



MULTICULTURAL YOUTH SOUTH AUSTRALIA INC (MYSa)

# Annual Report

2011 – 2012



**M Y S A**  
Multicultural Youth SA Inc



[www.mysa.com.au](http://www.mysa.com.au)



# contents

<b>About MYSA and Our Services</b>	<b>2</b>
<b>Message from the Chair</b>	<b>4</b>
<b>New Patron - Dorinda Hafner</b>	<b>6</b>
<b>Director's Report</b>	<b>7</b>
<b>Strategic Plan Outcomes and Highlights</b>	<b>9</b>
GOAL 1	
Creating opportunities to advance the needs and interests of multicultural young people	10
GOAL 2	
Building a high performance team.	13
GOAL 3	
Strengthening the role and involvement of new and emerging communities in supporting young people.	15
GOAL 4	
Working in partnership with an active and responsive sector.	17
<b>Acknowledgements</b>	<b>20</b>



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 Shop 9, Millers Arcade  
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# about mysa and our services

Multicultural Youth South Australia Inc (MYSA) is the state representative advisory, advocacy and service delivery body for multicultural young people aged 12-30 years, the only youth-specific multicultural agency in South Australia, and one of two leading youth-specific multicultural agencies in the country. MYSA is recognised locally and nationally for its leadership in multicultural youth issues. MYSA aims to:

1. Provide youth-specific services and programs to young people from refugee and migrant backgrounds to assist them in the settlement process;
2. Provide policy and program advice to government and other key stakeholders to advance the needs and interests of young people from refugee and migrant backgrounds;
3. Conduct primary research to inform best practice with young people from refugee and migrant backgrounds;
4. Build the capacity of the community services sector to become more culturally inclusive and responsive to young people from refugee and migrant backgrounds; and
5. Strengthen the involvement of new and emerging refugee and migrant communities in supporting young people.



# about mysa and our services

## Our Mission

To provide leadership, advocacy and direct relief to young people from refugee and migrant backgrounds, their families and communities so they may have equal access to opportunities and increased participation within the wider South Australian community.

## Our Vision

An inclusive and cohesive community that recognises and invests in the importance of multicultural young people and their ability to contribute to the economic, social and cultural prosperity of the state.

MYSA is committed to ensuring its role in the sector as a lead youth organisation is well informed and proactive in expanding opportunities and developing creative solutions that meet and advance the needs and interests of multicultural young people in South Australia and nationally.

## Our Values & Commitments

Our core values and commitments are the fundamental principles that shape our organisational culture and upon which our mission is based.

### Our Values:

- Integrity and Professionalism
- Accountability and Responsiveness
- Social Responsibility
- Leadership
- Equity

### Our Commitments:

- To take a leadership role to advance the needs and interests of young people at all levels of decision making.
- To produce genuine and meaningful outcomes based on action .
- To drive change to improve the wellbeing of young people, their families and communities.
- To deliver services based on evidence, quality and responsiveness.
- To engage, support and collaborate with young people, their communities and the sector in the development of service responses.
- To promote positive awareness of multicultural young people in the community.
- To recruit, support and retain highly skilled, professional and passionate people to deliver our services.

# message from the chair

This year has been one of significant growth and innovation for MYSA. Under the leadership of the Board, Ms Carmen Garcia and MYSA's committed team, MYSA is leading the way in youth settlement at a state and national level. In 2011-2012 key highlights included:

## National Pilot

MYSA's experience as one of the country's leading multicultural youth settlement providers was evidenced by DIAC's engagement of us as one of only 3 providers nationally to deliver the Refugee Youth Support Pilot, a program for some of the most vulnerable 16-17 year old Unaccompanied Humanitarian Minors (UHM) living in South Australia.

