



Highlights & Outcomes

2010 - 2020

This report provides a summary of MYSA's achievements and impact in our three key areas of work: (1) direct service delivery; (2) research, policy and advocacy; and (3) sector development and capacity building.

SERVICE DELIVERY: ACHIEVEMENTS AND IMPACT

MULTICULTURAL YOUTH EDUCATION AND DEVELOPMENT CENTRE (MY EDC)

The 1st of September 2011 marked a significant achievement for MYSA with the launch of the Multicultural Youth Education and Development Centre (MY EDC), a first of its kind multimillion dollar learning centre for newly arrived refugee and migrant youth and their families and communities. Facilities include casework rooms, health clinics, recording studio, computer hub, conference room with video conferencing facilities, recreation areas, resource centre and unconventional learning spaces for group facilitators to think creatively about the way they build the capacity of young people from refugee backgrounds.

Over 80 partners helped MYSA to secure approximately \$2.4M from the then 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, then Community Benefit SA, and Office for Youth. This collaboration also features a strong partnership with the Adelaide Secondary School of English, the only provider in South Australia of intensive English study in a secondary school environment and the Department of Education's Western Adelaide Regional Office. The facility was officially launched by the then Minister for Youth and Multicultural Affairs, Hon Grace Portolesi and the then Hon Senator Kate Lundy, Parliamentary Secretary for Immigration and Multicultural Affairs.



MISS MYSA EVENTS

Launched in 2017, Miss MYSA Events (MME) is a boutique event styling and management social enterprise owned and operated by MYSA. MME was established primarily as a means for skills development and economic and social participation for unemployed young people from refugee backgrounds.¹ Program participants receive paid employment as well as hands-on training, work experience, networks, references and a range of transferable social, interpersonal, practical and job-ready skills.

MME offers a range of services to ensure the overall success of any event including event styling, planning and coordination (weddings, engagements, hens and bucks nights, birthdays, corporate events, unicorn parties, whiskey appreciation events, mixology workshops, flower crown workshops to name but a few), caravan bar hire, floristry, stationary, signage and graphic design, party supplies and games, glamour photography, French furniture hire, function room hire, brand promotion and launches to assist companies to strategically market and communicate with their current and potential customers, and access to MME's sorority to test products.

Of the social enterprise business models summarised by Virtue Ventures (2009), MME best fits with the "employment" and "service subsidisation" models. Employment models provide on-the-job training opportunities for participants and then sell the products or services on the open market. Service subsidisation models reinvest the income generated from the social enterprise into the organisation's programs. Hence MYSA's model builds the employability of young people while also enabling us to meet growing service demand.

MYSA's corporate, business and hospitality sector partners recognise that youth unemployment represents not only a significant problem for young people themselves, but also for the broader community. Although the issue is complex and challenging, they are committed to being a part of the solution to make a real and lasting difference in the lives of young people.

IMPACT (PAST 3 YEARS)

- Over 70 corporates, small businesses, brands and government agencies have either purchased MME services or have partnered with MME to deliver event services. Some of MME's partners and clients include the Adelaide Casino,

1. Young people from refugee and migrant backgrounds are overrepresented among the unemployed, with refugees having the highest unemployment rate of all. The situation is even more severe for young refugees living in South Australia. Census data shows that South Australia has the lowest workforce participation rates for refugee and migrant youth aged 18-24 years relative to the rest of Australia.



Adelaide Fringe Festival, WOMADelaide, Fresh FM, Longview Vineyard, Sidewood Estate, Riot Wine Co, CMV Group (Toyota, Mercedes, Volvo and Audi), Beyond Bank, Captain Snooze, Bakers Delight, Office Works, Ms Lola Catering, the Rotary Club of Adelaide, Business SA, the Adelaide 36's, Coriole Vineyards, Smiling Samoyed Brewery, Sparkke Female Led Brewery, The Big Easy Group, Glam Adelaide, SKAL International, Radio Rentals, Department of the Premier and Cabinet, KWP Marketing, Sean's Kitchen, Real Falafel, InDaily, Evo Hair, Sarah Hansen Hair, and the University of South Australia - to name but a few.

- Over 130 unemployed young people from refugee and migrant backgrounds have received paid employment, with all profits returned to programs for disadvantaged youth.
- Many corporates and small businesses involved with MME have also provided jobs to young people.
- MME has been featured in a number of media articles in the Advertiser, Adelaide Now, the Adelaidean, InDaily and Glam Adelaide.
- MME was selected as a project finalist for a state collaboration award under the South Australian Training Awards. These peak awards for Vocational Education and Training recognise quality, excellence and innovation in training. MME was also a major contributing factor in the CEO's recent win of a 40under40 award.

Arnold arrived in Australia from Sierra Leone in 2019. After being rejected by employer after employer, a door finally opened via MME: "It makes such a difference when you can say, "I have done this" and people know that I am a good worker and can vouch for me".

