

we see

we see opportunity

A photograph of three women smiling warmly. The woman on the left has dark curly hair and is wearing a patterned top. The woman in the center has long dark hair and is wearing a bright pink top. The woman on the right is partially visible, wearing a red headscarf. The background is a simple indoor setting with a white wall and a light fixture.

Every year, thousands of migrants and refugees come to Australia in search of new opportunities. Recognising their passion, determination and unique strengths, AMES Australia helps facilitate a smooth transition by sharing the journey from arrival to full participation in society. It's something we've been doing for over 60 years.



Full participation for all in a cohesive and diverse society.

Each year, AMES Australia assists over 40,000 people by providing humanitarian settlement, education, training and employment services for refugees and newly arrived migrants.

AMES Australia manages a range of federal and state government contracts:

- Humanitarian Settlement Services (HSS)
- Adult Migrant English Program (AMEP)
- Skills for Education and Employment Program (SEE)
- Distance Learning
- Victorian Training Guarantee
- jobactive
- Community Detention Program, Community Assistance Scheme and Asylum Seeker Assistance Scheme

This gives AMES Australia a unique perspective of our clients' journeys and provides insights that allow us to build individual client pathways and to adapt or create bridging programs between these key primary services.

At all times, our activity is informed by the building of our knowledge and evidence in proprietary and shared projects with sector, industry and academic bodies.

This expertise and our practical experience has led to the development of several bespoke programs, recognised nationally and internationally and shared with an extensive network of quality metropolitan and regional Victoria partners.

AMES Australia has a network of over 2,000 volunteers who work with 1,000 AMES Australia staff who speak over 90 languages.

They form an organisation committed to helping our highly motivated, often well educated, technically skilled and resilient clients to become part of the unique tapestry of Australia.



We see connection

Our expansive metro and regional partner network delivers primary services in settlement, education, vocational training and employment.

AMES Australia has built a range of partnerships with universities, TAFEs, migrant resource centres, health professionals, real estate and community organisations.

This helps ensure that irrespective of where a person settles, they have the opportunity to benefit from a personal, client-centred approach.

More recently, alongside our in-house delivery, we have expanded our Vocational Education and Training options by building a series of formal and informal arrangements with leading TAFE providers.

AMES Australia continues to expand its network of partners and alliances to meet every client's individual needs and deliver on our major contracts.

AMES Australia centres legend

AMES Australia LOCATIONS
 PARTNERS

Metropolitan Melbourne

- | | | | |
|------------------|---|-----------------|---|
| Ascot Vale | ● | Heidelberg West | ● |
| Boronia | ● | Lilydale | ● |
| Box Hill | | Melbourne | |
| Broadmeadows | | Melton | |
| Carlton | ● | Moorabbin | ● |
| Chadstone | ● | Mornington | ● |
| Cheltenham | ● | Narre Warren | ● |
| Coburg | | Noble Park | |
| Craigieburn | | North Melbourne | ● |
| Cranbourne | ● | Oakleigh | |
| Cranbourne North | ● | Ormond | ● |
| Croydon | ● | Pakenham | ● |
| Dallas | | Preston | |
| Dandenong | | Richmond | ● |
| Epping | | Ringwood | |
| Ferntree Gully | ● | Rosebud | ● |
| Fitzroy | ● | Springvale | |
| Flagstaff | ● | St Albans | |
| Flemington | ● | Sunbury | |
| Footscray | | Sunshine | |
| Frankston | ● | Waverley | ● |
| Glenroy | | Werribee | |
| Greensborough | ● | Windsor | ● |
| Hawthorn | ● | Wonthaggi | ● |
| Heidelberg | ● | | |

Regional Victoria

- | | | | |
|---------------|---|----------------|---|
| Bacchus Marsh | | Sale | ● |
| Bairnsdale | ● | Shepparton | ● |
| Ballarat | ● | Swan Hill | ● |
| Bendigo | ● | Traralgon | ● |
| Gisborne | ● | Wantirna | ● |
| Geelong | ● | Wantirna South | ● |
| Hastings | ● | Warmambool | ● |
| Kinglake | | Warragul | ● |
| Mildura | ● | Whittlesea | ● |
| Morwell | ● | | |

New South Wales

- | | |
|------------|--|
| Auburn | |
| Bankstown | |
| Cabramatta | |
| Liverpool | |



we see resilience

Settlement is a shared responsibility. From day one, AMES Australia provides intensive and compassionate support, building on our clients' strengths.



