



Destination Ballarat: A Leading Regional Settlement Destination

*Ballarat Regional Settlement and
Advocacy Committee (BRSAC)*

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We acknowledge Myriad International Consulting Services for their contribution to the preparation

of this paper and Alex Economou for his contribution to the preparation of 'Why I Call Ballarat Home' stories and photographs.

Cover: Six Ballarat people generously shared migration and settlement stories in 'Why I Call Ballarat Home'.

From front right to left (front): Lamourette Folly, Hamid Mussavie, Elham Jamali From right to left (back) Aldona Kmiec, Nam-Ha and Hayley Quach, Werner Hulsmann. Their personal contributions are also valued and acknowledged.

Foreword

The City of Ballarat intends to be a leading regional settlement destination. Through existing, well-embedded capabilities and coordinated planning, Ballarat offers effective settlement of humanitarian background and other migrant communities.

Ballarat-based collaboration between local government, community organisations, business, service providers and the education sector achieves an integrated approach to settlement planning, service delivery and outcomes. Ballarat confidently delivers on key priority areas set out in the National Settlement Planning Framework¹ including education and training, language services, employment, health and wellbeing, civic participation, housing and family and social support.

Ballarat as a whole welcomes and embraces new arrival communities, working together to achieve their successful integration into Ballarat. Key civic leaders are championing this whole of community approach.

The perspective of traditional owners is respected in Ballarat. A welcome by Traditional

Owners is recognised by BRSAC as a prerequisite for the proposal to promote Ballarat's role as a migration destination. The Wadawurrung have offered the following statement endorsing increased migration, including asylum seekers and refugees:

In this modern age, people are still forced to leave their homelands to seek a better life for themselves and their children. Worst of all, some are forcibly removed from their homelands or have to flee violence or war.

Wadawurrung people have been dispossessed of our lands, herded into refugee camps and forced to undergo assimilation practices. As such we understand the emotions and feelings that can at times overwhelm those who are involved.

It is a sad indictment on modern society, that people cannot see the bigger picture. Greed and religion are the drivers of today's thinking.

When a community comes together to try and address some of the issues that can affect those on the journey to a better life, it shows that there is still hope for this world. Ballarat has come together to try and do something positive and tangible for migrants and refugees who seek to make this municipality their home. Wadawurrung support those efforts.

Bryon Powell Projects Officer, Wadawurrung (Wauthurung Aboriginal Corporation)

¹ <https://www.dss.gov.au/our-responsibilities/settlement-services/settlement-planning-framework>

The City of Ballarat and CEOs from major organisations and business have publicly announced² they want to make the Ballarat region a choice destination for refugees, particularly children, fleeing Syria and other war torn countries. The Committee for Ballarat, United Way and Ballarat Foundation, Ballarat Regional Multicultural Council, and Ballarat Community Health have jointly pledged commitment to make Ballarat an active destination.

Ballarat people have a strong sense of community and we need to consider our role in this humanitarian crisis. Ballarat people are telling us they want to step up to the challenge and be part of the Australian offer to help those wanting to create a new future.

Melanie Robertson, Committee for Ballarat

Ballarat is a Refugee Welcome Zone. Regional cities and communities should be bold in our plans and can generate tremendous social and economic benefits from successful settlement of migrants and refugees.

City of Ballarat Councillor, Belinda Coates

Ballarat community members' generous support will leverage and capitalize on our excellent infrastructure. This is an initiative that we will wholeheartedly support for the whole community's wellbeing.

CEO of United Way and Ballarat Foundation, Geoff Sharp

Business leaders believe Ballarat is well placed to increase settlement of refugees and asylum seekers in line with the overall growth strategy for a total Ballarat population of 200,000 by 2050.

"We are confident that Ballarat is a wonderful place for migrants to build a new life and our city also benefits from the growth, development and diversity they will bring."

BRMC Executive Officer, Ann Foley

The multi-agency position has been supported by key multicultural sector leaders who have been working collaboratively in the region to ensure the successful settlement and integration of new arrival communities.

² <http://www.committeeforballarat.com/latest-news.php?newsID=126>

“CMY has witnessed Ballarat’s commitment to supporting refugee and migrant young people. Ballarat is a welcoming place and has made these young people feel like they belong and can contribute to the community.”

CEO of Centre for Multicultural Youth (CMY), Carmel Guerra.

Ballarat’s commitment to promoting the region as a progressive settlement destination for migrants and refugees is supported by a growing evidence base. This paper documents many benefits for refugees choosing regional areas over metropolitan living.

“The size of Ballarat is one positive, it is not as busy as the city so they aren’t forgotten about as much”

Coordinator of Regional Australia for Refugees Ballarat Group, Kath Morton

Ballarat is a recognised popular destination for young humanitarian entrants in particular due to accessible education, housing affordability and a good standard of living. We are proud to acknowledge our growing success in supporting humanitarian entrants to become self-reliant and participate equally in the civic, political and economic life of the city.

Personal accounts of ‘Why I Call Ballarat Home’ are also included in this paper as evidence of the region’s capabilities. Migrants from diverse backgrounds speak of the compelling advantages of this regional destination. Further, our ability to work collaboratively has resulted in many of our refugees and asylum seekers becoming fully independent and making significant contributions to Ballarat.

1. Introduction

We acknowledge the Wadawurrung and the Dja Dja Wurrung people as the traditional owners of the land and we pay our respects to their Elders, past and present.

We support the strengthening of relationships with the Wadawurrung and the Dja Dja Wurrung people and encourage greater unity, knowledge and respect for the first occupants of our land through strong community links local representation and honouring their descendants.

Location and Population

The municipal district of the City of Ballarat is part of an area of land under the traditional custodianship of the Wadawurrung and the Dja Dja Wurrung people and comprises the City of Ballarat, one of Australia's largest inland cities and the third largest city in Victoria, and the townships Learmonth, Buninyong, Miners Rest and Cardigan Village.

The City of Ballarat has an area of 740 square kilometres and an estimated population of 102,490 in 2015. The City's population is forecast to grow to 145,197 by 2036³ representing a potential population growth of over 40% over the next 15 years.

Ballarat lies at the gateway to western Victoria and provides many of the services, connections and economic drivers to support a region of approximately 400,000 people. It is in a key strategic position at the centre of some of Victoria's most important freight, tourism and commuter transport routes. The four main highways radiating from Ballarat – the Western, Midland, Glenelg and Sunraysia – connect it to industrial centres such as Melbourne, Adelaide, Geelong and Portland; regional locations like Bendigo and Mildura; and agricultural areas in the Mallee and Wimmera.

Situated only 110 kilometres north-west of Melbourne, Ballarat has excellent road and rail

links that enable commuters to reach the centre of Melbourne within an hour.

As a key regional population centre, Ballarat has the capacity and potential to alleviate population pressures in some of the fastest growing municipalities of Melbourne in the north and west (notably the fast growing municipalities of Wyndham and Whittlesea) and to act as an accelerator for regional and state-wide growth.

History

Ballarat and the Central Highlands and Grampians region are steeped in history with the Wadawurrung and the Dja Dja Wurrung people inhabiting the region for thousands of years prior to European settlement in the 1830's. The discovery of gold in the region in 1851 resulted in a significant growth in settlement with approximately 20,000 migrants rushing to the region. This period resulted in the Eureka Stockade, a defining moment in Australian history believed by many to be the origin of democracy and the formation of multiculturalism in Australia. Anger over unfair government laws and administration over mining licence fees led to the only armed rebellion in Australian history and the Eureka flag is an enduring symbol against injustice. Many migrant men and women⁴ who had come seeking wealth and fortune took part in the Eureka rebellion in 1854.

³ <http://forecast.id.com.au/ballarat/home>

⁴ Clare Wright, *The Forgotten Rebels of Eureka*, 2013, Text Publishing (Winner of the 2014 Stella Prize)

2. An evidence base for diverse growth

Ballarat is a leading Victorian settlement destination.

Ballarat Vision

Ballarat Today

The City of Ballarat and surrounding regions are growing and developing rapidly, transforming this local government area into a modern, diverse and cosmopolitan regional city. This rapid change has been influenced by a steady influx of secondary settlement by migrant and humanitarian background communities, international students and skilled migrants increasingly settling in to Ballarat over the last 10 years.

These conditions create good settlement opportunities as evidenced in other regional locations and our own experience in the Ballarat region.

Ballarat is Victoria's fastest growing regional city with an estimated population of 102,490⁵ as of November 2015. It is forecast to become home to an additional 40,000 residents over the next 16 years.

A recent report prepared by Ballarat City Council forecasts continuing jobs growth in a workforce where unemployment now tracks at around state average rather than the higher rural level. Traditionally strong sectors such as health, retail, tourism and hospitality are expected to continue to grow while some smaller industries such as technology, transport and warehousing, arts and public administration could double in size.⁶

Early rollout of the NBN has supported business growth and the proposed Ballarat West Employment Zone, where federal, state and local funding is currently being used to develop business infrastructure and an intermodal freight hub, should generate new employment opportunities and significantly cut transport costs.

