing.”**

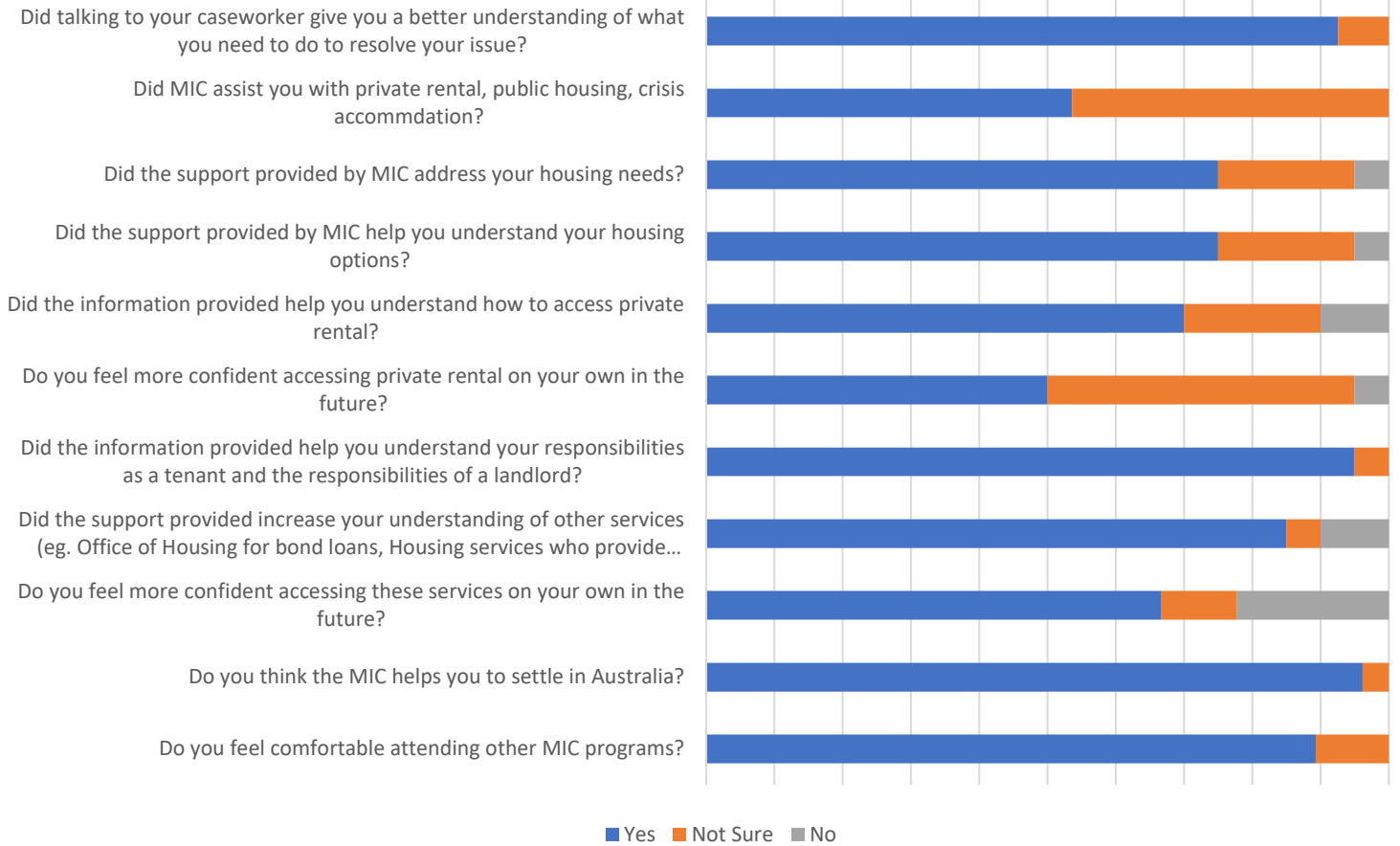
**“I benefited most from housing support.”**

For clients supported through the social housing system, 79% of clients stated the support they received gave them a better understanding of what they needed to do to resolve their housing issues with 91% indicating MIC helped them to understand their housing options. A further 91% of clients stated that the support provided helped them to understand how the public housing system worked and that they learnt about other services such as Office of Housing where they could go for assistance.

**“MIC services help a lot especially being able to settle in Australia.”**

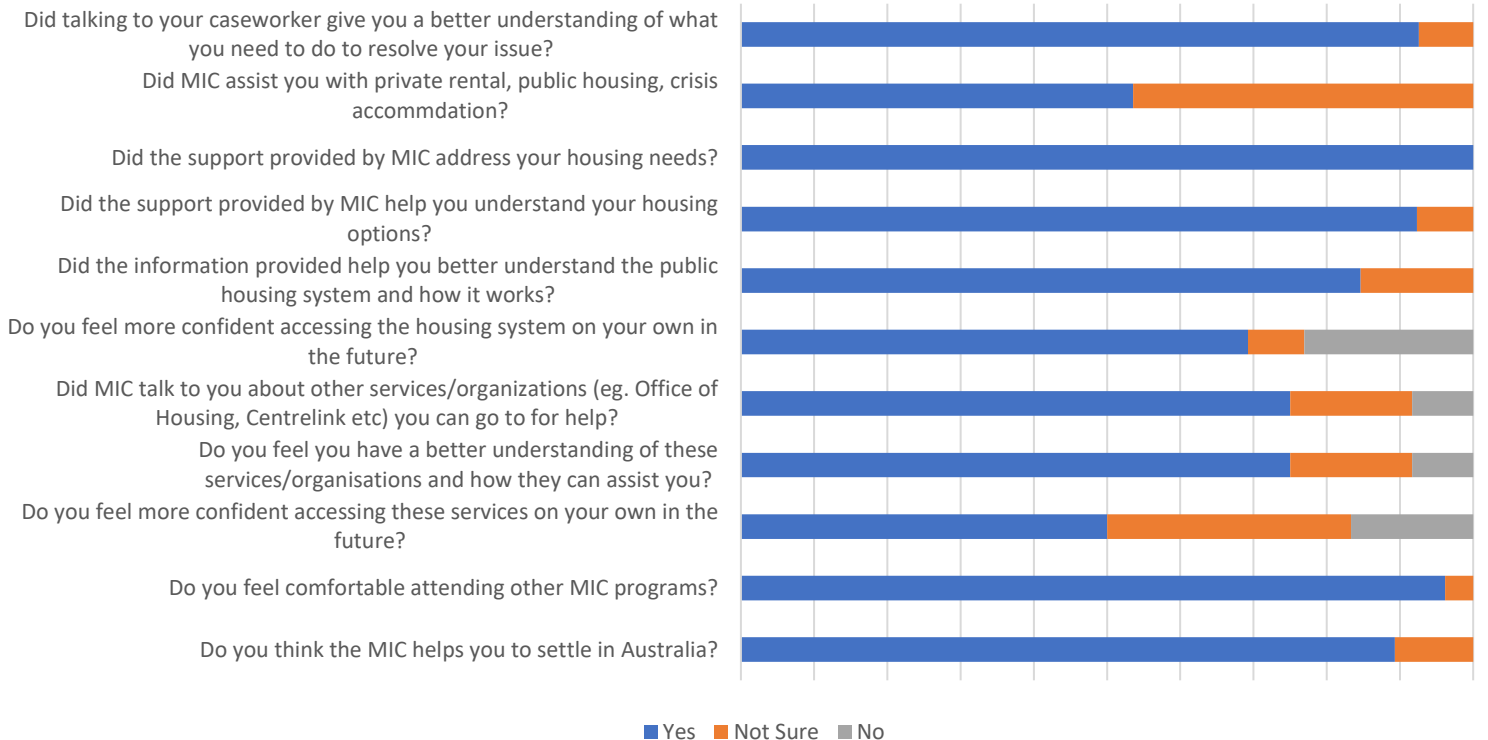
## Housing Services - Support with private rental

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



## Housing Services - Support with social housing

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%





108% Activity completed

60 Target sessions

65 Delivered sessions

## Information Sessions

Karen community CPR: Resuscitate a mate session delivered by Life Saving Victoria

**“I have learnt that these situations, performing CPR immediately can mean the difference between life and death or even helping a person's chance of survival. Thank you for the training.”**

Information sessions are delivered to newly arrived groups to build greater understanding and increased capacity to respond to various settlement issues and learn about available services and how to access them. From July 2022 to June 2023, MIC facilitated 65 information sessions which were delivered to a total of 1,205 participants from Chinese, Hakha Chin, Zomi, Karen, Iranian, Falam Chin, Mizo, Arabic speaking groups and others from mixed language-group backgrounds.

Session topics were identified by considering the needs expressed by clients and communities through casework and client feedback, and by identifying current issues impacting local communities or groups. Information sessions were then planned and delivered to best meet these needs and assist participants to successfully settle in Australia. Some session topics covered in the information sessions included housing information sessions, *Resuscitate a Mate* water safety, fire

safety, understanding the Victorian state election, mental health, understanding welfare services in Australia, migration processes, Australian culture and government, and money management. Sessions were held in partnership with multiple local community service and government agencies including Berry Street, Eastern Community Legal Centre, Life Saving Victoria, Services Australia, Multicultural Centre for Women's Health, Victorian Consumer Affairs, Victorian Electoral Commission, Metropolitan Fire Brigade and CRISP.

MIC continued to deliver information through a hybrid model of both face-to-face and online sessions, according to community/group preference and need. The experiences and lessons learnt during the COVID-19 lockdowns indicated that many people, especially women, preferred online sessions, as they were more easily accessible. As such 83% of sessions were delivered online with 17% taking place face-to-face, reaching a combined total of 1,205 participants.

و mic بله، واقعا از زحمات اينکه آنقدر به فکر ما هستيم و برنامه های مفيد ارائه می دهند بسيار سانسگرام

**“Yes, I really appreciate MIC for running helpful programs. Thank you so much.”**

## Gaining Knowledge & Confidence

The MIC's *Living in Australia* program aims to help participants understand Australian culture, citizenship, democracy, and multiculturalism. MIC held this program with 6 different community groups with overall feedback of the program being positive. A participant from the Falam Chin community arrived on a humanitarian visa and had been in residing in Australia for 4 years. She was still trying to adjust to her new environment with many aspects of Australian culture she didn't understand. The client reported back to MIC with deep gratitude after participating in the program. With the program conducted online, the client stated she was able to easily attend the program as it was held via Zoom which meant she could care for her children during the evening and didn't have to organise childcare to attend a face-to-face program. The client had applied for Citizenship prior to attending the program, however she mentioned feeling very nervous to proceed and complete her test. After attending the program delivered in her language, the client sat the citizenship test and reported back to MIC that she scored 100%. She thanked MIC stating she felt that she received the score due to the valuable information that was provided as part of this program.



“我们在没有听讲座前真的不知道这些规定！所以无行中给自己添了很多麻烦事！所以这次讲座对我们的帮助有很多认识 谢谢”

“I didn't know much about the rules before attending the talks. It causes me a lot of trouble. This information made me clear and really very helpful. Thank you.”



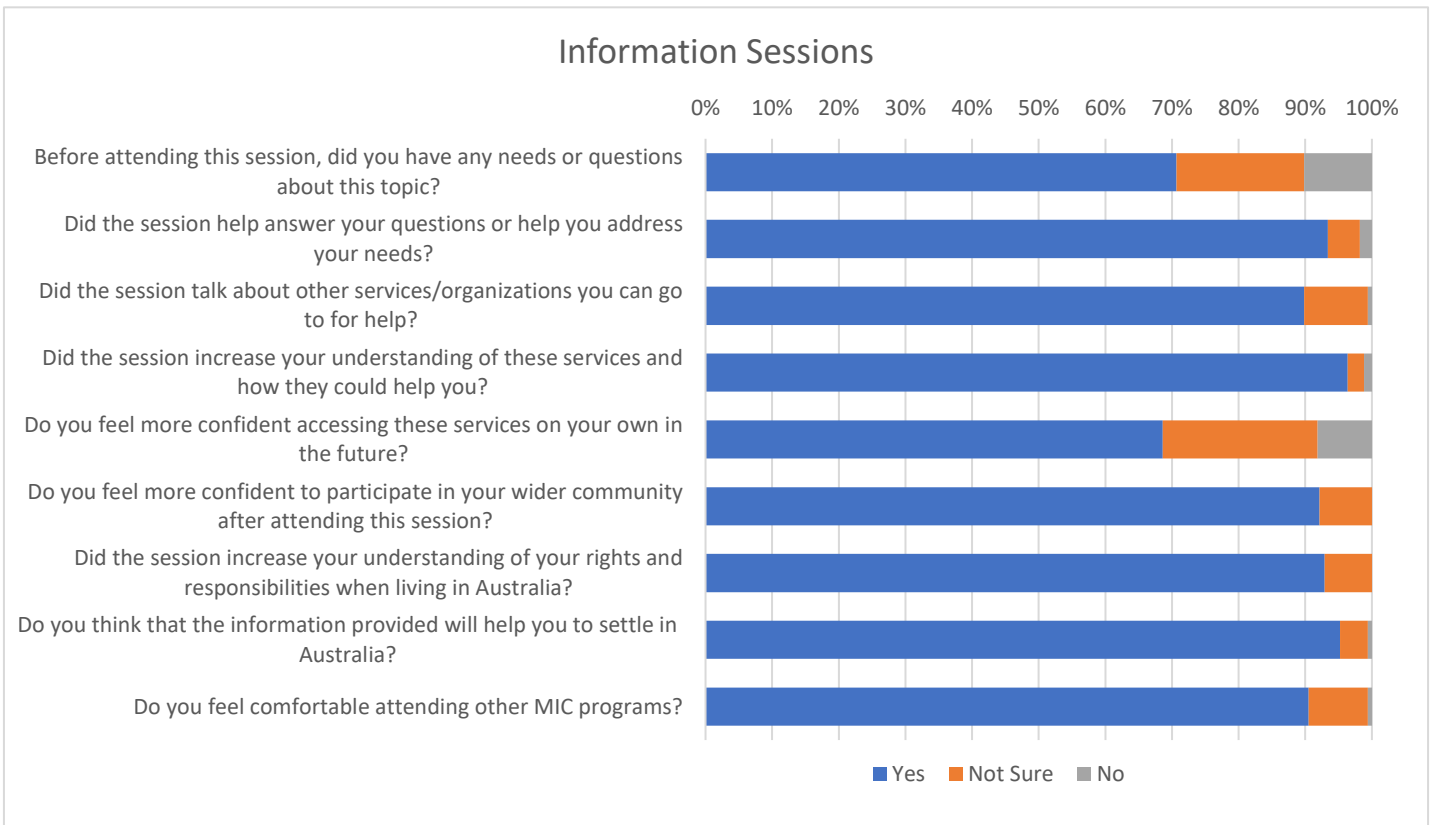
100% Satisfaction of participants

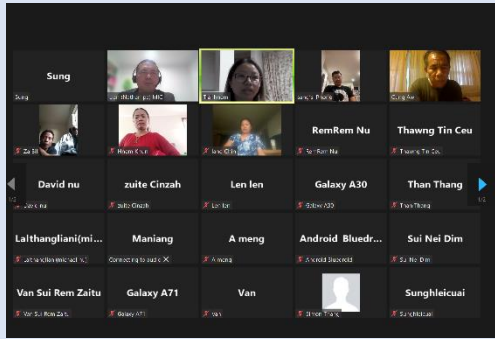
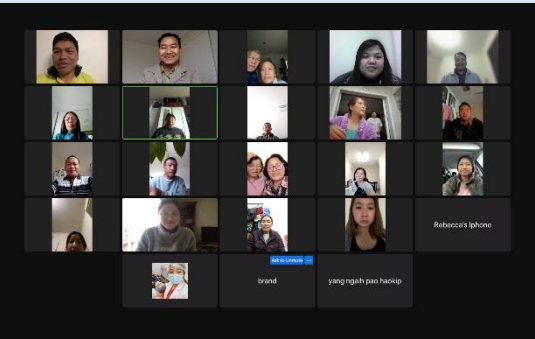
9 Communities engaged

1,205 People reached

Chinese community information session on the age pension presented in collaboration with Services Australia

Feedback from participants indicated that a total of 93% of clients felt the information sessions helped them to answer or address needs they were facing, with 97% stating the sessions assisted in their settlement. Collaborating with agencies and presenting on various services resulted in 96% of participants gaining an increased understanding of other services they could go to for help with 92% feeling more confident to participate in their wider community after attending the sessions. 93% of participants stated they gained an increased understanding of their rights and responsibilities when living in Australia with 95% indicating the information sessions helped them in their settlement in Australia.





