

# **SOCIAL IMPACT REPORT 2 0 2 0**



# 2020 Highlights

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AMES found work for  
**2,761**  
previously unemployed  
people<sup>(i)</sup>



**1,194**  
people accessing the  
Employment Fund found  
long term work<sup>(ii)</sup>

**4,821**  
newly arrived refugees  
supported to settle in  
Australia



**1,464**  
AMES clients caught  
up on vaccinations<sup>(iii)</sup>

**64%**  
of vocational course  
students surveyed went on  
to employment or further  
study





**256**

previously disengaged  
young people re-  
engaged in education  
and employment

**1,006**

refugee families assisted  
into leased long-term  
accommodation<sup>(iv)</sup>



**105**

Social Participation  
activities held at the  
Multicultural Hub  
managed by AMES

more than

**500**

community members  
reached through 14  
Community Consultations



**69%**

of volunteers born  
overseas



**Our Theory of Change:  
'AMES believes successful  
settlement of recently  
arrived migrants and  
refugees is key to a more  
productively diverse and  
cohesive Australian society'**



# Contents

<b>Message from the CEO</b>	<b>6</b>
<b>About this report</b>	<b>8</b>
<b>Employment</b>	<b>10</b>
<b>Health and Wellbeing</b>	<b>16</b>
<b>Education</b>	<b>22</b>
<b>Safety and Security</b>	<b>28</b>
<b>Mapping the SDGs</b>	<b>34</b>



# MESSAGE FROM THE CEO

In pursuing our vision of full participation for all in a cohesive and diverse society, AMES Australia endeavours to make significant, lasting changes that positively affect the lives of our individual clients, their families, and communities. The breadth of AMES programs and the great diversity of our client cohorts, staff and volunteers demonstrate our commitment to our vision for a cohesive Australian community.

The 2020 Social Impact Report, the third report of its kind for AMES, represents an important step forward in AMES ability to measure and communicate our impact. You will find in these pages many similar indicators to previous years. This said, we have taken great strides to build our impact measurement capabilities and infrastructure at AMES this year through an organisation-wide effort to align our work to the United Nations Sustainable Development Goals (SDGs). This rigorous alignment process was undertaken so that we can continue to grow in our ability to measure and communicate impact and do so in dialogue with like-minded organisations working towards achieving the goals. We believe that SDG alignment will demonstrate how AMES provides better, faster settlement and a more sustainable future for clients and communities.



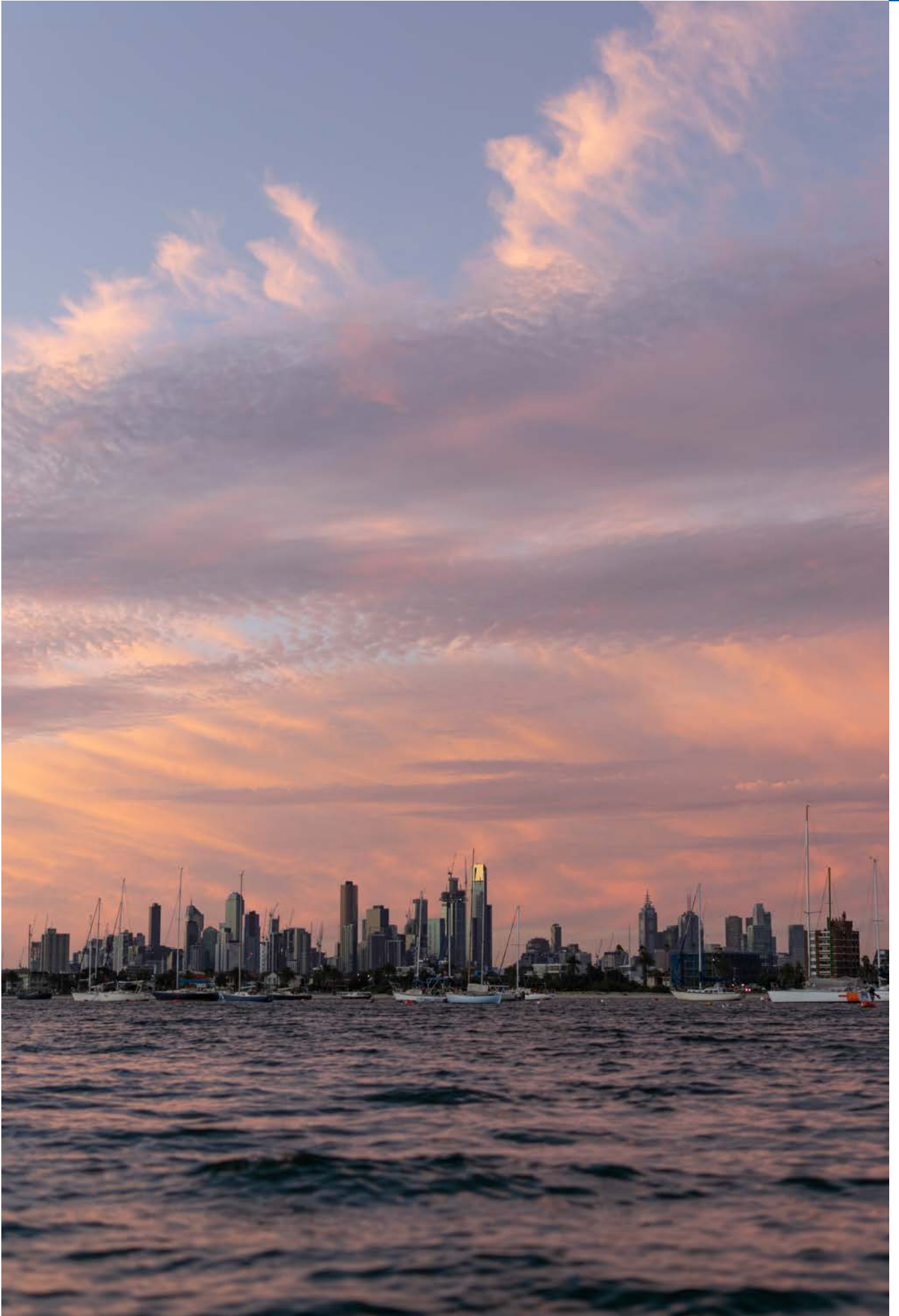
It goes without saying that the COVID-19 pandemic has presented the Australian and global communities with unprecedented challenges. Like many organisations, AMES has quickly adapted to ensure continuity of our vital services to our clients. Our staff rose to the occasion in so many ways during 2020, including transitioning many intensive face-to-face services into blended or online provision. Our staff have adjusted practices and strategies for events and services that sometimes changed on a daily basis, to ensure that our clients were safe, healthy, could access vital services, and were supported to continue their settlement journey. Ongoing adaptation to the post-COVID-19 pandemic world will require clear vision for how we realise our impact, and so the SDGs will continue to guide our work. In the coming years, we will continue to mainstream the SDGs in our day-to-day data collection so that we may fully realise our vision for SDG-driven social impact reporting and practices.

Stay safe and well.

Warm regards

Cath Scarth







# ABOUT THIS REPORT

AMES Australia is a statutory authority of the Victorian government and a significant service provider with over 65 years' experience in supporting Culturally and Linguistically Diverse (CALD) communities to achieve full participation for all in a cohesive and diverse society. In 2020 we worked with approximately 40,000 people from the following groups: refugees, skilled migrants, asylum seekers, recently arrived migrants, youth, and jobseekers.

AMES defines social impact as a significant, positive change that improves the social fabric of the community and wellbeing of individuals and families. AMES Settlement Framework for Social and Economic Participation informs our activities to address migrants' successful settlement journeys in four key domains: Employment, Education, Health and Wellbeing, and Safety and Security (see Appendix). Our way of working at AMES is in enabling our clients by recognising their strengths and skills and taking a holistic, integrated approach to supporting and enabling their settlement through activities across our four impact domains. We also use the outcomes described under these four domains to measure the impact of our programs and show our progress towards our Theory of Change, which states that "successful settlement of recently arrived migrants and refugees is key to a more productively diverse and cohesive Australian society."