## State Pilot

MYSA was engaged to coordinate the City West Hub, which is part of the West End Safety Trial. Together, State Government agencies and the Adelaide City Council agreed to trial a suite of initiatives to increase safety in the city's north-west. The City West Hub was established to coordinate volunteer groups and services out on the street assisting those in need. Multimillion Dollar Facility

The key achievement for MYSA this financial year was the launch of the Multicultural Youth Education and Development Centre (MY EDC), a multi-million dollar facility in West Croydon. MY EDC facilities include casework rooms, health clinics, recording studio, computer hub, recreation areas, resource centre and unconventional learning spaces for group facilitators to think creatively about the way they build the capacity of young people. MY EDC also offers the community services sector access to a state-of-the-art conference room with video conferencing facilities, hot desks and meeting spaces.



# message from the chair

The new MY EDC provides a venue for some of the state's most vulnerable young people to develop the critical knowledge and skills they need to build a new life in Australia. MY EDC is best described as a 'gateway' service providers and community groups access the facility to work together to support multicultural young people. With service providers collaborating and coordinating services at one facility, this innovative approach not only increases the range of services and opportunities available to young people but it also reduces service fragmentation and duplication.

Although MYSA is a nationally recognised multicultural youth specialist service provider, we attribute the success of the facility and accompanying model to strong sector and community support. Over 80 partners and supporters enabled MYSA to secure approximately \$2.4M from the Department of Education, Employment and Workplace Relations (DEEWR) through the Local Schools Working Together pilot program. State support was also received from the then Department for Families and Communities, Community Benefit SA and Office for Youth.

This collaboration also features a strong partnership with the Adelaide Secondary School of English (ASSOE) and the Department of Education and Children's Services (DECS) Western Adelaide Regional Office.

In addition to these highlights, MYSA has continued to provide specialist settlement support to some of the state's most disadvantaged children and young people. I am very proud to be a part of this dynamic and responsive team and know we will move forward with purpose and vision to achieve sustainable outcomes for multicultural young people in South Australia.

Thank you to Carmen, MYSA's committed team of staff and volunteers and my fellow Board members who go above and beyond to advance the needs and interests of multicultural young people in South Australia.

**Mofeed Shahin**

Chair





# new patron – Dorinda Hafner

In 2011, MYSA appointed our inaugural patron, Ms Dorinda Hafner. MYSA is very fortunate to have a well-known Australian icon as a patron. She is well loved and known as a celebrity chef, author, motivational speaker, a leader in the community and proactive in addressing poverty through her Australia Sponsorship for African Kids (AS4AK) charity that educates over 500 young people in Africa.

Dorinda has been recognised for her outstanding service to the community, receiving the African Australian Woman of the Year in 2011 and being appointed as 'The People of Australia Ambassador' to advance multiculturalism in Australia.

Dorinda has been involved in a range of MYSA events as part of her role to inspire, motivate and encourage young people to be the best they can be! Key events included a Harmony Day forum, key note addresses, cooking classes and a pilot project in schools to address racism based bullying.



# director's report

Looking back on the highlights for 2011-2012 reminded me how lucky I am to be involved in this work and lead such a great group of people. It is truly humbling to see all we have achieved and how far this small not for profit agency has come in such a short time.

It has definitely been a busy year for us and one with its fair share of ups and downs but I am proud to report the key outcomes MYSA has delivered for our young people and their families and communities.

## Key highlights include:

- Launch of the Multicultural Youth Development Centre (MY EDC) at West Croydon
- Leading the SA component of a national youth pilot program for vulnerable 16-17 year old Unaccompanied Humanitarian Minors (UHMs) Leading the coordination of the West End Hub, which is part of the West End Safety Trial, a partnership across all tiers of government and community to increase efficiencies among crisis response teams and supporting some of the state's most vulnerable people at night in the West End of the CBD.
- Hosting the annual M.Y. Music and Culture festival for the sixth year in a row, attended by well over 5000 spectators in Rundle Mall
- Delivering sector training to over 500 participants across government, non government and the private sector
- Welcoming over 4500 young people through our doors
- Supporting over 1000 young people through Club MYSA alone with homework support, breakfast club and other initiatives
- Expanding MYSA's international student services to include ongoing settlement and life skills programs
- Holding our third Have a Go sports festival in partnership with the Adelaide Secondary School of English and the sporting sector
- Developing a Toolkit for the sporting sector as a result of some primary research conducted by MYSA into multicultural youth participation in sports
- Delivering the World Human Rights Day Honour Roll with a Lord Mayor Reception at Adelaide Town Hall to celebrate and recognise multicultural young people and the sector that supports them
- Receiving awards for our work with young people both at the Governor's Multicultural Awards and the African Australian National Awards
- Influencing national policy reform to recognise the specialist nature of youth settlement services
- Making strong progress on our 5 year strategic plan and vision for 2010 – 2015 Securing multi-year funding to expand critical services to youth at risk.