"Halima" arrived in Australia in 2016 from Eritrea. Like so many of her peers, her lack of local work experience, references and networks limited her employment prospects: "I learned a lot from working with MME and am lucky to be offered other work through our networks. I will use the things I have learned to develop my career in business management".

"Hemanta" arrived in Australia from Nepal in 2014. She graduated from MME with more confidence and career options: "I just thought I would work in Aged Care because that's what most of the people I know do. I didn't think that I could do anything else. I feel happy that there are so many other options in Australia for jobs, it makes me hopeful".

"Fatima arrived in Australia from Pakistan in 2008. Her talent for event styling soon became obvious and she excelled at bringing the client's vision to life: "Before doing the training I didn't know anything about organising events. I was worried that I wouldn't understand or be able to achieve the outcome they wanted. Now that I am able apply my skills to real events, I feel much more confident, and I know that I can really do anything. I have met many new people and I love the creativity and freedom of planning every detail of an event, of taking what a client tells you they want, and being able to create something amazing". Fatima is also a mentor to other trainees: "the job has also opened up so many opportunities for me, including teaching and leadership." She has been employed by MME full-time for the past two years. Her performance has been rewarded with three pay rises: "I'm excited about what the future holds. Who knows? I could start my own business one day."



MULTICULTURAL YOUTH SPEAK OUT

MYSA coordinates biennial Multicultural Youth Speak Outs to provide young people from refugee and migrant backgrounds an opportunity to express their views and concerns directly to relevant government ministers, policy advisors, decision-makers and other stakeholders.

IMPACT

- Increased understanding of the needs and issues of young people among key government leaders and decision-makers.
- Youth perspectives and recommendations from the Speak Outs have been included in the State Government's youth participation, policy and service planning frameworks.
- Government and non-government organisations, schools and community groups report being better equipped to work with young people from refugee and migrant backgrounds.



YOUTH LEADERSHIP PROGRAMS

MYSA's youth leadership programs train and inspire young people across the state to be confident, follow their aspirations, maximise their potential and confidently pursue current and future opportunities. Young people graduate from our leadership programs with a diverse range of skills, ready to embrace their future.

IMPACT (PAST 5 YEARS)

- Approximately 350 young people from a range of cultural backgrounds have received leadership training and support and/or were linked to leadership development initiatives. Many more young people received leadership information and resources.
- Outcomes include increased motivation, self-efficacy, academic performance, self-esteem and confidence, improved communication, interpersonal, public speaking, time management, problem-solving, decision-making and team building skills, stronger support networks and increased community participation and engagement.
- Graduates of MYSA's leadership programs have put their leadership training into practice in a diverse range of ways, for example participating in government and community boards and committees and other formal decision-making structures and processes. Some went on to develop their own youth projects, become CEOs of community organisations or start their own organisations. For example, one graduate went on to become the CEO of the Federation of Ethnic Communities' Councils of Australia (FECCA). Another group of young graduates put their leadership training into practice by starting their own weekly radio program on Radio Adelaide. MYSA continued to support the group after it went to air and provided information and advice as they went through the process of incorporation.



"I thought that this program was one of a kind. It really helped me to boost my self confidence and feel more independent. MYSA was really supportive throughout the whole program by providing mentors for the ambassadors and also involving them with lots of awesome opportunities that will help them later down the track."

"I strongly recommend this program to anyone who wants to be a great leader and wants to have fun meeting other awesome young Australians."

"Thanks all of yous for teaching me about leadership and other stuff. If I hadn't came here today I wouldn't of know anything about leadership and respect."

"You were really cool, I loved your attitude. Yous are really friendly and I learnt a lot. Yous made it easy to understand cos a lot of kids don't understand big words. Not saying I'm dumb or anything. Also learnt a lot about grants."

"I enjoyed today and learnt a lot about grant application and other things. Liked to meet again."





MYSA conceived, developed and implemented the MY Music and Culture Festival which until recently ran every year in Rundle Mall, Adelaide, to coincide with Harmony Day. The festival brought the community together to celebrate South Australia's cultural diversity and to recognise multicultural young people as active contributors to cultural harmony and multiculturalism. The festival was a free event, jam-packed with talented young multicultural performers, activities, stalls, fashion parades and much more. All were welcome to attend and experience an artistic cultural fusion. With Covid-19 the festival has been put on hold.



MAKE YOUR OWN BEATS

Make Your Own Beats is one of MYSA's early intervention music programs designed to keep socially disengaged young men out of the justice system. Personal development plans are prepared in partnership with the young men and have a strong focus on strengthening the protective factors known to reduce the likelihood of behavioural problems developing or escalating.