AMES Australia has been providing settlement services to newly arrived refugees and humanitarian entrants since 2005 through the delivery of Humanitarian Settlement Services (HSS), and since 2012 to asylum seekers through the Status Resolution Support Services (SRSS) programme. The key to success lies in a collaborative case management team model, overseen by professional, experienced Case Managers.

The challenges of a new language, different culture, and the unique nature of Australia's systems and services can be quite daunting.

Sharing the journey

Here are some of the ways we help facilitate a smooth transition.

Humanitarian Settlement Services

The Humanitarian Settlement Services (HSS) programme provides early, practical support to humanitarian entrants on arrival and throughout their initial settlement period. The HSS program helps humanitarian entrants to participate in the economic and social life of Australia and equips individuals with the skills and knowledge to independently access services after the initial settlement period.

Status Resolution Support Services

The Status Resolution Support Services (SRSS) programme offers flexible support services to people living in Australia on temporary visas or in community detention, whilst seeking to resolve their immigration status through the provision of case coordination, accommodation services and financial assistance.

Complex Case Support

The Complex Case Support (CCS) programme provides specialised and intensive case management services to humanitarian entrants with multiple complex needs. The program provides flexible, tailored and localised responses to the needs of all the individuals in each referred case.

Community Guides

AMES Australia provides a vital bridge between new arrivals and local communities. This includes visits to Medicare and Centrelink, introductions to banks, schools, places of worship and other local community facilities.

This tailored Community Guides Program has been formally recognised by the United Nations and is a model increasingly used by similar organisations in other countries.

Community Guides are former refugees or asylum seekers who are able to help new arrivals from their home country to settle more effectively in their new environment.

Housing Support

Short term accommodation is provided to clients needing this service upon arrival. AMES Australia provides support to clients to source long term accommodation along with providing tenancy training, property inspection advice, liaison with real estate agencies and assistance dealing with other support organisations.

Regional Resettlement

With the escalating costs of city living, regional resettlement activities are increasingly gaining momentum. It can help provide new arrivals with potentially better living conditions and job opportunities. As a result of this, the Geelong, Shepparton, Nhill and Mildura areas have all enjoyed strong growth in population numbers.

Our Partners

AMES Australia has established key partnerships that enable us to deliver services recognised internationally as best practice.

Our programmes are delivered in the collaboration with Redback Settlement Services, Brotherhood of St Laurence, Spectrum Migrant Resource Centre, New Hope Foundation, Springvale Community Aid and Advice Bureau, Diversitat, Kildonan Uniting Care, GOTAFE, Gippsland Multicultural Services, Sunraysia Mallee Ethnic Communities Council, Mallee Family Care, Bendigo Community Health Services and Ballarat Community Health Centre.

A close-up photograph of a woman with dark hair pulled back, wearing a purple t-shirt with a white floral pattern. She is focused on writing in a notebook with a blue pen. She is wearing a gold chain necklace and a gold earring. The background is slightly blurred, showing other people in a classroom or workshop setting.

we see capacity building

Learning English is the key to translating ambition into educational and vocational advancement. In providing nearly 3.5 million contact hours every year, AMES Australia facilitates more meaningful individual pathways.

New arrivals often need to choose between learning English or finding a job. We believe you can do both.

Each client has unique and individual skills, experience and aspirations. Therefore, a client's journey starts with individual counselling.