## ***What is different about this report?***

As in previous years, this report captures quantitative and qualitative measures. The majority of the indicators included in this report are similar to those from the previous two years. This year, the report demonstrates more closely how those indicators bring to life AMES social impact sub-themes and, moreover, align with the United Nations Sustainable Development Goals (SDGs).



## ***What are the Sustainable Developments Goals and why align with them?***

The 17 SDGs are part of a comprehensive agenda, set forth by the international community led by the United Nations, to harmonise global sustainable development from 2015 to 2030. They integrate all three dimensions of sustainable development – economic, social and environmental – and consolidate the work towards the 17 goals with 169 targets.

For AMES, the SDGs represent a unique opportunity to scale up our social impact practice by adding additional data collection, rigour and world-class communication tools. Specifically, SDGs are:

- **coherent** with our Settlement Framework for Social and Economic Participation, on which our social impact sub-themes are based
- **comprehensive** enough to accommodate our growing ability to measure the social impacts of our diverse portfolio of services
- **connected** to a global community of governments and organisations that already use them
- easily **communicated** to a wide range of internal and external stakeholders through an array of existing tools developed by the UN.




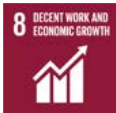



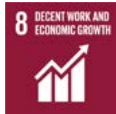




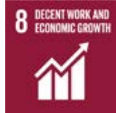






## How impact is measured at AMES Australia

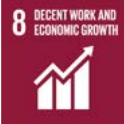
AMES categorises our impacts against ‘sub-themes’ – which sit below the four impact domains: Employment, Health and Wellbeing, Education, Safety and Security. There are 12 impact sub-themes, and our research over a number of years has allowed AMES to arrive at our theory of change whereby we believe success against these 12 impact sub-themes leads to long term settlement success and social cohesion. Each of our impact sub-themes are now also aligned to the SDGs, a process that has taken place throughout a year-long initiative to improve social impact reporting and practice.

The AMES Research and Policy Unit has driven a cross-institutional process of consultation and co-design, for the AMES community as a whole to better understand, document, and communicate their impact (described in the Appendix). The SDG co-design process resulted in a roadmap for AMES to refine and expand the impact indicators it applies in the coming years and has identified

avenues to use those data to further increase our impacts. Moreover, the SDGs have thus far proven to be a powerful shared language for our staff to describe their motivations for working at AMES. At the time of writing this report seventy-one percent of our staff are of CALD background, and so a great many of us have deep personal commitment to achieving full participation for all in a cohesive and diverse society through our range of services for CALD communities.

One of the key principles of the SDGs is that everyone has their part to play, but no one organisation can do it all. Based on the mapping process described above we have identified the SDGs to which AMES can make a valuable contribution to both the Australian and global communities.

Impact Domain		AMES Impact sub-themes	SDGs
	<b>Employment</b>	<ul style="list-style-type: none"> <li>Has secure employment</li> <li>Receives adequate income to meet their needs</li> <li>Employment uses skills and / or qualifications</li> <li>Uses local resources to support newer members of their community</li> </ul>	 
	<b>Health and Wellbeing</b>	<ul style="list-style-type: none"> <li>Improved health</li> <li>Uses mainstream services</li> <li>Has a sense of belonging in Australia</li> </ul>	  
	<b>Education</b>	<ul style="list-style-type: none"> <li>Uses English for accessing services, work and social interactions</li> <li>Participates in mainstream education and training</li> <li>Has the skills and / or qualifications for employment in Australia</li> </ul>	   
	<b>Safety and Security</b>	<ul style="list-style-type: none"> <li>Operates within Australian culture, behaviour and the law</li> <li>Feels safe and connected to local community</li> </ul>	   


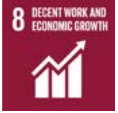



# EMPLOYMENT



Employment is an AMES impact domain because finding a job is often a key turning point for migrants and refugees. Secure employment is frequently cited as the most critical factor for improving the social and economic participation of migrants in Australia. More than ever, unemployment and underemployment are a reality for AMES clients - whose cohort includes Australian-born, native English-speaking citizens in our employment services program. Employment is captured in SDG 8 – which pursues decent work for all people, particularly for marginalised groups who, equally, should have to access good jobs and be paid fairly. Within the targets of SDGs 4 we also find a concept closely aligned with AMES employment activities, the promotion of lifelong learning alongside employment in order to upskill and transition to a new job.

Finding the right job – commensurate with aspirations and skills and that meets material needs – leads to important long-term financial and wellbeing gains for AMES clients. In this sense, our related work in the education and settlement services are linked to the employment domain. These other services (Education and Settlement) assist clients to find work by developing their employability skills and building capacity. AMES operates employment services across metropolitan Melbourne and Western Sydney. Through a consortium model, we reach additional clients in Melbourne and regional Victoria, though the outcomes of our partners are not reported as AMES impacts. This section will present employment-related impacts from across the organisation.

Impact Domain	AMES Impact sub-themes	SDGs
	<p><b>Employment</b></p>	<ul style="list-style-type: none"> <li>Has secure employment</li> <li>Receives adequate income to meet their needs</li> <li>Employment uses skills and / or qualifications</li> <li>Uses local resources to support newer members of their community</li> </ul>
		 



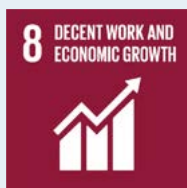
**AMES found work for  
2,761  
previously  
unemployed people  
in 2020<sup>(v)</sup>**



**604  
Settlement clients  
referred into  
*jobactive***



**1,194  
people accessing the  
Employment Fund  
found long term  
work<sup>(vi)</sup>**



**Employment-related refugee  
settlement outcomes<sup>(vii)</sup>**

Knowledge



Application

96%

Employment

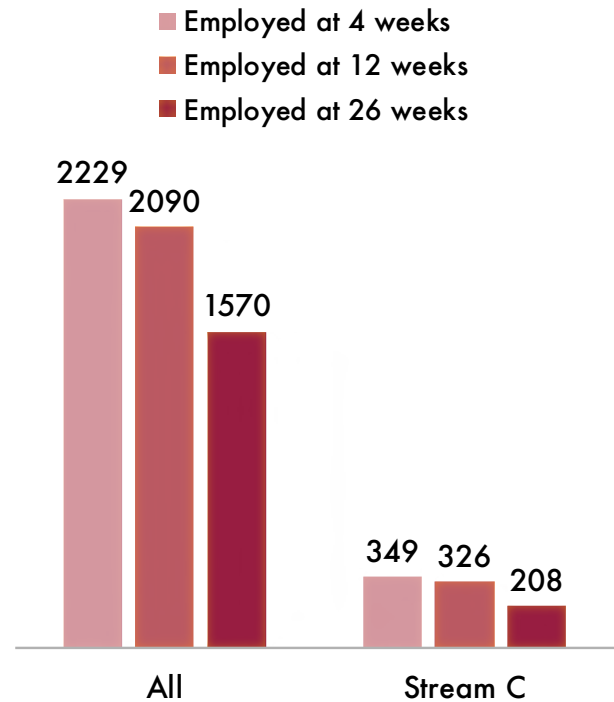
81%

The settlement outcomes refer to specific measures of client progress in the Humanitarian Settlement Program funded by the Australian Government Department of Home Affairs. Go to [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for more information.