IMPACT

- Strengthened supportive environment including links to family, education, employment and community (sport, youth groups, volunteering etc)
- Improved family functioning and relationships
- Reduced alcohol and drug misuse
- Increased motivation and confidence
- Improved interpersonal and problem-solving skills



CULTURES OF TASTES

Cultures of Tastes involved a collaboration with television presenter and celebrity chef, Ms Dorinda Hafner. The project was developed in response to a spike in race-related bullying in schools and was designed to encourage acceptance of difference and diversity. Expressions of interest were completed by 84 schools and of these 10 were shortlisted for consideration and five were selected for inclusion in the project. Students (Years 8, 9 and 10) included new arrivals, second generation migrants, Indigenous youth and Australian young people. The project involved interactive workshops using role play, games and other activities as a means to engage students in a discussion about bullying and its impacts and increase understanding about the importance of respect, acceptance and understanding. Ms Hafner's willingness to share her own personal experience as a migrant from Ghana, and her talent for motivating and inspiring young people, made for an unforgettable student experience.



"This is the best thing we've ever done at school."

"The Cultures of Tastes [is a] fantastic initiative to reach out to all students to celebrate diversity. The information delivered through the workshops encompassed powerful methods of learning which will challenge each individual to reflect on the consequences of bullying."

"[The program] obviously enhances social cohesion and educates all of us more about cultural diversity."

"The program ... adds value to our pastoral care program which has a focus on student wellbeing."

"It is a wonderful opportunity for some of our cultural groups to come together in a neutral context with a great role model such as Dorinda. This can further break down barriers and [is] ... of great benefit to students."

PARTY SAFE

Party Safe brought together young people, their schools and communities, and government and non-government service providers to address a range of risks associated with unsafe youth partying. Strategies included a media campaign, peer and community education forums and information resource development and dissemination. Young people were featured in the media campaign as leaders of change in their own communities, raising their profile and facilitating their participation and involvement in issues affecting them.

IMPACT

- Over 2000 young people from refugee and migrant backgrounds received age and culturally appropriate resources alerting them to the risks of youth partying and how to keep them and their friends safe. They received information about drinking too much, alcohol poisoning, drink spiking, drink driving, common illegal drugs, drug overdose, gate crashing, unsafe sex, violence and arrest.
- Approximately 200 young people received individual support to address alcohol and drug misuse and other problems associated with unsafe partying.



CHANNEL 7 NEWS YOUNG ACHIEVER AWARDS

MYSA is the founder and financial sponsor of the Channel 7 News Young Achiever (Spirit of Resilience) Award. The purpose of the Young Achiever Awards is to acknowledge, encourage and promote the positive achievements of young people in South Australia. The Spirit of Resilience Award focuses on young people from refugee backgrounds who have made a significant contribution to the South Australian community. The awards are televised live, potentially reaching many thousands of South Australians.

IMPACT

- Positive images of multicultural young people widely promoted.
- Increased community understanding of, and appreciation for, the contributions and achievements of multicultural young people living in South Australia.

"I am so grateful that I was given the opportunity to be involved in the awards. It has opened so many doors for me as a young person from a migrant background. When I won, I found it overwhelming but so exciting, and afterwards people recognised me from the television. I believe that winning the award has helped me to access job opportunities, as when employers see this on my resume they know that it means I am committed and dependable and I have been able to secure part time work. I really feel that it has helped to build my confidence, and I would highly recommend other young people from refugee and migrant backgrounds to nominate. Grace Paye, Winner Spirit of Resilience 2020."



SETTLEMENT PROGRAM

MYSA currently provides settlement services and support to refugee children, youth and young families each year, many of whom have high and complex needs. The overarching goal of MYSA's settlement work is to equip young people with the skills, knowledge and resources required for social and economic participation. This is achieved through a holistic, integrated continuum of youth-specific, specialist services based on where young people are situated in the settlement process, the absence or presence of family and community support systems, and the extent to which they are at risk of not settling effectively. MYSA currently receives the most youth settlement funding in the country in recognition of our ability to get results.

IMPACT (PAST 5 YEARS)

- Over 5000 young people have been effectively settled in South Australia.
- Over 5000 young people have increased participation in sport, recreation, arts and music.
- Over 1600 young people have increased their participation in education, training and further education.
- Over 1500 young people have received material assistance (food, furniture, baby supplies etc.)
- Over 1200 young people have experienced an improvement in family functioning and cohesion.
- Over 700 young people have found jobs.
- Over 550 young people who could not live with their families for various reasons have successfully been housed in safe, affordable and secure accommodation.
- Over 550 young people have developed independent living skills, including financial literacy.
- Over 550 young people have experienced an improvement in mental health.

- Over 300 young people have been supported in caring roles (younger siblings, parents and other family members).
- Over 300 young people have been linked to mentors in the Australian community
- Over 300 young people increased their leadership skills and experience, including political participation.
- Over 150 young mothers aged 15-30 years who had come to the attention of child protection authorities, or who were at risk of coming to their attention, have been equipped with the skills, knowledge and resources to become more effective parents. Young parents were also linked to work/learning opportunities.

"Halia" arrived in Australia from Iran in 2017 with her parents and older sister. Her family situation was characterised by high levels of parental stress, conflict and violence, resulting in mental health problems and early school leaving. When the violence became intolerable, both Halia and her mother left the family home and became homeless. MYSA found them safe and affordable long term accommodation and reenrolled Halia in school where she excelled with support from MYSA's homework club and English language support program. She went on to complete her SACE with an ATAR of 83. She is currently volunteering in the community but plans to study podiatry when she becomes an Australian citizen.

