

Annual Report 20/21



Aspîre, Change, Achieve.



Mission, Vision & Values

Diversitat or the Geelong Ethnic Communities Council (GECC) is the peak body for ethnic and multicultural communities in the Geelong Region and the voice of Multicultural Geelong.

For over 40 years we have been the link between multicultural communities, government, and the wider community.

The GECC acknowledges the Wathaurong people as the traditional custodians of this land and we recognise the cultural, linguistic, social, and spiritual diversity of Aboriginal and Torres Strait Islanders Peoples and their rights as the First Peoples of Australia.

Our Mission

Building on our proud history of migrant services, Diversitat aspires to provide an innovative and high quality response to the changing needs of a culturally diverse community.

Our Vision

To empower individuals and communities to reach their full potential.

Our Values

Dignity, respect and acceptance are basic values defining our humanity and must be afforded to every individual in our society. We value an ecologically sustainable environment and promote and celebrate harmony, cultural diversity, peace and social justice in our society.



Annual Report & Audited Financial Report - Download online at diversitat.org.au

Acknowledgment to **Country**

Diversitat acknowledges and pays respect to the Wathaurong People and all the traditional custodians of the lands and waterways on which we work and meet today.

We pay our respect to Elders, past and present, and stand together with Aboriginal and Torres Strait Islanders leaders of today and tomorrow.

We value your histories, your culture and your knowledge.





Supporting our LGBTI+community

Diversitat warmly welcomes lesbian, gay, bisexual, trans, gender diverse and intersex people at all of our locations and to access all of our services.

We believe that our values of dignity, respect and acceptance are basic values defining our humanity and must be afforded to every individual in our society.





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Thank You

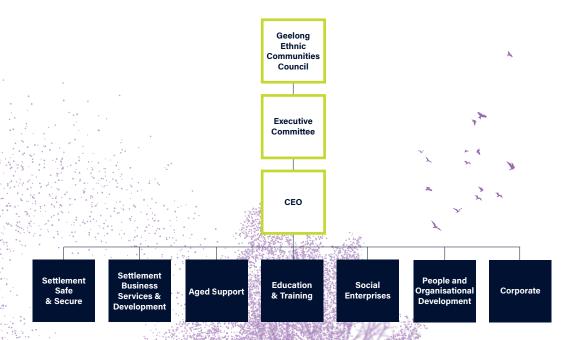
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2020/21 At a glance

Diversitat structure



Year in review

Settlement & Community



1,006 Settlement Engagement and Transition Support (SETS) Program cases



1,167 financial counselling clients



12,510 social messaging views

Aged Support



14,634 meals were provided to 217 clients



36 Community Visitor Scheme (CVS) recipients & 43 volunteers



5,000+ welfare checks

Training



369,358 student contact hours



5,992 units/modules have been delivered



659 clients have been helped to achieve their education goals

Pako Festa



13 Global food locations across Geelong with 144 multicultural menu items from 19 multicultural communities



30 ethnic communities portraits projected onto the Geelong West Town Hall



19 Pakington Street Arts
Trail sites

My Maintenance Crew



9.5/10 customer satisfaction score



28 young people employed

The Pulse



14 COVID updates for the community in 14 different languages & over 106 hours live emergency broadcasting during COVID

Oppe Shoppe



120+ tonnes of landfill saved

President's Report

"Despite the fact that we have been in and out of lockdown so much, the staff and volunteers have been resilient to what has been presented to them."



In last year's report I spoke about the strength of the human spirit, the importance of community and what we have learnt during the first wave. Secretly, what we had hoped would be the only wave of the pandemic. Sadly, this has not been the case. We have been tested even further this year in keeping our community connected, especially those for whom English is a barrier.

It has been humbling for me to witness the length to which the staff and volunteers at Diversitat have gone to keep this connection going. Programs have had to be stopped, gatherings cancelled, courses taken on line, that very important human touch lost, but distanced visits, meal delivery and online connection have taken their place. Our well known Pako Festa creatively went digital with a history of migration being displayed on the Geelong West Town Hall. We were also still able to enjoy cultural food through an online ordering system. Despite the fact that we have been in and out of lockdown so much, the staff and volunteers have been resilient to what has been presented to them in a COVID safe manner. I and the Executive members of the Geelong Ethnic Communities Council acknowledge with deep appreciation their commitment to ensuring that the vast range of needs required by our community members have been met.

I hope you enjoy learning both pictorially and in words throughout the rest of the Annual Report the way in which we have continued to live out our Mission of aspiring to provide an innovative and high-quality response to the changing needs of a culturally diverse community.

The 48 members of our Affiliated Communities in November 2020 unanimously and with a sense of enthusiasm agreed that Diversitat and Multicultural Aged Care Services Geelong (MACS) should merge to create one organisation whose legal name will be Multicultural Community Services Geelong Inc. A more detailed report on the merger is included in this Annual Report. The next 12 months will see us transition into this new organisation with a trading name still to be chosen. I personally look forward to the opportunities this merger will create as we become one with MACS.

To the Senior Staff of Diversitat who have led the operations of Diversitat under difficult circumstances first under Brian McMahon as Acting CEO until May 2021 and then Joy Leggo who currently wears three hats – CEO of Diversitat, CEO of MACS and CEO of Multicultural Community Services Geelong since May, thank you for the commitment you have shown not only to the merger but also to the day-to-day operations of Diversitat under trying conditions.



This year the Executive Team of Zoran Dimovski, Eldo Jacob, Sophia Shen and Dr John Lamp need a special mention. Merger discussions and planning have created an extra layer of work not generally asked of a director. Your commitment and vision are acknowledged with deep appreciation and gratitude.

Reflecting on my thoughts in last year's Annual Report I made comment of a quote regarding the pandemic - "this, too, shall pass". Whilst we are not out of the pandemic just yet, we are certainly entering an exciting phase of the evolving life of Diversitat and Multicultural Community Services Geelong, I look forward with optimism at being able to celebrate in person the 2022 40th anniversary of Pako Festa. I hope you will join me in this very special cultural celebration of our heritage, acknowledging the past and looking forward to the future of renewed and reinvigorated social connection.