■ Online community employment sessions (from right to left): Zomi employment session with Jobs Victoria and collaboration MIC's Jobs Victoria Mentor Service (JVMS), Karen employment session with ATO, and Hakha Chin employment sessions with MIC's Community Employment Connectors (CEC) Program

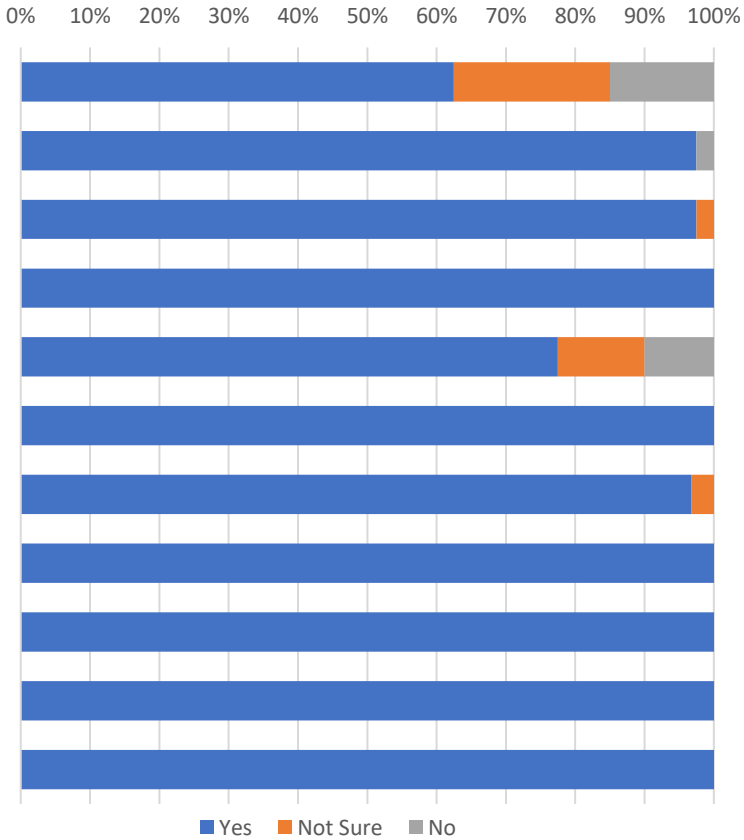
**“Atu hi atha ko. Kan co vo tete akan theih ter mi**  
**“The topic is good. It makes me understand about my rights.”**

**Information Sessions: Employment Focus**

Of the 65 information sessions delivered 6% had a specific employment capacity building and pathways focus, in which 84 participants took part from Hakha Chin, Karen and Zomi communities. Sessions were conducted in collaboration with MIC's Jobs Victoria Mentor Service (JVMS), MIC's Community Employment Connectors (CEC) Program, the ATO, and Jobs Victoria.

A total of 98% of participants indicated the employment session helped answer their questions or address their needs and that they learnt about other services that could help them in their employment. 100% of participants stated the sessions increased their understanding of how to gain employment with 97% indicating they learnt how to create or improve their resumes. All participants stated they feel more confident finding employment, participating in the wider community and felt that the information provided helped them settle in Australia.

**Employment Focused Information Sessions**



- 100% Activity completed
- 6 Target sessions
- 6 Delievered sessions
- 6 Communities reached
- 149 People engaged



## Excursions

“I enjoyed every part of the program activities and I learn more about the dam, building friendship with other peoples from different backgrounds and cultures.”

MIC conducted 6 community excursions in 2022/2023 with the Karen, Arabic speaking, Iranian Zomi/Tedim Chin, Falam Chin, Hakha Chin and Mizo communities with of total of 149 participants. MIC partnered with RAR (Rural Australian for Refugees) in organising an excursion for the Karen community to exerieence and learn more Australia wildlife. Melbourne city excursions were organised with the Arabic speaking, Iranian and Zomi/Tedim Chin communities where they learnt how to travel into the city by public transport, discovered new places within with city and experienced the Christmas festivities in the city. These excursions were family-friendly days that saw communities members of all ages coming together and learning how to access and experience different parts of the city. This is significant for our SETS clients who largely live in outer-eastern Melbourne, therefore discovering new places and learning how to travel using public transport.

MIC collaborated with Life Saving Victoria to deliever a beach excursion for the Hakha Chin community. A total of 41 people participated with the family-friendly day focusing on water and beach safety. The Falam Chin and Mizo community had excursions to Scienceworks and MIC also partnered with Nunawading Community Gardens to take the Chinese seniors on a day out to a local community space.



“စံးဘျူးဘဉ် MIC လာရဲဉ်ကျဲးန့ၣ်ပုၤတၢ်ရဲဉ်တၢ်ကျဲးအံၤလၢပဂီၢ်အယံၤလီၤ.”

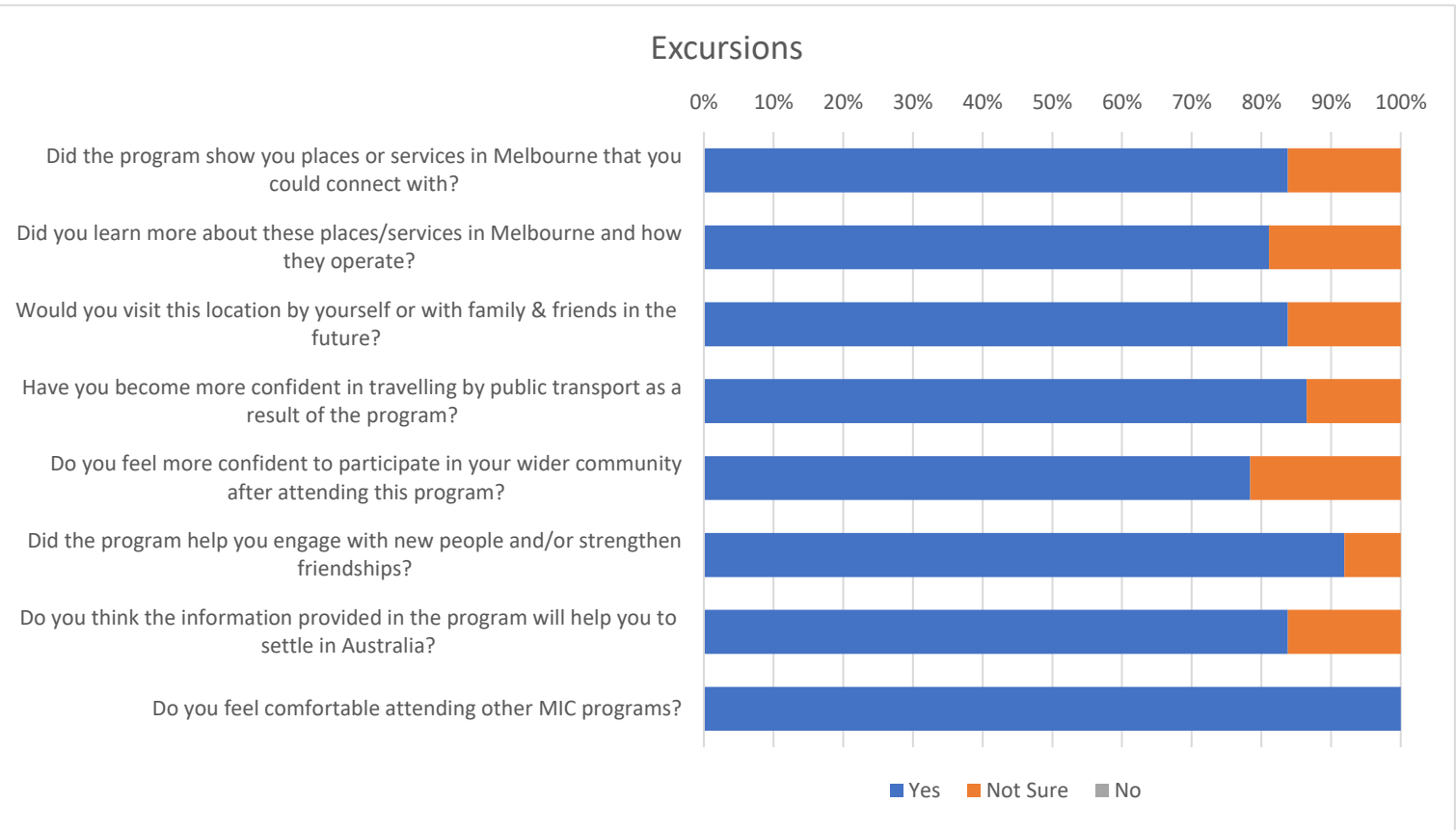
“Thanks, MIC, for organise this program for us”



Community excursions (from right to left): Zomi community Melbourne City excursion and the Chinese community's excursion to the Nunawading Community Gardens.

A total of 84% of participants indicated the program assisted them to learn more about places and services in Melbourne and how they operate with 84% indicating they would visit these locations on their own or with family and friends in the future. 86% of participants stated they have become more confident using public transport with 92% indicating the program help them engage with new people and 84% of participants stating the program helped them in their settlement.

“学习交流种植知识、结交新朋友！”  
 “I liked learning and sharing gardening knowledge and making new friends.”





100% Activity complete

8 Target sessions

8 Delivered sessions

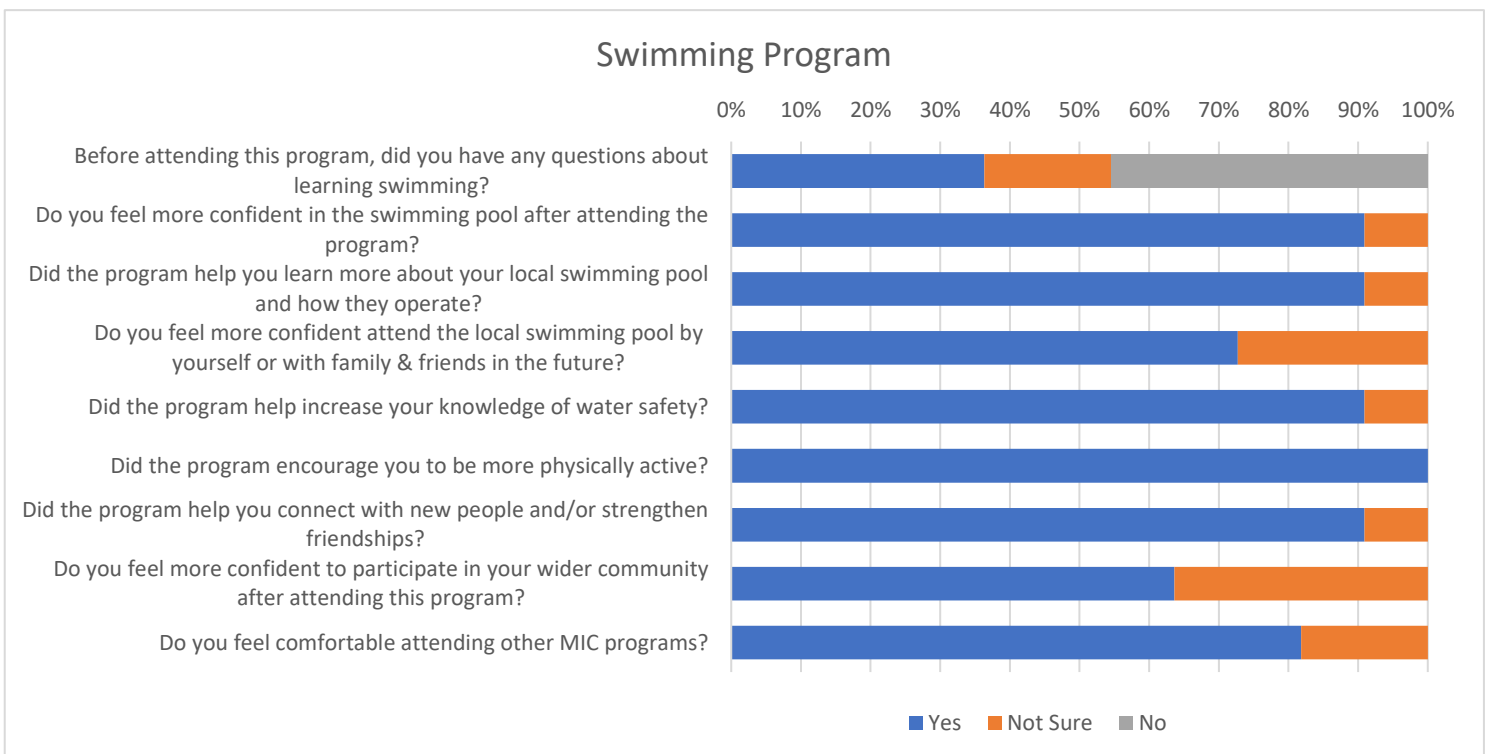
## Swimming Program

■ Hakha Chin community excursion at the Melbourne Museum

MIC delivered an 8-week swimming program with children from the Karen community. The program was delivered in partnership with Aquahub Swimming Pool in Croydon with 11 children aged 8-13 years of age participating. The program focused on water safety, learning basic swimming skills, learning about their local swimming pool and how to access and use the pool with their families in the future.

“I learn that my kids can help themselves in water.”

91% of children said they felt more confident in the swimming pool after attending, with parents stating they learnt more about their local pool and how to access it. 91% of participants felt the program increased their knowledge of water safety and all participants stated the program encouraged them to be more physically active.





## Parenting Programs

■ Zomi parenting information session with ECYEM

What did you learn?

**“Fa le he hawi komh ning.”**

**“How to communicate with our children”.**

MIC conducted 6 parenting programs in 2022/2023, delivered to Hakha Chin, Karen, Zomi/Tedim Chin, Falam Chin, Mizo and mixed-language groups with 79 participants attending.

Session topics included understanding parenting in Australia, cyber safety, and supporting disengagement young people which was delivered in collaboration with MIC’s Engaging CALD Youth in Eastern Melbourne (ECYEM) Program.

**100%** Activity completed

**6** Target sessions

**6** Delievered sessions

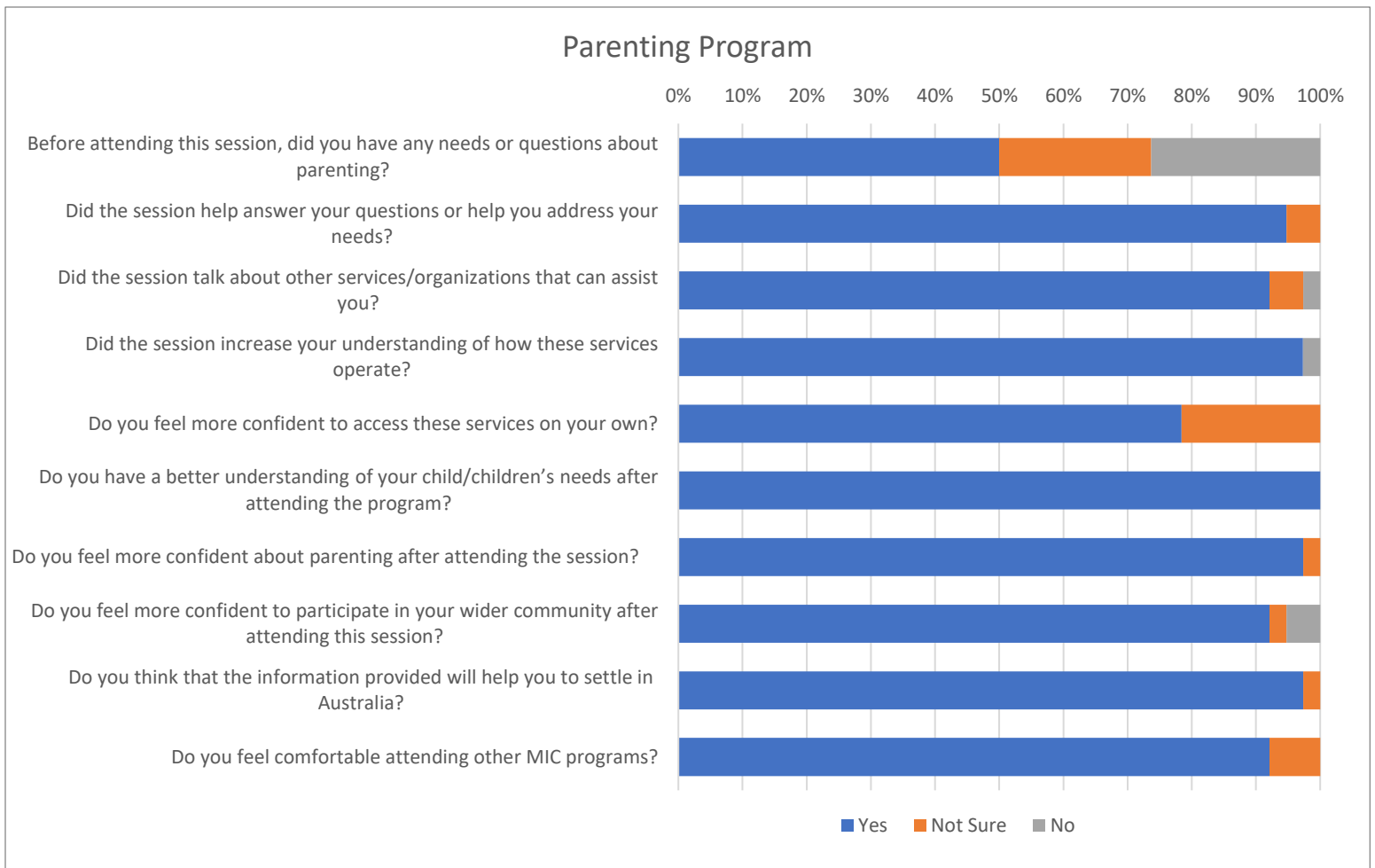
**7** Communities reached

**79** People engaged

The programs showed positive results with 94% of parents indicating the program answered their questions on parenting, giving them a better understanding of their children’s needs. 98% of participants indicated they learnt of other services and gained a better understanding of how they operated. All parents stated having a better understanding of their children’s needs after attending the programs with 96% feeling more confident in their parenting and stating the information has assisted them in their settlement.