AMES Australia counsellors assess a client's most crucial requirements and recommend the most accessible learning options from an extensive suite of programs to develop an individual pathway plan.

A rich diversity of learning options

Since 1951, over 750,000 students have had access to course options that have been specifically designed to enable them to tap into the style of learning most suited to their circumstances.

The key to all our education services is the Adult Migrant English Program (AMEP), funded by the Department of Education and Training. The program is delivered across metropolitan Melbourne at AMES Australia learning centres.

Our learning network includes childcare providers and is further supported by an extended network of partners throughout metro and regional Victoria.

Learning with a Volunteer Tutor

For many clients unable to attend class, we provide additional access to one-on-one English tuition for clients at home or another convenient location, provided by AMES Australia volunteers.

Distance Learning

In association with Charles Darwin University and Navitas, AMES Australia has established the Australian Flexible Learning Network to deliver a national online learning service. This involves eLearning or printed material plus one-on-one contact with a teacher online or over the phone.

Youth Programs

These provide classroom learning and group activities in the wider community for young people aged 16 - 25 years who may have had little or no learning opportunities in their country of birth or within refugee camps. Special youth 'Get Away' camps also encourage participation in Australian rural life.

Our Partners

AMES Australia has built a consortium of leading institutions to support delivery of our education programs. They include Sunraysia Institute of TAFE, Holmesglen, Swinburne University of Technology, Victoria University, Diversitat, Bendigo TAFE, GOTAFE.

Upskilling for the workforce

Most clients passionately seek to establish themselves by securing meaningful employment. With this in mind, we place great emphasis on organising work experience placements through our Workplace Training and Vocational Education and Training courses.

Vocational Education and Training (VET)

AMES Australia works with thousands of clients each year seeking to build employment and career skills. To achieve this, AMES Australia has its own purpose-built training facilities for a range of certificate courses.

We also facilitate the transition from AMES Australia to certificate programs with leading TAFEs to meet a specific client's needs.

We work closely with employer groups to identify the workplace and workforce needs of tomorrow and use this insight to deliver the right skills programs, including Aged Care and Children's Services.

Providing the right tools

To support partners and interstate organisations, as well as ensuring students not able to access classroom tuition have access to the best learning tools, AMES Australia produces a range of innovative teaching and learning tools available in print and online. The unit also provides commercial production services to government and industry.



we see mutual benefit

AMES Australia programs are designed to unlock the potential of clients and provide a continuous supply of job ready and job specific candidates for employers.



Providing employers with a highly skilled, job-ready workforce.

AMES Australia's free employment service offers carefully chosen and highly motivated staff to employers.

Our recruitment service gives employers access to a wide range of job-ready workers. We can also offer wage subsidies and other incentives to eligible employers. Plus employers benefit from the training and qualifications we can provide to new recruits if they are hired through AMES Australia.

The AMES Australia employee base is not limited to potential workers with basic skills. We also have a huge number of skilled, professional candidates providing tremendous opportunity for businesses. AMES Australia can provide employers with a skilled, diverse workforce that matches individual needs and requirements.

We offer a personalised service that covers everything from screening job seekers and providing medical assessments, to notifying unsuccessful applicants and giving new recruits all the assistance they need.

Our Recruitment Consultants and Business Development Managers work directly with employers to determine needs and expectations and finding the right person – and the service is free!

Free Tailored Recruitment Service

- Pre-screening
- Short listing
- Database of employees
- Small, medium and large account management

Value Added Service

- Training and reskilling
- Work trials and wage subsidies
- Workplace modifications
- Assistance with ongoing and long term recruitment needs

Workplace Support

- Assisting with smooth transition
- Ongoing post placement support
- Mentoring services
- Other negotiated service.

A man wearing a green cap and a light-colored work jacket is focused on his work. He is surrounded by large stacks of onions, some of which are in the foreground, slightly out of focus. The background is a blurred industrial setting with warm lighting.