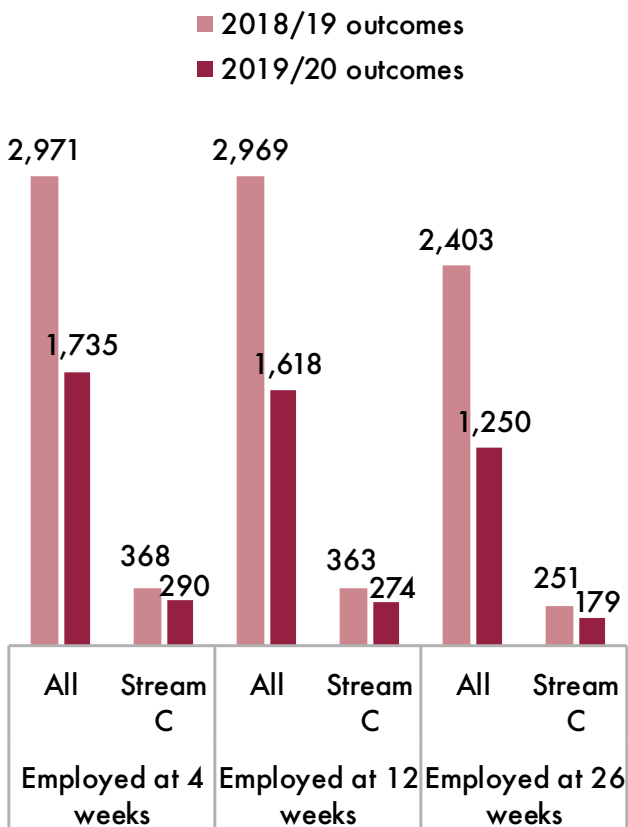
## Employment services at AMES

Employment services in Australia are complex and outcomes are mediated by large-scale economic and social trends. While employment outcomes, especially longer term (26 week) outcomes are our best indicator of employment impact, we are also realistic about the current need to use employment services as a means to prepare jobseekers for future jobs. This occurs through education, case-management and employability courses, or by utilising the jobactive Employment Fund. Despite a challenging year, AMES has continued to adapt our approach to changing circumstances, which has included a steep increase in the unemployment rate and jobactive caseload, as well as a reduced site footprint in metropolitan Melbourne.

## jobactive employment outcomes - Victoria and New South Wales



## Stream C employment outcomes compared with previous year



Employment services participants who face greater challenges and long-term unemployment receive intensive support and are categorised as 'Stream C' in the jobactive system. Despite a decline in site footprint, challenges in the labour market, and months in which mutual obligations for the jobseeker were suspended due to COVID-19 we have seen a smaller decline in Stream C outcomes compared with outcomes overall<sup>(viii)</sup>.

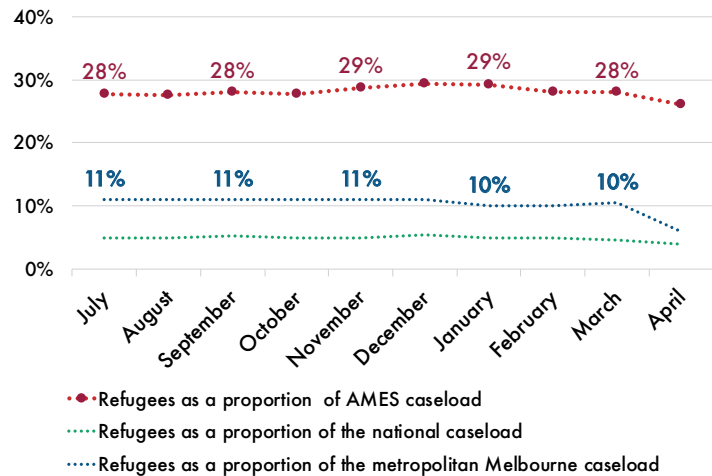


### Disadvantaged clients in the AMES employment services caseload

AMES works with a significantly higher proportion of the Australian refugee cohort than other employment services providers. Refugees must simultaneously deal with recruitment biases, adaptation to new workplaces and new cultural norms, a language learning curve as well as the broader settlement process. Despite additional challenges this year, AMES employment outcomes for both humanitarian visa holders and CALD clients represent important achievements. Through our specialised support we contribute to SDG 8 which aims to achieve productive employment for all; encouraging positive inclusion of individuals who may be at a disadvantage in the labour market.

Of the total Victorian employment outcomes for AMES jobseekers presented above, **267 refugees** found long term employment, and **624 people with a CALD indicator** found long term employment, defined by the 26 week marker.

**jobactive - refugee caseload compared with all providers nationally and in metropolitan Melbourne**



### Refining AMES ability to integrate employment and education pathways planning into Settlement services

Under the Service Redesign initiative, AMES made great strides in providing integrated services to its clients through a unique pilot at Noble Park – the Initial Pathway Program (IPP). Key staff from the Employment, Education and Settlement portfolios closely collaborated to develop new processes towards a more holistic approach to service provision for AMES clients. The IPP focuses on clients’ needs and goals and supports them to achieve these goals alongside or in addition to contractually required outcomes. The team has developed innovative workflows, increased communication across portfolios, and developed a bespoke app. After an intensive pilot phase, the model was rolled out to AMES Footscray and Dallas sites. Anecdotal evidence shows that the IPP is resulting in more effective and efficient connections to educational and employment pathways, and thus, better and faster settlement.



**74** IPP clients linked with a *jobactive* provider



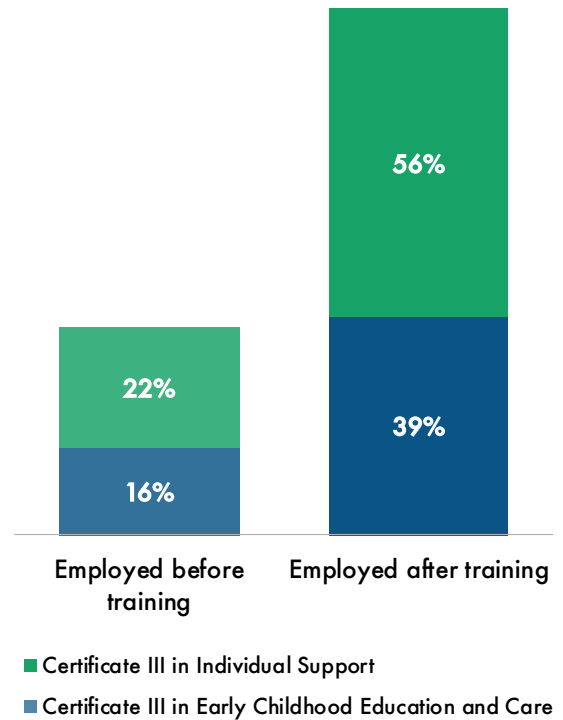
**21** IPP clients secured employment



### Tailored vocational education for employment impact

AMES vocational courses are tailored to our client cohort. The aged and home care and early childhood education course cohorts are made up of high numbers of migrant and refugee women, many of whom have low levels of English language skills and require integrated vocation-specific language acquisition alongside the vocational competencies. Both vocational courses fall under the Community Services (CHC) training package. Nationally, approximately 55% of those who complete CHC training had an improved employment status after training, with 71% employed or in further study. Despite a complex starting point for many AMES clients, we find relatively comparable employment and further education outcomes.

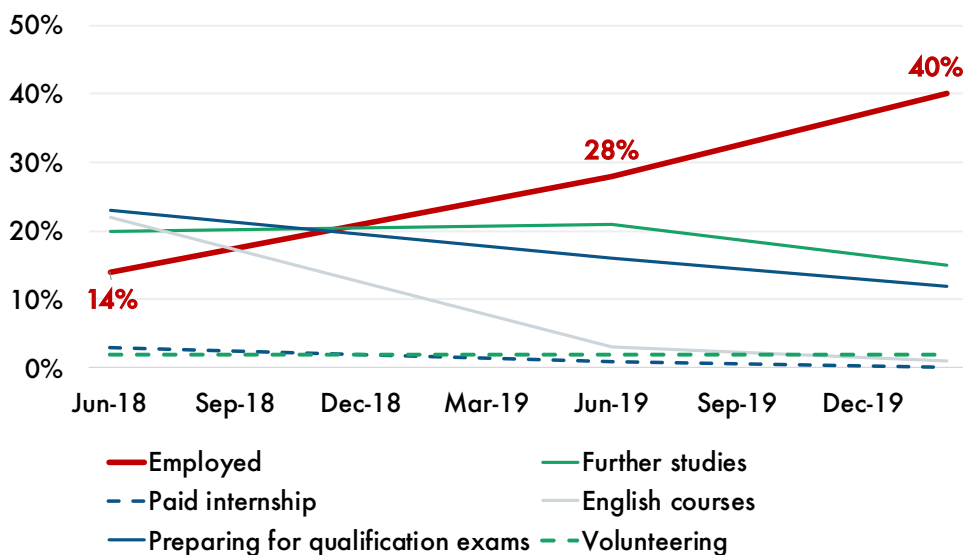
### AMES VET Employment outcomes



### Career Pathways Pilot outcomes

The Commonwealth-funded Career Pathways Pilot (CPP) program supported professionally educated refugees to ensure their skills were recognised and utilised in Australia. The pilot ceased in June 2019, however, AMES remained connected with participants in the CPP and provided support where possible after the program cessation. Client outcomes data show the longer-term impact the CPP has had on supporting clients. These impacts contribute to SDG 8 by achieving productive and decent, professional employment based on their needs and aspirations.