**“Hi bang a nong vaihawm sak uh lungdam mah mah ung ei Sia.”**

**“Thanks a lot for organising this kind of information session, Thanks sir.”**





# Australian Education System

Online education information sessions (from left to right) with the Zomi and Karen community.



A total of 6 sessions were held to help community members understand the Australian education system. Sessions were delivered to the Chinese, Karen, Hakha Chin and mixed languages groups with 73 people participating. Some of the topics covered included: understanding the secondary education system, and children transitioning from kindergarten to prep/primary school, which was delivered to parents of young children attending the MIC playgroups.

Feedback from participants indicated 98% clients felt the sessions helped to answer their question and address their needs with 95% stating the information provided increased their understanding on other services and how they operate. 95% of clients indicated the sessions increased their understanding of the Australian education system with all participants stating the program assisted them in their settlement.

## Australian Education System Programs

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%







## Healthy Lifestyles Programs

■ Chinese senior gardening program at Bunnings

157 Activity complete

7 Target sessions

11 Delivered sessions

6 Communities reached

121 People Engaged

The MIC conducted eleven healthy lifestyles programs which were delivered to the Chinese, Falam Chin, Mizo, Iranian, Hakha Chin communities and mixed-languages groups with 121 people participating. These programs are designed to educate participants about healthy lifestyles and promote behaviour change through a variety of activities. Topics covered included gardening workshops, cooking demonstrations, simple exercise to do at home, healthy eating, mental health, and dental hygiene. Some sessions were facilitated in collaboration with other services, including EACH, Bunnings Warehouse and Women's Health East.

“学习了种🌱新知识，结识了新朋友，很开心！”

“I am so happy through the program learned some new knowledge in growing plants and met some new friends.”

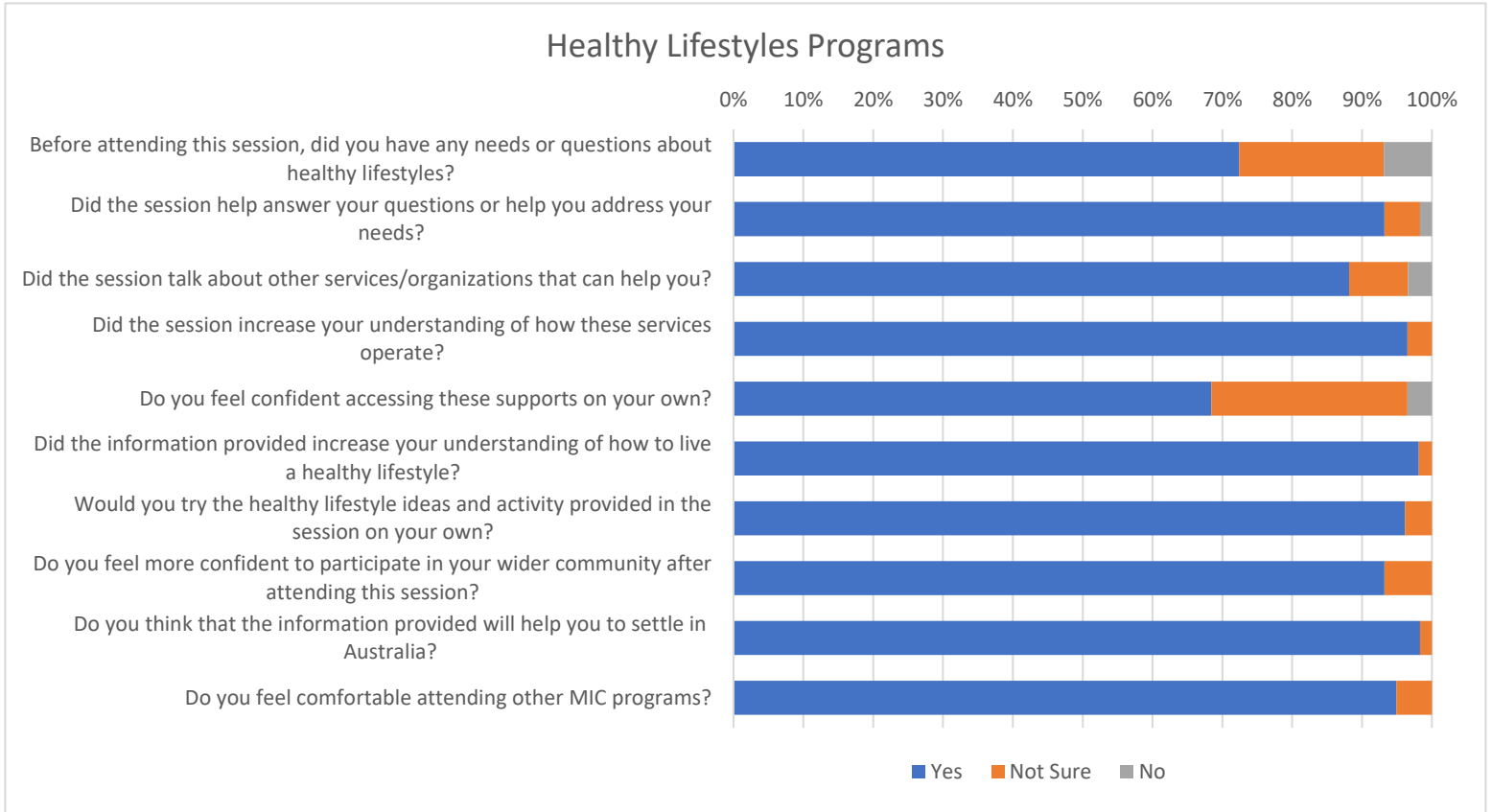
### New Learnings, New Groups

In partnership with Women's Health East, MIC conducted a mental wellbeing program for members of the Chinese community. The program included six sessions which covered the following topics: Mental Health Literacy, Self-Help (how to deal with stress and release it), Seek-Help (how to access different mental health services in different mental health stages and talk to other people), Healthy Relationships, Living a Meaningful Life and Reflection. A pre and post survey was conducted with 17 participants which indicated significant learnings gained through participation in the program. The feedback was positive with participants commenting that they found the program helpful, and it increased their self-confidence while reducing their social isolation through making new friends. As a result of this program, the participants requested support from MIC to set up a group that meets regularly to continue to provide a social outlet and assists them to gain settlement related information on a regular basis. MIC will support this group in 2023/2024.

“Two teachers are very professional. They provided a lot of examples on how to adjust our own attitude to step out to the community to looking for fun and enjoy happy life.”

“It helps us to build up a positive mental health attitude.”

A total of 96% of participants indicated having a better understanding of health services in Australia after attending, with 98% stating the session helped them understand how to live a healthier life. 96% stated the session gave them ideas of healthy activities they could try on their own, with 98% indicating the program assisted them in their settlement.





# Primary School Homework Support Programs

■ Croydon Primary School Homework Support Program

109% Activity completed

64 Target sessions

70 Delievered sessions

2 Schools engaged

MIC conducted two primary school homework support programs, facilitated by SETS staff and volunteer tutors. The programs were delivered to children attending Croydon Primary School and Great Ryrie Primary School. The program was able to exceed the target with sessions are held after school delivering 70 after-school homework sessions across the two schools.

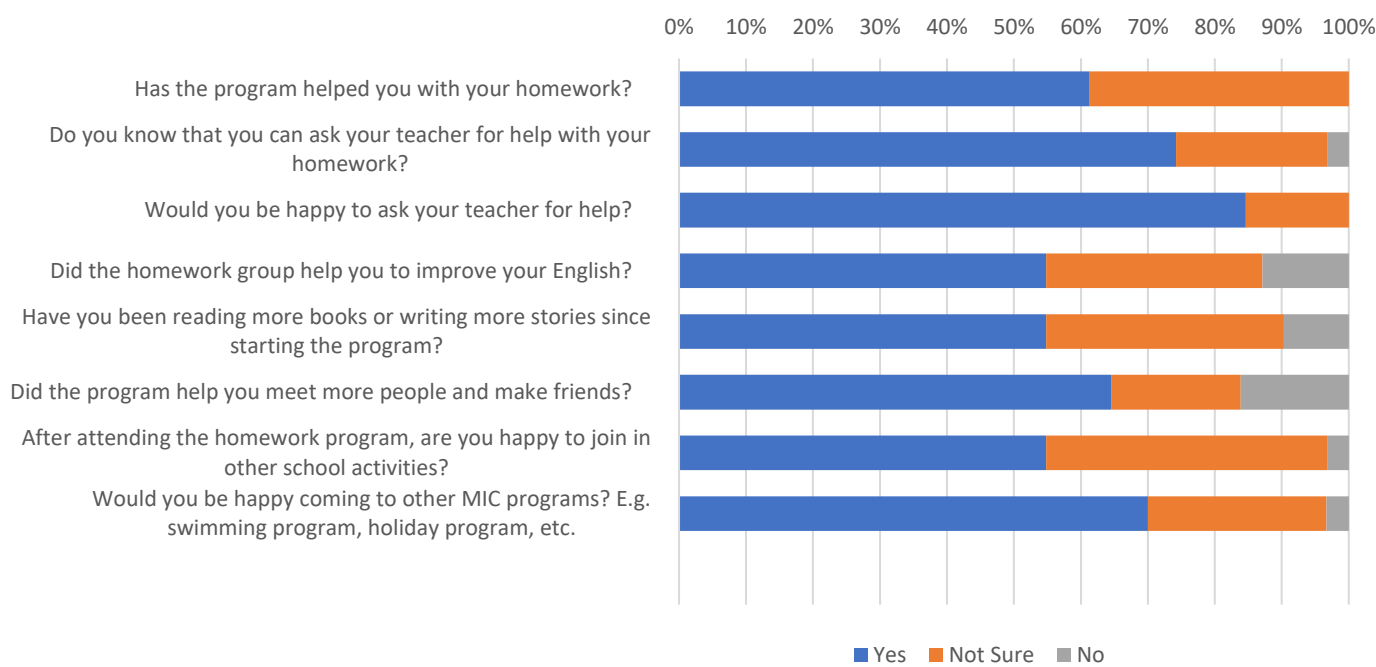
**STUDENT: What is one thing you enjoyed?**

“Speak more English and meeting new friends.”

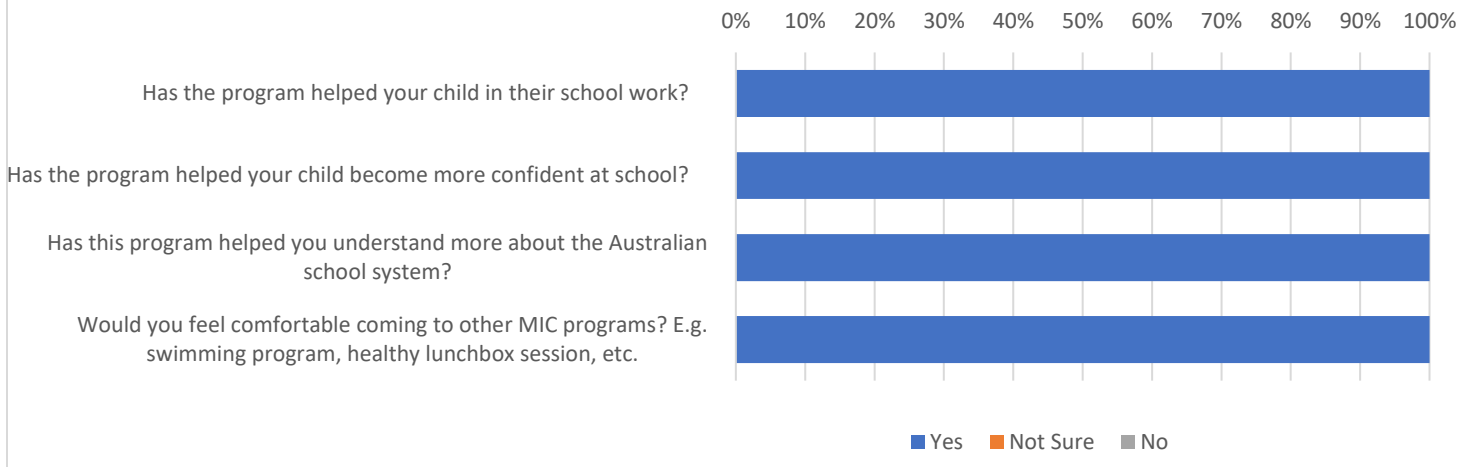
The program assisted primary school aged students with homework and supported their learning competencies. Topics covered included practicing speaking, listening, reading, and writing in English, numeracy, research for assignments and using computers and the internet safely.

The program collected feedback from students, parents, and teachers to assess the impact of the program. A total of 76% of students they were happy to the program with 85% increasing their confidence and feeling happy to ask their teacher when they needed help.

Primary Homework Program - Students



### Primary Homework Program - Parents



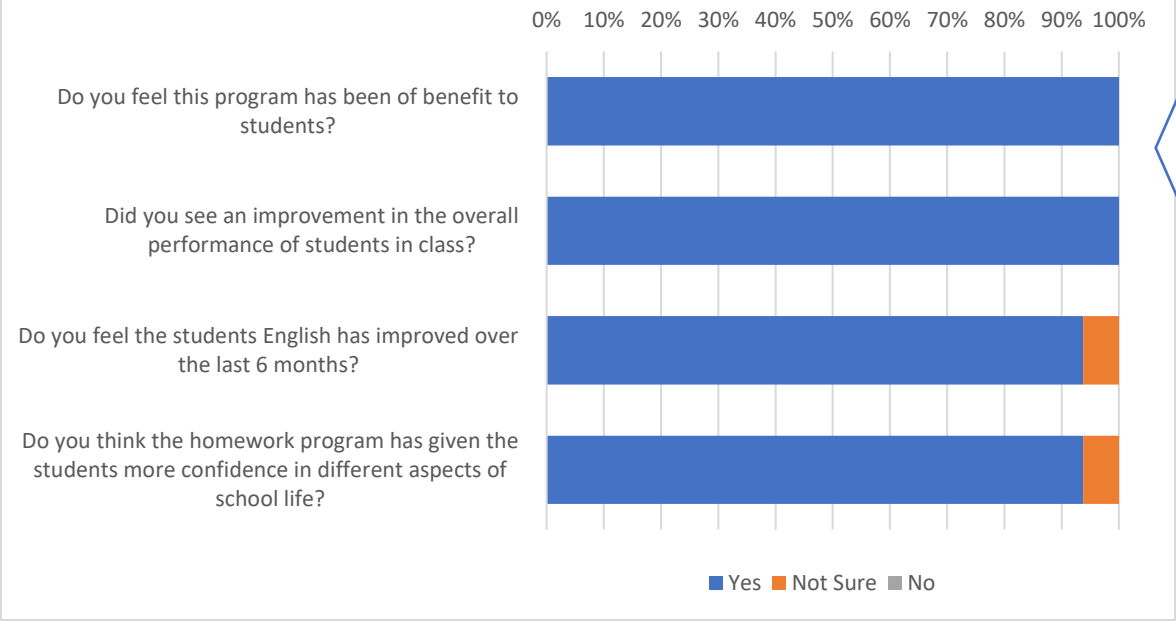
**PARENT:**  
 “My child is very happy to come to homework group. Enjoying and improvement in his learning.”