We see success

Through work people find identity, self-confidence and a place in the wider community. These aspects of working life are particularly important for refugees and new migrants.

AMES Australia programs have real benefits for employers. The following case history represents the unique spirit of collaboration that is steadily growing throughout Melbourne and regional Victoria.

Luv-A-Duck & Regional Employment in Nhill

Working with the Nhill community and Luv-A-Duck on an integrated employment program has made a significant contribution to regional resettlement in the area.

To achieve this, the AMES Australia team first visited the workplace to fully ascertain the specific requirements of the Luv-A-Duck business and processing plant.

This was invaluable in order to set common goals for both AMES Australia clients and the employer in terms of training, employment and settlement.

As a result, a tailored training course in food processing was developed. The outcome was that more than half the participants gained immediate employment with Luv-A-Duck.

The rest of the pre-trained talent form a resource pool, poised to take advantage of opportunities as they come on stream.

Over 70 Karen Burmese have full time jobs in Nhill. The move five hours from Melbourne has also added to the quality of community life for all those involved.

A recent study by Deloitte Access Economics has identified that \$40 million has been injected into the local economy as a direct result of the Karen re-settlement program.

Small towns Big returns

Economic and social impact of the Karen resettlement in Nhill

A JOINT AMES AND DELOITTE ACCESS ECONOMICS REPORT

Deloitte Access Economics | AMES



we see community engagement

Remaining connected at a local level ensures we understand the diverse and changing needs of new and established communities.

Staying connected is easy when so many staff are members and leaders in their local community.

AMES Australia works and lives in local communities. For over 60 years, we have built local relationships that ensure we stay connected.

A hub for communities

We also see our role as facilitating the development within communities of sustainable social structures and enabling the growth of understanding between different cultures.

Established in partnership with the City of Melbourne, the Multicultural Hub encourages community participation in its widest sense. The vibrant mix of organisations that engages here includes: youth groups, new, emerging and established communities, multi-faith groups and international students.

Core activities at the Multicultural Hub include English classes, Pronunciation Circles, tax help and a Job Club. Partner organisations such as IBM, Teach International, Melbourne University, Australian Arts Alive and the ATO help to deliver these programs – and more.

Over 3,000 people visit the multicultural Hub every month.

Voices without Borders Choir

The Choir is an initiative of AMES Australia that commenced in January 2014 with the help of choirmaster and founder of the Choir of Hard Knocks Dr Jonathon Welch (AM).

The Choir has offered a great opportunity for asylum seekers and refugees to engage with the broader community and have some fun. The group continues to draw widespread attention and publicity.

AFL

AMES Australia has joined forces with the AFL to create opportunities for our clients and students to play football, make friends and community connections and practise English in a social setting.

A number of programs are proving to be successful in helping newcomers understand that AFL football is the social glue that binds Melbourne together. The football games, clinics and drills are another way of promoting a cohesive society that give newly arrived people connections into the communities in which they now live.

Heartlands

Each year, AMES Australia supports Refugee Week with the staging of Heartlands, an arts and photographic exhibition that raises awareness of the social and economic contribution that refugees make to our community.

Volunteers make a world of difference

The role of volunteering in supporting and strengthening communities is not only important, but essential.

Over 2,000 AMES Australia volunteers range in age from 21 to 80 and speak more than 90 languages. Over half of these have first-hand experience of settlement or learning a new language.

The range of opportunities for volunteers includes helping clients during initial settlement, language tutoring, mentoring skilled migrants, supervising vocational activities, and helping at Multicultural Hub events.

What is particularly heartening is seeing so many recent refugees volunteering their time outside regular working hours.

AMES Australia has also been working to engage with CALD communities to increase their volunteer participation at a community level. With funding from the Department of Planning and Community Development, workshops for local communities have supplemented a range of new resource materials available on the government's new volunteering portal.

Increasing numbers of corporate organisations are also providing invaluable mentoring and other in-kind support. Recent partners include Clayton Utz, Jacobs, NAB, Deloitte and Telstra.