"Hussain" arrived in Australia from Afghanistan in 2018 with his mother and two younger siblings after his father was killed by the Taliban. He is the primary carer for his siblings and mother who suffers physical and mental health problems after witnessing the death of his father. Determined to create a better future for himself and his family, Hussain put all his energy into his schooling, although he struggled with English and often missed classes due to his caring responsibilities. MYSA paired Hussain with a mentor from the Australian community who supported him with school assignments while he completed his South Australian Certificate of Education (SACE). Hussain is now undertaking foundation studies at university with the hope of eventually studying medicine.

"Joyce" arrived in Australia with her nine siblings from the Democratic Republic of Congo in 2018. She participated in MYSA's YouthWORKS program where she was linked to a traineeship in Cert III Retail with On

the Run (OTR) before being offered permanent employment. With her financial worries behind her, she is now focusing on further study and setting a positive example for her siblings.

“Tim” arrived in Australia from Zambia in 2010 without an accompanying adult. He was living with an uncle but the relationship soon broke down due to conflict. The impact was significant and included homelessness, disengagement from education, and a loss of motivation and confidence. MYSA found Tim long term affordable accommodation and part-time employment and linked him to a range of other supports to strengthen his coping capacities and support systems. MYSA also facilitated Tim’s re-engagement with school. He is currently participating in an alternative education program with tuition fees covered by a scholarship.

CITY WEST HUB

The City West Hub is an after-hours crisis intervention service for children and adolescents aged 8-17 years from refugee, migrant and Indigenous backgrounds who frequent Hindley Street in the CBD of Adelaide in the early hours of Saturday and Sunday. Hindley Street is well known for its night clubs and adult entertainment venues, with reports of homelessness, drug and alcohol misuse and crime commonplace. Some of the children and adolescents who frequent Hindley Street are homeless while others have homes to return to but are choosing not to for various reasons. Some are engaged in illegal and/or health risk behaviours. Prior to the Hub, there were no services available.

IMPACT (PAST 5 YEARS)

- Over 1100 children and adolescents protected from exploitation and abuse while frequenting the CBD and a significant reduction in the number of children and adolescents frequenting the CBD.
- Over 300 children and adolescents, and in many cases also their families, provided with ongoing support.
- Over 100 young people supported to turn their lives around and overcome trauma related to neglect and physical, psychological and/or emotional abuse.

“Mary” arrived in Australia from the Democratic Republic of Congo with her mother and siblings in 2012. Mary’s acculturation to Australian society was a source of conflict with her mother and the relationship eventually broke down, leaving her homeless. Around the same time, Mary dropped out of school and became involved in criminal activities with her much older partner. This soon brought her to the attention of both the police and child protection authorities because she was only 15 at the time. As a result of the support provided by MYSA, Mary is now housed and participating in a flexible learning program which will allow her to achieve her South Australian Certificate of Education (SACE). She is also working on repairing her relationship with her mother with a view to returning home.

YOUTH AT RISK

Within MYSA’s settlement program, there is an “at risk” service stream to respond to complex issues which, if left unaddressed, may present significant impediments to settlement. These issues include family breakdown, youth homelessness, teenage pregnancy, early parenthood, mental health issues, drug and alcohol abuse and disengagement from school, family and community. MYSA’s work with youth and young families at risk has resulted in the organisation becoming the South Australian service provider of choice for responding to complex child and youth cases, including child protection and youth justice cases.

IMPACT (PAST 15 YEARS)

- Over 3000 young people who were once socially excluded are now having experiences and opportunities that give them a sense of identity, belonging, and place in society.
- In 2017, MYSA established the first youth-specific intimate partner violence program in the country, an achievement which was formally recognised by the Governor in 2017 with the Multicultural Award for Family Safety.
- In 2018, MYSA established the first youth-specific parenting support program in South Australia.
- MYSA is one of only three panel members in South Australia to provide specialised and intensive services to young people experiencing high and complex needs (family breakdown, youth homelessness, teenage pregnancy, early

parenthood, mental health issues, drug and alcohol misuse and disengagement from school, family and community). MYSA currently manages approximately 100 complex cases per year, consisting of 1-7 family members.

- In 2012, MYSA was approached by the State Government to lead the coordination of the West End Safety Trial, a partnership across all tiers of government to increase efficiencies among street workers in supporting some of the state's most vulnerable children and youth at night in the West End of the CBD.
- In 2012, MYSA was one of only three service providers nationally to be contracted by the then Department for Immigrant and Citizenship to become the custodian of 23 unaccompanied humanitarian minors (16-17 years) with high support needs.
- In 2009, TAFE SA contracted MYSA as the exclusive provider of support services for international students experiencing isolation, culture shock, mental health problems and a range of other adjustment issues.