The two homework programs received positive feedback from parents with all parents indicating the program has helped their child in their schoolwork, become more confident and helped them as parents gain a better understanding about the Australian school system.

Teachers from both schools also indicated positive feedback with all finding the program beneficial for students and seeing an overall improvement of student performance in class. A total of 94% of teachers indicated improved English among students and noticed they had become more confident in the classroom because of the program.

**PARENT:**  
 “My child improved in learning English and maths a lot by coming to the program”

### Primary Homework Program - Teachers



**TEACHERS: What did you find most useful or beneficial about the MIC Homework Support Program?**  
 “Help with grammar and maths and generally conversing in English. I’ve noticed a big improvement in the use of tenses etc. with students who attend this program.”



100% Activity completed

6 Target sessions

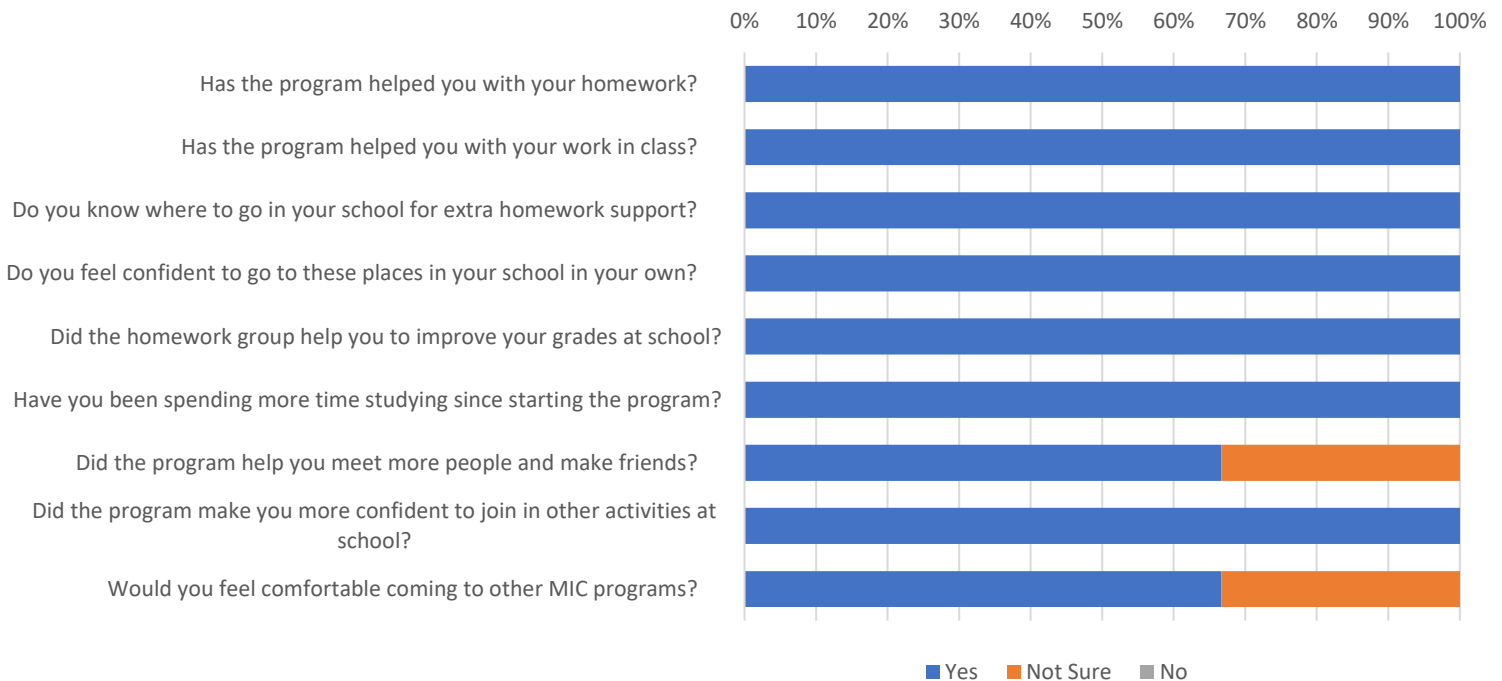
6 Delievered sessions

## Secondary School Homework Support Programs



Two secondary school homework support programs were delivered with 64 sessions conducted. One program was facilitated face-to-face at REALM Ringwood library as a group program where students engaged support from volunteer tutors. This program supported young people to understand and complete their homework, improve their written English, reading and comprehension skills and develop study skills and routines. MIC SETS Youth Workers were also present to support young people with other issues they needed assistance with. The second program facilitated online matched each student with a volunteer tutor for one-to-one virtual homework support. This support was able to assist students with more specific needs and supported students who were unable to access the face-to-face location.

Secondary Homework Program - Students



The program received positive feedback from students with all indicating the program helped them with their homework and assisted them to improve their school grades. The program also saw participants stating they spent more time studying and were also able to meet new friends as a result of the program.



103% Activity completed

144 Target sessions

148 Delievered sessions

4 Playgroups programs delivered

## Playgroups

### ■ Storytime at the Chinese Grandparents playgroup

MIC delivered four playgroups consisting of 148 sessions collectively. There were two playgroups delivered for grandparents from Chinese backgrounds and their grandchildren, and two multicultural playgroups with most participants being from Zomi/Tedim Chin, Karen, Falam Chin and Hakha Chin backgrounds. The playgroups provide an opportunity for parents and grandparents from migrant and refugee backgrounds and their preschool aged children/grandchildren to come together in a fun, safe and supportive environment. The groups aim to build social relationships with others for both adults and children, practice speaking English, learn about child development and early childhood education in Australia and learn play ideas and activities to implement at home.

**What did you enjoy or learn about from the program?**

“讲中英文故事，学做手工，小朋友都很喜欢。”

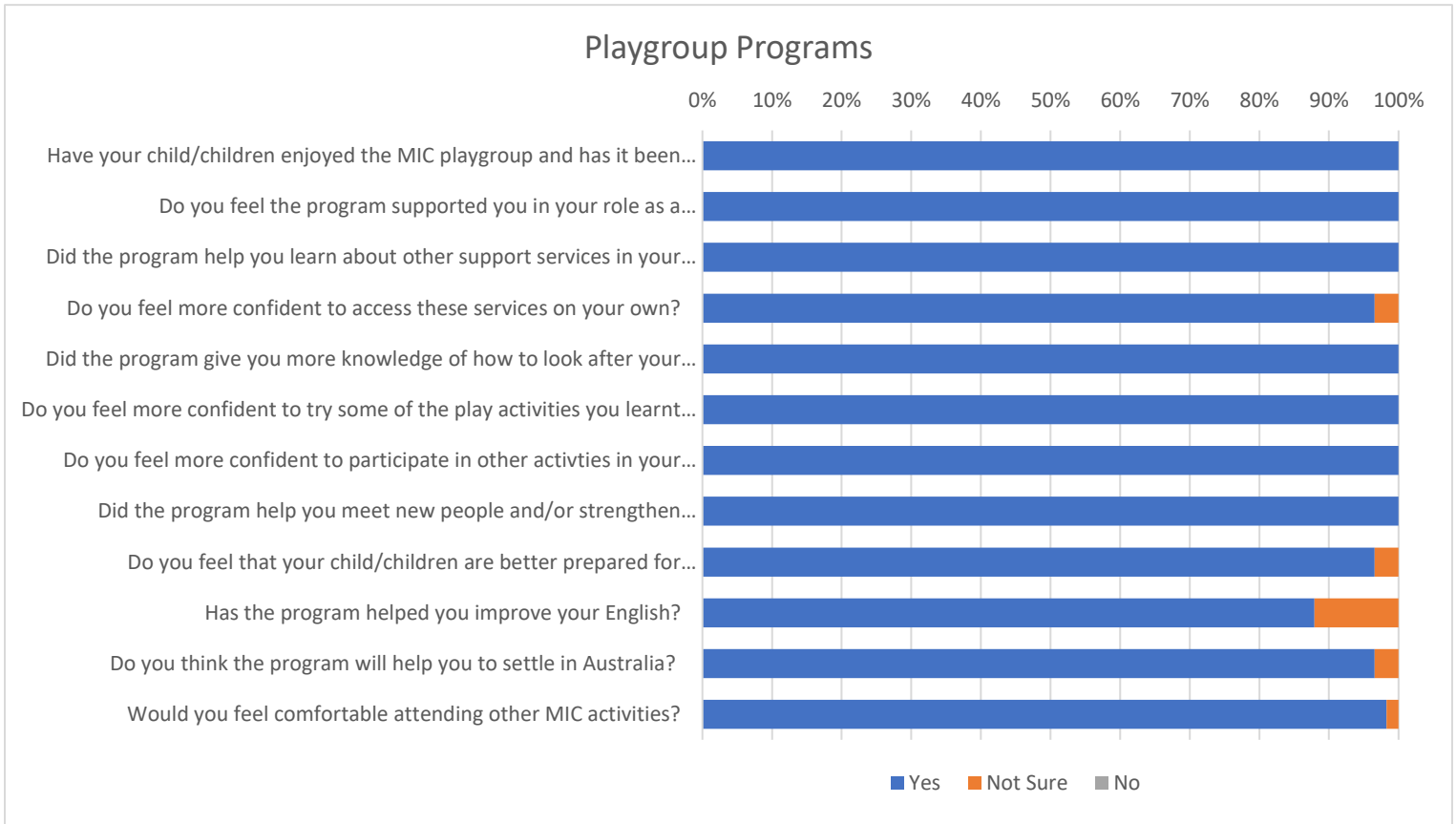
“Story time sessions in Chinese or English, crafting, kids really enjoyed these activities.”

“Enjoy the session very much especially singing, dancing and information session.”

“My daughter got an opportunity to interact with her friends.”



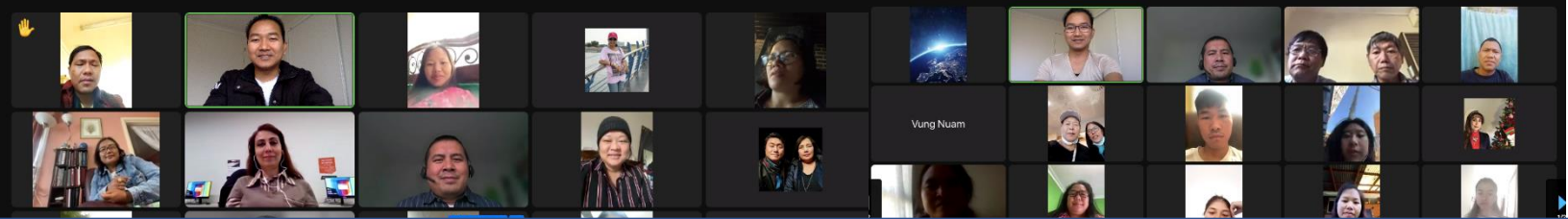
### ■ Singing songs at the Chinese Grandparents playgroup



The programs showed positive results with all parents stating their children enjoyed the playgroups and that it has been a helpful program for their family in their settlement. All parents felt the program has supported them in their role as parents/grandparents in Australia and they have learnt about other services in their community through the program. Parents also stated they gained knowledge on how to look after their children and felt more confident to try play activities they have learnt through the program at home. All parents stated the program has been a place where they have engaged with new people with 88% indicating the program has helped them improve their English.



Arts and craft at the Chinese Grandparents playgroup



# Driver Education Program



■ Zomi and Hakha Chin online Driver Education Program



MIC’s Driver Education program in partnership with VicRoads aimed to build participants’ understanding of Australian road rules and responsibilities, understanding the dangers of drink and drug driving and maintaining road safety.

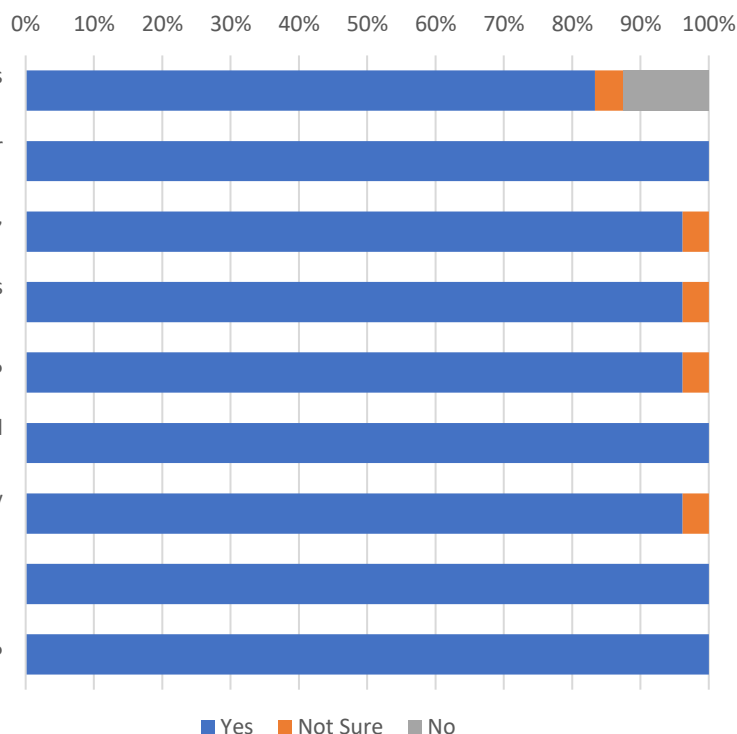
Two driver education programs were delivered consisting of 12 sessions to participants from Hakha Chin, Zomi/Tedim Chin, Burmese and Falam Chin speaking communities. On completion of the programs each participant received 10 subsidised driving lessons with a registered driving instructor.

The program received positive feedback with all participants indicating the program helped to answer the questions and needs around driving. 96% stated that the program helped them learn more about other services such as VicRoads and Victoria Police and how they can access these services on their own. All participants felt the program increased their understanding of the road rules in Australia which has assisted them in their settlement.

**“MIC te tung leh makai ong hihl khem peuh tung ah lung dam mah mah ing.”**

**“Thanks a lot MIC and teacher for organising this driving program.”**

## Driver Education Programs







# Youth Swimming Program

■ Youth Swimming program at Aquahub, Croydon



MIC delivered an 8-week swimming program in collaboration with Aquahub Swimming Pool to 23 young people ranging from 11 to 20 years. The program aimed to increase participants’ confidence in the water, learn about water safety and introduced them to a new, low cost recreational activity.

The program received positive feedback with 75% of young people feeling more confident in the water with 88% indicating the program increased their understanding

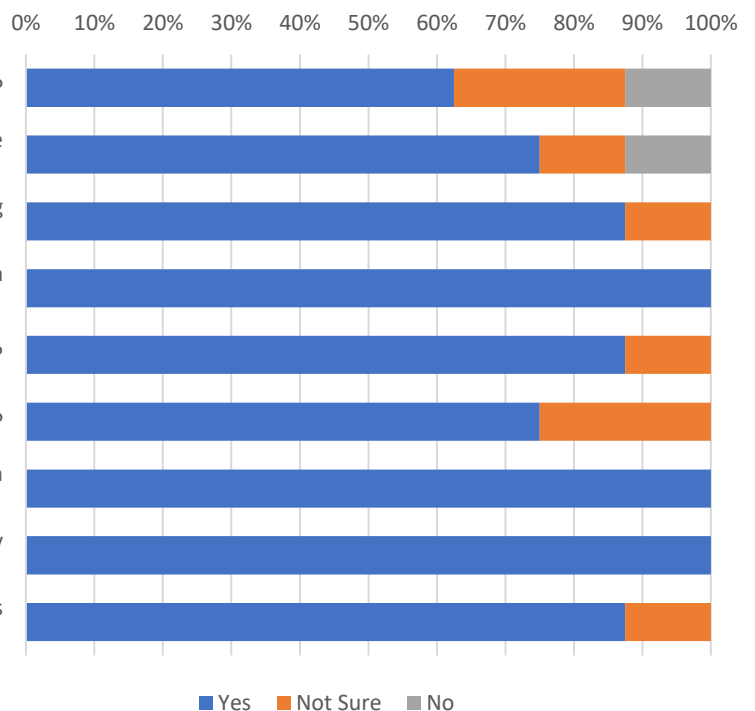
of water safety. 85% of young people stated they learnt about their local pool as a result of the program with all young people feeling more confident to access it on their own.