#### June 2018 to December 2019 Career Pathways Pilot outcomes



## Case Study: CPP success story

One client had built an impressive career as a pharmaceutical product manager in Syria attaining a Bachelor of Pharmacy from Syria and a MBA from the UK. She came to the CPP program in May 2018 after two years in Australia unsuccessfully applying for roles in her field. She decided she would requalify as a pharmacist. After enrolling in the CPP in May 2018, she commenced a pharmacy internship, passed all necessary exams, lodged her APHRA application and gained employment. In January 2020, she completed her internship program and received full APHRA registration and started a new fully qualified pharmacist job in February 2020.

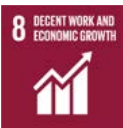


## Maximising employment impact with the Employment Fund

The Employment Fund provides discretionary funding to enable AMES to maximise the impact of our work and overcome a diverse range of barriers which may impact on jobactive clients' ability to secure employment. A large proportion of our long-term outcomes in jobactive were achieved through intensive and tailored support, made possible with these funds. The job outcomes data demonstrates this success:



AMES site in Craigieburn has seen particular success through the use of the Employment Fund where staff have worked with five doctors who are recent refugee arrivals to Australia. The Fund has been used to cover the cost of preparation, examinations, observation and accreditation associated with qualification recognition, and the cost of equipment needed for observation programs. The doctors were able to travel regionally when necessary and two clients were supported to relocate permanently to Tasmania, providing desperately needed services and filling gaps in the regional healthcare system and contributing to the broader community impact of these employment outcomes. Similarly, two engineers of refugee background were helped to obtain complicated and costly accreditations in their field. Of the above examples, all are now working full-time in their professions. Using the Employment Fund in this way continues to be priority work for AMES and is aligned with SDG 8, which acknowledges the need for 'decent' work.



# HEALTH AND WELLBEING



The Health and Wellbeing impact domain tells a useful story about how AMES works in partnership towards achieving the SDGs. Our programs often make indirect positive impacts on clients' health and wellbeing, which usually falls into one of two categories: referring clients into health services or enabling communities to feel a sense of independence and empowerment in accessing health services.

Moreover, AMES also engages in a number of activities that have primary outcomes outside of the health and wellbeing area, but also have documented potential for fostering health and wellbeing outcomes. For instance, skilled migrants finding work commensurate with their training and experience is known to have a positive effect on individuals' mental health. AMES takes a holistic approach to clients' settlement journeys, and thus, we seek to create facilitative environments for health and wellbeing. Our holistic approach and active partnerships with health service providers, government, and community groups help us achieve targets within SDG 3, on health and wellbeing, and additionally, address SDG 17, focused on partnerships for the goals.



1,787



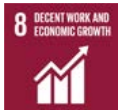

**total vaccination referrals**

1,464

**AMES referrals fully caught up on vaccinations(x)**

66

**referrals for Breast Cancer Screening with BreastScreen Victoria**

Impact Domain	AMES Impact sub-themes	SDGs
 <b>Health and Wellbeing</b>	<ul style="list-style-type: none"> <li>Improved health</li> <li>Uses mainstream services</li> <li>Has a sense of belonging in Australia</li> </ul>	  





## Improving CALD access to the NDIS

The NDIS is Australia's largest welfare reform in decades, however many people of CALD background are missing out. The CALD Disability Champions Project, delivered by AMES and funded by the Department of Health and Human Services Victoria, aimed to build people's capacity to take control and make decisions about their own lives and to increase the effectiveness of linkages and referrals to support services. Delivered in Victoria until December 2019, the project recruited and trained 12 Community Champions from CALD communities to deliver capacity building information sessions to their communities in first language. The evaluation found that after 45 community sessions:

97%

**of attendees strongly agreed or agreed that they knew more about the concept of disability in Australia**

95%

**of attendees strongly agreed or agreed that they have a greater understanding of the NDIS and how to access disability services locally**

Through this project AMES has contributed positively to SDG 3 by ensuring that CALD communities have culturally appropriate information and by promoting equal access to health-care services and support.





## Skilled Professional Migrant Program (SPMP)

91%

of clients found work that partially matched their technical/professional skills

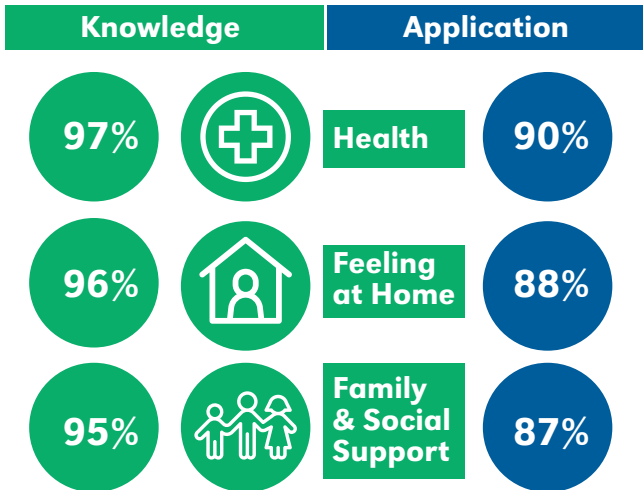
96%

stated that the SPMP was useful in helping them find a job in their field



The SPMP is a program that seeks to ensure skilled migrants find work commensurate with their training and previous experience. The program involves face-to-face classes, mock interviews with employers, and volunteer mentoring components. This program has proven effective in supporting newly arrived skilled migrants find the 'right' role.

## Health and wellbeing-related refugee settlement outcomes



Many refugees resettling in Australia need to catch up on vaccinations. Catching up not only prevents our clients from contracting a communicable disease, but also enables them to move forward in their settlement journey, for instance, by removing a barrier for children to enrol in school or for adults to take up professions that might require vaccinations (e.g. aged care work). Refugees are often delayed in starting their catch-up vaccinations by the process of obtaining a comprehensive health assessment or an appointment with a refugee health nurse. AMES places a priority on ensuring that humanitarian clients are referred for vaccination, and this year, we expanded our activities to include the West of Melbourne, in addition to existing programs in the North and Southeast.



**1,787**

**total vaccination referrals**

**1,464**

**AMES referrals fully caught up on vaccinations**

Since 2017, AMES has referred 4,346 individuals for vaccinations, of whom 3,593 initiated immunisation catch up through the program.

**Since 2017**



**4,346 vaccinations**



**3,593 initiated immunisation**



## Preventative health care

Based on the learnings from successful breast cancer screening projects in 2017 in Dandenong and 2018 in Footscray, BreastScreen Victoria and AMES Dallas implemented a new project referring into BreastScreen Victoria's Broadmeadows location. In addition to the screening, clients also received health education messages in their own language. This successful model has been expanded to AMES Noble Park.