Dr. Linda Sydor Petkovic

President, Diversitat

Executive

Team

Dr. Linda Sydor Petkovic

Executive since 1997 President since 2002

Sophia Shen

Executive since 2009

Zoran Dimovski

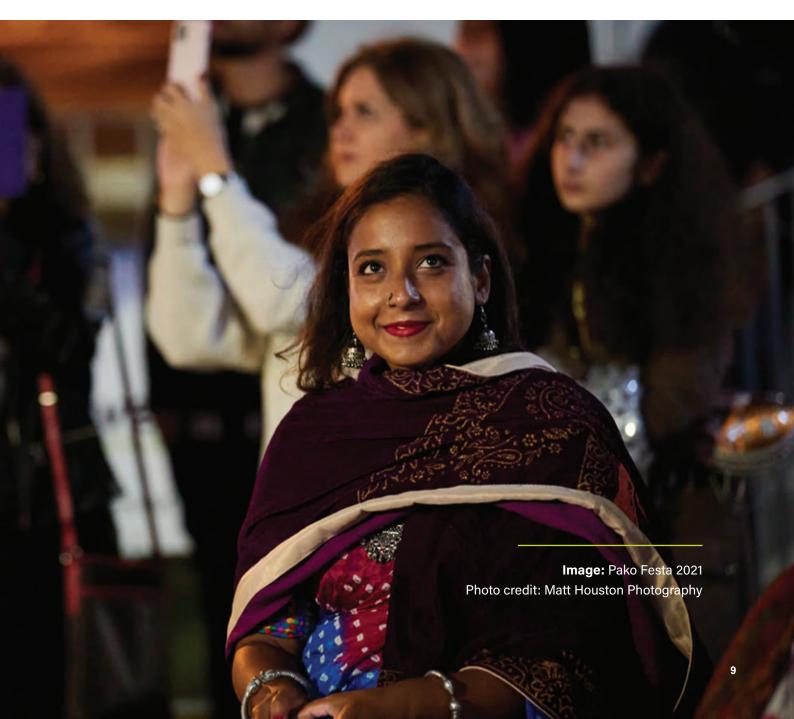
Executive since 1998 Secretary since 2010

Dr. John Lamp

Executive since 2012
The Pulse Board of Management

Eldo Jacob

Executive since 2020 Treasurer since 2020







Affiliated Communities

AC 1	0010	1/2	0010
Afghan Community	2012	Karenni Community	2012
Austrian Community	1985	Kawish	2018
Abrisa Brazilian	2015	Lithuanian Community	1978
Arabic-Iraqi Community	2017	Macedonian Community	1976
Geelong Bangladesh Society	2019	Malayalee Community	2019
Chinese Community	1985	Portarlington Maltese Pensioners	2003
Congolese Community	2012	Assoc	
Croatian Community	1976	Maori Community	2006
Dutch Community	1986	Nigeria Community	2018
Fijian Community	1995	Nepalese Community	2012
Filipino Social Club of Geelong	1982	Polish Community	1980
Filipino Australian Friendship	1982	Russian Community	1986
Association		Barwon Sanatan Community	2018
French Community	2003	Scottish Community	1986
German Community	1983	Serbian Community	1976
St Leonards & District Greek Senior	2018	Sikh Community	2010
Citizens Club		Slovenian Community	1987
Greek Community - The Hellenic	1976	Socia-Cultural Syriac Inc	2017
Orthodox Community of Geelong		Spanish Community	1978
Hazara Community	2015	South Sudanese Community	2005
Indian Association of Geelong	2019	Lao-Thai Geelong Community	2016
Indonesian Community	1996	Thai Community	2008
Iranian Community	2008	Ukrainian Community	1986
Irish Community	1986	Wat Lao(Geelong) Buddhist Vic	2019
Italian Community	1976	Community	2010
Japanese Community	2018	Wathaurong Aboriginal Co-Operative	2012
Karen Community	2008	3 3 3 3 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	



Managers & Executive team



Joy Leggo CEO from 1 May 2021

I have been warmly welcomed into the new position of inaugural CEO of Multicultural Community Services Geelong, and I thank all of the staff and volunteers I have met for their positive comments around the merger and what the future holds. As a values-based leader, I look forward to developing the values the Directors of the Board have chosen - inclusion, integrity, sustainability and kindness.



Brian McMahon
Interim CEO until 30 April 2021
Financial Controller

I was privileged to remain Acting CEO of Diversitat up until the end of April 2021. I would like to thank our affiliated communities for voting unanimously in favour of a merger between Diversitat and MACS at Special General Meeting in late November 2021.



Meril Perera

Unit Manager, Business Services & Development

This year saw the loss of face-to-face contact across the communities that Diversitat works alongside for the delivery of all services, creating real service provision challenges during the 2020-21 year. The year saw incredible adaptability and innovation from staff to allow us to continue to deliver services remotely.



Casey O'Brien
Unit Manager, Safe & Secure

The staff response to the pandemic has been outstanding, with Settlement Services and Community Support overcoming numerous challenges faced by many teams within the department. Real progress has been made in enhancing service delivery, particularly in the areas of mental health, youth work, employment and family violence as well as general community capacity building.



Brad Keating

General Manager, My Maintenance Crew

28 young people from the region were provided with employment opportunities throughout the 2020-21 year, and the enterprise continues to receive exceptional feedback for its work, with a customer feedback score of 9.5/10 when surveyed post job completion.



Robyn Martinez

General Manager, Aged Support

While the aim of Aged Support didn't change, COVID-19 restrictions saw the reinvention of delivery methods as a result of the suspension of social support groups. This led to the introduction of a range of innovative projects to promote client engagement from home.



Leo Renkin

General Manager, The Pulse & Oppe Shoppe

Despite a year affected by COVID lockdowns, 94.7 The Pulse continued to provide the community with up-to-date, diverse programming that required innovative thinking and technological enhancement, while The Oppe Shoppe managed to save over 120 tonnes of landfill and supported numerous families and people experiencing hardship.



Carolyn Jones

Education Programs Manager

Although there were challenges, Training saw very positive completion rates this year at 57.76% against a statewide average of 41.4%, a testament to the work of our dedicated staff and trainers. Diversitat Training worked to position itself to benefit from a post-COVID environment, consolidating the qualifications offered to specialise in the care economy.



Lisa McCarty

General Manager, People & Organisational Culture

This year, Diversitat recruited for over 80 positions. In response to the challenges of COVID, we increased the providers and availability of our Employee Assistance Program (EAP) and upgraded and implemented comprehensive COVID safety plans to keep us safe. We also provided support to over 220 staff through the initial stages of our merger with MACS.

CEO's Report

Two Chief Executives

One exciting future

A different approach to the Chief Executive Officer Report for this year's Annual Report.