What was the most important/ interesting information you learnt?

“Swimming and breathing under water”.

“How to swim, save other people”

Youth Swimming Program





# Young Refugee Leadership Program

■ Day 2 of the Leadership program in Melbourne City

- 100% Activity completed
- 6 Target sessions
- 6 Delivered sessions
- 9 Schools engaged

The Young Refugee Leadership program provided an opportunity to build the capacity and confidence of young people to become leaders. The program ran over 2 days with 12 young people participating from Persian, Burmese, Filipino, Hakha Chin, Vietnamese, Mizo, Falam Chin, Arabic, and Zomi/Tedim Chin speaking-communities.

The first day of the program was conducted at EV's Youth centre in Croydon which focused on how young people viewed their identity within themselves and in their community, qualities in leadership, how to step up and take initiative and the barriers to leadership. The second day saw young people take public transport into the city to demonstrate

leadership skills through group game that took place across the city of Melbourne. The game focused on communication, problem solving, conflict resolution, building social connections, all while visiting places of significance around Melbourne's CBD and navigating using public transport. Afterwards the group met at the Multicultural Hub where each participant reflected on their experiences.



■ Day 1 of the Youth Leadership program

What were the most interesting things you learnt on the program?

“Leadership is a very important part of my role and in life.”

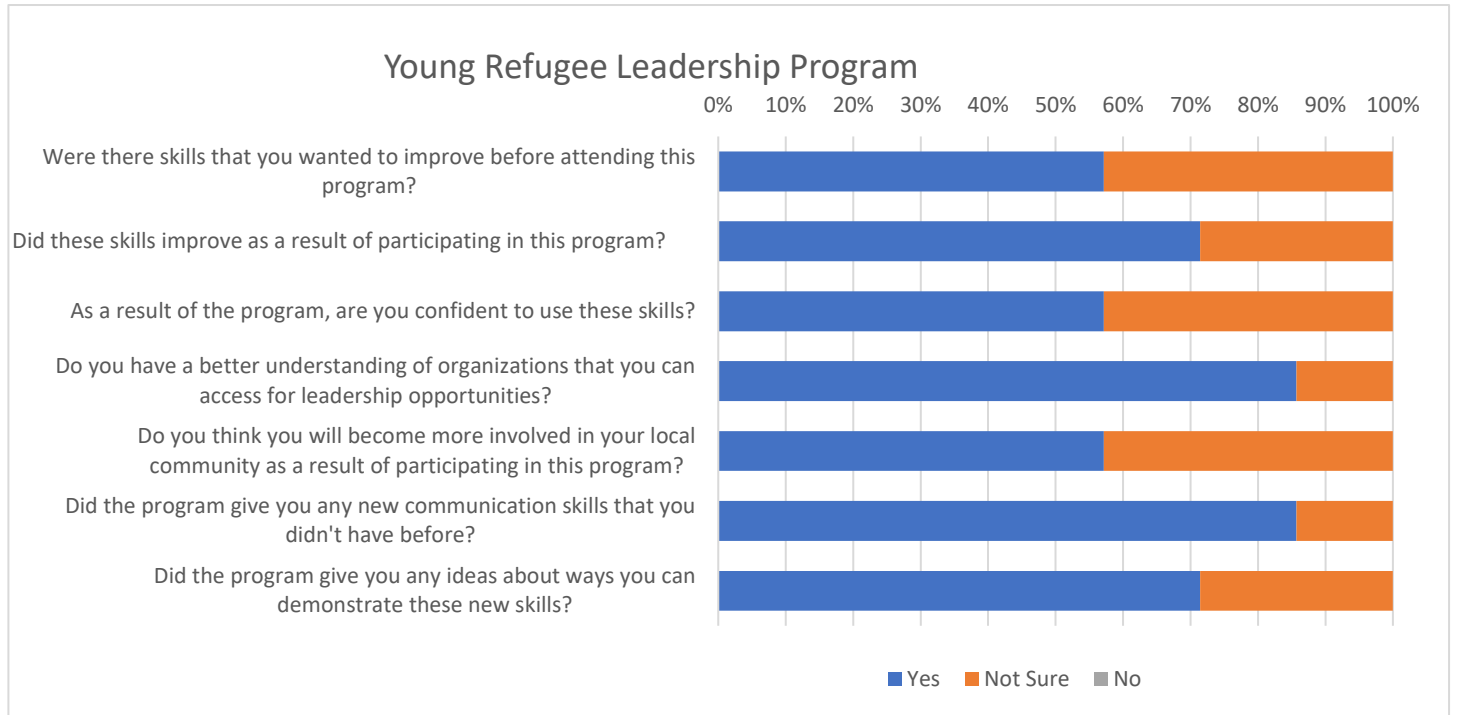
“How to be a leader and make decisions”.

“Identifying different leadership”.

“Games!”

“It was really fun”.

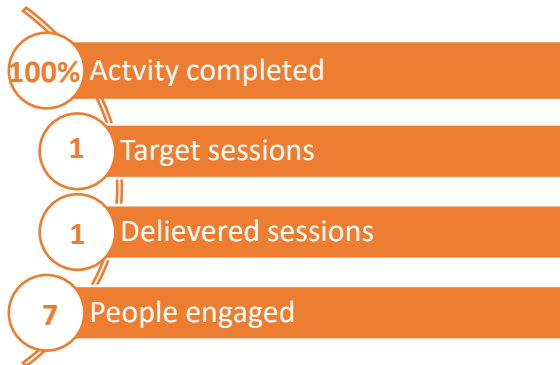
The program received positive feedback with 71% of participants stating their skills had improved after attending the program and 86% felt the program gave them new communication skills they didn't have before. 86% stated the gained a better understanding of other organisations they could access for leadership opportunities with 71% stating the program helped them with ideas on how they could demonstrate their new leaderships skills.



# Youth Services & Digital

## Youth Services Program

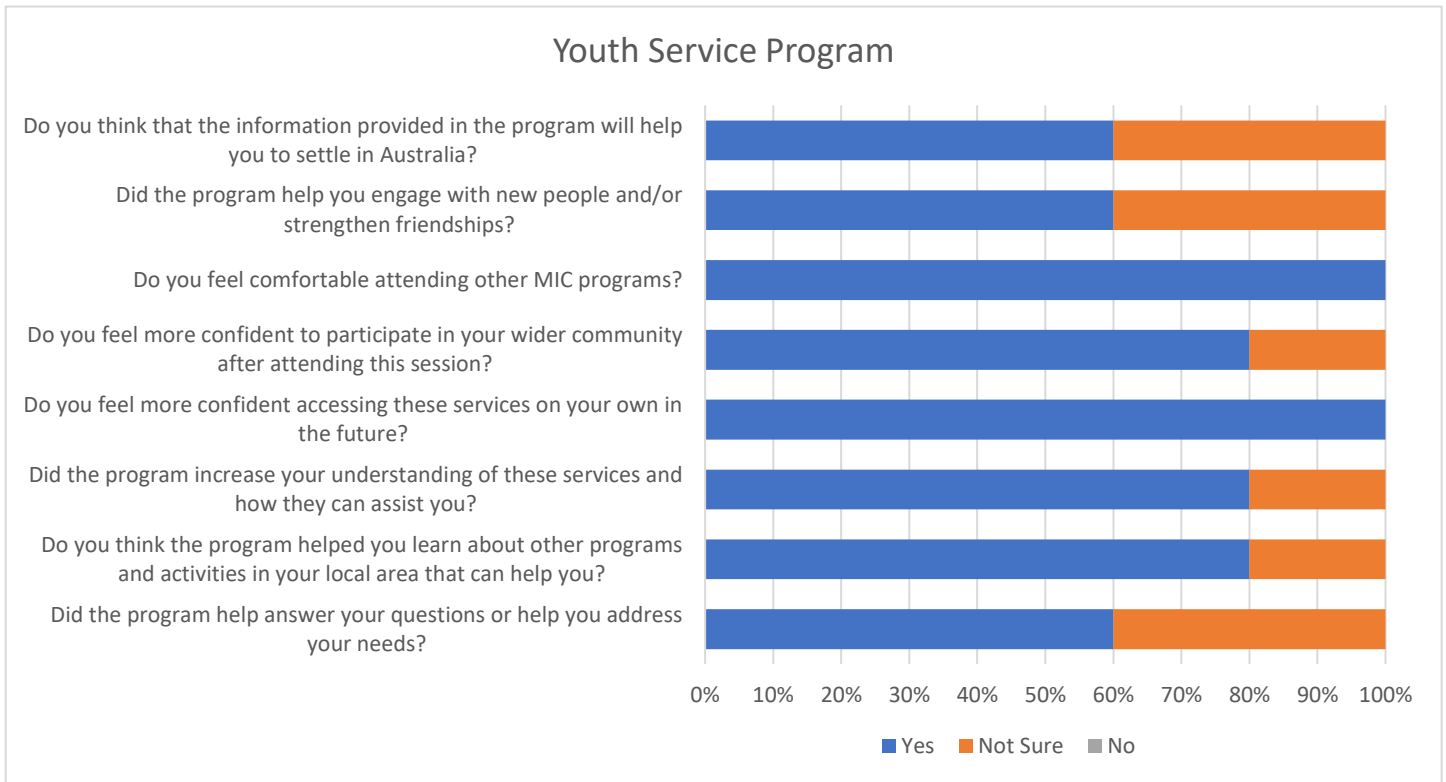
Increase your digital literacy and learn about important services!



The Youth Services program is designed to expose young people to different youth and community services in their local area and how they can access them. The program was conducted in collaboration with Eastern Libraries which also delivered digital literacy component alongside young people learning on the multiple services their local they can access in their local library.

*“I enjoyed learning about new places. The competition was fun. It was good meeting new people.”*

A total of 7 young people participated and received positive feedback with 80% of participants stating the program helped them learn about other services and activities in their local area and how they can access them. The program ran during the school holidays and created a fun social space, with 60% of participants stating the program helped them engage with new people and strengthen friendships.





## Youth Driver Education Program

“I think the most interesting information I have learnt during the program is the white lines on roads and that different lines have different meaning and purpose as I have never seen this before.”

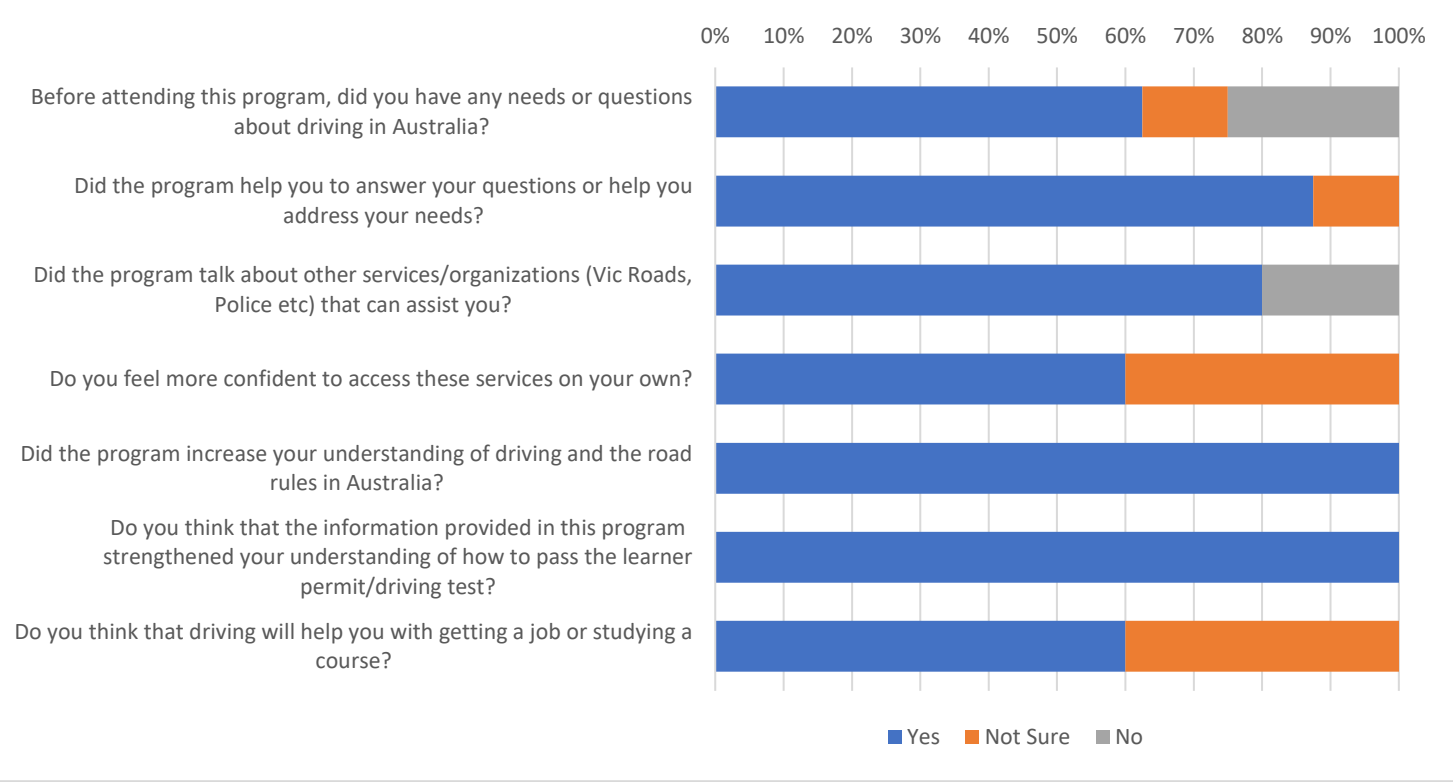
- ★ ADDITIONAL ACTIVITY
- 3 Delievered sessions
- 11 People engaged

The Driver Education program (Changing Gears) was conducted during the school holidays with 11 young people attending. The program was delivered in collaboration with the VicRoads Community Road Safety Program and was delivered as a three-day training program supporting young people affected by social and learning challenges, including where English is not their first language, to obtain their learner permit.

The program provided driver education as well as support to understand and access VicRoads. MIC Youth Workers supported each participant to book, attend and obtain their learner permits.

The program received positive feedback with 88% of participants indicating the program answered questions they had about driving with all participants stating that the program increased their understanding of driving and road rules in Australia. 100% stated the program strengthened their understanding of how to pass the learner driving test with all participants gaining their learners at the completion of the program.