66

**clients referred into BreastScreen Victoria's screening and health promotion program**

## Settlement Health Coordinators

3 GOOD HEALTH AND WELL-BEING



17 PARTNERSHIPS FOR THE GOALS



The Settlement Health Coordinators (SHCs) Project came to an end in June 2020 after four years. The project, which co-located three refugee health nurses at AMES sites, played a unique role as conduit between settlement, refugee health programs and the broader health system. It mitigated risk for refugees arriving with complex physical and mental health issues by intervening early and avoiding unnecessary escalation to acute care. An example of this work is the establishment of the Refugee Disability Network, comprised of 32 individuals from 20 organisations that committed to providing pro bono services to refugees. Moreover, the SHCs provided vital support to the Settlement portfolio by accessing and interpreting clinical information about future clients prior to their arrival in Australia – thereby helping Case Managers to be much better prepared for refugee clients with complex health needs.

This program contributed to SDGs 3 and 17, highlighting how the partnership between AMES, community health centres, the Victorian government, hospitals, General Practitioners and Disability Service Providers improve the health and wellbeing of AMES clients.

## Addressing disrupted youth transitions to education and employment

Globally, youth disengagement and unemployment has been growing. This trend is recognised through SDG 8, which, in part, aims to “substantially reduce the proportion of youth not in employment, education or training”. AMES Youth Services adopts a holistic approach to working with disengaged young people, recognising a need to improve confidence, work with client's strengths, and improve overall mental health. Our work is with young people aged 17-24 who have disengaged from education and employment for 12 months or longer. The model functions by integrating small grants (e.g. for providing driving lessons), medium-sized youth programs (e.g. for outdoor education/youth camps) with State Government support and longstanding partnerships with youth specialist organisations and TAFEs. Our blend of funding allows for multiple streamlined and integrated referral pathways that bring young people into contact with agencies in their local communities through sports, arts, women's groups and theatre; and provides access to job clubs and leadership programs and further training opportunities.



**274** individual pathway plans developed with counsellors

**210** young people re-engaged in education

**46** young people found employment



# EDUCATION



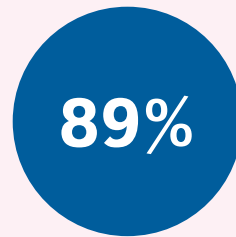
For AMES clients, education success is the key to accessing settlement success. Access to services, work, vocational training, local sport and qualifications recognition all rely on foundational education around language, literacy, numeracy, employability, community orientation and more. Much of AMES work is structured around bridging these first order education needs – allowing our clients to flourish in the long-term.

Our English as Additional Language courses are tailored to employment, further study or social participation. Our students in these courses may also be engaged in employment services, for instance in the Skills for Education and Employment (SEE) program, or are funded through the Victorian Government’s Skills First foundation skills provisions or pre-accredited ACFE funding. AMES is also a provider of the Adult Migrant English Program (AMEP) in Victoria. Beyond this, we deliver a wide variety of programs intended to increase the capacity of individuals and community to better participate socially and economically. A core aspect of our holistic approach to education is a goal to upskill leaders to then benefit their wider communities.

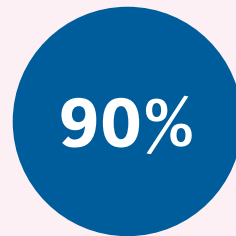
Education is an enabling SDG for a series of related goals, thus, AMES addresses targets under SDG 4 (quality education), SDG 5 (gender equality), SDG 8 (decent work) and SDG 10 (reduced inequalities).



**Settlement clients referred to the AMEP**



**of VET students studying between July and December 2019 completed their course compared with 86% over the same period in 2018**



**of students in Skills for Education and Employment (SEE) courses gained a level in language, literacy or numeracy (measured against the Australian Core Skills Framework)**

Impact Domain	AMES Impact sub-themes	SDGs
	<p><b>Education</b></p> <ul style="list-style-type: none"> <li>Uses English for accessing services, work and social interactions</li> <li>Participates in mainstream education and training</li> <li>Has the skills and / or qualifications for employment in Australia</li> </ul>	



**1,775**

**Settlement clients enrolled in primary and secondary school<sup>(xii)</sup>**



## Education key impacts

Our core education activities are centred on vocational and pre-accredited English language learning, employability skills and vocation-specific education. Impact measures from these programs look at language improvement, qualification attainments, employment outcomes and student personal satisfaction and perceived relevance to goals. Key impacts are presented on the first page of this section and to the right.

In a survey of Aged Care and Childcare Course participants who enrolled in 2019, we found:



**25%** of learners in accredited foundation English language programs returned to education for the first time since primary school

**19%** of learners in accredited foundation English language programs started formal education for the first time in their lives

ACFE pre-accredited courses foster foundation skills and build confidence for careers and social participation. This year:

**964** learners completed an ACFE pre-accredited program

**10%** of learners in pre-accredited programs returned to education for the first time since primary school

**11%** of learners had never participated in formal education in their lives

## Education-related refugee settlement outcomes







### Training community leaders

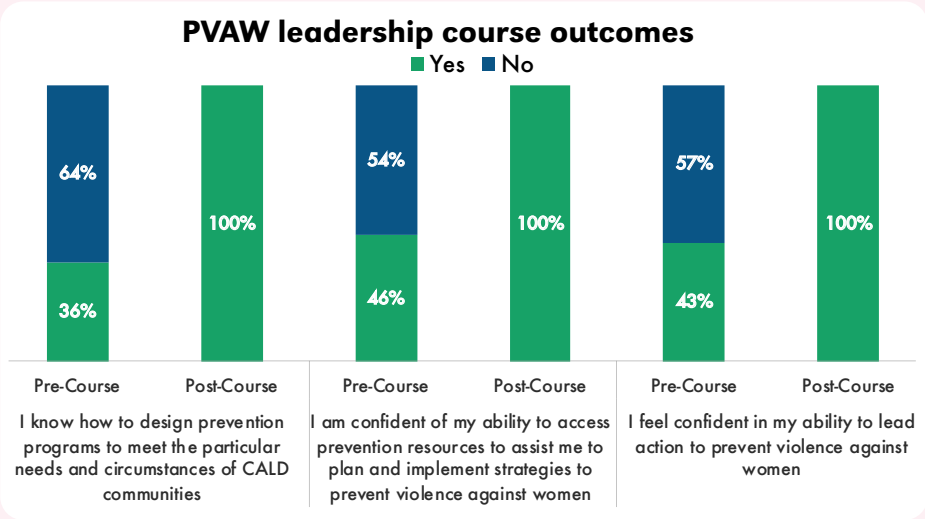
AMES develops the capacity of culturally diverse community leaders by identifying leadership skills through strength-based approaches. We deliver a range of programs that focus on a ‘train-the-trainer’ model where AMES empowers community leaders to reach out and educate their own communities across several focus areas. Examples include: The Prevention of Violence Against Women Program (PVAW) and the NDIS Disability Community Champions Project.

The PVAW leadership courses equip men and women from CALD backgrounds with the knowledge and understanding to take action through violence prevention strategies in their own communities and workplaces. In 2019, 29 participants from 15 different backgrounds completed the course. Just under half of them are currently involved in prevention activities either through work or volunteering, while the other half are taking steps towards developing projects to prevent violence against women.



29

participants from 15 different backgrounds completed AMES Prevention of Violence Against Women leadership courses



The PVAW program directly contributes to SDG 5 by promoting women’s safety and wellbeing through a culturally responsive education program for all genders, encouraging effective participation in the community and spreading awareness about forms of violence against women.



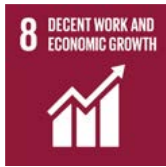
12 NDIS Disability Community Champions

45 Education Forums

698 Community members



The NDIS Disability Community Champions project delivered 45 Community Education Forums across Victoria. At the end of the project, all the Community Champions strongly agreed that they felt better equipped and confident in terms of knowledge and skills around disability and support services. This increase in knowledge has cascaded to the communities, evidenced by the fact that 55% of all Education Forum attendees stated that they now feel empowered to tell others in their community about the NDIS and disability services.