Brian McMahon continued as Acting CEO of Diversitat until May 2021 when Joy Leggo commenced as the CEO of Diversitat as well as CEO of Multicultural Aged Care Services (MACS) and as the inaugural CEO of a new entity, Multicultural Community Services Geelong (MCSG), created by the merging of the two organisations.

Both Brian and Joy worked closely for all of the reporting year, completing a comprehensive due diligence process as well as gaining a deep understanding of each organisation's service delivery. Whilst Joy has now been appointed as the CEO of the three entities during this transitional phase and Brian has returned to his role as Financial Controller for Diversitat, the working relationship continues at a high level. We envisage that this will be case for the rest of the 2021 year and hopefully in early 2022 transitional work will be completed, final public Annual Reports for both Diversitat & MACS will be written and the new entity will be launched including a new name and brand.

We are both looking forward to this with optimism and excitement.

Some reflections from Brian McMahon as Acting CEO of Diversitat for the past 18 months.

I was privileged to remain Acting CEO of Diversitat up until the end of April 2021. Firstly, I would like to thank our affiliated communities for voting unanimously in favour of a merger between Diversitat and MACS at Special General Meeting in late November 2021. MACS members voted unanimously in favour as well. Multicultural Community Services Geelong (MCSG) was born; incorporation took place in December last year as well as ABN number being created. MCSG was approved as a registered charity with ACNC early in 2021.

The management groups of both Diversitat and MACS met for a pre-Christmas luncheon at Northern Community Hub in early December which to me was a very positive experience. This luncheon was catered for by one of our refugee families who provided multicultural food. This was a very tangible sign that MCSG would be continuing with the client focused philosophies of both Diversitat and MACS.

A significant and positive step in the merger process was the announcement in late March 2021 that Joy Leggo would be the inaugural CEO of MCSG effective from May 2021. It was also announced that Joy would be CEO of Diversitat from this date as well as remaining CEO of MACS. I have worked very closely with Joy since early March 2020 and firmly believe she is the right person to lead MCSG in both the merger process and leading MCSG in its formative years. I congratulate Joy on her appointment and wish her well.

The first tangible sign of the merger occurred in early May 2021 when the CEO, Diversitat and MACS Finance, Diversitat and MACS Administration and MACS Home Services moved into the MCSG corporate offices in Thompson Road, North Geelong.

In spite of the COVID lockdown interruptions, this relocation has been successful and there is a very co-operative atmosphere present. Additional staff have and will continue to move into the office as we move along the merger journey.

Early in 2021 was an exciting time as we partially returned to onsite service delivery and office-based work. Unfortunately, this could not continue, but we all look forward to it recommencing as soon as it is safe to do so.

Towards the end of financial year there were indications that the 15 month pandemic, with its constant lockdowns, was starting to affect us financially. As with almost all industries the pandemic will continue to present significant challenges, but I am confident they can be met.

I thank Diversitat Board, Management group, staff, and volunteers for their never-ending efforts throughout the pandemic. Personally, I would also again thank Diversitat Finance Department and Marg Lakeman for their support to me in my role as Acting CEO and Financial Controller.

My final reflection is; Be proud of the past, Be excited for the future.

Brim Mc Mahon

Brian McMahon

Acting Chief Executive Officer
Diversitat





Some thoughts from Joy Leggo, current CEO of Diversitat and inaugural CEO of Multicultural Community Services Geelong.

It is a privilege to be appointed as the inaugural CEO of Multicultural Community Services Geelong. The merging of two entities that have a proud history spanning over 70 years, brings together services ranging from settlement, refugee support, community development, youth services, aged support (both residential and community based), training and education as well as the Pulse Community Radio and an Opportunity Shop. It is also well known for arranging and running arts and event projects including the Pako Festa. Having worked in the multicultural arena for the past 27 years, I am looking forward to expanding my knowledge base and looking at bringing the purpose of MCSG of "providing innovative services to support, care for and celebrate culturally diverse individuals through their life journey" to life.

I have been warmly welcomed into the new position and I thank all of the staff and volunteers I have met for their positive comments around the merger and what the future holds.

I would like to acknowledge the services of Lisa McCarty the General Manager of People & Organisational Development who made a decision to leave Diversitat to pursue other interests shortly after I commenced.

Lisa was a great advocate for the staff during her 3 years with us placing their welfare at the fore-front especially during the difficult COVID times. We wish her well for the future.

I would also like to acknowledge Brad Keating for his 3 years' service as Manager of My maintenance Crew. Brad was responsible for establishing My Maintenance Crew under a Social Enterprise Model with the support of a grant from Department of Social Services. The aim of Mv Maintenance Crew was to assist people at risk of long-term unemployment with skills development with the ultimate aim of them finding stable employment. Brad left in early July to pursue other interests and we wish him well for the future.

As a values-based leader, I look forward to developing the values the Directors of the Board have chosen - inclusion, integrity, sustainability and kindness. These four values will be the basis of the work that we do and as we continue the process of two becoming one, we will refine and identify what these four words will mean for MCSG.

I would like to publicly acknowledge and thank the work that Brian McMahon undertook as Acting CEO whilst maintaining his role as Financial Controller and undertaking work behind the scenes on the merger. It was an incredibly busy, challenging and stressful time for Brian.

Due to his quiet and efficient manner, deep passion and belief in the work that Diversitat undertakes, he maintained the ability to handle multiple tasks at any given time.

To the Directors of MCSG, I thank you for your faith in appointing me as the inaugural CEO and for the work you have done to date in relation to the merger, but most importantly for the passion and skills you bring to the Board table. A great deal has been achieved, and as volunteers I acknowledge with gratitude the many extra hours of work that you have given in merger works. With an ongoing budget of around \$35 million and over 300 staff, the governance of MCSG is of the highest priority.

Diversitat should be proud of the work that it undertakes, the care that it gives and the services it provides. However, what a bright and exciting future our new entity has and once again how fortunate I am to be able to lead and enhance the services MCSG can offer to our community.