Youth Driver Educatoin Program





## Young Women's Program

100% Activity completed

6 Target sessions

6 Delievered sessions

8 People engaged

■ Craft activity at the Young Women's program

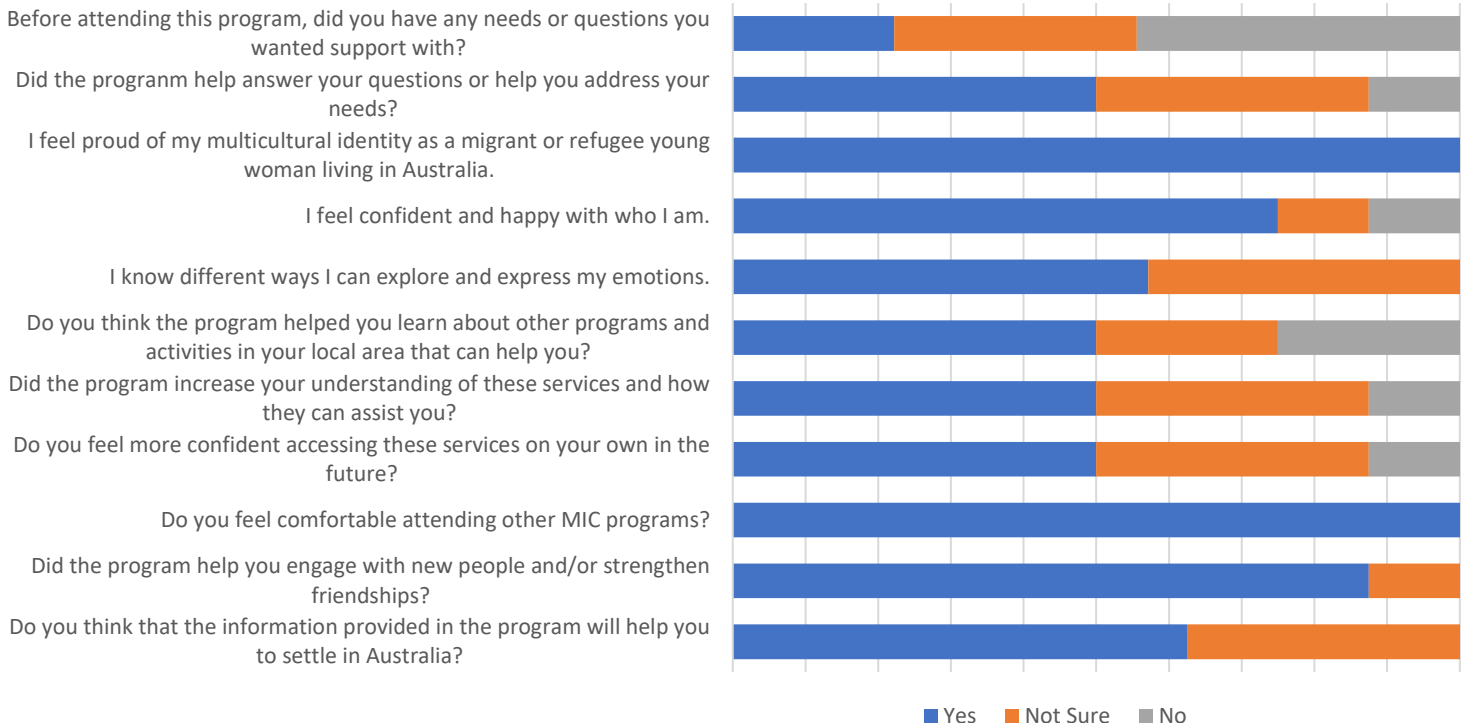
The Young Women's program provided a safe space for young women to connect and share with each other and build their resilience, confidence and self-esteem. The program was delievered in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program through the medium of art therapy.

Through group discussions, team building and hands-on creative activities, the program assisted participants to develop confidence, self-esteem, and assisted participants to recognise and manage their thoughts and feelings, navigate relationships, and develop the skills and resilience to enable them to actively engage in their education, community, and family life. MIC conducted the program over 6 sessions with 8 young people aged 14 to 20 years. All participants stated feeling proud of their multicultural identity with 57% stating their learnt different ways to explore and express their emotions as a result of the program and 63% stating the information provided helped them in their settlement.

"I learnt about different ways to deal with difficult emotions."

### Young Women's Program

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%





## Young Men's Program

■ Young Men's program in collaboration with Melbourne City Soccer Club

100% Activity completed

6 Target sessions

6 Delievered sessions

8 People engaged

The Young Men's program aimed to address issues young men from a refugee or a migrant background are facing in their initial settlement. The program was delievered in collaboration with Melbourne City Soccer Club and was designed to increase resilience, cultural awareness, self-esteem and emotional wellbeing through interactive discussions and soccer-themed activities. MIC conducted 6 sessions with young men from Iranian, Zomi/Tedim Chin, Falam Chin, Fillopinino, and Hakha Chin communities.

"I learnt you should give the same respect as you want for yourself to your partner or friends."

### Learning new skills

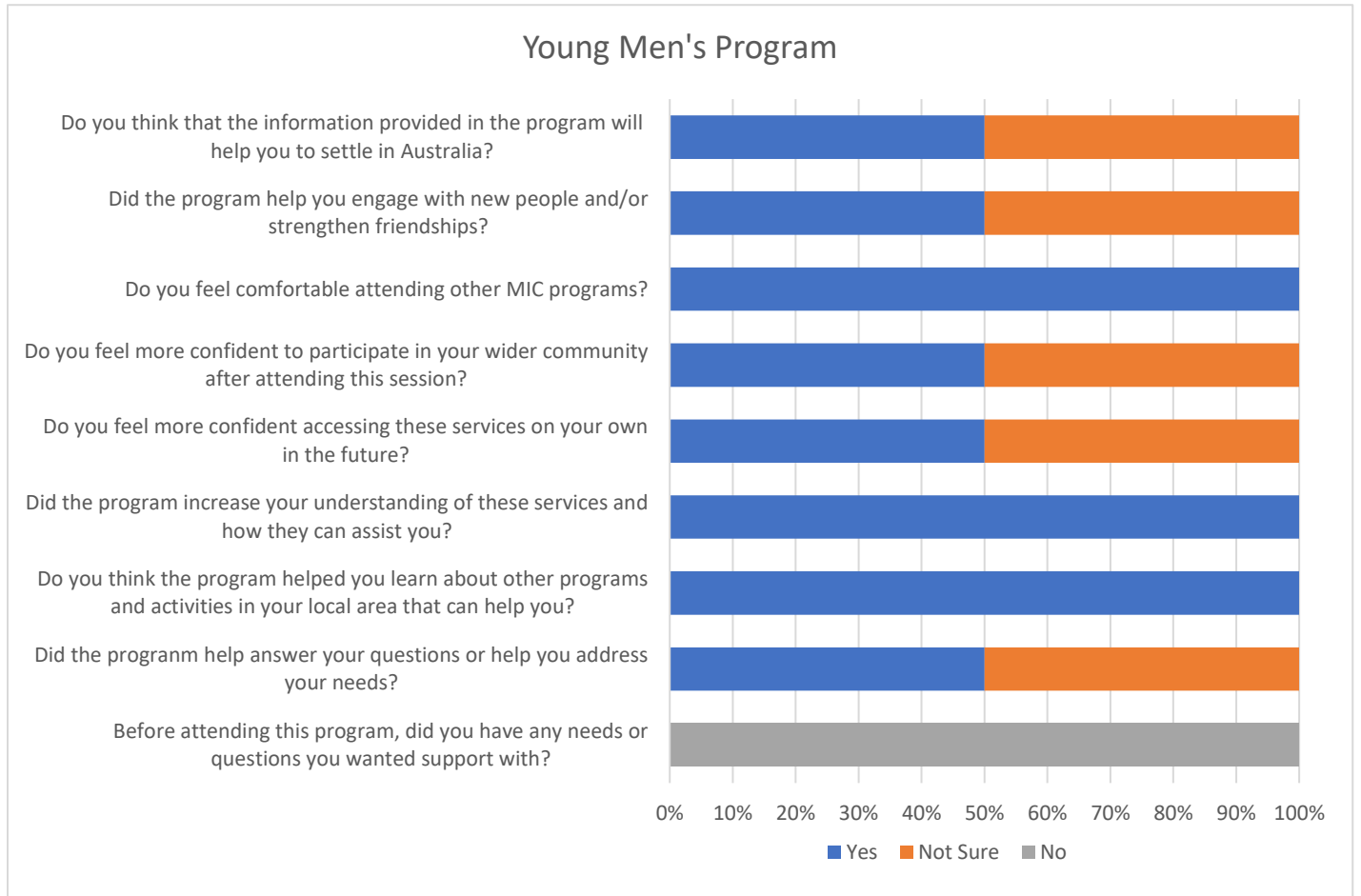
The Young Men's Program aimed to engage the male youth cohort in activities and discussion to promote healthier relationships with themselves, their friends and family. MIC partnered with Melbourne City Soccer Club adapting their *Man Up* program, using soccer as a medium to bring young people together to have discussions on what it means to be a young man from a refugee or migrant background in Australia. 8 young men participated. At the end of the program, participants commented that they had an increased understanding of healthy relationships and that they learned new skills to build and maintain healthy relationships in the future. The program concluded with an excursion to watch a live professional soccer match, which was a first-time experience for all participants. The genuine conversations and openness young the participants forged positive relationships among many of the young people with new friendships being an unintentional, positive outcome. This really came to light during the excursion where one participant was sitting silently by himself on the bus, struggling to engage with anyone. Before long, the MIC Youth Workers noticed other young people making every effort to include this young person by chatting and sitting some of the teachings of the program put into action.

"I've learnt a lot of relationship tips to follow in the future."



**“It was really good to know about respect in relationship and it helped me a lot to know about relationship.”**

The program had positive feedback with all participants indicating that the program helped them learn about other programs and activities in their local area and how they could access them. 50% stated the program helped them engage with new people and strengthen friendships and 100% stating they feel comfortable to attend other MIC programs in the future.







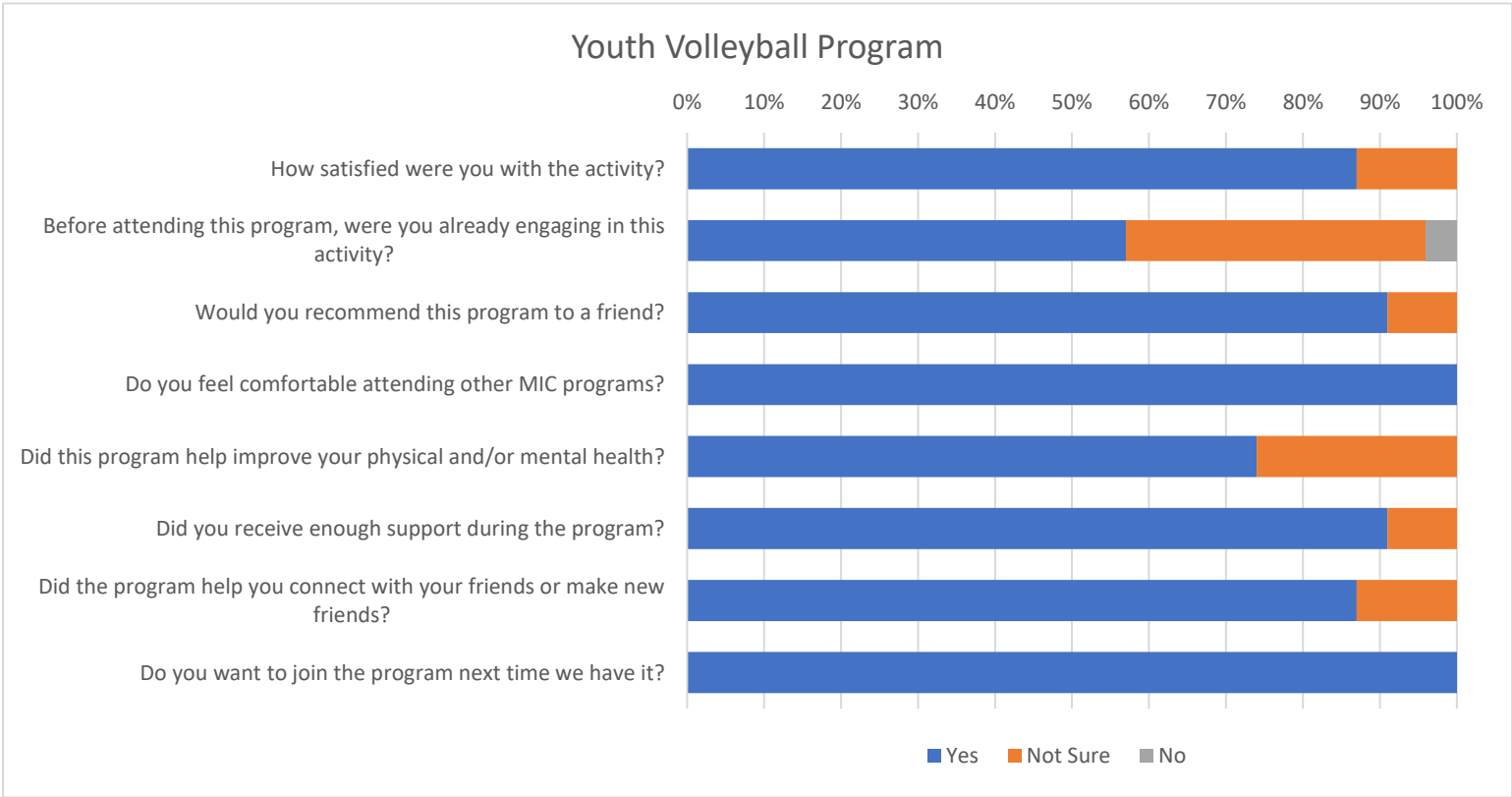
# Youth Volleyball Program

■ Youth Volleyball program in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program

- ★ **ADDITIONAL ACTIVITY**
- 4 Delievered sessions
- 10 People engaged

The Youth volleyball program was an additional program MIC conducted to engage young people in a fun, social activity, build rapport between MIC and the young people and help them connect with other people. MIC ran the sessions in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program at Ringwood Secondary College. The program helped to foster positive relationships among young people as well as school staff who regularly attended the program.

The program received positive feedback with 91% of participants enjoying the space and stating they would recommend the program to their friends. Positive rapport building with MIC Youth Workers were created which assisted in the effectiveness out outreach casework taking place in the school with all participants stated feeling comfortable to attending other MIC programs and 91% indicating the received enough support during the program.





# Youth Soccer Program

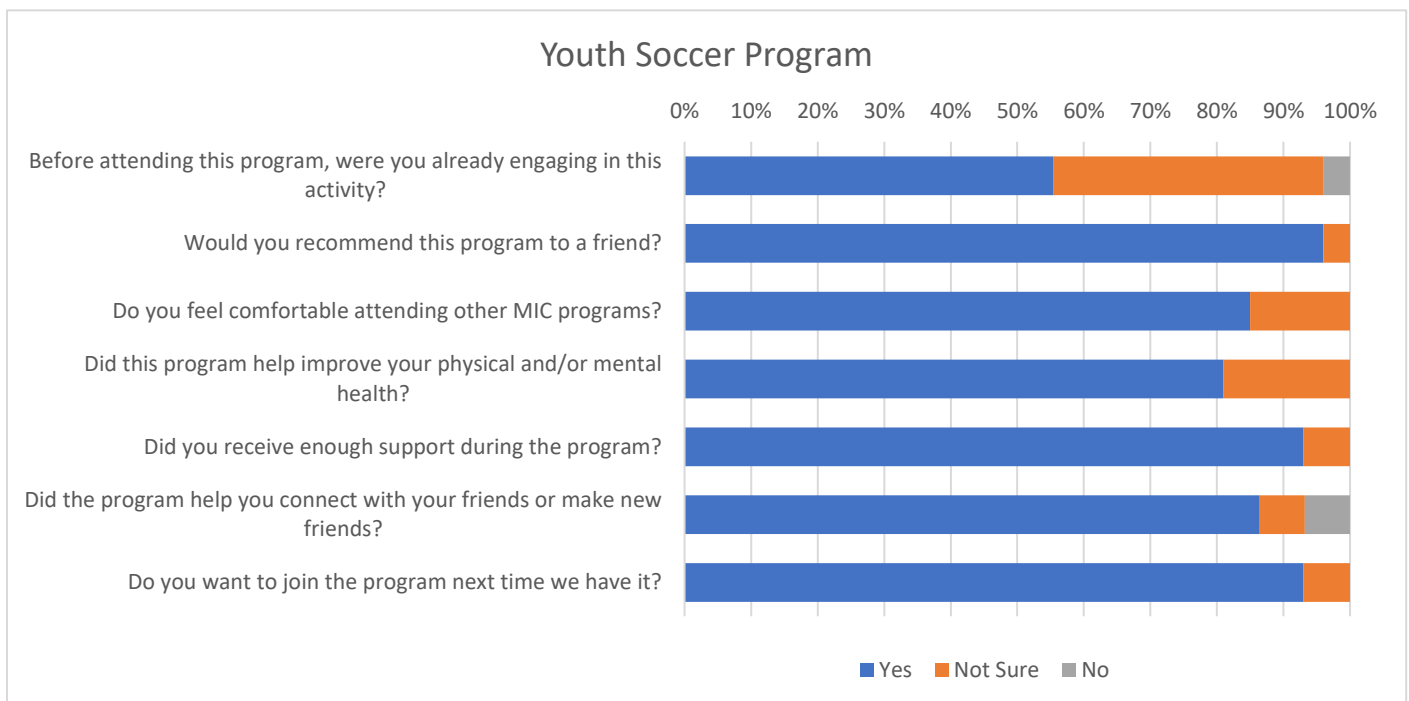
■ Youth Soccer program in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program

- ★ ADDITIONAL ACTIVITY
- 3 Delievered sessions
- 7 People engaged

MIC delivered an additional Youth Soccer program to create a space for MIC youth workers to engage young people that don't attend the schools where MIC Youth Workers conduct regular outreach visits. The program aimed to create a positive, fun space for young people to engage with MIC youth workers and build rapport alongside connecting with other young people. MIC ran the sessions in collaboration with MIC's Engaging CALD Youth in Eastern Melbourne (ECYEM) Program at Ringwood Action Indoor

Sports Centre. The sports-themed program assisted in breaking down barriers with young people from various language groups participating. The program fostered positive relationships among the young people as well as with MIC Youth Workers who were able to provide casework support where needed.