## Sherry scholarship winners driven to make a difference

AMES administers the Graham Sherry Scholarships, worth \$5000 each. The scholarships are aimed at supporting the education pathways of young people from refugee or asylum seeker backgrounds who are newly arrived in Australia. They celebrate the contribution Graham Sherry made as Chair of AMES Board to the refugee sector over more than ten years. Two young refugees, both with a passion to help others fleeing violence or persecution in their homelands, are this year's scholarship recipients. Afghan refugee 'Benesh' and Burmese Chin refugee 'Bawi' (not their real names) received the scholarships. Benesh was forced to flee Afghanistan with her family when the

Taliban took control of her home province. The family fled to Pakistan and eventually were settled in Australia in 2018. Benesh was recently accepted into the Law School at the University of South Australia after completing foundation studies. She is the first member of her family to go to university and plans to become a migration lawyer and human rights advocate.

"I'm passionate about wanting to become a lawyer and advocate for refugee rights. I also want to be a role model for people who want to pursue their goal and dreams and people who want to do more than they are expected to," 'Benesh' said.

The scholarship supports the organisational intent of AMES as inherently humanitarian and working toward addressing systemic educational and economic inequalities (SDGs 10 and 8) as well as encouraging leadership and political inclusion (SDG 5).



## Digital literacy under COVID-19

Many AMES clients had rarely used a computer or a smart phone before arriving in Australia or have not used these devices to apply for jobs, write resumes or for social communication. The COVID-19 pandemic has exacerbated the 'digital divide' between those with access and skills to interact online and those without.

SDG 4 includes a target aiming to substantially address inequalities of foundational technical skills, including ICT/digital skills. AMES embeds digital skills learning across all of our foundation skills courses and the central platform to enable this is our online learning tool: myAMES. myAMES allows teachers to blend multiple forms of learning (e.g. classroom, workplace and web-based training (WBT)) which provides more flexible learning opportunities and regular practice using a computer or mobile device. AMES collects engagement data that has illustrated the readiness of our cohort to transition to a digital COVID remote learning environment.

AMES believes our cohort are far better positioned to respond than learners who were not already engaged in WBT. In addition, digital skills may limit the isolating impacts of periods of lockdown.



the number of individual myAMES sessions increased from approximately 24,000 in Term 1 (pre-COVID) to 49,000 in Term 2 (mid-COVID)



Peak usage of myAMES shifted from 18% out of hours (outside 9am-3pm) to 50% out of hours – further demonstrating the flexibility and uptake of AMES online learning approach





# SAFETY AND SECURITY



Feeling safe and secure helps AMES clients in progressing towards more long-term goals related to successful settlement. In the short-term, many of our services prioritise helping our clients to find secure and affordable housing, gain a better understanding of Australian laws and norms and establish social connections. In addition, our consultations with communities give people from CALD backgrounds a voice in seeking policy and social change. Based on AMES extensive experience, we know that safety and security outcomes are often stepping stones towards active engagement in education, finding a good job, and building wellbeing. In turn, these steps help AMES contribute to increased social cohesion and safety on a community level.

Mapping our current work in this impact domain to the SDGs provides a unique challenge. Many of the indicators for relevant SDGs are measured on a societal level. Therefore, our mapping (see Appendix) describes our SDG target-level contributions to Goals 10 (safe, orderly, regular and responsible migration), 11 (affordable housing), and 16 (inclusive, participatory, and representative decision-making).



**1,006**  
Refugee families leased long-term accommodation<sup>(xiii)</sup>







**105**  
Social Participation activities held at the Multicultural Hub managed by AMES

**The Multicultural Hub is recognised as a safe community centre for CALD communities and was used by more than 114,000 people in the 2019 calendar year**



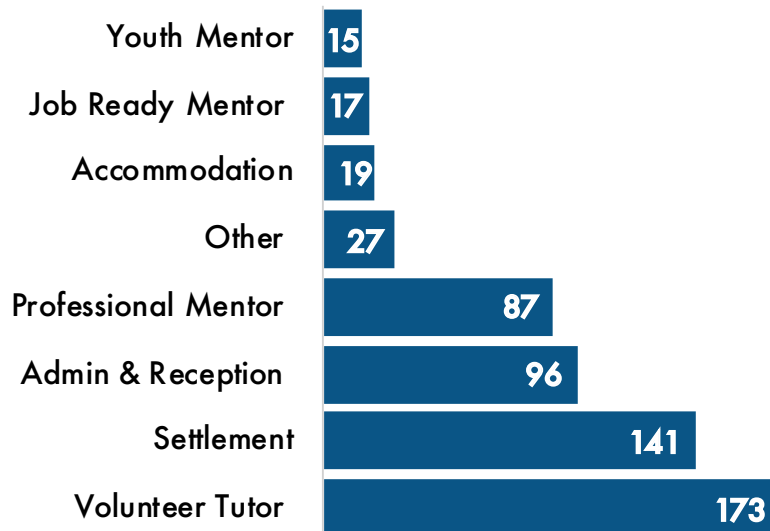
**14**  
500 community members reached through 14 Community Consultations

Impact Domain	AMES Impact sub themes	SDGs
	<p><b>Safety and Security</b></p> <p>Operates within Australian culture, behaviour and the law</p> <p>Feels safe and connected to local community</p>	  

## Volunteering, the SDGs and social cohesion

The UN General Assembly recognised the critical role that volunteers play in realising the SDGs through Resolution 70/129 on Integrating volunteering into peace and development. Volunteers have a significant impact on AMES clients and are well-represented across the whole of the organisation.

### Volunteer numbers at AMES



CALD volunteering not only contributes to the community and our progress towards the SDGs, it has also been found to have direct positive benefits for new arrivals' physical and mental health, access to healthcare and cultural and social integration outcomes. These factors have a correlation to successful settlement. A survey of some of AMES most active volunteers found that a high percentage of respondents agreed or strongly agreed to the following statements:

87%

**"I feel a strong sense of success and achievement, and satisfaction with my experience as an AMES volunteer"**

83%

**"I feel supported to do my work and if there is a problem, that there is someone to assist me"**

According to 2016 Census data, recent migrants and temporary residents are more likely to be unemployed than people born in Australia (7.4% compared to 5.4%). A significant proportion of this cohort experience difficulties obtaining their first job in Australia because of a lack of Australian work experience or references. At the Multicultural Hub we find that many of our customer service support volunteers find it to be a valuable opportunity to improve their English in anticipation of applying for paid positions. Moreover, our Volunteer Work Experience program provides intensive placements that ensure that participants are ready to enter the labour market.

16

**volunteers at the Multicultural Hub went on to find employment**

The Multicultural Hub's annual survey also takes stock of the role that the facility plays in the social and economic participation of the many community groups that convene there. It found:

75%

**of respondents reported that they had met people from other cultures at the Multicultural Hub**

76%

**of respondents reported that they had made new friends**

74%

**of respondents reported that they had learned new skills<sup>(xiv)</sup>**



16 PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



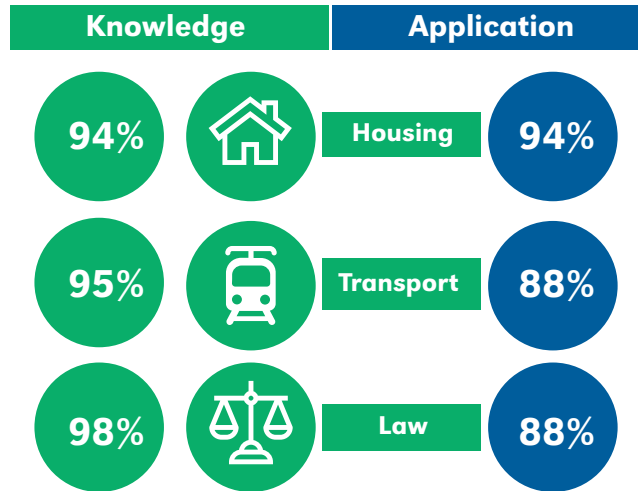
### **Case Study: Connecting and building capacity of communities and service providers**

Towards our impact sub-theme ‘Operates within Australian culture, behaviours and the law’, AMES regularly consults with CALD communities to identify what issues are important to them. AMES then hosts capacity building sessions to empower communities and build the intercultural awareness and capacity of the service sector in Victoria. A total of 14 Community Consultations and capacity building sessions took place in 2020, reaching more than 500 community members. Examples include:

- Forum with the Victorian Electoral Matters Committee to identify barriers to participation in elections, to hear about interactions with the VEC and potential improvements to encourage active participation in democratic processes. Fourteen representatives from seven CALD communities attended.
- ‘NDIS: Roll Out or Miss Out?’ A webinar attended by 105 people, representing 36 service providers, community organisations, government departments and agencies, as well as individuals, focusing on the National Disability Insurance Scheme and how CALD communities understand disability.
- ‘Know your Employment Rights during COVID-19’ with Maurice Blackburn Lawyers. Attended by 38 people from both community organisations and service providers, in addition to individuals from CALD backgrounds.