"I can't even explain all the things they have done to help me. They helped with everything. (client)."

"As noted in our earlier discussions, this case was an extremely complex and challenging case in many ways it is evident that all of MYSA's staff involved provided a very professional service and their commitment and dedication to the case at hand was evident in all the extremely comprehensive and well prepared reports and Case Plans / varied Case Plans prepared for this case. Please pass my thanks to all staff involved with the case as it is evident that they all provided a service that went way beyond what is normally required of our CCS case managers (the then Department of Immigration and Citizenship)."

"Nooria" arrived in Australia from Liberia in 2012. She was referred to MYSA by the Women's and Children's Hospital after being advised that her pregnancy was high risk, and her baby may not survive. With another child to care for, and unable to pay the rent after her partner left her, she became homeless. Her already poor physical and mental health deteriorated further when her family and community blamed her for the separation. Her newborn daughter, "Amara", was diagnosed with a rare health condition requiring ongoing treatment in Melbourne. MYSA found Nooria long term accommodation and streamlined her medical appointments to reduce the number of times she was required to travel back and forth to Melbourne. Amara made a full recovery and regularly attends MYSA's playgroup. Nooria has met other mothers and now has stronger support networks.

MULTICULTURAL YOUTH DEVELOPMENT FUND

MYSA administered the Multicultural Youth Development Fund for the then State Department for Communities and Social Inclusion until 2017 when the fund was closed. MYDF was a community grants scheme which provided funding to newly arrived youth and community groups for youth development projects. Funded groups and their partner agencies participated in project and grants management training workshops and quarterly meetings with MYSA's grants officer to discuss their progress, receive support and advice, troubleshoot and obtain links to other support mechanisms, including funding through other grants schemes.

IMPACT

Over the life of the Fund, MYSA:

- Provided training and support to over 50 community groups and their partner agencies.
- Distributed 300K in grant funds to community groups.
- Via the funded projects, increased and strengthened youth opportunities for social, civic and economic participation and inclusion.



CRISIS MANAGEMENT

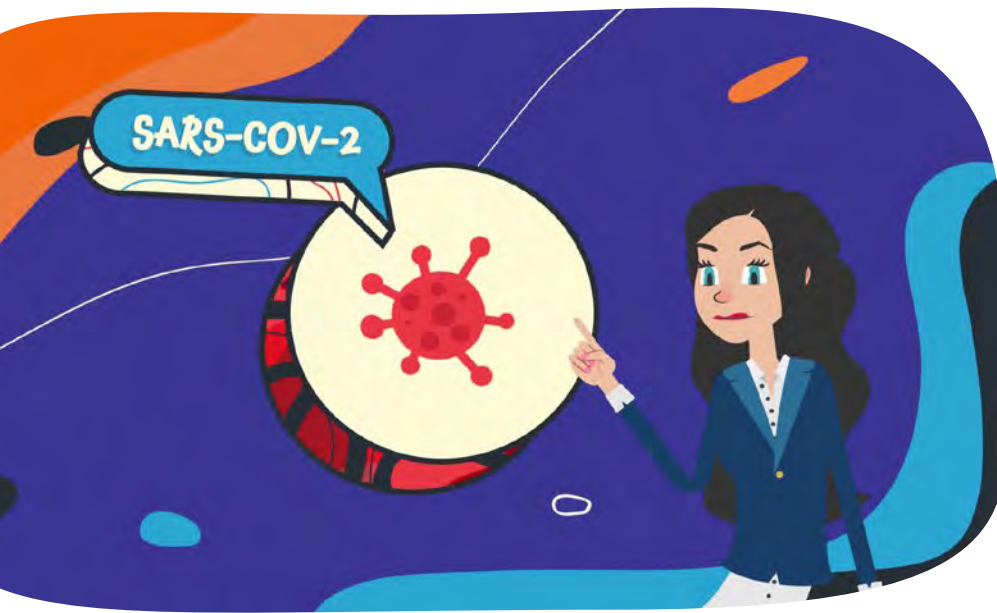
As the COVID-19 pandemic unfolded, 94 multicultural youth linked to the Thebarton cluster were required to quarantine in hotels while others were required to self-isolate in the community with limited access to culturally appropriate support. Many experienced high levels of anxiety, financial stress, concern for family members isolating alone, and lack of access to essential services and support.

In response, MYSA established an on-call 24-7 crisis service which involved the delivery of food packages, phone credit and other essential items to numerous families across metropolitan Adelaide and young people in hotel quarantine, liaising with energy companies, real estate agencies and banks to obtain extensions on utility bills, rental and loan payments, liaising with SA Health and the Chief Psychiatrist to respond to emerging mental health concerns, coordinating follow-up therapeutic support, and facilitating online youth activities to reduce social isolation.

MYSA also developed translated videos to help multicultural communities understand the severity of the crisis and how they could control the spread. Four videos were created: (1) what is coronavirus? (2) social distancing; (3) the importance of hygiene; and (4) mental health support. The videos were considered so creative that SA Health sought permission to release them on its website. They were also widely distributed by other government departments and NGOs.