One simple quote that stands out to me is what one young man said as he saw the MY EDC for the first time 'Wow is this all for us? MYSA really does listen.'



**Carmen Garcia**  
Director



# director's report

# Director



I have felt very honoured to have been able to advocate for the rights of these young people to ensure they receive equitable access to life opportunities as they build a new life for themselves in Australia.. MYSA has successfully advocated for youth settlement to be on the state and national political agenda, a very big step towards achieving our vision of an inclusive and cohesive community that recognises and invests in multicultural young people as important contributors to the economic, social and cultural prosperity of the state.

A special thank you to the team at MYSA, our volunteers, our supporters and of course the Board of Management, particularly our Chair, Mofeed Shahin, my deputy, Dr Helena de Anstiss and my assistant, Heak Lim for their unwavering support and belief in me, and their ongoing commitment to strengthen our organisation to create innovative solutions to the meet the needs of multicultural young people.

**Carmen Garcia**  
Director

# strategic plan and outcomes

This section reviews our progress in achieving the 4 primary goals in our Strategic Plan:

- GOAL 1** Creating opportunities to advance the needs and interests of multicultural young people.
- GOAL 2** Building a high performance team.
- GOAL 3** Strengthening the role and involvement of new and emerging communities in supporting young people.
- GOAL 4** Working in partnership with an active and responsive sector.

## KEY



**Completed  
and ongoing**



**In progress  
and in action**







**Ready to  
get started**



# strategic plan and outcomes

## GOAL 1: Creating opportunities to advance the needs and interests of multicultural young people.

MYSA's primary commitment is to multicultural young people. As such, MYSA is committed to continuously improving and evaluating services to meet young people at their point of need to ensure they achieve their full potential as active members of the community. MYSA will continue to find new ways of operating to support their aspirations and individual growth and development.

Strategies	Success Measures	Status
Design and deliver services and programs that better support the participation of multicultural youth in making well informed decisions for their futures	Establish a customised multicultural youth specific learning and earning program that builds on the 'skills for all' agenda and enables greater navigation and access to learning opportunities.	 <b>In progress and in action</b>
	Produce a school engagement strategy to improve MYSA's responsiveness and service provision to the schooling education sector.	
	Establish a customised, strengths based assessment tool to support the development of future pathway plans.	
Lead campaigns and initiatives that will give young people a strong voice and promote positive images of young multicultural Australians.	Establish and resource a Youth Advisory Committee comprised of multicultural youth to inform all aspects of programs and projects.	 <b>Completed and ongoing</b>
	Actively engage Youth at risk through a dedicated MYSA sports and recreation team to support greater community connections.	
	Deliver an annual event that showcases the talents, strengths and achievements of multicultural youth and provide a platform for their active contribution to the community.	
Invest in new innovation and service delivery models that expand opportunities for multicultural young people and meet them at their point of need.	Review MYSA facilitated group work curriculum and amend (as appropriate) to ensure the inclusion of action learning principles.	 <b>In progress and in action</b>
	Resource and support the delivery of annual youth led initiatives that have a commitment to social innovation and local based solutions to local problems.	
	Establish strong alliances and partnerships to lead strategic multicultural youth reforms in settlement, housing, health, education and employment.	 <b>Completed and ongoing</b>