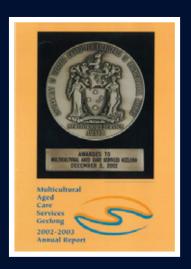


Chief Executive Officer
Diversitat (May 2021)

27 YEARS OF MACS

GEELONG
MULTICULTURAL
HOSTEL
INC.
First Annual Report

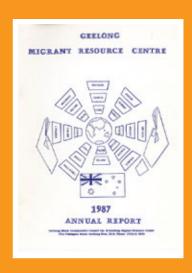
PERIOD ENDING 30TH JUNE, 1994

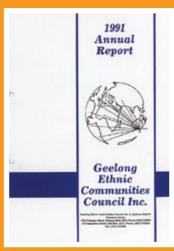




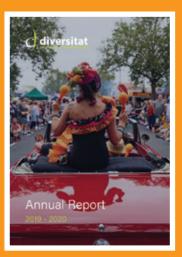


Multicultural Community Services Geelong (MCSG)















Merger

In February 2020, the Boards of Diversitat and MACS commenced discussions around the possibility of the two organisations joining to create one entity that would represent the collective voice of the multicultural communities of Geelong.

Initially work was undertaken at a high level around governance and finances to ensure that neither organisation would be disadvantaged should the merger take place. It was agreed in late June 2020 by both Boards that there was an in-principle agreement about the proposed merger between Diversitat and MACS.

An intense amount of due diligence followed, carried out by MACS CEO Joy Leggo and Diversitat's Acting CEO Brian McMahon. All of this work was being undertaken around the COVID pandemic and the impact it would have on both organisations. We thank them sincerely for their commitment, hard work and collegiate approach to working together to complete the due diligence process.

Assistance was sought when required on issues around legal, financial and human resource matters. Consultation also commenced with the Ethnic Communities of Geelong. This due diligence and consultation process concluded in late November 2020 with both the ethnic communities and MACS Directors unanimously approving that the merger should proceed. The adoption of a new constitution and a name to be registered as Multicultural Community Services Geelong Inc. (MCSG) was accepted.

The Directors of both Diversitat and MACS became founding Board members of MCSG and on 8 December 2020 the inaugural board meeting was held. This was followed by a Strategic Planning Day in January 2021 where the following Purpose, Vision and Values were developed.

Our Purpose

Provide innovative services to support, care for and celebrate culturally diverse individuals throughout their life journey

Our Vision

Empowering diverse individuals and communities to reach their full potential

Our Values

- Inclusion We value our consumers and colleagues from diverse backgrounds, and we work together to enable access to our services and to increase our consumers' potential and empowerment.
- Integrity We ground our work practices in the observance of equality, transparency, accountability, and safety while maintaining the dignity of our consumers and colleagues.
- Sustainability We deliver long-term benefits
 through excellence, thoughtfulness and courage,
 taking into consideration how we operate in the
 social, ecological, and economic environments.
- Kindness We hold people in high regard, are considerate of everyone's unique qualities, with kindness, compassion and understanding underpinning everything we do.

A diligent recruitment process was also put in place to appoint the inaugural Chief Executive Officer for MCSG and we are delighted that Joy Leggo, current CEO of MACS was successful in this process, commencing on 3 May 2021. Joy has legal authority to lead Diversitat and MACS and is responsible for the day-to-day operations of both organisations.

As the President of Geelong Ethnic Communities Council (trading as Diversitat) and Chair of Multicultural Aged Care Services (MACS) we remain committed to this merger and are excited by the opportunities for our well known and respected organisations as we become one.

At the forefront of our thinking has always been what this merger will mean for the communities we are here to serve.

More detailed information in relation to the merger can be found in the Multicultural Community Services Geelong Inc. (MCSG) inaugural Annual Report.

Dr. Linda Sydor Petkovic

President, Diversitat

Spiro Fatouros Chair, MACS



Financial **Statement**

Extract from Diversitat Annual Financial Statement | Statement of Comprehensive Income

For the Year Ended 30 June 2021

	2021	2020
	\$	\$
Government grants	12,472,919	11,955,669
Dividends	2,989	2,314
Other grants	331,128	112,547
Interest	91	174
Client Services Income	2,294,540	2,095,666
Other Income	382,086	741,575
Total Income from Operations	15,483,753	14,907,945
Employee expenses	(11,303,576)	(10,436,430)
Depreciation expense	(733,641)	(708,212)
Operating expenses	(3,288,027)	(3,605,353)
Total Expenditure from Operations	(15,325,244)	(14,749,995)
Surplus/(Loss) for the year	158,509	157,950

The complete financial statements including notes and auditors report can be obtained by emailing me directly at brian.mcmahon@diversitat.org.au

Brian McMahon; C.P.A Financial Controller

Settlement Services & Community Support

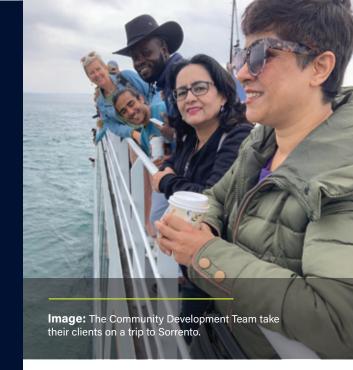
Program service delivery has been significantly impacted by COVID-19 this year, with a marked decline in new arrivals into the Humanitarian Settlement Program. The year also saw the loss of face-to-face contact across the communities that Diversitat works alongside for the delivery of all services, creating real service provision challenges during the 2020-21 year.

The staff response to the pandemic has been outstanding, with Settlement Services and Community Support overcoming numerous challenges faced by many teams within the department. Real progress has been made in enhancing service delivery, particularly in the areas of mental health, youth work, employment and family violence as well as general community capacity building. In addition to this, innovative and creative approaches have been taken to inform CALD communities about COVID-19 and government restrictions and requirements in this regard. The use of a range of social media messaging platforms to keep communities updated and to tell client stories has been a real highlight during the year.

All programs have managed to comply with performance reporting requirements despite the challenges of the pandemic, and this has seen a significant amount of new funding come into the department which is directly linked to enhanced funding application processes. It has been a very successful year for funding applications with 15 of the 24 applications being successful for a total of \$1,421,877 in new funding.

The department was also grateful to receive community grants for several programs, including the HSP Housing Program supported by the Geelong Community Foundation, the New Futures Program funded by Give Where You Live, asylum seeker client support from the ECSTRA Foundation, youth programs supported by the Dawn Wade Foundation and a health and wellbeing initiative funded by Australia

The department thanks volunteers for their work in the New Futures Program. Volunteers are also engaged as part of the Driving Program.











Aged Support

Diversitat Aged Support provides social support groups, a meal delivery service, welfare checks, a Community Visitor Scheme (CVS), Access and Support Service, a Barwon South West Diversity Advisor, a National Disability Insurance Scheme Community Connector Program and catering services. Aged Support aims to support at-risk and vulnerable individuals who are socially isolated by providing meaningful and engaging activities. This enables them access to the wider community and diverse services.