We invite you to join them.



we see evidence

Remaining connected at a local level ensures we understand the diverse and changing needs of new and established communities.



We believe that sharing evidence-based research is the most constructive way to inform discussions that may shape future social policy and improve service delivery.

AMES Australia provides credible evidence to inform government, sector stakeholders and the wider community on policies and practices that influence the experiences of migrants and refugees.

Daily contact with thousands of refugees and migrants gives AMES Australia the unique research advantage of almost instant and continuous feedback.

This research is used to inform and improve service delivery throughout AMES Australia.

Projects range from qualitative empirical insights to major longitudinal studies.

AMES Australia engages with sector, industry and academia on joint research and training projects, for example, the current three year project with the University of Melbourne's Department of Journalism for journalism training for members of the Sudanese community.

Recent Projects

AMES Australia has recently completed:

- 'Words to Work': A longitudinal study of students in the Adult Migrant English Program.
- 'Heading in the Right Direction': AMES Australia Intermediate Labour Market Program.
- 'Unsung Heroes': An evaluation of AMES Australia Community Guides Program.
- 'Regional Settlement Report': An investigation of four regional settlement locations in Victoria.
- 'A case for social procurement': An evaluation of a social enterprise model in meeting industry standards in a housing maintenance contract.
- 'Participation and employment': a survey of newly arrived migrants and refugees in Melbourne.
- 'Finding Satisfying Work': A study of migrants and refugees in Australia four years after arrival.
- 'Catering at AMES Australia': An evaluation of the effectiveness of the Community Smorgasbord project.
- 'Small Towns Big Returns': Economic and social impact of the Karen resettlement in Nhill.

Community Consultations

Regular consultations have been established to gain feedback from communities on policy issues and services.

This ensures that our programs respond to emerging needs and our policy advice to government is informed by input from communities.

The structured consultation program is supported by a range of informal discussions that occur between staff and community members as part of our daily work.

Sharing Knowledge

AMES Australia recent research reports, policy submissions and sector presentations are available on the AMES Australia website.

www.ames.net.au



we see enterprise

Viable businesses providing training
outcomes and local employment means
social outcomes.



Turning our vision into action

AMES Australia Social Enterprises are sustainable businesses that provide ongoing workplace training and employment opportunities.

In many ways, it is the culmination of the outcomes from settlement, through education, training and into employment.

AMES Australia Social Enterprises currently generate over \$1.5 million annually.

Sorghum Sisters

A mix of modern and classic Horn of Africa cuisine for private and corporate events is the focus of this award winning, busy enterprise.

Despite a hectic delivery schedule to city offices and boardrooms, the Sisters find time to provide injera bread for local African communities and to make healthy lunches for the Carlton and South Brunswick Primary schools.

The Sorghum Sisters' special dining events as part of the annual Melbourne Food and Wine Festival has added to their reputation for quality food and great service.

The Sorghum Sisters are accredited as a Green Table Australia Certified Business.

Global Café

AMES Australia in Noble Park not only has a purpose built commercial kitchen training facility, it also has its own cafe providing healthy and culturally appropriate meals for staff and students.

It provides the perfect venue for clients to mix and taste the foods from 'home'.

fifty-six threads Café

fifty-six threads meets the needs of a diverse mix of new and established ethnic communities, urban professionals and young families who make up the Kensington area.

Opened in late 2011, fifty-six threads provides a mix of cultural cuisine to suit all tastes and appetites.

Fair trade and organic coffee and local produce are ensuring that the cafe, located at 56 Derby Street in Kensington, is quickly becoming a favourite destination for local residents.

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See and hear more

Our ongoing commitment to enable new migrants and refugees to reach their full potential requires the continual refinement of services, programs and materials.

It also requires the support of public and private sector entities, communities and individuals.

Please contact AMES Australia if you would like to know more about how you or your organisation can become involved with us, our programs, our services or our clients.