Whilst prosperity in Ballarat faded with the slowing of gold extraction in the late 19th century, the City has re-emerged as a significant tourist destination known for its history, culture and heritage. Ballarat retains and continues to celebrate the historical legacy of Eureka and the links of this period to the formation of Australia as a multicultural nation. Sovereign Hill, a major Victorian tourist destination and employer in the region, has explicitly committed to employment and volunteering policies and practices that reflect cultural diversity of past and current populations.

5 <http://forecast.id.com.au/ballarat/home>

6 <http://www.smh.com.au/business/workplace-relations/government-20151010-gk667q.html?stb=tw>

Ballarat's Multicultural Diversity

The 2011 Census showed that 8,089 (about 9%) Ballarat residents were born overseas and that about 5% came from countries where English was not the first language.

However, the cultural diversity of the Ballarat population has grown significantly in ensuing years with additional migrants, humanitarian entrants and secondary migration patterns. The Department of Immigration and Border Protection Settlement Reporting Facility shows that 631 new migrants arriving in Australia between 1 August 2011 and 4 July 2014 were living in Ballarat as at April 2014. Of these:

- > 217 came under the skilled migration stream
- > 222 came under the family migration stream
- > 31 came under the humanitarian migration stream
- > 161 came through unknown streams

Although primary migration data indicate that Ballarat's multicultural demographics remain low in comparison to other parts of Victoria, the overseas student population has consistently trended as highest per capita as a proportion of total populations and secondary migration of young humanitarian entrants has been observed and supported by service agencies and community in the last three years.

The City has demonstrated outstanding commitment to attracting and retaining migrants arriving under the skilled, family reunion and humanitarian streams. Indeed, in recent years the City has achieved significant policy, infrastructure, services and social impact highlighting Ballarat as a welcoming city committed to successfully integrating new arrival communities⁷.

Ballarat Regional Settlement Advisory Committee (BRSAC), led by the City of Ballarat, Ballarat Regional Multicultural Council and other key service provider and community stakeholders, has implemented collective strategies through a five year plan, twice yearly professional development for service providers and co-ordinated action groups to activate collective commitment to Ballarat as a key settlement destination. In addition, a partnership between Ballarat Community Health and BRMC delivers settlement services, a well-coordinated network of service providers and community support initiatives to support migrants, refugees and asylum seekers living in Ballarat.

⁷ City of Ballarat Business Migration Register. Data collection has shown that careers in ICT, food and fibre, health, education, building, transport and retail have experienced consistent growth and are expected to grow a further average of 20% over the next 5 years.

A leading destination for regional settlement

Sustainable successful settlement outcomes in regional Australia have been well documented. For a range of reasons including community belonging, affordability, accessibility and service coordination, rural and regional settlement has become popular amongst many newly arrived refugee and humanitarian client groups. Settlement in regional Victoria has risen from 3% in 2005 to 16% in 2011⁸. Although Ballarat has received smaller numbers of humanitarian entrants in comparison to other regional areas, the City has demonstrated significant commitment to ensuring successful settlement outcomes. Outreach across the region has also begun and is integral to the collective strategy of the BRSAC.

Ballarat Community Health has offered well-established health service and coordination through the IHSS program. A new partnership with BRMC to offer the Settlement Service Program (SSP) has strengthened the community development aspects of settlement services while continuing the well established direct client and casework. Further, new arrivals are supported by an extensive integrated network involving the City of Ballarat, the Ballarat Regional Settlement and Advocacy Committee and members, the Ballarat Regional Multicultural Council, Centre for Multicultural Youth and a breadth of community organisations. This integrated well established network continues to grow, strengthening relationships and linkages with local health services, relevant government agencies, the education sector and private industry who are all working together to achieve the vision of Ballarat as a leading Victorian settlement destination.

In 2014 the City of Ballarat hosted the Victorian launch of Refugee Week and was announced as a Refugee Welcome Zone making the following pledge

“A commitment in spirit to welcoming refugees into our community, upholding the human rights of refugees, demonstrating compassion for refugees and enhancing cultural and religious diversity in our community”.

This initiative received resounding community support and publicly highlighted the local level commitment to welcoming new arrivals into the Ballarat community, upholding their human rights, demonstrating compassion and embracing cultural and religious diversity as a significant local contribution.

8 <https://www.ames.net.au/humanitarian-settlement-services/regional-and-rural-settlement.html>

Inherent strengths of Ballarat

As the capital of Western Victoria, Ballarat has inherent strengths as a leading settlement destination:

- > Strong as Victoria's third largest economy outside metropolitan Melbourne
- > Growing as one of Australia's fastest growing inland cities
- > Well located by straddling the midland arc of the Central Highlands and positioned at the gateway to Western Victoria, a region of around 400,000 people
- > Connected offering High Performance Freight Vehicle access and 60 minute travel times via direct freeway to Melbourne and its international airport and ports
- > Skilled as one of regional Australia's most skilled and loyal work forces and home to the Federation University
- > Affordable with better residential housing and more affordable business environment than the western suburbs of Melbourne
- > Liveable, boasting comprehensive health services, educational and sports facilities, cultural and community assets on par with Melbourne
- > Creative, a destination for new creative industries and boasting an arts and innovation culture
- > Unique as the birth of Australian democracy and steeped in a rich gold rush heritage

3. Service Capacity and Development

The City of Ballarat acknowledges that the additional 12,000 humanitarian programme places announced by the Federal Government in September 2015 will be given to people displaced by conflict in Syria and Iraq who are assessed as being most vulnerable including women, children and families with the least prospect of ever returning safely to their homes.

We also acknowledge that many of these individuals will have professional skills, qualifications and English language proficiency and will have experienced very recent trauma, grief and loss.

We have considered key capability requirements expected in settlement locations for this group of humanitarian entrants which include family or community links, availability of specialist settlement services such as accommodation and mainstream services including health and education and employment opportunities.

Through coordination by the BRSAC, Ballarat is well placed to meet these requirements. Our strengths and capacity as a leading regional settlement destination offer the key requirements determined by the Commonwealth Department of Social Services. The coordinated members and action groups of the BRSAC will ensure that capacity is developed to strengthen integrated service networks and cover eventualities and risks across settlement and allied service networks.

Settlement support service infrastructure

Ballarat has continuously enhanced migrant services and developed significant capacity in settlement services by building local capabilities and learning from past settlement practice.

Ballarat today features a well co-ordinated, integrated and responsive network of services and support infrastructure working together to support migrants, refugees and asylum seekers. This includes Humanitarian Settlement Services, Settlement Services Programs and a suite of complimentary state government funded multicultural capacity-building and support programs delivered through the Ballarat Regional Multicultural Council, Centre for Multicultural Youth and Federation University. A breadth of settlement support programs is also delivered by the City of Ballarat.

Rural humanitarian settlement in Victoria has been successful over the past decade. Ten to fifteen percent of humanitarian arrivals settling in Victoria go to rural and regional areas. Services have been established in rural and regional areas to respond to the needs of people from refugee backgrounds⁹ such as refugee health nurses, torture and trauma counselling, humanitarian settlement service providers and coordination networks have also been established such as 'Local Settlement Planning Committees'. This has been widely acclaimed as a successful model.

Ballarat is a regional area one-hour drive from Melbourne. It has service and community capacity to receive humanitarian arrivals and offers a substantial integrated refugee health, settlement and community service system which is documented on the following pages.

9 See 'Enabling Rural Migrant Settlement: A Case Study of the Limestone Coast' Dr Helen Feist et al, University of Adelaide, MRCSA 2014

Table 1: Health, settlement and community services in Ballarat that have capacity to work with humanitarian entrants

SERVICE	CAPACITY
<i>Coordination/Networks</i>	<p>Ballarat Regional Settlement and Advocacy Committee (BRSAC).</p> <ul style="list-style-type: none"> • BRASC action groups meet regularly to progress settlement outcomes for refugees and migrants. These groups have a focus on Health and Wellbeing, Advocacy and Events, Employment and Education and Youth. • The SHARE (Settlement Humanitarian and Refugee Enhancement) meeting is now a biannual forum with a broad service-coordination and professional development focus.
<i>Bulk-billing GP(s) in Community Health or active private practice providing refugee health</i>	<ul style="list-style-type: none"> • 4 GPs in Ballarat Community Health (BCH) working with refugees • 1 GP is registered with International Health and Medical Services at BCH. • 2 private GPs
<i>Health and Wellbeing</i>	<ul style="list-style-type: none"> • Strong integrated family and domestic violence support services network with cross sector training for settlement services. • BRSAC Health and Wellbeing Action Group – strong links between Council Maternal and Child Health Services, mental health and Ballarat Community Health Refugee Health Nurse • Partners in Recovery program targeting humanitarian entrants with complex mental health issues – collaborative program between Ballarat Community Health, Centacare, settlement services, Asylum Seeker Resource Centre and mental health services
<i>Refugee Health Nurse Program in Community Health</i>	<ul style="list-style-type: none"> • Located at Ballarat Community Health and having strong links with the Victorian Refugee Health Network and Ballarat Maternal and Child Health Services.
<i>Paediatrics State-wide: Royal Children's Hospital Immigrant and Refugee Health Clinic Paediatric Refugee Health Fellow</i>	<ul style="list-style-type: none"> • Immigrant paediatric health clinic one day per month
<i>Infectious Diseases Physician / Capacity State-wide: Victorian Infectious Diseases Service ID Refugee Health Fellow</i>	<ul style="list-style-type: none"> • Use of outpatients at Public Hospital - responding with interpreters.