# strategic plan and outcomes

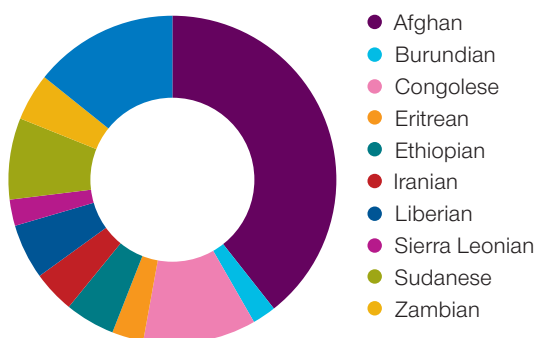
## YOUTH PARTICIPATION

In 2011-12 over 4500 young people accessed MYSa services both at the City Hub and New Multicultural Youth Education and Development Centre which opened in October 2011. Services included:

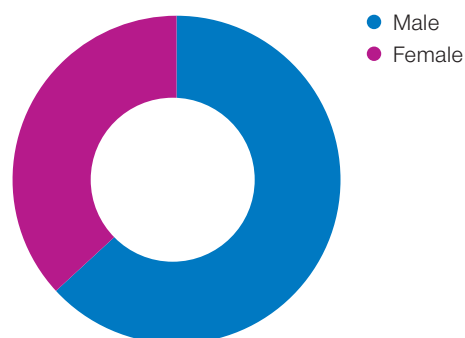
- Referrals
- Recreation
- Computer lab and internet
- Homework support
- Group skills development and training programs
- Sports, arts and recreation
- Information and advice
- Breakfast club



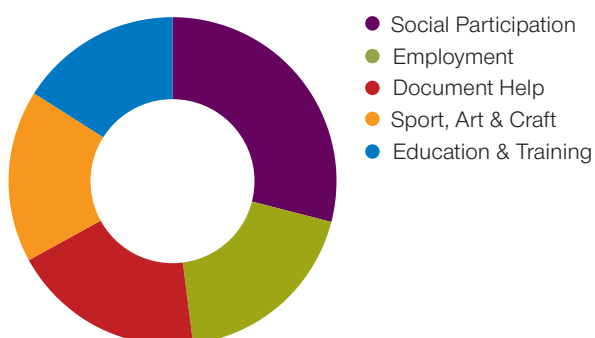
Cultural Background



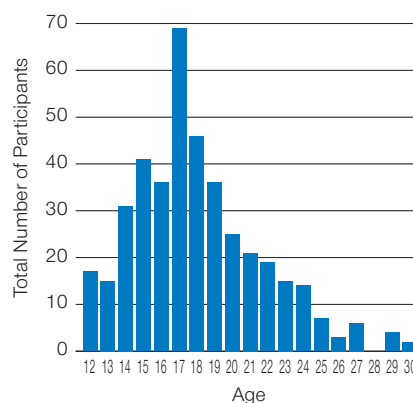
Gender



Top 5 Areas of Support



Age of Participants



# strategic plan and outcomes

Key strategic partnership in focus: **Refugee Youth Support Pilot, a partnership with St Johns Youth Services.**

The Refugee Youth Support (RYS) Program Pilot targeted unaccompanied humanitarian minors (UHMs) aged 16-17 assessed as capable of living independently.

To achieve the primary objectives of the Pilot there were five (5) key interrelated areas to MYSa's approach as follows:

1. Customised youth settlement case management.
2. Sustainable housing options and practical independent living skills.
3. A focus on learning and earning.
4. Strong stakeholder engagement and collaboration.
5. Genuine youth development and social participation options.

All five areas were underpinned by a strong commitment to supporting young people from refugee backgrounds to make active and informed decisions in their lives and transitioning them into greater independence within the community.

The RYS worked within a strengths-based approach which rests on the assumption that even clients with the most difficult issues and problems have inherent strengths, resources, capacities, and resiliencies that can be utilised to help them grow, develop and take control of their lives.

Long term sustainable housing and independent living skills. Young people were supported towards independent living through a housing model based on the principles of the "foyer" housing model. Accommodation offered an onsite caretaker without the need for direct on site supervision.