The program recieved positive feedback with 91% of participants stating they feel comfortable to attend other MIC programs with 85% statting the program helped to improve their physical and mental health. 81% of young people felt the program provided them with adequate support with 90% stating the program helped them connect with or make new friends.





## Youth Employment Programs

**“Everything was helpful. I learnt how to talk to certain people and communicate with employers.”**

The Youth Employment Program aimed to improve employability of young people, while helping them to understand how to apply for jobs and expectations of employers in Australia. The programs helped to develop the skills of young people in performing job searches, communication and interview skills, goal setting, and time and task management. MIC delivered 4 sessions with 11 young people from melba College attending. The program was facilitated in collaboration with Melba College, and the MIC Jobs Victoria Mentor Service (JVMS) and the Community Employment Connector (CEC) programs. This partnership allowed participants to learn about other support services and programs available to them to gain employment. As a result, some participants contacted the MIC SETS Youth Worker and were able to connect with the Jobs Victoria Mentor Service which provides individual support for people to become job ready and find suitable employment.

The program received positive feedback with all young people stating the information provided helped to increase their confidence in finding employment with 75% of clients stating they would tell their friends and family about what they have learnt. 75% of clients also stated they learnt more about living in Australia as a result of the program with all participants indicating they made new friends through the program.

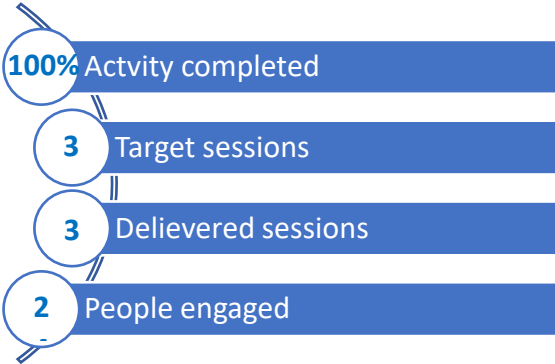




# Youth Holiday Programs

“I really enjoyed the beach because of the lifeguard and the activities. I’ve learned how to be more safe at the beach and know a bit of the background.”

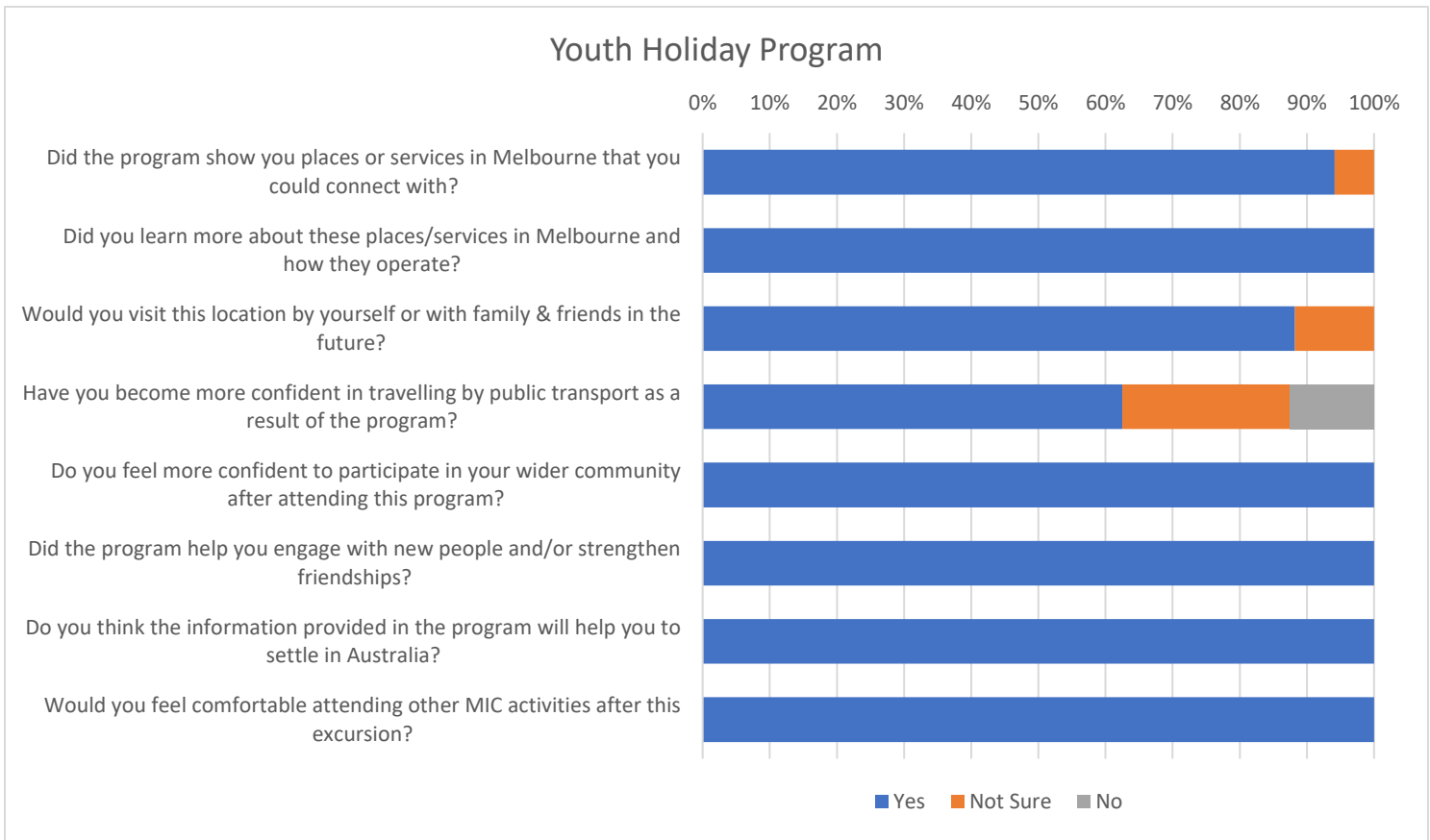
■ Youth beach excursion with Life Saving Victoria



The program received positive feedback with 88% indicating the program helped to increase their confidence in finding a job. 76% of participants stated that they learnt new concepts regarding employment, they felt confident to tell their friends and family about what they learnt and that they learnt more about living in Australia because of the program.

MIC conducted 3 youth holiday programs with 35 young people participating. Activities conducted were a trip to Bounce in collaboration with YSAS Youth Services, a beach excursion with Life Saving Victoria and Barefoot Bowling with Croydon Bowls Club.

The programs received positive feedback with all participants stating they learnt about new places and services in Melbourne and 88% stated that they felt confident to visit these places on their own or with family. 63% indicated becoming more confident to travel on public transport because of the program with all young people stating the program helped them to engage with new people and strengthen friendships.



# TOUR TO ORANGE DOOR



## DFV Information Sessions

adults, children and young people who

- 100% Activity completed
- 8 Target sessions
- 8 Delievered sessions
- 7 Communities reached
- 73 People engaged

MIC delivered 8 group information sessions to 73 participants from Hakha Chin, Chinese, Karen, Zomi/Tedim Chin, Falam Chin, Iranian and mixed-languages groups. Six information sessions were delivered in collaboration with the Orange Door in the inner and outer east regions. Tours were conducted at the Orange Door for the communities to understand what the service does, where it is located, how it could assist them and how they can access the service. The tours allowed the communities to meet some Orange Door staff and

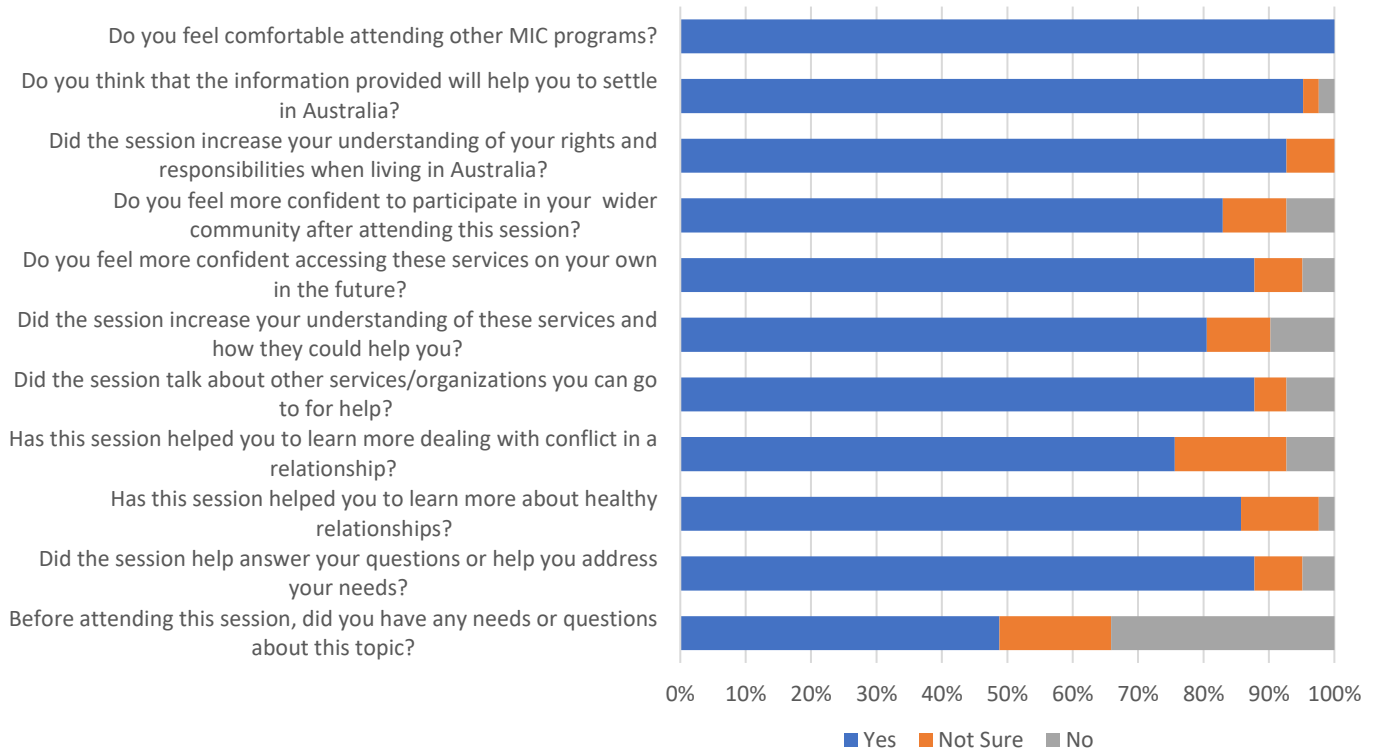
become familiar with the space and the staff, and for participants to ask questions. Additional information sessions delivered focused on understanding family violence and healthy family relationships.

The programs received positive feedback with 88% of participants indicated that the sessions helped answer their questions they had and addressed their needs with 86% of those attending stated the sessions helped them learn more about healthy relationships and 93% indicated the session increased their understanding of their rights and responsibilities when living in Australia.

**“A dih lak in an tha dih, fiang chin chin tu in cozah nih an kan hum him nak le bomh chanh nak ka theih fiang chin le tha tuk ka ti.”**

**“All are very good. We know what kinds of supports one can get from the government agencies regarding safety and family violence, so that's a very**

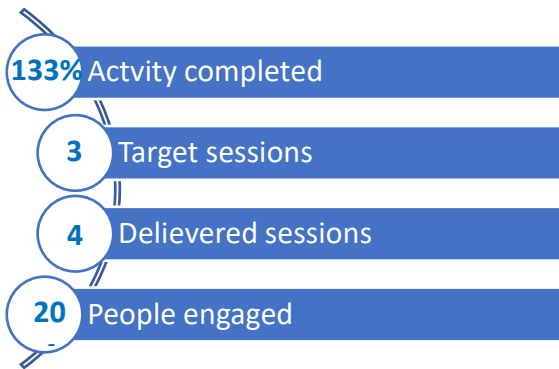
FV Information Sessions





# DFV Women's Financial Literacy Programs

■ Online Hakha Chin Women's Financial Literacy program in collaboration with Berry Street



MIC delivered 4 women's financial literacy sessions for the Hakha Chin community with 20 women participating. The program was conducted in collaboration with Berry Street who delivered their Saver Plus program providing financial education to the participants to understand money management, develop positive saving habits, setting realistic goals and how to save towards them.

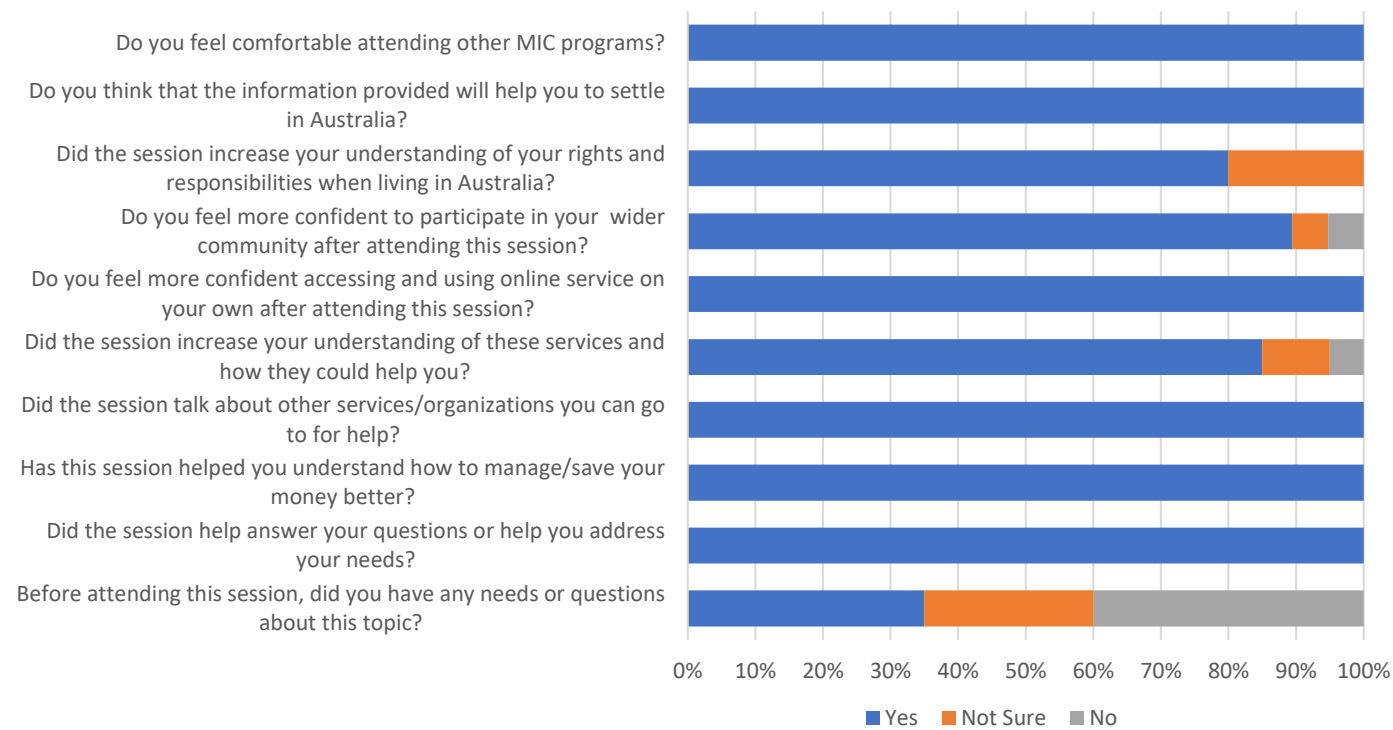
The program received positive feedback with all women stating the program helped answer their questions and meet their needs and

**"A tha tuk chungkhar caah that nak tampi ai chap."**

**"Very good session especially for my family."**

helped them understand how to manage money and save better. 85% indicated the program increased their understanding of other services and how to access them with all clients stating they feel more confident to access these services on their own.