While the aim of Aged Support didn't change, COVID-19 restrictions saw the reinvention of delivery methods as a result of the suspension of social support groups. This led to the introduction of a range of innovative projects to promote client engagement from home, including the 'Together Art Project', our time capsule and the 'Warm House Safe Project'. The department organised IT equipment for clients to assist them in connecting to online group sessions at home, and the radio show 'The Club' on 94.7 The Pulse helped to keep clients engaged and informed.

This year saw the continuation of the Diversity Theatre Project, an initiative funded by the Federal Health Department and aimed at senior members of Geelong's Aboriginal and Torres Strait Islander, LGBTI+ and Culturally and Linguistically Diverse (CALD) communities and centred around the health and well-being advantages of participation in the Performing Arts. The first part of a documentary on the project was completed this year and is scheduled to air on SBS later in 2021.

In June, Aged Support held Geelong's first Diversity Symposium. The symposium was funded by Multicultural Festivals and Events Victoria to promote and celebrate diversity and inclusion in Geelong. The event was a partnership with two other of the region's peak diversity organisations: Wathaurong Aboriginal Cooperative and Geelong Rainbow Inc. In the spirit of COVID-19, the 70 participants attended online, enjoying training on; working with CALD communities, a workshop on LGBTI+ diversity and inclusion and an Aboriginal and Torres Strait Islander cultural safety session.

Aged Support would like to thank the volunteers who assisted with the Community Visitor Scheme (CVS) when COVID restrictions allowed through regular visits to recipients with social activities, company and support.

Image: Aged Support clients received home delivered activity packs throughout COVID lockdowns.



Image: The Aged Support department introduced a meal delivery service to ensure our clients and the community had access to affordable, nutritious meals during lockdown.



Image: The Diversity Theatre participants.



Image: All events transformed to COVID-safe formats including the exciting annual Tomato & Chilli competition which was showcased live online.



Image: In 2021 Diversitat Aged Support together with Wathaurong Aboriginal Co-operative and Geelong Rainbow Inc. presented Geelong's inaugural diversity symposium.



Image: Time to bury the time capsule! The time capsule features over 70 journals from clients, volunteers and staff with stories, thoughts and images from lockdown.



Training

Diversitat Training's objective is to be the provider of choice for the care industry.

Although there were challenges, training saw very positive completion rates this year at 57.76% against a statewide average of 41.4%, a testament to the work of our dedicated staff and trainers.

COVID-19 has had a devastating effect on the training industry, presenting many challenges to the sector ranging from online learning to students being unable to complete placement components of courses. This, along with changes in the qualifications being delivered by Diversitat Training, has seen a downturn in students, from 1,158 last year to 659 this year.

The lockdowns required a significant pivot of both operational and delivery activities from classroom-based learning to remote learning and working. Despite the quick adaptation of staff, remote learning was difficult for several cohorts, particularly those learning English, and as a result student retention and recruitment numbers significantly declined.

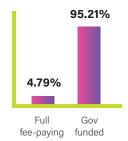
Although there were challenges, training saw very positive completion rates this year at 57.76% against a statewide average of 41,4%, a testament to the work of our dedicated staff and trainers. The department worked to position itself to benefit from a post-COVID environment, consolidating the qualifications offered to specialise in the care economy. This saw qualifications on our scope of register go from 28 to 15 courses and the launch of the 'Age of Caring' campaign, to align the specialisation of the RTO with Diversitat's provision of community services to CALD and vulnerable communities in the Barwon region. Diversitat Training's objective is to be the provider of choice for the care industry.

The organisation continued to work on the rectification plan put in place following the Australian Skills Quality Authority (ASQA) audit in early 2020. In February 2021, Diversitat Training was subjected to a Skills First audit. While this audit highlighted some minor non-compliances, it showed that the overall work put into improving our processes had been prosperous and the minor non-compliances identified on this occasion were satisfactorily rectified in a short time span.

1 staff member for every 16.47 students



4.79% full fee-paying students and 95.21% received government funding for their training



57.76% completion rate against a statewide average of 41.4%





Image: Diversitat Training was visited by Parliamentary Secretary for Skills and Training, Cesar Melhem MP.

Mr Melhem visited the Northern Community Hub, and paid a visit to one of our English classes, before touring one of our Horticulture classes in the Hope Community Garden.

Image: Student Services staff member Sara Chehrenegar. The department worked to position itself to benefit from a post-COVID environment, consolidating the qualifications offered to specialise in the care economy.

This saw qualifications on our scope of register go from 28 to 15 courses and the launch of the 'Age of Caring' campaign, to align the specialisation of the RTO with Diversitat's provision of community services to CALD and vulnerable communities in the Barwon region.



My Maintenance Crew

This year, My Maintenance Crew (MMC) rebranded to project a more commercial image to prospective customers. This process also saw the enhancement of the MMC website enabling improved navigation and easy access to information.

The enterprise continued to expand its range of services, and also managed to secure major ongoing commercial contracts for organisations like John Holland, Fulton Hogan and Worksafe. The organisation has benefited from a new Victorian government target of 3% spend with social enterprises like MMC on major public projects such as the Chisholm Road Prison Project and the Barwon Heads Road Duplication.

The main services provided by the organisation to the Greater Geelong region are commercial and residential cleaning, landcare, gardening, fencing and gates, carpentry, general and facilities maintenance, plumbing and painting along with many more specialised services.

Despite a growth in services, MMC continues to receive exceptional feedback for its work, with a customer feedback score of 9.5/10 when surveyed post job completion. While the organisation continues to work on providing these services at high standards and competitive prices, the real objective is to provide local young people with employment opportunities and valuable skill development. To that end, 28 young people from the region were provided with employment opportunities throughout the 2020-21 year.

The organisation has a bright future thanks to major contracts such as the Chisholm Road Prison Project with John Holland which commenced in 2020 and is expected to continue for the next two to three years along with continued interest from the community in utilising our services.



9.5/10 customer satisfaction score



28 young people employed



The Pulse

Despite a year affected by COVID lockdowns, 94.7 The Pulse continued to provide the community with up-to-date, diverse programming that required innovative thinking and technological enhancement. A prime example of this was our 'digital democracy' local government election forums which took place between candidates via Zoom covering the Greater Geelong, Surf Coast Shire, Golden Plains and the Borough of Queenscliffe local government areas and broadcast live-to-air.