SERVICE	CAPACITY
<i>TBU Physician</i>	<ul style="list-style-type: none"> • Children attend paediatric immigrant clinic. • Adults attend public hospital or private rooms and are bulk billed.
<i>Mantoux Test</i>	<ul style="list-style-type: none"> • Dr. Robert Karmouche (Sturt St. practice) offers the screening tool for tuberculosis
<i>Torture & Trauma Counselling</i>	<ul style="list-style-type: none"> • Ballarat Community Health counselling team delivered through a Memorandum of Understanding with Foundation House • Specialist training in trauma and torture counselling fir Ballarat Community Health Counsellors.
<i>High Dose Vitamin D</i>	<ul style="list-style-type: none"> • Immigrant paediatric health clinic sees immigrant adults for Vitamin D deficiency
<i>Oral Health</i>	<ul style="list-style-type: none"> • Ballarat Dental Health Services (all ages)
<i>Settlement Services</i>	<ul style="list-style-type: none"> • Ballarat Community Health and Ballarat Regional Multicultural Council
<i>Employment</i>	<ul style="list-style-type: none"> • CALD Education and Employment Pathways program, (CEEP) funded by DEECD. (Further information about this program is set out in the Appendix) • Employment for new arrivals has varied according to skills and aspirations. Individuals have successfully secured apprenticeships, hospitality roles, cleaning, childcare, accounting, IT, construction etc. • There are vast volunteering opportunities for new arrivals to expand their skills and networks in Ballarat.
<i>Education</i>	<ul style="list-style-type: none"> • Two Ballarat Secondary Schools Mt Clear and Phoenix have developed strong supports for multicultural youth with a specialist focus on ESL. • Several private secondary schools in Ballarat provide scholarships for humanitarian entrants. • Currently 5 homework clubs for youth and children from CALD backgrounds operate across Ballarat supported by different organisations. • Federation University Ballarat has a strong reputation for supporting migrant and overseas students. It now offers English for academic purposes to support transition to higher education for CALD students. The Multicultural Support Worker at Federation Uni works closely with multicultural service networks. This support has led directly to enhanced educational outcomes and employment in Ballarat for graduates.

SERVICE	CAPACITY
<i>Access</i>	<ul style="list-style-type: none"> • The Multicultural Information Place (MIP) at the Ballarat Library is staffed by volunteers and provides information, referral and support. • BRMC offers social support services, community based tutors, service information, arts and sporting links, migration advice and referrals and membership, advice and auspice to community associations • Ballarat is ideally situated having good public transport options for travel to Melbourne, enabling new arrivals to maintain contact with their peers whilst delivering the benefits of regional city living.
<i>Youth programs</i>	<ul style="list-style-type: none"> • Centre for Multicultural Youth (CMY) Ballarat has significantly enhanced opportunities for Ballarat’s multicultural youth, including leadership programs, employment, social inclusion and educational pathways. • CMY works closely with the settlement service sector and youth specific agencies such as HEADSPACE and sporting organisations to provide appropriate and culturally sensitive services to young refugees and CALD youth.
<i>Housing</i>	<ul style="list-style-type: none"> • Vacancy rates in Ballarat for private rental currently are above average for Victoria and at affordable rental rates. Should the number of humanitarians entrants referred for settlement in Ballarat increase, short-term housing could readily be sourced.
<i>Community Integration</i>	<ul style="list-style-type: none"> • Successful Harmony Day, Refugee Week and cultural events continue to evolve successfully sponsored and supported by Ballarat service networks, ethno specific groups, religious organisations and others. • An increasingly visible CALD population, including students and skilled migrants, adds to a sense of increased diversity. • City of Ballarat has signed on as a Refugee and Asylum Seeker Welcome zone. • BRSAC has endorsed and adopted the Preventing Race-Based Discrimination Framework in its strategy in order systematically implement community , workplace and other site based strategies through this framework. • Major corporate employers in the region, including Sovereign Hill, have activated cultural diversity initiatives and partnerships encompassing human resource, community engagement and consumer consultation strategies.
<i>Professional Development opportunities</i>	<ul style="list-style-type: none"> • SHARE network provides professional development opportunities biannually to the service sector as well as generalist service providers. • Settlement service in Ballarat (BCH, CMY, CoB, BRMC) provide cultural competency training to a variety of organisations and services, such as job agencies, health services, university students, employers on a regular basis.

SERVICE	CAPACITY
<i>Legal and Policing</i>	<ul style="list-style-type: none"> • BRMC auspices the MARA registered Ballarat Migration Advice and Referral Service. • Diversitat Registered Migration Agent Immigration Assistance (depending on demand) to eligible humanitarian entrants referred by Settlement Services. • BRMC provide Immigration Law information sessions. • A specialist Youth Lawyer funded through the Youth Justice Partnership between Community Legal Centres at Ballarat Community Health assists young people to manage legal issues. • Victoria Police is well integrated and responsive to the needs of community members and participates proactively in Ballarat Interfaith Network, Happy Place, Multicultural Tucker and the Seniors Hub, as well as the Ballarat Regional Settlement Advocacy Committee and Action Groups. • Victoria Police have convened sector members to address coordination needs in the event of increased migration and settlement numbers. They are well coordinated and have identified existing capacity for up to additional 50 settlement places. • Victoria Police have committed to participating in planning through BRSAC, Local Area Commands and specific working groups. They are also building local capabilities by learning from the work of their colleagues in Shepparton, Bendigo and other settlement locations. • Department of Justice, Community Legal Centre and the Ballarat Migration Advice Service participate in the bi annual professional development sessions provided through the SHARE Network. Focus in 2015 has included Family Violence, risk, work with CALD Youth and migration, legal and consumer advice.
<i>AMEP/ English Language</i>	<ul style="list-style-type: none"> • Federation University is the AMEP provider. • Ballarat Regional Multicultural Council offers home tutoring in English through the Community Volunteer Tutor Program and Conversation Classes.
<i>Other migrant communities</i>	<ul style="list-style-type: none"> • Successful settlement of Sudanese and Togolese communities. • Ballarat has successful settlement of groups including Chinese, Sri Lankan, Indian, Vietnamese, Somali, Ethiopian, and Afghani, Iranian, and Pakistani arrivals. Most are linked with ethno-specific cultural organisations in the community and those associations are mostly members of BRMC.

SERVICE	CAPACITY
<i>Cultural / Religious Support</i>	<ul style="list-style-type: none"> • Cultural Diversity Week/Harmony Day celebrations attract significant participation (6000 attendees). • Refugee Week Events (BRMC coordinates annually with 20 community organisations collaborating on events). • Ballarat Interfaith Network, Tree of Life and regular interfaith services and interfaith celebrations. • Multicultural Ambassadors (City of Ballarat). • Regular BRMC Multicultural Tucker and the Multicultural Hub events at GPLACE • 'Happy Place' for young people convened by CMY and partners fortnightly. • BRMC and City of Ballarat have jointly convened a regular dialogue between Faith leaders in the Central Highlands and regions. The Ballarat community actively supports the recently established Mosque in the city.
<i>Community Groups / Services</i>	<ul style="list-style-type: none"> • City of Ballarat Parent Place offers migrant parents information support and a social networking opportunities. Community groups and services include a Multicultural Choir, Library Outreach, quarterly Migrants Welcome Morning Teas for new arrivals, City of Ballarat Intercultural Advisory Committee (ICAC), and numerous ethno specific organisations.

4. Service Coordination and Risk Planning

Ballarat is a progressive and welcoming community. This is evidenced by the collaborative and collective impact approach we have adopted as a region to ensure all stakeholder groups work together to support and engage new arrival communities.

The City of Ballarat, in collaboration with the Ballarat Regional Settlement Advisory Committee and the local community have strengthened collective impact and significant businesses, church groups and professional bodies have actively engaged with settlement issues and offer to support and leverage resources and services for migrant settlement in Ballarat. Strong leadership as a key contributing factor for the successful settlement of new arrival communities in regional areas is now well recognised across the existing research base¹¹.

Local Government Leadership

The City of Ballarat ensures an integrated approach through Council's Diversity Strategy and its linkages to city and economic planning.

Ballarat is also a Refugee Welcome Zone and on 31st October 2015 and 22 October 2016 hosted a **#Say Welcome** event celebrating diversity and the region's commitment as a compassionate, generous and welcoming settlement location. The Ballarat community 'walked together' to symbolise our unified recognition of the equality and dignity of all people and extend our values of fairness and friendship to all.