Youth competency in independent living skills was assessed through a partnership approach with St John's Youth Services s. St John's Youth Services provided housing support including monitoring rental payments and budgeting, providing tenancy advice, and educating young people around cleaning, cooking, shopping and nutrition.



# strategic plan and outcomes

## GOAL 2: Building a high performance team

MYSA's staff are our most valuable resource and it is their passion, commitment and productivity which will drive our vision forward. To ensure multicultural young people have the highest quality people advocating and supporting them, MYSA will continue to invest in its people ensure a well informed and high performing team.

Strategies	Success Measures	Status
Invest additional resources to develop the capabilities of the organisation, its staff and its systems.	MYSA will seek to achieve National Accreditation Status.	 <b>Completed and ongoing</b>
	Staff will have individual professional development plans (PDPs) and participate in a minimum of 1 week equivalent of training per annum.	
	Establish a new data management system to better capture, analyse and report on client data and emerging trends.	
	Establish an internal innovation fund for MYSA staff to access resources to trial their creative ideas and approaches to enhance outcomes for multicultural young people.	
Actively increase knowledge, understanding and engagement in the Australian community on multicultural youth issues.	MYSA will continue to support research projects of national significance.	 <b>In progress and in action</b>
	MYSA will develop and implement a marketing and communications plan.	
	MYSA will continue to increase and support its volunteer base.	



# strategic plan and outcomes

In 2011-2012, MYSA conducted a mixed methods study investigating experiences of sport and recreation among young people from refugee backgrounds living in South Australia. Questionnaires were administered to 16 sporting bodies and clubs and 87 young people aged between 12 and 28 years from Afghanistan, Sierra Leone, Liberia, Burundi, Congo, Sudan, Somalia, Rwanda, Eritrea, Ethiopia, Bhutan, Togo and Uganda. Four focus groups were administered to a subgroup of 42 young people from refugee backgrounds. ,

The aims of the research were to determine sport and recreation participation levels among young people from refugee backgrounds living in SA; identify the key factors and barriers impacting on their engagement; and provide policy makers and the sport and recreation sector with recommendations to enable them to more effectively respond to areas of identified need. It is well documented that access to sport and recreation is critical to social participation, community integration, physical and psychological wellbeing and, for young new arrivals, successful settlement. Through sport and recreation, young people are able to make links and connections with the wider community which in turn assists with their long term settlement, future pathways and community integration.




This project was funded by the State Government Office for Recreation and Sport and was undertaken by MYSA in partnership with the University of South Australia. MYSA strongly advocated for the recommendations of this research to inform policy and practice and was a recipient of an Australian Sports Commission grant to develop a toolkit, range of partnership activities and sector training to support sporting bodies, clubs and volunteers.



# strategic plan and outcomes

## GOAL 3: Strengthening the role and involvement of new and emerging communities in supporting young people.

MYSA's vision is for a well resourced community which actively supports young people in all spheres of life. As such, MYSA will invest in and contribute to development of a community that works in partnership with young people. Increased community involvement will create a strong and supportive community network.

Strategies	Success Measures	Status
Initiate new programs and services to increase community development and engagement.	Develop a community engagement and development plan which incorporates principles for consulting with communities and young people.	 <b>Completed and ongoing</b>
	Seek funding for programs that enhance family and community settlement support for young people.	
	Develop and implement a youth focussed social enterprise framework to engage young people, communities and the business sector to achieve sustainable outcomes.	
	Deliver a minimum of 2 annual events that bring young people and their families and communities together.	
	Further refine and develop the Cultural and Bilingual Consultants (CBCs) program and train a minimum of 150 active CBCs.	
Increase advocacy and support to new and emerging communities as an active part of the development, support and advancement of youth issues.	Expand the Multicultural Youth Development Fund to provide greater opportunities and resources to community groups.	 <b>Completed and ongoing</b>
	Advocate for the inclusion of multicultural community education in schools including the <i>Africa in Schools</i> program.	
	Establish a strong network and working relationship with community leaders and representatives from new and emerging communities.	
Increase the social participation and community engagement of newly arrived international students.	Develop sector standards for the delivery of quality orientation and settlement of international students.	 <b>In progress and in action</b>

# strategic plan and outcomes

In 2012, MYSA delivered the Cultures of Tastes project in schools to encourage mutual respect, understanding and acceptance among all young people. The project represented a collaboration between MYSA and television presenter and celebrity chef, Ms Dorinda Hafner.