This work helps to reduce inequalities in opportunities and participatory decision-making. By amplifying community voices and connecting communities with government and service providers, AMES strives towards an inclusive society for all, ensuring that services are co-designed and appropriate.

## Safety and security-related refugee settlement outcomes



AMES has been implementing the Department of Home Affairs' Community Support Program (CSP) over the past three years. The CSP offers the opportunity for communities or organisations to sponsor applications for humanitarian visa places. AMES works with these groups to successfully resettle refugee families who are in precarious situations overseas. This program, in particular, attends to the impact subtheme "Feels safe and connected to the local community". AMES work supporting this safe migration process supports the underlying targets of SDG 10 (reduced inequalities).

### Case Study: Werribee Gardens

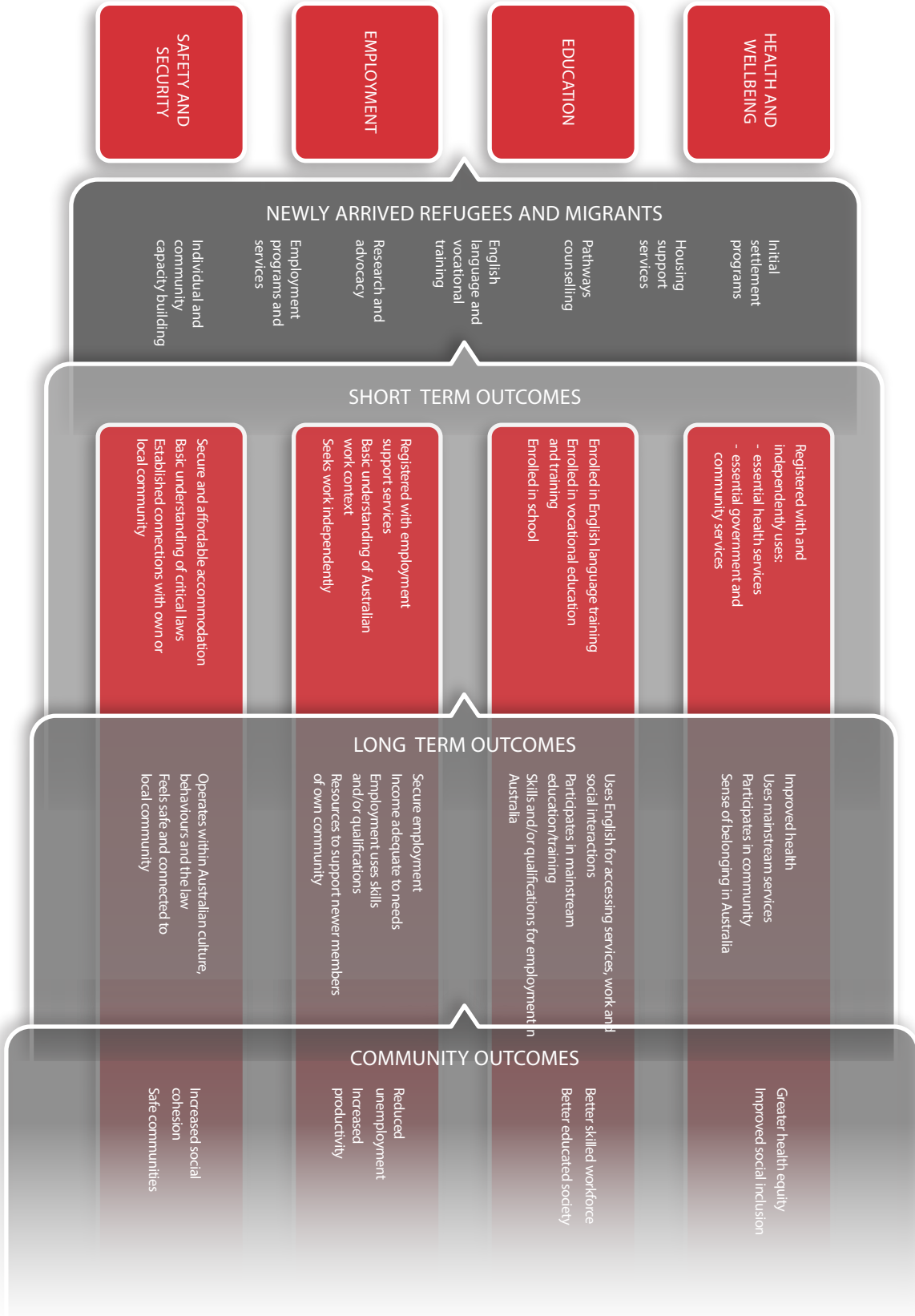
For several years, AMES has engaged in an award-winning partnership at Werribee Park in Melbourne's west. Hundreds of refugees have benefited from access to the park and volunteering opportunities since the inception of the program. In the past fiscal year, the partnership resulted in a Memorandum of Understanding (MoU) between Parks Victoria and AMES and underlines a mutual commitment to support the needs and aspirations of new Victorians through engagement with the environment. In particular, newly arrived refugees and migrants will have the chance to access recreational activities in Victoria's parks, thereby helping to support them in having a healthy lifestyle, relieve stress, connect to other community members, and feel welcome. The MoU will provide a new, more substantial platform to work in partnership towards the SDGs (Goal 17) – namely supporting the mental health and wellbeing of migrants (Goal 3), making cities more inclusive (Goal 11) and possibly enlisting our clients in the goal to protect Victoria's natural habitats (Goal 15).





# Appendix

## AMES Framework for Social and Economic Participation



## Mapping the SDGs to AMES social impact sub-themes

The data in this report was compiled primarily on the basis of existing data sources within AMES Australia and, where possible, quantitative data were analysed and presented in the same manner as previous year's reports. A few explanatory notes about some values are included in the end notes.

Although this report contains similar data to last year's report, the process of aligning these data to the Sustainable Development Goals (SDGs) in a rigorous manner was a substantial effort during 2020. Within this process, the AMES Research & Policy Unit (R&P) reviewed more than 100 indicators from across AMES and assessed them from the perspective of our increased focus on impact. Candidate indicators, of which were featured in previous reports, were selected. Then, using a process introduced to us by Spark Strategy Ltd, we mapped indicators to our AMES impact subthemes and the SDGs, primarily on a target level.

Note: Each SDG has several underlying targets, and for each of those targets, there are indicators. Where possible, AMES will seek to measure its impact using the relevant SDG indicators in the coming years. This said, many of the SDG indicators are designed primarily for data collection and analysis on a population level, an order of magnitude that is not feasible. Therefore, much of the mapping to the SDGs has focused on aligning with specific SDG targets.

To extend the mapping process and socialise the AMES community to the SDGs, R&P led five SDGs for Social Impact co-design sessions involving 37 staff AMES from: Settlement, Community Development & Social Participation, Prevention of Violence against Women, Volunteering, Education, Employment, Youth, Skilled Migration, Community Education, among others. The results of the co-design sessions were: confirmation of the provisional mappings that R&P undertook, new candidate indicators and mappings for this year's reports, and ideas for future refinement of indicators and/or potential new indicators that AMES could collect.