City of Ballarat Diversity Strategy 2017 – 2021

The City of Ballarat's vision for cultural diversity commits to being an 'intercultural city' and defines this as

*"a place where there is communication, interaction and exchange between different cultural groups. People from diverse backgrounds communicate, understand and learn from each other and establish 'connections'. All these 'connections' spur creativity, innovation and growth by bringing together people of all cultures for the benefit the community."*¹²

To achieve this Council has committed to

*'providing leadership, advocacy and culturally inclusive services. This is being achieved through communication, exchange, interaction, understanding and learning that facilitates inclusiveness and engagement with its culturally and linguistically diverse (CALD) communities.'*¹³

Council's Cultural Diversity Strategy reflects the City's commitment to engaging the whole community, embracing diversity and ensuring all members of Ballarat's community feel a sense of belonging.

Priority areas and strategic directions are determined through consultation and partnering. Council hosted a forum in 2014 involving representatives from a breadth of CALD

11 See AMES and Deloitte Access Economics Report 'Small Towns Big Returns' March 2015

12 City of Ballarat Cultural Diversity Strategy 2017 - 2021

13 City of Ballarat Cultural Diversity Strategy 2017 - 2021

communities living in Ballarat, service providers, business leaders and government to ensure their input. The resulting strategy recognised the Ballarat community as a whole benefits from migration that brings skills, social, economic, cultural and religious diversity which serves to constantly renew and revitalise the community.

The strategy also responds to the fact that all members of the community play a vital part in contributing and shaping the future of the community - by valuing and embracing the community's diversity it will continue to realise the benefits of a progressive, cohesive and multicultural Ballarat.

The Cultural Diversity Strategy intersects with a range of other Council Plans including public health and wellbeing, economic development, positive ageing, community safety, early years, disability and youth strategies to ensure an integrated approach in responding to community needs.

Priority areas

The City of Ballarat's four-year diversity strategy commits to the following priority areas reflecting a systems-strength-place-based approach:

- > Responsive service delivery
- > Leadership and advocacy
- > Celebrating and valuing diversity
- > Sustaining the intercultural city

Good practice examples demonstrating how we are achieving these priorities are included as an Appendix to this document.

Service Coordination and Capacity Building

Civic leaders across Ballarat have collaborated to adapt the award winning Wyndham Humanitarian Network model¹⁴ of networking in our approach to achieving an integrated settlement system. This has resulted in a highly effective and coordinated service sector guided at the strategic level by BRSAC. Key features of this model include

- > A five-year Strategic Plan for BRSAC
- > A biannual Forum for service provider information exchange and professional development (SHARE)
- > A Multicultural Action Group Network (MAGNET) made up of community and professional volunteers. These initiatives are convened by BRSAC members to act on key action areas as well as emerging needs and address identified gaps in a timely manner.

This model of networking has enabled us to establish and sustain initiatives that support newly arrived communities to access education, employment, housing, financial support, justice and wellbeing pathways.

The range of stakeholder agencies and peak bodies referred to throughout this paper represent a mix of both government and non-government social services which now demonstrate mature capabilities in supporting new arrival communities to successfully settle in the region. Our confidence in these capabilities is evidenced by the plethora of examples demonstrating integrated approaches where a diversity of agencies and peak bodies are working together across planning, delivery and evaluation stages to produce evidence based outcomes.

14 <http://www.wyndhamcec.org.au/WHN.html>

Ballarat's integrated network and service coordination model ensures client- centric services and has eliminated past gaps and duplications in programs and services. Collaboration has resulted in greater community reach and sustainable outcomes across the nine key priority areas of effective settlement as set out in the National Settlement Framework ; language services, employment, education and training, housing, health and wellbeing, transport, civic participation, family and social support and, social justice. Table 1 above sets out examples of Ballarat based collaborative service coordination addressing each of these key priority areas.

Further, our stakeholder network is currently addressing National Settlement Service Standards recently developed by the Settlement Council of Australia and considering how outcome indicators can be adopted across our work. The National Settlement Service Standards reflect the nine priority areas set out in the National Settlement Framework and propose indicators to evidence if these are being achieved.

Risk Planning

Stakeholder agencies across Ballarat recognise the importance of a robust evidence base for assessing and improving understanding of settlement support services and outcomes. This enables us to identify what is working well and where we need to focus our efforts. A critical element of our strategies is to build best practice regional settlement. Literature reviews and networking informs our service development and risk planning. Other successful regional settlement providers have been invited to share successful models in relation to key elements such as housing, employment and acculturation to inform our approach with good evidence based information.

Our current Service models are sound and can be adapted and enhanced through local service model customisation and enhancement. Cross-sector service capacity evaluation and risk assessment has commenced through BRSAC. Prominent institutions such as Federation University and Committee for Ballarat have pledged their support for both service development and community mentoring. Business partnerships are also emerging through a local Welcome Centre enterprise and other business based support.

The City of Ballarat, for example, monitors and measures progress around commitments set out in its Cultural Diversity Strategy annually and shares these with external stakeholders. Each of the lead multicultural agencies have identified social cohesion and community capacity building as key work plan priorities that align well with both BRSAC and Ballarat strategies. Case studies included in the Appendix to this document demonstrate that data collection is already key feature of programs and services and is used to assess impact levels and sustainable outcomes.

BRMC has also committed to lead a consortium of regional partners resourced through State government funded capacity building, the EVOLVE project, in the next four years. A significant component of evaluation and research will enable targeted local research and evaluation of settlement practice and outcomes.

Local Area Committees can be activated to monitor service coordination when required. Membership of regional networks and close working relationships with community, church, business and philanthropic groups such as the Ballarat Interfaith Network, Intercultural Advisory committee of City of Ballarat and the Multicultural Ambassadors also provide additional consultation points and input for risk planning.

5. Ballarat's Natural Advantages

Effective working relationships between the Ballarat Regional Settlement Advisory Committee, BRMC, City of Ballarat, Committee for Ballarat and other stakeholders leverage Ballarat's natural advantages as a settlement destination. Through leadership, engagement and responsiveness we have achieved the successful settlement of families, individuals and unaccompanied minors over the last 5 years and strengthened our capabilities as an inclusive and cohesive community.

Widespread community engagement is also evident through the breadth of volunteer support networks, educational institutions, church based networks, businesses and other professional bodies proactively engaging in cultural capability development and contributions to new arrival communities.

City of Ballarat Council Plans

The Council Plan 2013-17 sets out this Council's vision for Ballarat and the new infrastructure and key projects and services that Council will deliver to stimulate the city's economy, create jobs and meet the needs of a growing city. Council has also aligned settlement considerations with Ballarat's broader economic and community growth strategies.

Ballarat Regional Capital Plan

Council has set projected CALD settlement growth targets in line with overall projected population growth to 2050. Developing Ballarat as a regional capital builds on the inherent strengths of Ballarat and the region, and leverages its role as a regional employment hub, while tackling the challenges of productive and balanced growth¹⁵.

To function and thrive as a sustainable regional capital city and a viable destination for increased population growth, Ballarat has committed to the following priorities:

- > Ballarat Regional Capital Fund - Dedicated project funding to deliver the key transformative projects to support the future growth of the region.
- > Economic transformation - Improved productivity and competitiveness that can generate the future jobs a growing population requires.
- > CBD revitalisation - A vibrant CBD that supports retail, cultural enterprise, professional services, and residential development.
- > Regional health and education - improved regional health and education capabilities to meet the growing demands of an ageing population and other sectoral needs in terms of workforce development, re-skilling, structural adjustment and growth.
- > Productive resources - A balanced approach to key resource usage, focusing on energy and waste.
- > World-class events and culture - The facilities to attract and house world-class cultural and sporting events, as befits a capital city.

15 Ballarat Regional Capital Plan http://www.ballarat.vic.gov.au/media/2028838/capital_city_strategy.pdf

Education Opportunities

Ballarat is recognised as the centre for education in Western Victoria and offers a plethora of education choices with high quality locally accessible pre-schools, primary and secondary schools covering public, private, Catholic, special needs and alternative schooling.

Ballarat is home to extensive University programs. Federation University and the Australian Catholic University campus offer tertiary training across vocational teaching, business, health professions and community services. Federation University has a significant student population made up of international students and at one stage represented the highest international student population per capita in Australia. In addition, the Federation University TAFE level courses offer an extensive range of post secondary vocational training and education pathways.

Clinical school and regional placement programs in Ballarat involve four further Universities;

1. Melbourne University - Ballarat Rural Clinical School ('Dunvegan'). This is adjacent to Ballarat Health Service (BHS) - Victoria's second largest regional health service providing a comprehensive range of general and specialist care across key medical and healthcare disciplines including Acute Care, Sub-Acute Care, Residential Aged Care Services, Community Care, Psychiatric Services, Dental Services and Rehabilitation Services. Key services are based at two sites, the Base Hospital and the Queen Elizabeth Centre.
2. Deakin University Clinical School located at Ballarat Base Hospital provides a significant number of placements at their clinical medical school
3. Notre Dame University based at St John of God Hospital
4. La Trobe University Dental regional placement program.

Adult Migrant Education Services (AMES), the Victorian School of Languages as well as a Visiting Teacher Service for children with special needs provide additional education opportunities locally.

Local education providers collaborate on programs engaging migrant and humanitarian background youth and families to support their integration into the education system. This includes provision of scholarships, homework clubs, peer tutoring, office and other spaces for multicultural activities and cultural awareness raising of the general student population. Mount Clear Secondary College offers the State-wide Language Resource Centre and world class language programs that attract international students. They continue to develop their excellent teaching reputation and extensive global connections.