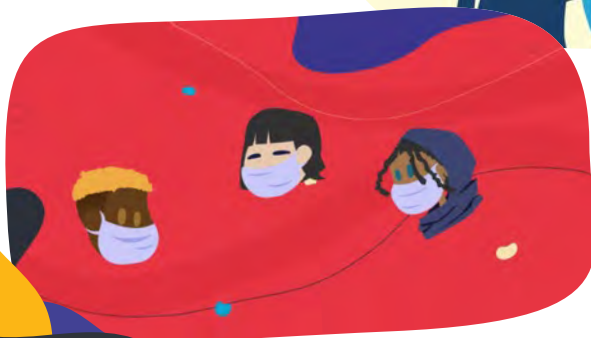
To view the videos, visit our Youtube channel: [Multicultural Youth of SA](#)





IMPACT

- MYSA's COVID work was featured on ABC and SBS news, and in The Advertiser and InDaily. As a result of the media coverage, MYSA received numerous donations from the public to support both its COVID-19 response and youth programs.



RECOGNITION FOR SERVICE EXCELLENCE

The quality of MYSA's youth services and programs has been acknowledged in the award of accreditation with Australian Service Excellence Standards (ASES), an internationally accredited quality improvement program. MYSA is currently the only youth settlement provider in Australia to have received accreditation, achieving a perfect score of 100% for service provision in 2013 and again when re-audited in 2016 and 2019.

MYSA's work has also been recognised in the following organisational and individual awards:

2020	Minister for Innovation and Skills Small Business Award (<i>semi-finalist</i>)
2019	40 Under 40 award for the most influential young people in business in South Australia
2019	South Australian Training Awards: Industry Collaboration (<i>finalist</i>)
2017	MacQuarie Bank, Business and Mentoring Fellowship (<i>won over 87 applicants</i>)
2017	Governor's Multicultural Award for Family Safety 2017 (<i>winner</i>)
2015	Migration Council of Australia Migration and Settlement Awards (<i>finalist</i>)
2013	Governor's Multicultural Awards: Youth Organisation
2013	Lions Australia Awards: Community
2012	Governor's Multicultural Awards: Youth Organisation
2012	Celebration of African-Australians Inc. National Awards. Friend of Africa Award.
2011	African Chamber of Commerce SA Inc. National Awards 2011. Honorary Awards
2011	The Governor's Multicultural Awards: Community Sector Organisation

RESEARCH, POLICY AND ADVOCACY: ACHIEVEMENTS AND IMPACT

MYSA's youth services and programs are informed by current research as part of a broader organisational commitment to evidence-based practice and continuous service improvement. Over the past 20 years, MYSA has partnered universities in South Australia and other states on over 25 research projects to improve understanding on the issues affecting refugee and migrant youth.

CURRENT PROJECTS:

- **2015-2021. Pathways to Active Citizenship: Refugee Youth and their Transition from School to Further Education, Training and Employment.** Funded by the Australian Research Council, this project is a collaboration between MYSA, the University of South Australia and the University of Adelaide. MYSA contributed \$100,000 (cash) and significant in-kind support. Over 650 young people from the top refugee source countries have participated in the research. The findings are currently being analysed and will be used to support MYSA's settlement work as well as our policy and advocacy activities.
- **2021-2023. Re-building Life After Migration: Experiences of Refugee and Migrant Youth.** Funded by the Australian Research Council, this project is an international collaboration between MYSA, the Australian Migrant Resource Centre, the University of South Australia, the University of Adelaide and international industry partners, IMCES: Institute for Multicultural Counselling and Education Services (USA) and the Newcomer Centre of Peel (Canada). The research provides a unique opportunity to compare the psychosocial wellbeing of young people in Australia with youth in other Western resettlement countries. The project is in the data collection phase and the findings will be used to support MYSA's settlement work as well as our policy and advocacy activities.

PREVIOUS PROJECTS:

- **Intimate Partner Violence in Refugee and Migrant Youth Relationships (2016-2018).** Funded by the SA Department of Human Services.
- **Mental Health of Refugee Children and Adolescents (2010-2015).** Funded by the Australian Research Council (ARC).
- **Children and Youth on the Streets of Adelaide (2014).** Funded by the Attorney General's Department (AGD).
- **Under the Radar: Exploring Problem Behaviours Among Newly Arrived Youth in SA (2007-2010).** Funded by the Scanlon Foundation.
- **Refugee Youth and Mental Health (2008).** Funded by the Office for Youth.
- **Multicultural Youth Issues in Australia (2008).** Partner: Australian Research Alliance for Children.
- **Refugee and Migrant Youth and Public Space (2007).** Funded by the Adelaide City Council.
- **Cross Cultural Training Needs Among Mainstream Services (2005).** Funded by the then Department of Immigration and Citizenship.
- **Youth Gangs (2003).** Partners: Youth researcher, Rob White and the Centre for Multicultural Youth.