## Women's Financial Literacy Program





## DFV Women's Digital Literacy Programs



■ Karen Digital Literacy session taking place at REALM in collaboration with Eastern Libraries



MIC conducted 6 Women's Digital Literacy programs with 38 women from Vietnamese, Hakha Chin, Zomi, Karen, Chinese, Falam Chin and Mizo communities. MIC worked in collaboration with Eastern Libraries Digital Literacy team who delivered sessions on how to use your digital device to access important records from Centrelink, Medicare and MyGOV; how to process payments and claims via the smartphone; online safety, frauds and scams, how to use, access and upload documents on email via the smartphone; and signing and filling pdf forms using the smartphone. Sessions were delivered at REALM library where

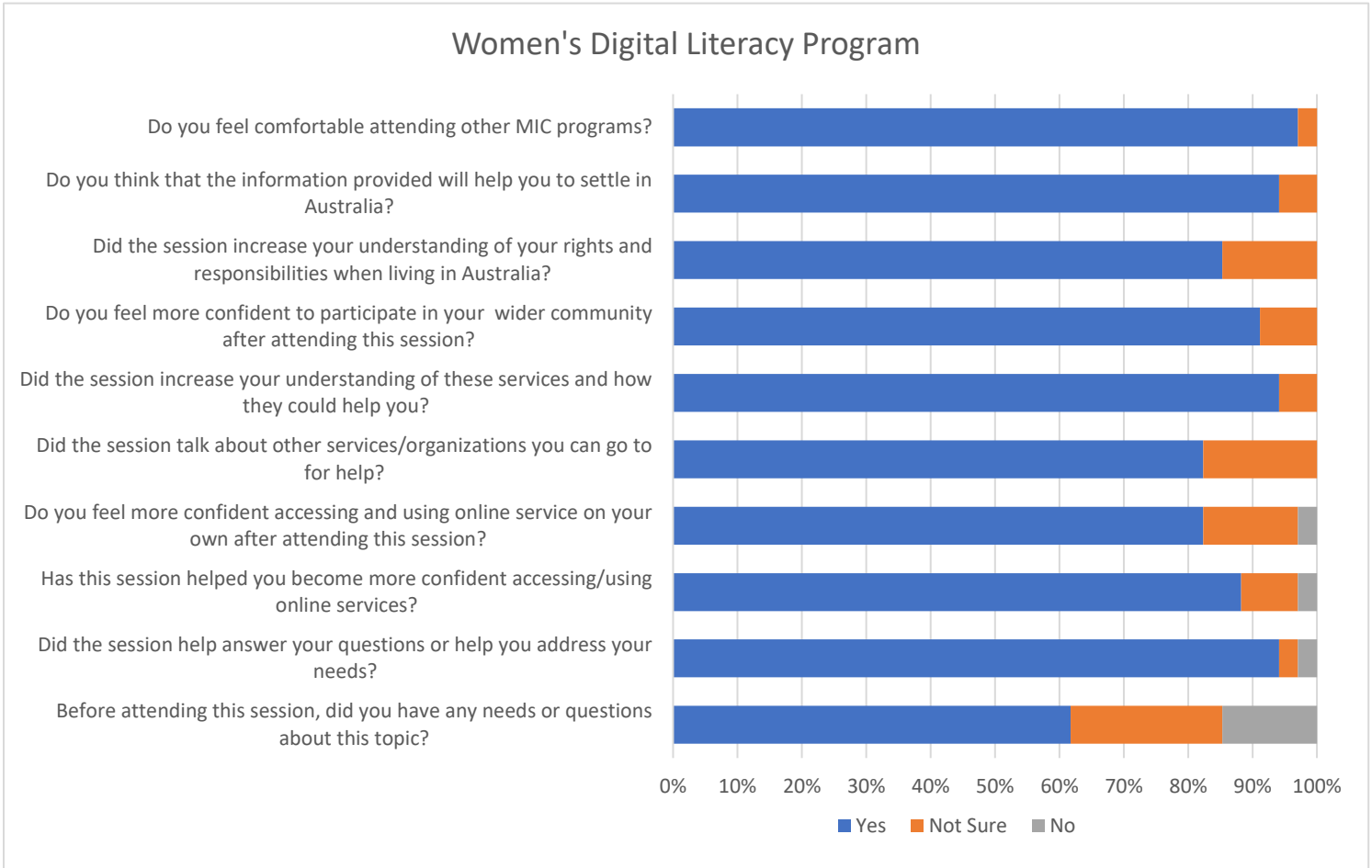
participants also exposed to and learnt about the local library service, what they offer and how they can access the resources.

*"After this session I have learnt a lot of different things such as, not to open the door to strangers and not to answer the phone if I don't know the number, I feel more confident now."*

### Learning new skills

A female client from a refugee background in her 40s had arrived in Australia in 2019. She attended the MIC digital literacy sessions which aimed to provide women with information on using technology to build their skills and independence. The client attended a session which focused on effectively using emails and how to sign electronic documents. The client expressed that before attending the session, she had little confidence in reading, composing, and sending emails and as a result she would ignore many of her email messages. This resulted in her missing important messages and communication and while she realised this was an issue, she didn't have the skills or confidence to know how to resolve it. Furthermore, the client expressed she was unaware that she could easily sign documents electronically via her phone, as she previously had to travel to various places to sign documents in person. After the client attended MIC's digital literacy session, she expressed feeling confident in using her email and signing electronic forms. The client mentioned she was amazed at the new abilities she had learnt and very appreciative of the skills and independence gained because of this program.

The program received positive feedback with 94% of women stating the session helped to answer their questions and address their needs with 88% of women indicating the session helped them become more confident to access and use online services. 94% of women stated the program increased the understanding of other services and how to access them with 85% indicating the information provided has assisted them in their settlement.







## DFV Men's Programs

### Zomi Men's Group

100% Activity completed

2 Target programs

2 Delievered programs

13 People engaged

MIC conducted two men's groups that explored gender equality, strategies for resolving conflict without violence and anger management strategies. Two programs were delivered with men from Zomi/Tedim Chin and Falam Chin communities with a total of 13 SETS eligible clients participating.

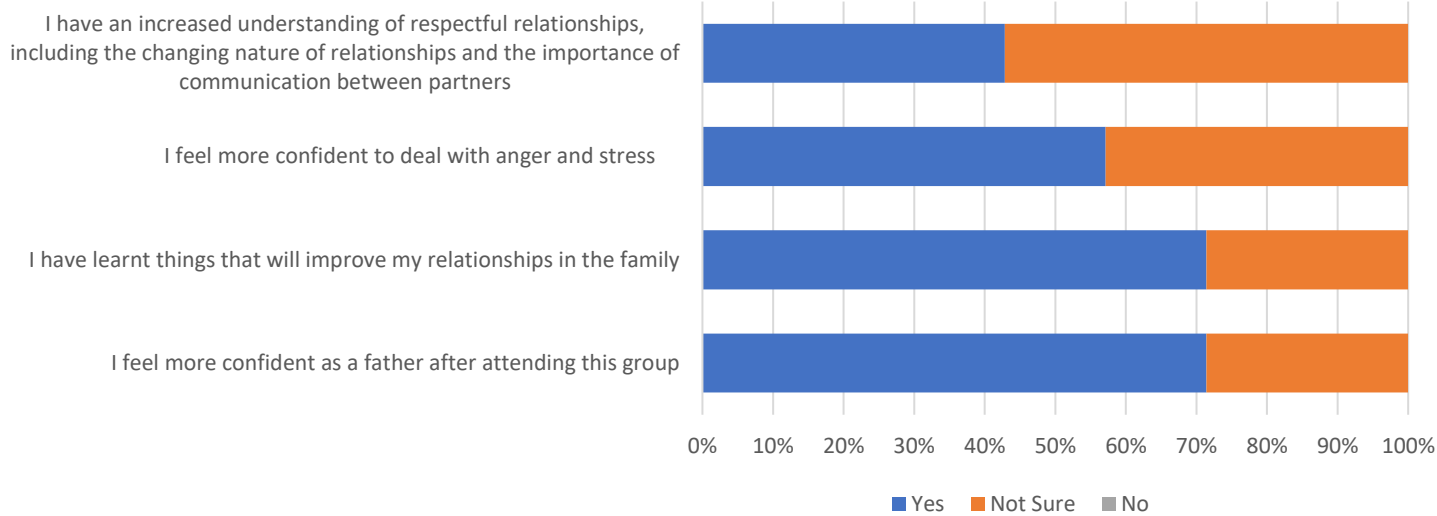
The program received positive feedback with 71% men stating they felt more confident as a father after attending the program and they learnt things that will help improve relationships in their family. 57% of men stated the program

help them feel more confident to deal with anger and stress with 43% indicating the program increased their understanding of respectful relationships, including the changing nature of relationships and the importance of communication between partners.

**“Tate hopih thapiak zia ding cih pen mailam ading theih beh ing.”**

**“I learn how to communicate in an encouraging way with my children in the future”.**

Men's FV Program





# DFV Women's Programs

این که گاهی فکر میکنیم که مشکلات فقط برای ما اینطور هستند ولی در این برنامه دیدیم که چقدر مشکلاتمان مشابه یکدیگر است البته در بعضی موارد

"Sometimes, I think it's just me having these problems, but I found out in this program how our problems are similar to each other in some cases."

Iranian Women's Group

- 100% Activity completed
- 6 Target sessions
- 6 Delievered sessions
- 8 People engaged

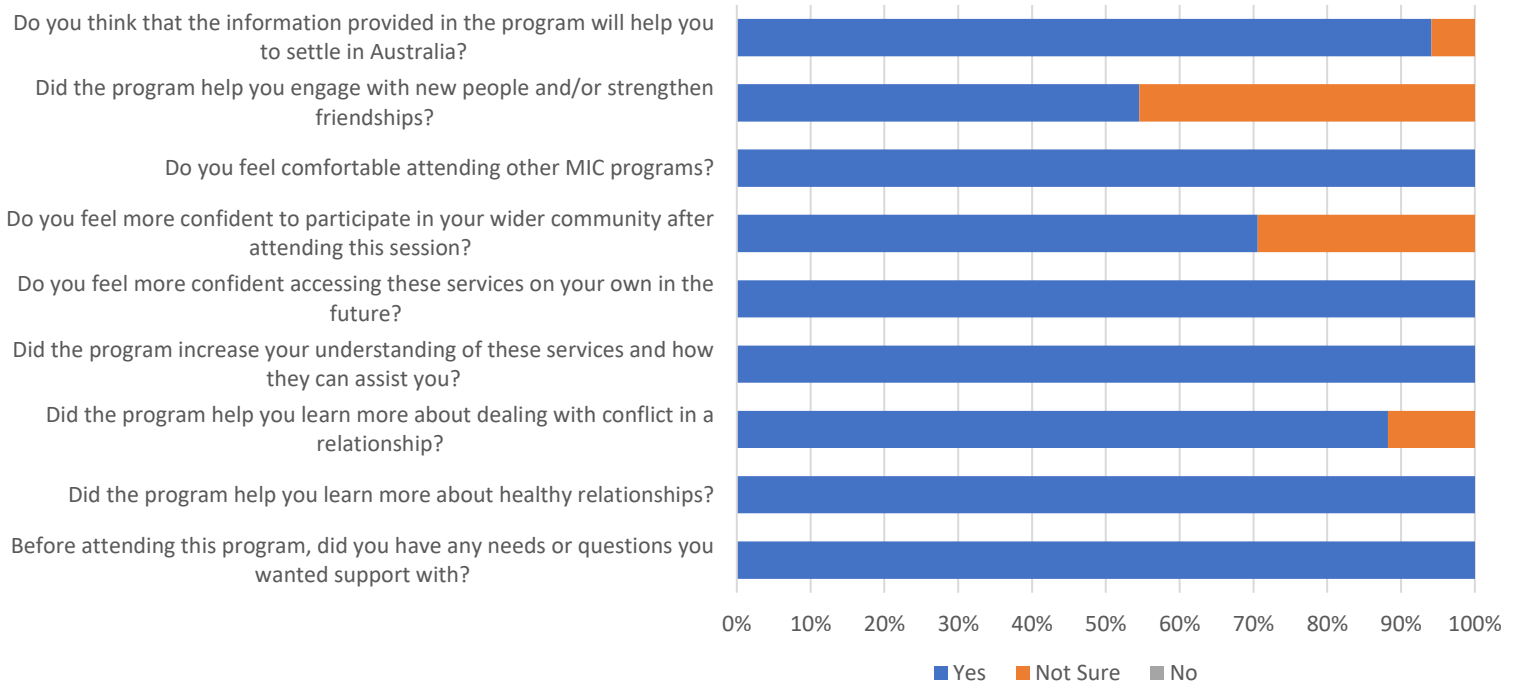
MIC delivered two Women's Programs – one program with young women from Ringwood Secondary College and the other program with Iranian women with a collective total of 15 women participating in the programs.

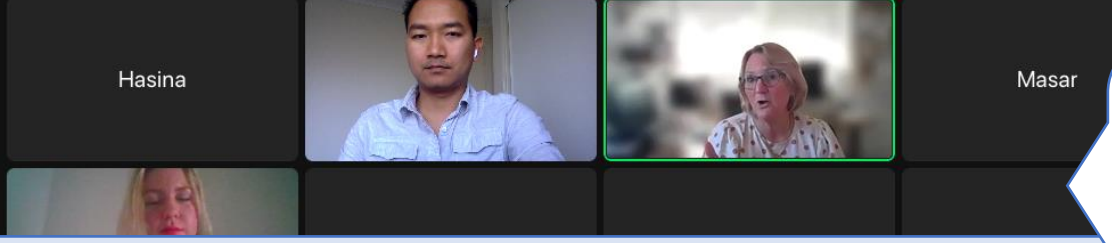
The Iranian Women's group was delivered to 7 women in partnership with the MIC's Specialist Women's Family Violence Services funded by the Department of Families, Fairness and Housing (DFFH). The program focused on topics such as gender equality, how women can have safe, healthy relationships and build stronger families in Australia. The program was held

at a local community centre with childcare provided. The Young Women's program had 8 participants and was conducted in partnership with Foundation House. A consultation with the participants was conducted prior to the program to identify issues they were facing, and this information was used to develop the program. The program specifically focused on topics around respectful and consensual relationships.

The program received positive feedback with all participants indicating that the learnt more about healthy relationships, with 88% stating they had a better understanding of gender equality and how to deal with conflict in a relationship as a result of the program.

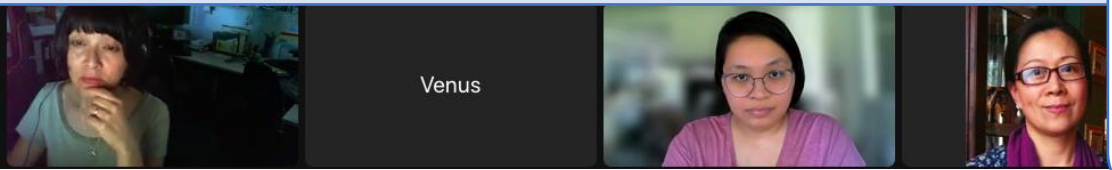
Women's FV Program





“This program is very useful to me. The PowerPoints slide are easy to read and understand with video and pictures. The instructor explained with very clear and useful information.”

# DFV Women’s Driving Education Program



■ Online Driver Education Information Session

- 100% Activity completed
- 1 Target programs
- 1 Delievered programs
- 13 People engaged

MIC conducted one Women’s Driver Education program for women from Urkanian, Iranian, Arabic speaking, Chinese, Spanish, and Burmese backgrounds. The program aimed to increase women’s independence and teach them new skills and included 6 online driving education sessions on understanding road safety, getting around safely, road rules and enforcement, and the dangers of drink and drug driving in Victoria. All participants were then provided with subsidised driving lessons with a registered driving instructor to help develop their skills and become safer drivers.

The program received positive results with all participants indicating the program answered their questions about driving and assisted with their needs. 73% of participants stated the program increased their confidence to drive and helped them become more independent. 100% of participants stated the program increased their understanding of other services they could engage with such as VicRoads and the Police, and 91% stated they felt more confident to access these services on their own.

Women's Driving Education Program