Good Practice Example

Federation University Harmony Bridge

The Students in Free Enterprise (SIFE) team at Federation University established Harmony Bridge in 2012 to develop stronger relationships between locals and new residents.

SIFE aims to develop harmonious relationships and increase cultural awareness within the rapidly growing multicultural community of Ballarat by linking locals and new arrival residents through a variety of educational programs.

The project has been supported by the Ballarat Regional Multicultural Council, The Business School at Federation University of Ballarat and UB Student Connect.

The first stage introduced multicultural programs within Ballarat primary schools to improve cultural harmony and integration within the classroom. The program encourages primary school students to learn about different countries from three perspectives: cultural, social and economic.

Stage two involved training volunteers to run the primary school program, implementation of cultural programs in secondary schools, international culture festivals and communication days with Ballarat migrants.

A website and information centre are currently being established aimed at assisting new migrant residents and international students. Computer games are being developed with the aim of educating primary school students about different cultures.

Good Practice Example

Private School Scholarships

Scholarships are offered through private high schools and the public school system which includes a regional language centre based at Mount Clear Secondary College. Two Hazara youth recently graduated from Ballarat based private schools on scholarships and up to six other humanitarian background youth on partial scholarships. Two additional scholarships are being offered by private schools for humanitarian background students in 2016.

Affordable Housing

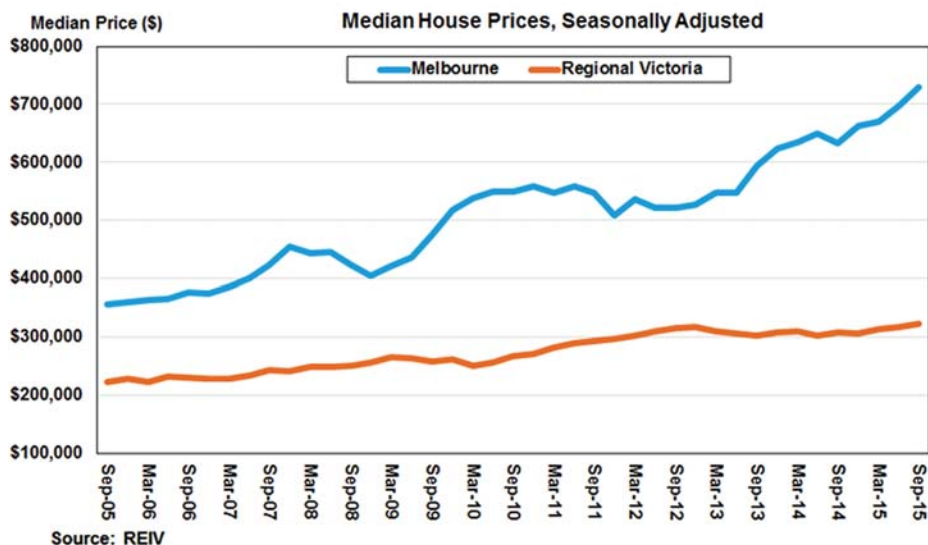
Ballarat offers affordable housing options with relatively high vacancy rates and low rents and house purchase prices. There are a number of community services offering housing support throughout Ballarat, which is also a partner in the Social Housing Innovations Project (SHIP), a partnership project with the State Government that provides a long-term housing solution for

people on low incomes. Eleven houses and 23 units have been built in Ballarat, Wendouree, Bacchus Marsh and Trentham as part of this project.

Data on median housing prices in regional Victoria indicates that the City of Ballarat has a higher level of affordability in comparison to other regional centres.

September Quarter 2015 Median Prices¹⁶

Regional Centres	Sep-15 Quarter	Quarterly change	Jun-15 Quarter	Annual change
Greater Geelong	\$420,000	2.40%	\$410,000	2.40%
Greater Bendigo	\$340,000	1.20%	\$336,000	2.30%
City of Ballarat	\$320,000	0.90%	\$317,000	6.70%



The cost of housing in the rental market is also far more affordable that in metropolitan areas.

16 <https://www.reiv.com.au/property-data/median-prices/median-prices-in-regional-victoria>

Rental market snapshot – September 2015 (trend)¹⁷

	Vacancy Rate		Median Rent	
	Sep 2015	Aug 2015	Sep 2015	Aug 2015
METRO	2.9	2.9	\$400	\$400
REGIONAL	2.4	2.4	\$295	\$290

City of Ballarat Affordable Housing Action Plan

The City of Ballarat has recently adopted an Affordable Housing Action Plan, which involved a lengthy community consultation process to understand housing needs in the region and the potential role Council could play in addressing these.

Key resolutions adopted by Council in implementing the plan include that the City of Ballarat is well placed to play a role in addressing affordable housing gaps in the local market via its understanding of local community need and its planning and service delivery functions. Council will:

- > Provide strong leadership in setting the housing agenda;
- > utilise planning system measures to facilitate efficient housing markets and increased affordable housing supply;
- > initiate and facilitate partnerships that bring together stakeholders to collectively address housing issues including better utilisation of existing dwellings;
- > provide information to promote understanding of housing need and facilitate informed debate about future housing solutions.

Council is also establishing the Affordable Housing Partners Group made up of internal and external stakeholders to develop and implement an Affordable Housing Partnership Action Plan.

Employment

Booming population growth means opportunities for investors and businesses. Ballarat has the capacity to generate 20,000 jobs over 20 years (2006-2026), according to the City of Ballarat Economic Strategy¹⁸.

The City of Ballarat Economic Program 2015 – 2019 sets out a practical framework to guide economic development in the City of Ballarat over the next four years. The Program builds on Council's 20-year economic vision which incorporates three core themes:

- > Regional Development - The Capital of Western Victoria
- > Economic Growth and Diversification - Australia's Premier High Technology and Knowledge Based Regional Economy
- > Capitalising on Population Growth - A Bigger and More Diverse Community

Ballarat and Region will have a growing demand for trained and skilled employees: City of Ballarat's 2015-19 Economic Development Strategy identifies the total number of jobs in

18 <http://www.ballarat.vic.gov.au/news/august-2015/city-of-ballarat-economic-program-2015-2019.aspx>

the city increasing from 33773 in 2014 to over 54,700 by 2031. Health and education increase in their respective shares of the economy. These two sectors, together with Retail and Manufacturing, continue to be the economy's largest employment sectors. More detailed data from this report is extracted in the Appendix.

Opportunities afforded by industrial growth include:

- **Health and Community Services -** Ballarat's health and community services sector is rapidly growing. It is the region's second largest employer and contributes \$246 million in regional exports and \$455 million in value add products and services. The city's health facilities are comprehensive and service the entire region.
- **Tourism -** Tourism Research Australia data shows that Ballarat attracts thousands of domestic and international overnight visitors and more than 1.5 million day trippers annually. Tourism is also an important employer in Ballarat, with a local workforce of 2,013 people employed in the accommodation, cafes and restaurants servicing the sector.
- **Information Technology -** Ballarat is home to over 100 ICT businesses which employ in excess of 2,000 people and growing. ICT businesses range in size from multinationals to medium size international and Australian firms, right down to small and micro businesses. At the core of the ICT industry is the University of Ballarat Technology Park (UBTP). UBTP is ideally situated to take advantage of the applied, academic and research knowledge available at its doorstep, with opportunities to broker strategic alliances and commercial relationships.
- **Manufacturing -** by far Ballarat's largest export sector with \$671 million exported annually. Manufacturing is the largest contributor to local expenditure with over \$700 million circulating in the Ballarat economy. Ballarat's manufacturing industry has a strong and solid future based on diversity of product and a strong export focus. There are existing and emerging clusters in automotive, industrial machinery, food processing, furniture production, textile and clothing sectors. Education for the manufacturing sector is about to enter into a new and exciting era with the establishment of a specifically designed manufacturing training facility at the Federation University campus. Future opportunities identified for the manufacturing sector in Ballarat include a focus on value add production in emerging technology related sectors like agritech, biotech and envirotech.
- **Education -** the education sector employs 3,554 people and contributes \$139 million to regional exports. An increasing demand for student places, a growing international market, along with some of the finest secondary and tertiary institutions in Victoria, indicates the health of the education and training sector in Ballarat. Federation University is regional Victoria's largest institution with three campuses in Ballarat providing easy access to a multitude of programs including certificates, diplomas, advanced diplomas, undergraduate and postgraduate degrees including masters and doctorates by research. 1500 staff assist 17,500 domestic students and 7500 international students and businesses to provide fast paced, dynamic and innovative learning environments. The university is

a dual sector (both higher education and TAFE) university which continues to provide relevant and best practice education. Continuing growth in the education sector has resulted in increased investment activities in the development of purpose built student housing. As the education sector continues to strengthen, the City of Ballarat attracts more students. It is a strategic objective of both State Government and Council to grow the education sector. By increasing student numbers and enhancing the student experience, the city can foster innovation, investment, harness knowledge and add vitality to Ballarat.