The following table maps the data included in this report into AMES impact domains, impact sub-themes, SDG targets, and SDGs:

AMES Data	AMES Impact Sub-theme	SDG Target	SDG
<b>Domain: Employment</b>			
Number of previously unemployed people AMES found work for in 2019/20	Has secure employment	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Goal 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all
Number of individuals who accessed the Employment Fund and found long term employment	Has secure employment	8.5	Goal 8
Number of Settlement clients referred into jobactive	Has secure employment Receives adequate income to meet their needs	8.5	Goal 8
Settlement outcomes for employment in terms of knowledge and awareness	Employment uses skills and / or qualifications, Uses local resources to support newer members of their community	8.5	Goal 8
jobactive employment outcomes	Has secure employment, Receives adequate income to meet their needs	8.5	Goal 8
IPP outcomes in terms of jobactive and securing employment	Has secure employment, Receives adequate income to meet their needs	8.5	Goal 8
VET employment outcomes (survey data)	Has secure employment	8.5, 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	Goal 8, Goal 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
CPP Pilot outcomes and case study	Has secure employment	8.5	Goal 8
Employment fund outcomes	Has secure employment	8.5	Goal 8

Domain: Health and Wellbeing			
Immunisation referrals	Improved Health	3.3 By 2030, end the epidemics of AIDS, tuberculosis, malaria and neglected tropical diseases and combat hepatitis, water-borne diseases and other communicable diseases	Goal 3. Ensure healthy lives and promote well-being for all at all ages
Breast cancer screening referrals	Improved Health	3.4 By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being	Goal 3
NDIS Champions post-session survey data	Improved Health	3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all  10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status	Goal 3, Goal 10. Reduce inequality within and among countries
Skilled Professional Migrant Program survey data	Employment uses skills and / or qualifications	No Target Mapped	Goal 3  Goal 8
Settlement outcomes, in terms of knowledge and application, for health, feeling at home, family-social support	Uses mainstream services, Improved Health	No Target Mapped	Goal 3
Settlement Health Coordinators project	Uses mainstream services, Improved Health	17.16 enhance the global partnership for sustainable development complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technologies and financial resources to support the achievement of sustainable development goals in all countries, particularly developing countries	Goal 3, Goal 17. Revitalize the global partnership for sustainable development
Youth data: Number of individual pathway plans developed with counsellors; Number of young people re-engaged in education; Number of young people found employment	Participates in mainstream education and training	8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training	Goal 8, Goal 3 (mental health and wellbeing)

<b>Domain: Education</b>			
Outcomes data from the Education portfolio	Has the skills and / or qualifications for employment in Australia	4.3 by 2030 ensure equal access for all women and men to affordable quality technical, vocational and tertiary education, including university, 8.5	Goal 4, Goal 8
Number of Settlement clients referred to Adult Migrant English Program (AMEP)	Uses English for accessing services, work and social interactions	4.5 by 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples, and children in vulnerable situations	Goal 4
Number of primary and secondary school referrals (Settlement)	Feels safe and connected to the local community	4.1 by 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes	Goal 4
AMES new Initial Pathways Planning project: number of clients connected to education and training beyond English courses; number of clients referred into refugee mentoring	Has the skills and / or qualifications for employment in Australia	8.5	Goal 8
<b>Number of participants who have completed the Prevention of Violence Against Women Leadership Courses</b>	Uses local resources to support newer members of their community	5.1 End all forms of discrimination against all women and girls everywhere, 5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation, 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	Goal 5
Number of NDIS Disability Community Champions; Number of Education Forums; Number of community members who received information and support	Uses mainstream services	8.5	Goal 8
Community leader training case study	Uses local resources to support newer members of their community	5.1 End all forms of discrimination against all women and girls everywhere	Goal 3 and 5
Prevention of Violence against Women leadership course pre and post survey results	Operates within Australian culture, behaviours and the law	5.1, 5.2, 5.5	Goal 5
<b>Sherry Scholarship case study</b>	Participates in mainstream education and training	5.5, 8.5 and 10.2	Goals 5, 8, 10
Digital literacy under COVID-19	Has the skills and / or qualifications for employment in Australia	4.4 substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship (ICT)	Goal 4

Domain: Safety and Security			
Number of refugee families who leased long-term accommodation	Feels safe and connected to the local community	11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums	Goal 11. Make cities and human settlements inclusive, safe, resilient and sustainable
Number of social participation activities held at the Multicultural Hub managed by AMES	Has a sense of belonging in Australia	No Target Mapped	No Goal Mapped
The Multicultural Hub is recognised as a safe community centre for CALD communities and was used by more than 114,000 people in the 2019 calendar year	Has a sense of belonging in Australia	No Target Mapped	No Goal Mapped
Number of Community Consultations and community members participants	Has a sense of belonging in Australia	No Target Mapped	No Goal Mapped
Volunteering data	Uses local resources to support newer members of their community	No Target Mapped, Pursuant UNGA Resolution 70/129: Integrating volunteering into peace and development: the plan of action for the next decade and beyond	No SDG, however, there is a UN General Resolution
Data from the Multicultural Hub October snapshot	Has a sense of belonging in Australia	No Target Mapped	No Goal Mapped
Community capacity building case studies	Operates within Australian culture, behaviours and the law	16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels	Goal 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels
Settlement outcomes, in terms of knowledge and application, for housing, transport, and the law	Uses mainstream services	11.1 By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums  11.2 By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons	Goal 11.
Community Support Program outcomes	Feels safe and connected to the local community	10.7 Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies	Goal 10
Werribee Gardens case study	Feels safe and connected to local community	17.16	Goal 17

# THE GLOBAL GOALS

For Sustainable Development



<sup>i</sup> For Victoria and New South Wales only.

<sup>ii</sup> For Victoria only.

<sup>iii</sup> From our immunisation referrals in the North and Southeast of Melbourne only.

<sup>iv</sup> For Victoria and South Australia only.

<sup>v</sup> For Victoria and New South Wales only.

<sup>vi</sup> For Victoria only.

<sup>vii</sup> Funded by the Australian Government Department of Home Affairs. Go to [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for more information.

Settlement outcomes refer to items specifically measured as clients progress through the Humanitarian Settlement Program. Their overarching goal is to help clients build the skills and knowledge they need to become self-reliant and active members of our society. AMES measures our refugee clients' journey to settlement success from when they first begin to accumulate awareness and knowledge of life in Australia. There are 10 core competencies, measuring clients' progress from Knowledge to Application. As an example, the employment competency ensures refugees know of the employment services available to them and that they have the capacity to independently apply for a job. We work intensively so that refugees are more quickly able to apply their new experiences and skills.

<sup>viii</sup> For Victorian AMES sites only.

<sup>ix</sup> For Victorian AMES sites only.

<sup>x</sup> From our immunisation referrals in the North and Southeast of Melbourne only.

<sup>xi</sup> E.g. Hynie, M. (2018). The social determinants of refugee mental health in the post-migration context: A critical review. *The Canadian Journal of Psychiatry*, 63(5), 297-303. And Reid, A. (2012). Under-use of migrants' employment skills linked to poorer mental health. *Australian and New Zealand journal of public health*, 36(2), 120-125.

<sup>xii</sup> For Victoria and South Australia only.

<sup>xiii</sup> For Victoria and South Australia only.

<sup>xiv</sup> From Multicultural Hub statistics from 2019 October snapshot (n=314).

<sup>xv</sup> Each SDG has several underlying targets, and for each of those targets, there are indicators. Where possible, AMES will seek to measure its impact using the relevant SDG indicators in the coming years. This said, many of the SDG indicators are designed primarily for data collection and analysis on a population level – in other words, an order of magnitude that is not feasible. Therefore, much of the mapping to the SDGs has focused on aligning with specific SDG targets.

<sup>xvi</sup> The co-design sessions supported data-facing staff to become acquainted with the SDGs prior to the sessions. The R&P Unit produced and recorded webinars about the SDGs, AMES approach to social impact using the SDGs, and the practicalities of the mapping exercises in the co-design sessions. A number of internal and external communications products have been produced as compliments to this report, including executive briefing notes, blog posts, an SDGs FAQ, and other streams of content.



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