

Current Services (2006/07)

Child Youth and Family Services

Newly Arrived Youth Support Service - Family and Community Services and Aboriginal and Islander Affairs (Commonwealth)

Crime Prevention Project - Department of Communities

Homework Support Program - unfunded

English Support Program - unfunded

MY Space - unfunded

African Playgroup - Playgroup Assoc of Queensland

Cross cultural trained child care workers program - Self funded

Community Settlement and Support Services

Settlement Support - Department of Immigration and Multicultural Affairs (Commonwealth)

Conversational English Classes - unfunded

Community Engagement Advocacy and Development Services

Advocacy Program - Multicultural Affairs Queensland (State)

Pacific Islander Community Liaison - Multicultural Affairs Qld (State)

Community Development program - Department of Communities (State)

Disability Research Project - Disability Services Queensland (State)

Emergency Relief - Family and Community Services and Aboriginal and Islander Affairs (Commonwealth)

Community Care (Aged Care and Disability)

Home & Community Care - Queensland Health

Community Aged Care Packages - Department Health & Ageing (Commonwealth)

Community Visitors Scheme - Department Health & Ageing (Commonwealth)

National Respite for Carers Program - Department Health & Ageing (Commonwealth)

External Aged Care Agencies Brokerage Services - Self funded

Interpreting & Language Support Services

Interpreting - Self funded

Language Support - Self funded

Current issues

What are our strengths?

Across the organisation commitment to our vision, mission and guiding principles

Community is reflected in staff demographics - levels of cultural and linguistic diversity and competency

Well developed local knowledge and willingness to work in partnerships

Passionate and dedicated staff- go the extra mile

Services deliver upon the mission (whether funded or not)

Our volunteers

Services are "One stop shop" and "across the lifespan" in approach (types of services, age groups and needs)

Multiple funding sources

Location - close and central to new arrivals, settlement services and public transport

Early intervention and prevention framework

Capacity to deliver fee for service programs and training

Capacity to build enterprises to generate income and build community capacity

Sixteen years old and expanding throughout the years

Recognised as sector leader

What are our challenges?

Insecure and limited funding base – no room for special projects

Competitive tendering

Funding trends towards large mainstream services

Service viability pressures to diversify funding base away from core business

Stakeholder expectations that we are the experts, have awareness of all cultures and can solve all problems

Availability of quality data and research

International political conflicts - impact on clients and staff well being

Industrial relations reforms

What do we want to enhance?

Maintenance of a strategic future focus as well as an operational day to day focus

Funding base for central admin support

Provision of child and family support services Staff benefits eg base salaries, increments, salary sacrifice, paid maternity leave, training etc

Staff career pathways

Retention of staff and corporate history

Office accommodation facilities

Policy and procedures - service delivery, HR, finance etc

Document control – systems/archives

Internal cross cultural knowledge and competence

Information technology infrastructure, support and literacy

Our website

Capacity to respond to high workloads and time pressures

Capacity to develop grant submissions – time and skills

What opportunities are available to us?

Society's increasing valuing of multiculturalism

Other multicultural agencies showing commitment to collaboration

Many agencies seeking to partner with us

Some agencies have brokerage funds to improve cultural responsiveness

State government in principle support for full cost funding

Strengthening Non-Government Organisations initiatives

Increasing Government focus on and funding of multicultural programs and services

Government social service priorities are acknowledging multicultural issues

Local government support for strengthening community services and cultural diversity

Growing trend in the corporate sector to support non-profits

Strategic Priorities for 2006-2009

Vision

A harmonious, inclusive and diverse society in which all individuals, families, cultural groups and communities can contribute to, participate in and achieve their aspirations.

Mission

We will provide and support coordinated, creative and responsive programs that meet the needs culturally diverse communities, particularly migrants and refugees in and around Logan, northern Gold Coast and southern Brisbane.

Guiding Principles

Social Justice: We will support a fair go for all, which recognises that some people at times need greater access to resources than others.

Diversity: We will commit ourselves to the principle of diversity that recognises and respects that we are all different and that our differences enrich society

Partnership: We will work together with individuals, communities, all three levels of government and community organisations to provide better quality services to people.

Capacity: We will empower individuals, families and communities to increase their capacity to meet their own needs over time.

Accountability: We will acknowledge our responsibilities to clients, partners, funding bodies, communities and each other to provide the best possible services and ensure the best use of available resources



In addition to meeting the contractual obligations of our funded programs, **MultiLink's focus over the next two to three years will be on utilising our early intervention/prevention framework to enhance our strategic relationships and partnerships.** We hope that this focus will achieve the following outcomes for the development of our clients, staff and the organisation.

Objectives	Goals
Clients - Migrants and refugee individuals, families and communities in and around Logan, northern Gold Coast and southern Brisbane will have greater access to an extended range of services and programs that have facilitated more empowering experiences of settlement and community participation	There has been an increase in the numbers and types of support services for migrants and refugees in and around Logan, northern Gold Coast and southern Brisbane.
	There has been an increase in the number of child and family support services targeted at migrants and refugees in and around Logan, northern Gold Coast and southern Brisbane.
	There has been an increase in the number of forums specifically aimed at empowering migrant and refugee communities in and around Logan, northern Gold Coast and southern Brisbane to communicate their needs and issues directly with government.
Staff - The staff of MultiLink Community Services are receiving salaries and associated benefits, training and development opportunities and other positive aspects of the workplace environment that are comparable or better than most other community non profits.	Staff benefits including pay levels, salary sacrifice and other conditions of employment have been improved.
	An organisational workforce development plan (including recruitment, retention, training, volunteer coordination etc) has been developed, funded and implemented.
	MultiLink's staff have affirmed that the organisation has implemented the new Work Choices industrial relations requirements in a way that has improved conditions of employment.
Organisation -MultiLink Community Services has enhanced the integrity of its administration, human resource and financial management systems.	A business support systems audit has been funded and implemented and resultant recommendations have been implemented.
	MultiLink's central administration has an increased self funding base through the development and implementation of an enterprise development plan.
	MultiLink has received funding that includes the full cost of providing central administration and infrastructure to deliver programs and services on behalf of the government.

Implementation

Steering Groups will be established for each key objective and inclusive of key stakeholders (e.g. management committee, staff, community, academics, government officers, service providers etc). Each steering group will meet at least quarterly to endorse and shape contributing projects and to develop progress reports for the Management Committee.