Research findings and associated recommendations for policy and programs are made available to state and national government decision-makers and the broader sector via:

- Face-to-face meetings with MPs and senior government policy and decision-makers
- State and national policy submissions
- Discussion and issues papers
- Representation on state and national committees, forums and working groups

- Advice and information provided to all tiers of government
- Cross-cultural training
- Resources (e.g., findings reports, youth fact sheets)

IMPACT (PAST 10 YEARS)

- Industry partner on three Australian Council Research (ARC) Linkage grants in collaboration with the University of South Australia and the University of Adelaide.
- Used the findings of the first of these projects as an evidence base to secure 5M in program funding from the Federal Department of Social Services.
- Secured 50K in state funding to investigate intimate partner violence among adolescents and adolescent mothers aged 13-19 years.
- Secured an additional 400K in state funding to establish the first multicultural youth-specific violence intervention service in the country based on the findings of this research.
- Sponsor of a PhD research scholarship in the area of social impact investing, the findings of which will be used to inform future service planning and continuous learning and improvement.
- Invited research presentations at national industry symposia, conferences and committee meetings.
- Invited policy and program advice to senior policymakers and program managers based on the findings of research.

As part of MYSA's state representative role, we are also involved in policy work to improve settlement outcomes for youth and young families.

IMPACT

- Government decision-makers report increased understanding of the needs and issues of young people from refugee and migrant backgrounds.
- Successful in persuading the State Department of Human Services (DHS) to include access and equity targets for multicultural youth in all mainstream youth service delivery contracts.
- Invited presentations to House Select Committees and Ministerial Appointments to various committees including the Federal Government's Harmony Alliance: Australia's Migrant and Refugee Women's Coalition Refugee Women's Coalition, the SA Department of Human Services' NGO Intelligence Group, SA Health's Women's and Children's Safety and Compliance Committee, the SA Education Department's Multicultural Education and Languages Committee, the SA Department of Human Services' Women's Safety Strategy and SA Health's Quality in Healthcare Consumer and Community Advisory Group – to name a few.
- Representation on the South Australian Settlement Planning Committee, Federal Department of Home Affairs Stakeholder Reference Group, Council of the Migrant and Refugee Women's Alliance and Child Safety and Wellbeing Advisory Panel.

SECTOR DEVELOPMENT AND CAPACITY BUILDING: ACHIEVEMENTS AND IMPACT

LEADERSHIP AND REPRESENTATION

As a state representative body, MYSA is embedded in national, state and local policy and service delivery networks and works closely with a wide range of government, non-government, community, academic and corporate sector stakeholders to ensure a coordinated response to multicultural youth issues and needs.

Over the past 20 years, MYSA has led and facilitated numerous inter-state, inter-sectoral, and inter-agency partnerships and connections to build youth and community sector capacity and cultural competency.

At the national level, MYSA was a founding member and until recently Deputy Convenor of the Australian Multicultural Youth Advocacy Network (MYAN) Australia. In this capacity, MYSA contributed to major policy and advocacy initiatives including the MYAN “Youth in Focus” national forum where we participated in the planning committee and presented at the conference. MYSA’s contribution has helped shape a range of policy papers, submissions and reports distributed nationally and available on the MYAN website.

At the state level MYSA leads the Youth Settlement Action Network (YSAN) which has extensive representation from across the youth, community, sporting, policing, multicultural and government sectors. The YSAN provides access points for agencies to be linked to sector support and development, for example cross-cultural training, service mentoring and joint projects and initiatives. MYSA organises bi-monthly critical issues forums which focus on new and emerging youth issues. Examples include: ‘Seeing Red’ street violence and interventions for CALD Youth and ‘From F to A’ how to address educational barriers for CALD young people in secondary education.

In addition, MYSA attended individual meetings with various state and national government department heads, Ministers, senior government policy advisors and other staff to provide information and advice on both sector issues and issues affecting young people from refugee and migrant backgrounds.

At the local level, MYSA's participation in various local inter-sectoral and inter-agency groups and networks is extensive and has covered networks across metropolitan Adelaide and regional Australia. We also work with local councils across metropolitan Adelaide via hosting community forums, providing cross-cultural training, and delivering joint youth education and recreation programs, for example, "On the Same Wave"—which was a collaboration between all local councils and Surf Life Saving Australia to educate young people around beach safety.

IMPACT

- Led, coordinated and/or participated in over 3980 roundtables, forums and network meetings in the past five years.
- Shared best practice, research, training and development to ensure youth-specific expertise is captured and promoted to settlement providers across the country.
- Co-author of the National Youth Settlement Framework which was endorsed by the Federal Department of Social Services in 2016. The Framework provides a national approach to service standards and quality improvement for government and non-government services across Australia and represents the highest level of collaboration between the government and NGO sector.
- Appointed South Australian trainer for the National Youth Settlement Framework, which is designed to support a consistent national approach to addressing the settlement needs of young people from refugee and migrant backgrounds.
- Appointed multicultural representative for the South Australian State Settlement Planning Committee, which is a single Government structure for settlement planning at the state level.
- Hosted the South Australian consultation for the Youth Training Unit, a project resulting in a training package to equip agencies with the skills, knowledge and resources to work more effectively with young people from refugee and migrant backgrounds. Registered Training Organisations (RTOs) such as TAFEs, universities and some large NGOs used the material to offer the package as a targeted unit of competency.
- Co-chair of the then Department for Communities and Social Inclusion (DCSI) Youth Services Forum (YSF) which was established to provide leadership, support and advice to all DCSI funded youth agencies.