- **Business Services** – the agricultural sector is important given the fertile land and natural attributes of the region. The total value of agricultural production in the Central Highlands region is in excess of \$260 million per year. A trend is developing towards boutique sectors such as canola, Chinese vegetables, grapes, organic wheat and berries. Agricultural resources generate substantial downstream opportunities in the food manufacturing sector, this is evident with major investment in Ballarat by Masterfoods, McCains, Hakubaku and others.
- **Retail** – the retail industry plays a very important role in the local economy and employs over 5,000 people. The retail industry has experienced a long period of sustained growth of approximately 3.4% per annum. This growth is forecast to continue for at least the next ten years.

- **Construction and Property** - The City of Ballarat has identified the need for planning for sustainable and managed growth, and as a result has adopted the 'Ballarat West Growth Area Plan'. The plan will guide the growth within Ballarat West up to and beyond 2030. It will cater predominately for residential growth and has the capacity for over 14,000 new households, accommodating a population of 35,000 to 40,000 people. The plan also provides for new town centres, community infrastructure, recreation and sports grounds, and direction for the development of a future residential community. Ballarat's construction sector continues to provide a significant boost to employment and ongoing investment. Total employment in this sector is 2,112 jobs.

CALD Education and Employment Pathways Program (CEEP)

The National Settlement Framework¹⁹ offers a high level blueprint for the three tiers of government to work together to effectively plan and deliver services aimed at supporting the settlement of new arrivals. Education, training and employment have been identified as priority areas in the Framework.

The CEEP Program established in Ballarat provides the targeted support to assist new arrivals in achieving these priority areas. Through effective partnerships, collaboration and coordination between government and industry, the program has achieved outstanding results including work placements and employment outcomes that are utilising the unique skills and competencies of new arrival communities to enhance economic growth in Ballarat.

19 <https://www.dss.gov.au/our-responsibilities/settlement-services/settlement-planning-framework>

Partnerships and Collaborations – embracing growth potential

The Committee for Ballarat is a visionary membership body that provides progressive and innovative leadership, enabling long-term social and economic benefits for an improved quality of life throughout Ballarat and the greater region. Region wide collaboration is a key feature of the Committee which brings significant scope for industry development.

The BRSAC supports the Committee for Ballarat commitment to developing connectivity and future industries aimed at servicing the sharp growth expected in the region between now and 2030. As Australia’s fastest growing regional centre, 1,000 jobs will need to be created each year over the next ten years to keep pace with growth.

The Committee for Ballarat has established a Vision where by 2030 Ballarat is a place:

- > where all residents enjoy a prosperous social and economic future
- > the community promotes sustainable, responsible and dynamic development to meet the needs of the present without compromising the needs of future generations.
- > the community is truly connected, values diversity and inclusion, engages and empowers our young people, and where everyone – especially our aged and vulnerable neighbours – is cared for.
- > people continue to enjoy the enviable lifestyle that our region offers.
- > that is progressive and embraces innovation while respecting our history and cultural heritage.

The following table sets out key areas for strategic focus identified by the Committee for Ballarat and key change projects that the Committee for Ballarat is contributing to:

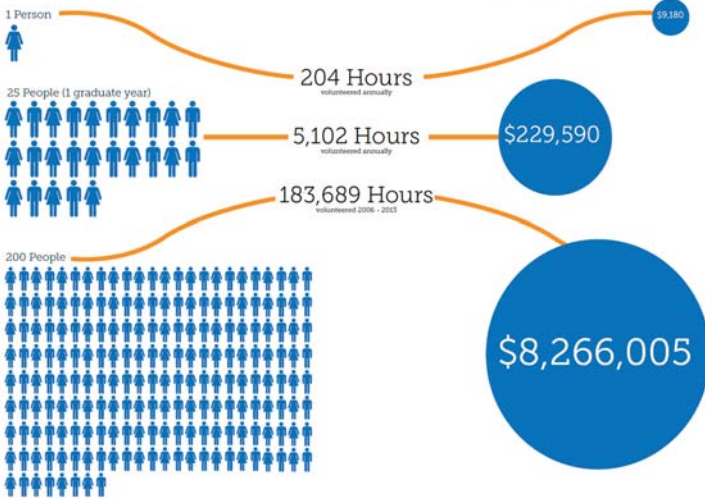
Table 2:

STRATEGIC FOCUS AREAS	KEY PROJECTS
<i>Employment opportunities</i>	<ul style="list-style-type: none"> • Ballarat West Employment Zone (BWEZ) • Relocation of Government Departments to Ballarat • Young Adult Empowerment Program with an employment focus • The P-TECH Secondary Education Pilot with Federation University
<i>Connectivity</i>	<ul style="list-style-type: none"> • Integrated transport plan • Fast Track Ballarat
<i>Community Leadership Health and well-being</i>	<ul style="list-style-type: none"> • Affordable housing • Strong integrated settlement support network • Leaders Forum Ballarat and Western Region (LBWR) which targets emerging community leaders to develop leadership in addressing regional issues
<i>Sustainable Living</i>	<ul style="list-style-type: none"> • Water and renewable energy projects

The following diagram²⁰ sets out the volunteer contribution of the Leaders Forum Ballarat and Western Region alone.

Diagram 1

The financial impact of LBWR volunteer hours using the State Government measurement of \$45 per hour



The breadth of work being undertaken in the region, led by Ballarat, supports the State Government’s recently release ‘Victoria’s Regional Statement²¹’. This regional blueprint focuses on creating jobs, providing a better start for young people, and supporting a brighter future for families and communities.

The Victorian government has committed to working with regional Victoria through regional partnerships to address priority areas. Within the Central Highlands, the Victorian Government has acknowledged that the region is seeking to build on strategic advantages such as proximity to Melbourne, high population growth, economic diversity, a rich agricultural base, outstanding natural and cultural tourism assets, and the

quality of the region’s transport connections.

The Victorian Government has committed to working with the region to address a number of challenges it has identified, including:

- > Capturing opportunities in intensive animal and horticultural industries, the region has untapped potential with some of Victoria’s most productive soils.
- > Addressing health challenges for a growing population. A master plan for the Ballarat Health Precinct will seek to encourage research, employment, investment and collaboration between Ballarat hospitals, education providers, medical service providers and related industries.

20 Diagram provided by John Kilgour, CEO Committee for Ballarat
 21 <http://www.vic.gov.au/news/victoria-s-regional-statement.html>

6. Why I Call Ballarat Home

This section provides a personal perspective from Ballarat residents who have settled in recent years and highlights their unique contributions to the region and what they love most about Ballarat.

ELHAM JAMALI

“We went to Spain. I did not know Spanish. I was 16 and it was all very strange. I had left my friends, my country and had to learn this strange language and go to school there,” We migrated to Melbourne in Australia on 22 November 1981 after I finished my school year. I loved Australia from the beginning. It was always bright and beautiful,” she said.

Elham Khadem’s family fled Iran due to persecution of their Bahai faith community:

After twelve months of intensive English study Elham completed a Bachelor of Science at La Trobe University, majoring in Microbiology and Genetics. On graduation, she found employment at Bendigo Base Hospital but returned to Melbourne to marry Aladdin “Alex” Jamali, whom she had met at Bahai meeting. They lived in Melbourne for seven years but looked for a smaller city and decided Ballarat was ideal for a young family and moved in 1994.

“In the Bahai faith you need nine adults to form a local Spiritual Assembly. Before we arrived, there were just seven adults in Ballarat, so, with our arrival we could form the assembly. “Today, there are 30 Bahai adults in the city.

Elham became a community volunteer right from the start. Volunteering is part of the Bahai faith’s tenet of Service to Humanity. Elham and her mother both volunteer for many community events and for Ballarat Regional Multicultural Council, Friends of Sovereign Hill and the Ballarat Interfaith Network. For many years Elham volunteered at her children’s school and ran moral education classes for Bahai children

“I was very fortunate to have a husband who was employed and could support and recognise my volunteering,” she said. Quite recently I started paid employment through Ballarat Community Health where I helped settle refugees coming to the city from Iran, and Africa. At Anglicare I also worked coordinating accommodation support for unaccompanied minors from Afghanistan and Pakistan; and now I work with refugees for two days a week in Sunshine.

Most young people I supported in Ballarat have decided to stay in Ballarat, which is nice. I think it’s because the people of Ballarat are really nice and the community was very kind to them.

LAMOURETTE FOLLY

Lamourette Folly came to Ballarat in 2008 as a small girl with her mother, Eya and Lamourette's five siblings.

Lamourette already spoke Togolese and French and had been taught to read by her father. She did not speak English and the cold new town was very unfamiliar. For the first year, she went to Macarthur Street Primary School. She also attended English lessons provided by volunteers from the Ballarat community.

"By the end of 2008, I started to read books and I gained confidence as now I could talk to people and hold a conversation."

In July 2009, Lamourette, moved to Redan Primary School, now called Phoenix P12 Community College, where she was to remain until she completed her VCE exams in 2015. Lamourette also regularly attended Diversity Homework Club run Ballarat Regional Multicultural Council (BRMC) and Centre for Multicultural Youth (CMY) with support from the Ballarat Library. It wasn't all easy:

"Some kids in school learnt to accept differences and I learnt to ignore those who did not accept me. I kept a promise to my father to control my reaction to others so that my younger brothers could learn from me. And in learning that, it helped me to focus on my own achievements."