Likewise, a live broadcast of Pako Festa was also conducted under COVID restrictions from Pettit Park. Multicultural music, dance and food brought everyone together for celebration and to spread the word about remaining safe during these difficult times.

The lockdowns created an opportunity for us to focus on available grants allowing the completion of required infrastructure upgrades. Thanks to our hard-working staff and volunteers we were able to upgrade our studios for the first time since 1991 and receive funding to complete the installation of a 25.9kW solar system after fundraising for the project began six years ago.

14

106+

COVID updates for the community in 14 different languages Hours live emergency broadcasting during COVID

During such a trying year the importance of The Pulse became apparent to all. Working closely with the state government and providing advice on how to deliver relevant COVID related messages via language announcements into CALD communities was the focus of an ABC national news report on The Pulse. Language announcements in conjunction with both the City of Greater Geelong (COGG) and the National Ethnic Multicultural Broadcasting Council (NEMBC) were able to provide important updates for different cultural and linguistic groups in our local communities and those further afield. During lockdowns, the station offered emergency live broadcasting from the studios for two hours, seven days a week while other pre-recorded programs were sent from presenters' homes to be played on air. Once emerging from lockdown, The Pulse was quickly able to return to its regular broadcasting.

In the time between lockdowns, The Pulse was able to achieve two rounds of broadcast training for future presenters. The station also broadcast the first-ever Geelong and District Football League (GDFL) indigenous round and in conjunction with the National Ethnic and Multicultural Broadcasters' Council (NEMBC) broadcast live in Spanish from the MCG in the station's first AFL game.

The Pulse this year was also saddened by the passing of long-time volunteer Steven Solomonson whose valuable contribution to the Pulse will be missed by all. A very special thanks to all staff, volunteers, supporters and board of management members who have ensured that people remain safe and informed during the pandemic.

The Oppe Shoppe

Limited opening days due to this year's COVID lockdowns has not deterred the 20+ volunteers and staff that remain hopeful of better days ahead. Despite the limited trading hours, The Oppe Shoppe managed to save over 120 tonnes of landfill and supported numerous families and people experiencing hardship.

When possible, the tireless volunteers helped out with tasks from emptying donation bins, to sorting goods for the shop, testing and tagging electrical equipment and working the till. While the shop couldn't hold their regular "Oppe Shoppe After Dark" event, they continued to welcome both new and regular customers alike.

A very special thank you goes out to The Oppe Shoppe Committee who continued to innovate during the pandemic while offering support and remaining upbeat despite some of the difficult restrictions imposed on the retail sector. The committee's positive "can-do" attitude has seen The Oppe Shoppe, when able to open, remain a thrifty hive of activity for those requiring assistance and those searching for a bargain.







120+ tonnes of landfill saved



Supported numerous families & people experiencing hardship





Pako Festa

Pako Festa looked very different in 2021 due to the COVID-19 pandemic but was still an incredible celebration of multiculturalism and diversity. The COVIDSafe format for the event featured three different elements -

A global food offering, night projections and an arts trail. The Global Food offering was held on the traditional day of Pako Festa – the last Saturday in February and for the first time saw the event extend beyond Pakington Street.

Event-goers were encouraged to pre-order delicious food from 18 of Geelong's ethnic communities online with something to suit all tastes from Indonesian Gado Gado to French macaroons and a Wathaurong Bushtucker BBQ. Selected locations such as Petit Park and Diversitat's Northern Community Hub featured live, cultural entertainment like Japanese drumming and Fijian dancing just to name a few.

Taking the place of the parade was a COVIDSafe offering of night projections over two weeks, highlighting 30 diverse communities and an intimate insight into each culture. Most importantly, the project paid tribute to the important contribution Geelong's local diverse communities have made to the success of Pako Festa over its 39-year history. The night projections were displayed on the Geelong West Town Hall each night for two weeks, and visitors enjoyed seeing a 20-minute audio-visual display created by local projection artist Matt Bonner.

The projections featured 30 people from local ethnic communities telling their stories and the importance of their culture. Local photographer Chrissie Francis was commissioned to capture images that reflect Geelong's rich and diverse community, elements of culture and most importantly a level of pride in each portrait. The multicultural display was unlike anything seen before in Geelong and was met with a lot of positive feedback from visitors.

The arts trail along Pakington Street displayed the work of local artists and gave people the opportunity to explore in their own time and in a COVIDSafe way over the month of March. There was a wide variety of artworks from 19 local creatives and artistic mediums. The works touched on many different themes from coping with the lockdowns of 2020 to celebrating the beauty and rich colours of local Geelong landscapes.

The 2021 Pako Festa was presented and produced by Diversitat, and supported by the Victorian Government and The City of Greater Geelong. It could not have been delivered without the support of the local ethnic communities, The Committee for Geelong, TAC, Xtreme Technology, Geelong Advertiser, SC Technology Group, 94.7 The Pulse, Bidfoods, WorkSafe, What's On Magazine, Hodges Real Estate, Forte, Eat & Drink Mag, Cloverdale Community Centre, Geelong West Neighbourhood House and the Pakington Street Traders Association.

Pako Festa 2021 Event Team

Event Director, Luisa La Fornara

Risk Management and Production, Rachella Thomas, Event Kit

Trader Liaison Arts Trail, Dare

Communications & Marketing Mitchell Dye

Graphic Design, Vanessa Radicevski

Administration, Sharon Minner



Image: The Dutch community cooking for Global Food Day.



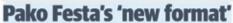
Image: Croatian performers at the Global Food Day.



In the Media







With the St. 10 Per Company of the following state of the following





Inaugural event celebrates diversity

GEELONG'S inaugural diversity sympos

DELECTION of smagarial university symposities with peak bodies delivering the important messages. Held on June 18, the online event was presented in partnership with Diversitat Aged Support, Wathaurong Aboriginal Co-operative

and Geolong Rainbow Inc.

More than 70 participants received training with culturally and linguistically diverse communities, participated in a workshop on LGBTI diversity and inclusion as well as completed an Aboriginal and Torres Strait Islander cultural safety session.

Wathaurong Aboriginal Co-operative CEO

tisa Briggs called the partnership between the peak diversity organisations essential to delivering and inclusive program.

"We look forward to continuing our

partnership with Diversitat and Geelong Rainbow Inc to provide the Geelong community with access to training, information and resources on the importance of centering the voices of Aboriginal and Torres Strait Islander

people and their experiences," she said.