TRAINING AND RESOURCE DEVELOPMENT

MYSA's sector development and capacity building work also includes cross-cultural training and advice, best practice guidelines, and the development of training resources. MYSA's service statistics verify a high number of requests for training, resources and other support from state government departments and agencies, local councils, mainstream service providers, schools, universities, sporting clubs and libraries – to name but a few.

Demand for training well exceeds that which MYSA can provide free of charge. Except for state funded mainstream youth services, MYSA provides training on a fee-for-service basis which enables partial recovery of the costs associated with developing and delivering training, most of which needs to be specifically tailored to the needs of individual organisations.

MYSA is considered the “go to” organisation in South Australia for training around youth vulnerability and risk. In this capacity we have developed individually tailored, specialist training to meet the specific needs of a number of government and non-government agencies including the South Australian Police, Youth Justice (Community Youth Justice Teams A & B), Yatala Labour Prison (Psychology and Social Work departments) the Women's and Children's Health Network (comprising (Child and Adolescent Mental Health Service, Yarrow Place Rape and Sexual Assault Service, Women's and Children's Hospital, Women's and Babies (WaBS), Paediatrics, the Surgical Unit, Learning and Teaching Unit, the Child and Family Health Service), Service to Youth Council, Streetlink, TAFE SA, Salvation Army, Red Cross and the three main South Australian universities - to name but a few.

MYSA's consultations with young people provide on-the-ground knowledge of key issues and potential program responses. This information ensures that MYSA is not only itself responsive to new and emerging issues but that the sector - via training - is also responsive.

Organisations and other stakeholders that participate MYSA's training are asked to provide written feedback via an evaluation form which captures the following information: (1) whether knowledge had increased; (2) whether the training had been useful; (3) rating on content, style and delivery; (4) other suggested topics of interest; (5) frequency of training; (6) suggestions for improvement and; (7) additional comments. Feedback enables MYSA to ensure future training programs are responsive to the training needs of the sector as well as enabling a review of training methods and curriculum.

With respect to resource development, MYSA's resources (best and promising practice guidelines, youth issues papers, fact sheets etc.) are distributed throughout our extensive networks, including service providers from across service sectors, local councils, peak organisations and government departments. MYSA has also advocated for additional resources for the youth sector through its involvement in various state and national committees, for example, the YSAN and MYAN Multicultural Youth Advocacy Network (MYAN) Australia and the Youth Settlement Action Network (YSAN).

IMPACT

- Approximately 1270 organisations and groups have benefited from MYSA's training and other sector development work over the past five years. Outcomes include:
 - Greater knowledge, skills and resources to plan, develop and implement more accessible and equitable services for young people from diverse cultural backgrounds.
 - Improved understanding and demystification of other cultures to break down barriers and allow for more open relationships and dialogue.
 - Awareness of hidden factors about one's own culture, values and worldviews as a basis for understanding and managing cultural differences with sensitivity and professionalism.
 - Increased coordination, collaboration and cooperation between services across service sectors to ensure a consistent and coordinated approach to child and youth needs.

"The training was fantastic - very useful - a great mix of information and practical scenarios to work through. The presenter was very engaging and obviously knew her stuff."

"The questions posed to the group and the discussions that arose from these questions were useful and assisted participants to brainstorm client issues."

"The presenter was informative and generated good discussion. People were given the opportunity to talk about their individual experiences with clients which was good."

"MYSA provides relevant and evidence-based advice on emerging trends and issues with this cohort that helped us customise approaches and service interventions. Their involvement and connection with UniSA has provided robust and informed advice we feel has been critical to our delivery success."

"MYSA is very grass roots, well connected and strong advocates. In an employment setting, this representation has helped to facilitate customised responses and identify opportunities that ensure our client-centred approach considers the specific needs and barriers faced by refugee youth in SA."

"MYSA are the experts and have proven their agenda in advancing the needs and interests of this cohort which we feel can be trusted. They deserve much credit for the evidence-based practice approach applied unrivalled by other organisations who present anecdotal advice."

"MYSA is a core partner and we always consult with them to get the critical information that we need about the target populations."

"Our organisation has reached out to MYSA on a number of occasions to assist our staff and stakeholders with best practice advice in understanding displaced persons, cultural and linguistic differences and engagement strategies with multicultural communities. Each time we have received professional and practical advice and resource material."

"The training sessions were both well thought out and offered practical advice that was backed by research and lived experience."