Lamourette blossomed into a bright student and then became involved in the cultural life of Ballarat through the Centre for Multicultural Youth (CMY), Ballarat African Association and her dance troupe Ziongiriz. As a CMY Youth Ambassador she also been an active organiser of community presentations on cyber safety, public speaking at community events and part of the young team that instigated Happy Place that offers a regular youth drop in for young Ballarat people.

"I do feel part of the Ballarat community now. I do fit in. I have been able to build up my leadership role here and have taken on many other roles," says Lamourette

"I now want to study journalism. I do not want to grow up with regrets."

Lamourette was awarded a City of Ballarat Youth Leadership Award in 2015.

ALDONA KMIEĆ

“Ballarat is bubbling to be something; you can see the change over the last three years. The media are interested in Ballarat and are looking for people who do something here.

Aldona, a professional photographer, has been at the heart of the Ballarat arts scene for five years. She has also served as a Ballarat International Foto Biennale committee member since 2011 and is a founding member of Ballarat Arts Alive, an arts organisation that advocates for local artists.

Born near the historic city of Czestochowa in southern Poland, she grew up on a small property that had been with her family for 150 years. She had studied hospitality and tourism because she had always been interested in languages and people. She worked in the Hyatt Hotel in Warsaw where she practised her English and then moved on to London where she worked in tourism and property sales. At the same time, she put herself through a course in photography with the London Metropolitan University.

Aldona’s first move to Australia was Queensland in 2008 but when she returned to settle she headed for Victoria:

“I liked Ballarat’s colder climate and I liked the city’s architecture and wanted something similar to what I had known in London but I did not want to be in a big city - so Melbourne was out.”

“I wanted to be part of a community and have space and also a house that I liked. I found the house prices here were good too.”

“There is a vibrant arts community here. Many have travelled the world and appreciate what Ballarat has to offer - networks of people with similar interests, art exhibitions, music concerts,” said Aldona.

And besides, Ballarat has good transport links to also enjoy what Melbourne offer but without the stress of living in a big city.

“There are no traffic problems here, you can walk everywhere because everything is close, it is safer, greener and quieter than a big city,” said Aldona.

“Ballarat is a city of opportunities.”

WERNER HULSMANN

When it comes to Ballarat, Werner Hulsmann is not short in his praises of the city. In 2003 he was part of a major campaign to draw people to Ballarat and he is just as keen now to let everyone know how good it is here.

“The infrastructure is there and Ballarat can easily accommodate more people,” he said.

Werner, a computer professional who was born and grew up in Germany, came to Ballarat in 1995 and was to play an important role in the establishment of the Ballarat Technology Park. The park was the result of a partnership between technology giant IBM and the University of Ballarat to establish a data centre on university land on the corner of Gear Ave and Geelong Road in Mount Helen. It has become a major employer of the university’s students and graduates who make up a big part of the workforce.

Werner had migrated to Sydney from Germany in 1980 where he found work in the Information Technology (IT) industry.

“When I arrived, I told myself: ‘I am a migrant and I want to understand Australian culture.’ So I looked for share housing with an Australian man and woman to help me blend in and to learn from them,” said Werner.

He returned to Germany in 1983 to look after his mother. The following year, he married Ingrid who had two children, Pablo and Jana, from a previous marriage. In 1985, the Hulsmann family returned to Australia, but this time Werner went to Melbourne. He found work as an IT contractor. By 1994, he was working as development manager for Vic Roads, when the state government decided to outsource the Vic Roads IT department to Regional Victoria. IBM with the University of Ballarat through the Ballarat Technology Park concept won the tender.

“I moved across to IBM in Ballarat from Vic Roads as part of the outsourcing arrangements,” said Werner.

When IBM offered him a role in Ballarat, Werner accepted. He assumed the role of an IBM application manager responsible for 80 people under him.

“I saw that the Ballarat climate was the same as in Germany, so I was happy. And because of our experience as migrants in 1985, I knew that we could do it as a family.”

Werner was concerned that the children - now three with the birth of his son, Phillip - who had grown up in Melbourne, would accept Ballarat as their new home. He determined that as part of that process, the family would visit Melbourne every two weeks so that the children would maintain links with their friends.

“My family’s experience was to help me in my work with IBM because the company wanted to attract 300 people to work in Ballarat,” he said.

He focussed on the city's infrastructure, drawing attention to its fine medical facilities and schools which offered a quality education at a fraction of the price of equivalent schools in Melbourne. He worked with David Haymes, Noel Coxall members of the Ballarat Business Council plus the then Mayor of Ballarat Cr John Barnes whose brief was to promote Ballarat.

Ingrid and Werner became the faces of the city's media drive to attract more people to Ballarat under the State Government's "Make it Happen in Provincial Victoria" campaign.

Over the years, Werner has noted that Ballarat has increasingly supported and reinforced the growth of multiculturalism. Today, Werner is retired but is an active community volunteer. He lives on a ten-acre farm that has been the family home since they moved to Ballarat.

"When the trees that we planted were established after four years of us being here, we felt that this was now our home".

NAM-HA AND HAYLEY QUACH

Nam-Ha Quach, his wife, Hayley, and their three children love their 16-acre organic farm, Highland Heritage, in Grenville, south of Ballarat. It offers them the opportunity to realise their philosophy of living off the land in a sustainable manner to feed themselves, supplement their income and improve the land for the generations to come.

"I like to think that I have some connection to the land but it will take many lifetimes to reach the level of understanding that indigenous Australians share with the land.

"This connectedness is very important because if we are not connected to the land, it will not be there for future generations. We need to make a good example for other generations."

Both he and Hayley are qualified teachers. Hayley now looks after the family home and business while Nam-Ha commutes daily to Bacchus Marsh Grammar where he is Director of Sustainability and Property Manager. He has worked at the school as a teacher, counsellor and administrator for the last 10 years.

The family's first efforts at organic farming was on a third of an acre plot in Bacchus Marsh, which was just enough to sustain the family, however they dreamt of more space.

"We looked around for land that was within a one-hour radius of the school. The land around Bacchus Marsh and towards the coast was unaffordable.

"We were looking in the Grenville area when we came upon this land. I had wanted a 50-acre property and Hayley said she wanted 20 acres. We settled on 16 acres as it was what we could afford and the property had all that we needed.

"The next thing was to look at schooling for the children and we found there were schools nearby at Buninyong and the Steiner School just beyond it. The puzzle pieces were coming together," said Nam-Ha.

"The locations were right - far enough from town for privacy and a large enough acreage to feed ourselves and earn an income. Ballarat and the region has allowed us the chance to live the way we do," Nam-Ha said.

Three years down the line and Highland Heritage is running at a small profit. Nam-Ha and Hayley launched the Suspended Vegies program (based on the Italian suspended coffee program) to help refugee families in Ballarat with weekly donations of healthy home-grown food. The program is supported by contributions from regular customers.

Depending on the season three families have been supported on a weekly basis. Ballarat organisations such as the Ballarat Regional Multicultural Council, the Centre for Multicultural Youth and the House of Welcome were called upon to help identify the households in need. Tamil, Iranian, Afghan and Sudanese families have benefitted from the program.

“The idea is that a customer can contribute any amount they wish to our Suspended Vegies program. We then double that contribution and deliver fresh produce to refugee and asylum seeker households living in Ballarat,” said Hayley.

“Since September 2013, we have delivered over \$2 000 worth of fresh goods. We have found that up to three deliveries a week is sustainable for us. There have been occasions when the Suspended Vegies account has dropped below zero, but we decided to make the commitment to deliver anyway, and our generous customers have then responded by topping up the funds.”

Nam-Ha is himself the son of Vietnamese refugees. He was born in Malaysia on a boat that his father had bought to take the family to Australia. Thai Pirates blocked their passage to Australia so they diverted to Malaysia.

“Dad scuttled the boat just as mum was giving birth to me. And the family ended up in a refugee camp.”

The Malcolm Fraser government had processing facilities at the camp and the family eventually settled in Geelong in June 1979. In time, the rest of the Quach family was to come to Australia.

“We got pretty much everyone except for an uncle who fled to Germany and eventually made his own way to Australia.”

For more information about Nam-Ha Quach and his family visit:

www.highlandheritage.com.au/

or on Facebook:

<https://www.facebook.com/highland.heritage.farm/>

HAMID MUSSAVIE

Hamid is a young Australian Hazara who came to Australia seeking refuge from the persecution of Hazara people in Afghanistan and Pakistan. He left behind his parents and three younger siblings.

While in community detention in Hepburn and awaiting his permanent residence he attended Year 10 at Barkly High School in Ballarat. He decided that he wanted to make Ballarat his home. When he received confirmation of permanent residence in early 2013 he pursued studies at Mount Clear College and was able to indulge his love of soccer with the Red Devils Juniors. In both he pioneered the way for other young Hazaras and to attend school and undertake VCE studies and join local soccer and other sporting clubs.