Geelong Rainbow Inc president Andrew
Guillaume credited the event with facilitating support between all communities.





Ngara McEwen, Mietta Scarlett and Piper Knox performed indigenous cultural dances.

The constraints was a meeting of inco-minded people who share the vision of uniting with one clear message - we are stronger together," he said.
"The innagural Diversity Symposium is evidence of that. Celebrating Diversity and

evidence of that. Celebrating Diversity and inclusion is something the LGBTIQ+ community is renowned for, and we are very excited moving forward with our community allies. "In uncertain times, one thing is for certain-

now, more than ever - it is essential to celebrate not only our similarities, but our differences."

not only our similarities, but our differences. Funded by Multicultural Festivals and Events Victoria, participants enjoyed the culturally inspired entertainment from Piano Bar by Joss Russell, One Spirit Africa and Aborininal and

Torres Strait Islander cult Mietta Scarlett, Ngara McE Diversitat Aged Suppor Robyn Martinez said she w the positive feedback follow "Thank you to everyone

contributed to our online Div

"Due to the overwi response from facilitators a we are already planning our

Merger to amplify Geelong's multicultural voice

HARRISON TEPPET

MACS chief executive Joy Leggo said the organisations had similarities worth explorand oldeet multicultural espanisations have agreed to merge.

Diversitat and Multicultural and Multicultural ACCS chief executive Leggo said the organisation had similarities worth explorance possibilities. To years of knowledge and experience between the continues to provide the view organisations. The multicultural people in the conduct a review of the continue to end stages of their lives.

MACS chief executive Joy Leggo said the organisations had impact It will allow us to continue to provide the view organisations. We held the multicultural people in the multicultural people in their lives.

Diversitat interim chief executive Mac and experience between the two organisations was divided and experience between the two organisations and experience between the two organisations and experience between the two organisations was divided and experience between the two organisations was divided and experience between the two organisations and experience between the two organisations and experience between the two organisations. A steering committee will confidence the multicultural people in the proposed merger continues and experience between the two organisations and experience between the two organisations and experience between the two organisations. A steering committee will confidence the two organisations and experience between the two organisations and experience between the two organisations. A steering committee will confidence the two organisations to confidence the provide use of the two organisations. A steering committee will confidence the proposed merger will enable us to grow in size, scale and experience between the two organisations. At Steering committee and experience between the two organisations. A steering committee will confidence the two organisations. A

VI - GATRIELZOUMA



In the Media

READY TO HELP JOB HUNTERS

A GEELONG program aimed at providing assistance for those seeking employment is encuring new participants. Diversitat's Reconnect Program sees each participant paired with a support worker, who sessist them to find a suitable accredited course to gain employment.

gain employment.
Their worker also is available to address needs such as mental health, housing, drug issues and transport.
Corio's Tiana Newton, 28, is

housing, drug issues and transport.
Corle's Tians Newton, 26, is
completing a trainesting with the
Transport Actioner Commission
under the support of the governmentfurnded program.

T was working in hespitality since I
was 12, so I decided to make the
switch to something new and I'm
readly enjoying it so far, "the said.
The program has been operating in
Geology for four years, helping people
swho have left school carly to reengage in shudy 10 gain employment.
To be eligible, you must be aged
17-64 and not have completed V.E or
Cert II or allows.
The program is taking on new
participants until November 30.
For more details, with
taking diversal Long aurireconnect
or call 52-46 96:00.



LETTERS&TEXTS

Gas, like couls, it as fossil fued—it's not the future, it's old technology that's quickly becoming redundant swinderstandings of their structures with all its negative impacts on toarism, health and the environment.

The community must be involved in significant decisions that shape our future. Gedroup people are resilient and forward-looking who apple to be job makers and Earth keepers.

Victoria has over \$200.5%, employing 60,000 and contributing \$5.28n to the local economics.

ADDY ONLINE POLL

YES 22% NO 78%

introduced a social procurement framework, which mandates all contracts have a percentage allocated to a social enterprise. Unfortunately, many organizations still simply "list the box" and full to scine the organizations still simply "list the box" and full to scine the added value of an SE. The power of boying socially means that every time goods and services are boought from a SE, post five social change is also created. Services the end of the social enterprises been so important — the rising unemploy meets been so important — the rising unemploy meet or created by COVID-PI. Geolosity is history of long-term youth unemployment, and the loss of so much local industry means this should be at the forefront. Fortunately, Geolosity has several contractings social enterprises that operate in an open, conspective waster to but also several contractings as containing the contractions. We just need more people who "get a" and choose to use their purchasing powers expossed, adding value to our community!

Bired Exarting, My Maintenance Cree

The Pulse to livestream a week of election forums





Pandemic causing refugee camp pain

Moving forward and supporting others





India tragedy hits ho





Thank you

A

Aberdeen Street Early Learning Centre Access Your Supports

Adult and Community Education Victoria Inc. (ACEVic)

Adult, Community and Further Education (ACFE)

Adroit Insurance
Aged Care and Quality Commission

AMES Australia

Australian Lamb Colac

Australian Muslim Women's Centre for Human Rights

B

Bank of Melbourne

Barwon Aged Care Assessment Services

Barwon Child, Youth & Family Services

Barwon Community Legal Centre

Barwon Disability Resource Council

Barwon Health

Barwon Health - Mental Health Carers Respite

Barwon Health - Refugee Health Nurse

Barwon Prison

Barwon Water

Barwon Youth

BATForce

BCC Betta Home Living Geelong

Bean Squeeze - North Geelong

Beis Efraim College Limited

Bellarine for Refugees

Bellarine Secondary College

Belmont High School

Bethany Group

Bike Safe Geelong

BK Plumbing

Bora

Bright Minds Early Learning Centre Bannockburn

Bright Steps Early Learning and Care

Brophy

Bunnings - North Geelong

Bupa Aged Care Australia

Bupa Care Services

C

Caroline Caldwell – The Gordon Skills and Job Centre

CDC Geelong

Centre for Culture Ethnicity and Health

Centrelink

CFA Geelong

Childcare Management Services

Child FIRST

Chris Drayton - Xtreme Technology

Chris Mackey & Associates

Christine Couzens MLA, Member for Geelong

City of Greater Geelong (CoGG)

City of Greater Geelong - Youth Development

Unit

Clonard College

Cloverdale Community Centre

Codeacious

For your generous support

Colac Neighbourhood House
Colac Otway Shire
Coles Corio
Colliers International
Committee for Geelong
Community Hubs Australia
Community Hub Inc. Colac
Community Visitors Scheme
Consumer Affairs Victoria
Coulter Roache Lawyers
Covenant College
CSB Electrical