The project targeted Year 8, 9 and 10 students aged between 12 and 16 years from the Western and Northern suburbs of Adelaide. Students included new arrivals, second generation migrants, Aboriginal youth and Australian young people.

The project was delivered in five key schools with a high multicultural student population and involved a series of three workshops:

1. An interactive workshop that used role play, group work and other activities as a means to engage young people in a discussion about the importance of difference and the need to take a stand against racist bullying;
2. An interactive workshop with Dorinda Hafner involving food preparation and group work activities to increase understanding about the importance of respect, acceptance and understanding; and
3. A brainstorming workshop to formulate ideas for youth-led small projects designed to promote acceptance and address racist bullying







# strategic plan and outcomes

## GOAL 4: Working in Partnership with an active and responsive sector.

MYSA's vision for the sector is one of collaboration and partnership where responsibility is shared and the sector prioritises young peoples' issues. As such, MYSA will ensure that the sector is highly equipped and well informed with resources and information to support and advocate for the needs and issues of young people.

Strategies	Success Measures	Status
Increase sector capacity to respond to and meet the specific needs of multicultural young people.	Implement a sector development plan including the establishment of an online clearinghouse for sector resources and an annual training calendar.	 <b>In progress and in action</b>
	Establish a Customer Relations Management (CRM) system to inform the annual production of sector tools and resources.	
	Develop a framework for the development of locally based, integrated service responses to address multicultural youth issues.	
Take a national leadership and mentoring role in advancing the active engagement of the sector in multicultural youth issues.	Work in partnership across other jurisdictions to increase specialised service delivery to multicultural youth.	 <b>Completed and ongoing</b>
	Establish local and national initiatives to support community outreach and access to multicultural youth.	
	Develop principles and standards for achieving consistent quality service delivery in multicultural youth settlement.	

MYSA supports mainstream government and non government services to increase their cultural inclusiveness and responsiveness. In 2011-2012, MYSA provided cross-cultural training, resources, information, advice and other support to over 500 participants across government, non government, community and the private sector.

MYSA also provided cross-cultural training, resources, information, advice and other support across other jurisdictions. For example, as the co-convenor of the National Multicultural Youth Advocacy Network (MYAN), MYSA co-delivered National Red Cross training in South Australia and Western Australia in partnership with the Centre for Multicultural Youth to residential care workers supporting young people in community detention.

MYSA also worked with organisations in New South Wales and Queensland to support the strengthening of the MYAN.

# acknowledgements

# Acknowledgements

Adelaide City Council

Adelaide Secondary School of English

African Communities Centre

Australian Human Rights Commission

Australian Multicultural Foundation

Australian Red Cross

Australian Refugee Association

Big Cactus

Big Quince Prints

Carclew Youth Arts

Centrelink

Communities Benefit SA

Department for Communities and Social Inclusion

Department for Education, Employment, Workplace  
and Workplace Relations

Department of Immigration and Citizenship

Disability SA

DJ Demize

Duncan Constructions

Families SA

Global Stage

Instant Marquees

Legal Services Commission

LM Training Specialists

Lutheran Community Care

Magdalene Centre

Multicultural Communities Council SA

Office for Recreation and Sport

Office for Volunteers

Office for Women

Office for Youth

Port Adelaide Enfield Council

Power Building Services

RAA

Scanlon Foundation

SGIC

South Australian Police

St Vincent De Paul's

Streetlink Health Youth Services

Surf Lifesaving Australia

TAFE SA

The Second Story

Thebarton Senior College

Volunteering SA

YWCA