D

Davidsons
Dawn Wade Foundation
Deakin University
Deakin University – OT Department
Department of Education
Department of Health – Commonwealth Home
Support Program
Department of Health and Human Services
(HACC PYP)
Department of Human Services Youth Justice
Department of Immigration & Border Protection
Department of Infrastructure and Regional
Development

Department of Justice (Represented by

Consumer Affairs Victoria)

Department of Premier and Cabinet
Department of Social Services (DSS)
Department of State Development, Business and Innovation
Drysdale Grove Aged Care Facility
DOW Performance Materials (Australia) Pty Ltd
DVJS Employment Solutions

Ε

Eastside Cranes – Anthony Devlin Eddy Kontelj Emerald Tree Counselling and Consulting Ethnic Communities Council of Victoria (ECCV) Event Kit

F

Fagg's Mitre 10 – Barry and Keith Fagg
Federation Children Newtown
Federation of Ethnic Communities' Councils of
Australia (FECCA)
Finepoint Real Estate
First Steps Childcare
Food For Thought
Freshwater Creek Service Station
Fulton Hogan – South West Alliance
Fyansford Development Pty Ltd





Thank you

G

Gateways Support Services

Gayle Humphries

Geelong Advertiser

Geelong Arts Centre

Geelong Baptist College

Geelong Community Foundation

Geelong Food Relief

Geelong Football Club

Geelong High School

Geelong Interfaith Network

Geelong Men's Shed

Geelong Milk

Geelong Mums

Geelong One Developments

Geelong Rainbow Inc.

Geelong Region Local Learning and Employment

Network

Geelong Settlement Planning Committee

Geelong Technical Education Centre - The

Gordon

Geelong West Neighbourhood House

Generator Rentals Australia

GenU

Gforce Employment Solutions

Gforce Staffing Solutions

Give Where You Live

Glastonbury

GROW

Gunditjamara Aboriginal Cooperative – Warrnambool

Н

Habitat Therapeutics Pty Ltd

Hanlon Industries

Happy Feet Early Learning Centre

Headspace Barwon

Hepatitis Victoria

Hungarian Community

1

Ian Potter Foundation

Ian Weeks Fabrication

Ian Wheeler

iBuilt Group

Iona College

J

Jack Brockhoff Foundation

John Holland

K

Kardinia Childcare & Kindergarten

Kardinia Park Stadium Trust

Khan Curry Hut

Kids World Geelong

Kinetic Engineering Services

Kmart Corio

KYO

Kyrra's Koffee

For your generous support

L

Lake Imaging

Lara Secondary College

Lavers Hill P-12 College

Laverton Community Centre

Leisure Networks

Leopold Community and Learning Centre

Lifeline

Life Saving Victoria

Linked Building

Lions Club Corio

Luisa La Fornara

Luson Aged Care Pty Ltd

M

MacKillop College Werribee

Marina View Cafe

Matchworks

Matherson Construction Group

Matthew Flinders Girls Secondary College

(MFGSC)

Maurice Blackburn Lawyers

McHarry's Buslines Pty Ltd

Melbourne Victory Football Club

Men's Community Kitchen

Mowers Galore

Mustang & Co

Multicultural Aged Care Services

Multicultural Centre for Women's Health

N

National Australia Bank - Geelong West National Ethnic Multicultural Broadcasters

Council (NEMBC)

NDIS

Nelson Park School

Netball Victoria

Newcomb Secondary College

Nilsen Electrical

Nook Architects

Norlane Community Initiatives

Norlane Pharmacy

Norris Construction Group

Northern Bay College

Northern Futures

North Geelong Secondary College

0

Occasions Event Hire

Office of Multicultural Affairs & Citizenship

Orange Door

Our Place

Our Watch

P

Paint It Black

Pakington Street Traders

P & G Bakery

Peter Doyle





Thank you

Peter Murphy Automotive
Pettavel Winery and Restaurant
Phil Hines Photography
PK Creative
Platform Arts
PPG Taubmans

Q

Queenscliff and District Neighbourhood House Queenscliff Brewhouse Queenscliff Men's Shed Queenscliff Music Festival – Chris Longmore Queenscliff Uniting Church and Community

R

RACV – Rory Sackville
RapidClean Geelong
Reading Writing Hotline
Reclink
Refugee Council of Australia
Refugee Legal
Regional Development Victoria (RDV)
Richard Marles MLA
Rosewall Neighbourhood Centre
RTO Advice Group
Run M Ragged

S

Sacred Heart College Saint Ignatius College Salvation Army Community Services Programs Salvos Connect Sarah Henderson MP SC Technologies Scanlon Foundation SCOPE Second Bite Settlement Council of Australia (SCoA) Sexual Assault and Family Violence Centre (SAFV) Shine On Foundation Skills Victoria Sleepy Hollow Blues Club South Valley Baptist Church South West TAFE Spectrum Migrant Resource Centre St Joseph's College St Luke's Uniting Church - Highton St Paul's Lutheran Church - Grovedale State Emergency Services (SES) Geelong Strategies 4 Excellence Streamline Media Supercats Basketball

Т

Telstra Business Centre
The Fagg Foundation
The Knight
The Mulch Centre
The Potato Shed
The Shell Club

For your generous support

Time for Youth
TLC Aged Care The Belmont
TLC Aged Care Warralily
Torquay Community Centre
Torquay Early Learning Centre
Total Events
Total Tools – North Geelong
Translating and Interpreting Services (TIS)
Transport Accident Commission (TAC)
Turi Foods – Geelong Golden Farms

U

Uniting Aged Care Kalkee Day Respite Uniting Care Uniting Church – Queenscliff

V

VicRoads
VicSuper
Victorian Curriculum & Assessment Authority
Victorian Group Training Company Ltd
Victorian Multicultural Commission (VMC)
Victorian Regional Channels Authority
Victoria Police (Corio and Geelong)
Volunteering Geelong

W

Wathaurong Aboriginal Cooperative Wathaurong Glass Western Heights Secondary College Westpac Bank West Vic Staffing Solutions Wilsons Road Early Learning Centre Woolworths Corio Wombat Gully Plant Farm Geelong Worksafe

X

Xtreme Technology



Youth Approach to Pregnancy and Parenting Program Youth Connect Youth Justice Youth Law Youth Support & Advocacy Service (YSAS)