In 2013 two friends from Dandenong and Wyndham joined Hamid in Ballarat because they saw his schooling and social opportunities and lifestyle. In 2014 another 15 young Hazaras leaving community detention also chose to stay in Ballarat to pursue education at Mount Clear College. Hamid and one other student received a full scholarship from Ballarat Grammar School so he went on to study Mathematics, Legal Studies, Business Studies and English for VCE graduating in 2015. He fitted in a Certificate II qualification in Community Services and at the end of VCE received the BGS Carolyn Blackman Award for International Service.

Ballarat community has welcome Hamid and he continues to reciprocate with his positive and energetic contributions. Hamid was supported through the Settlement Services Program until he was 18 years old. He stayed with a local family until he was 19 and then moved into private rental. Since then he has been financially independent and has been employed continuously in hospitality, cleaning and factory work. He is an accomplished cook and is sought after for his kebab and chicken biryani master cooking. He is also an active community contributor through his role as a CMY Youth Ambassador and BRMC volunteer.

Hamid celebrates Ballarat's opportunities:

"Ballarat can seem like a small place but I love it... Eat simple bread and enjoy life".

Key Action Recommendations

The following key action recommendations guide action to develop Ballarat as a leading settlement destination over the coming ten years.

1. The Ballarat Regional Settlement Advocacy Committee (BRSAC), led by City of Ballarat and Ballarat Regional Multicultural Council, will drive the joint commitment by key stakeholders to promote diversity in our community and establish Ballarat as a strong, inclusive and cohesive community;
2. Through a concerted 5 year Action Framework, Ballarat will evolve as a preferred region for the settlement of humanitarian migrants in regional Victoria, recognised for integrated and responsive settlement service infrastructure, an active and engaged diverse community, successful settlement outcomes, philanthropy and strong volunteer ethos.
3. Commencing immediately Ballarat will activate our roles as a Refugee Friendly Zone. Ballarat offers to work with Government to significantly increase our Humanitarian intake through settling Syrian and other refugees arriving in Australia within the Ballarat community.
4. The increased humanitarian response will support, protect and build self-reliance capacity of vulnerable entrants to our Ballarat community, including those in need of temporary, as well as permanent protection.
5. Ballarat will continue to build on our proven track record of attracting skilled migrants to the region and develop a targeted strategy to encourage further settlement of skilled migrants and start up Business Enterprises (including SMEs) to service a growing regional city.
6. BRSAC will support and align with the Jobs Growth Strategy for the region. Strengthened partnerships between settlement services, business community and key employers in the region will promote sustainable employment pathways in growth sectors, including agricultural service industries, hospitality and tourism, personal services and health, and Small and Medium sized Enterprises (SME's).
7. The BRSAC and Committee for Ballarat jointly commit to the development of connectivity and promoting future industries to service the sharp population growth expected over the next fifteen years.
8. Stakeholder agencies referred to in this document and members of BRSAC will continue working collaboratively to ensure ongoing capability development and risk planning around Ballarat's changing demographics.
9. Ballarat is recognised as a vibrant, inclusive and welcoming region for tertiary and higher education students, including local and international students. BRSAC, in partnership with Federation University and other leading educators, will partner to develop an inclusive Student Engagement and Growth Strategy.
10. State and Federal Governments continue to invest in Ballarat and surrounding region, particularly in innovative social and community service programs that promote social cohesion, diversity and intercultural dialogue to achieve positive social and economic impacts.

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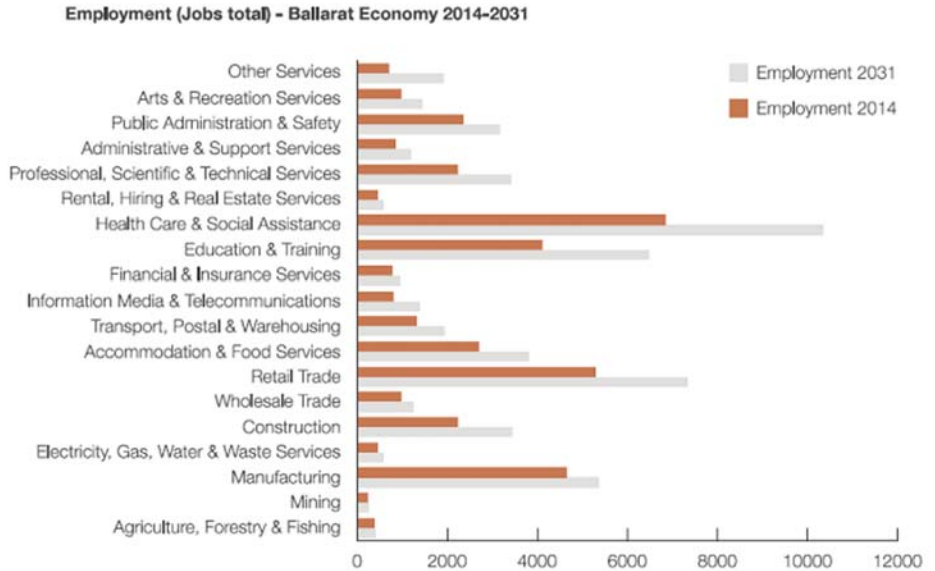
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Appendix

Employment and Industry Growth

City of Ballarat's 2015-19 Economic Development Strategy (page 36)

Figure 16 - Ballarat 2031: Employment by sector



Good Practice Examples

City of Ballarat

Responsive service delivery

A 'one stop shop' approach to information for new arrival communities.

Good Practice Example

Multicultural Information Place

The Multicultural Information Place functions as an effective referral point, a meeting place that is digitally linked across the service sector to result in a highly effective information network supporting settlement of

new arrival communities. This includes but is not limited to: fostering cultural competence, supporting the delivery of services through or in partnership with ethno-specific and multicultural agencies / organizations, and addressing issues related to discrimination and racism of all forms when these emerge in the community.

Leadership and advocacy

Leadership and advocacy initiatives include citizenship ceremonies that celebrate diversity, a community accord, multicultural committees and networks, careers programs and service provider partnerships.

Our work in this area acknowledges that everyone in the Ballarat community should be able to actively exercise their rights and responsibilities as citizens and to participate in public life. We are committed to participation for all and addressing particular needs of the more vulnerable in our community.

Good Practice Example

CALD Education and Employment Pathways (CEEP) Program

With funding from the Department of Education and Training, the City of Ballarat, together with partners Ballarat Regional Multicultural Council (BRMC), Ballarat Community Health (BCH) and Centre for Multicultural Youth (CMY) has developed and is delivering the CALD Education and Employment Pathways (CEEP) Program which aims to enhance social inclusion,

employment and educational pathways for sixty (60) Culturally, Linguistically and Religiously Diverse (CALD) men, women and youth. Employment pathways training was delivered through Next Steps Work and Learning Centre at Ballarat Neighbourhood Centre.

The National Settlement Framework²² identifies education and training followed by Employment as the top priority areas for the effective settlement of new arrival communities. The CEEP Program provides targeted support in relation to these priorities

22 <https://www.dss.gov.au/our-responsibilities/settlement-services/settlement-planning-framework>

and promotes the local application of valuable skills and experiences that new arrival communities bring to contribute to the region's productivity and development.

This program is being undertaken through training specifically designed to meet the needs of migrants to enable them to achieve positive employment and education career goals.

The program supports migrant participants to:

- Build their confidence and be skills ready for work or study in the Australian environment.
- Undertake training and personal development opportunities to better navigate the 'Australian way of life' and expectations of Australian employers.
- Participate in a mentoring program.
- Undertake work experience or volunteering opportunities.
- Identify and access employment or education opportunities.
- Make friends and enhance social connections.

Other aspects of the program include engaging and enhancing relationships with employers to promote the benefits of diversity within the workplace, and seeking opportunities to increase employment for CALD people in Ballarat.

CEEP involves four key phases:

Phase 1 - Engaging with CALD individuals to determine their social, employment and education career goals

Phase 2 - Skills Development: Delivering training and development initiatives to enhance life skills in Australia, employment, education opportunities and social networks

Phase 3 - Engaging with the Community, Industry and Educational Institutions to secure for program participants relevant education placement, workplace experience, employment and mentors

Phase 4 - Supporting and mentoring program participants post their employment or during their non-vocational education.

To date the program has achieved a number of significant successes and has resulted in positive local media stories.

Key outcomes to date include:

- Community Engagement with community members, stakeholder services and industry to seek support and consensus on the goals of the program and establish partnerships. Current partners include Ballarat Regional Multicultural Council, Ballarat Community Health, Centre for Multicultural Youth (CMY) and the training provider Ballarat Neighbourhood Centre. These make up the CEEP Reference Group.
- Skills Development implemented through training for program participants in accordance to their identified training needs and vocational pathways. To date, 46 participants have undertaken the 'Living in Australia' module and 30 participants have undertaken the 'Make it Work' (40 hours) modules. Participants have also undertaken a one-on-one session to guide them through goal

setting and education / employment pathway planning.

- A business breakfast with Ballarat employers to promote employment, industry placements, internships, work experience and volunteering. These employers have volunteered to mentor participants in accordance with their aptitude, skills and educational

background. Employers will also undertake a mentoring workshop developed by Ballarat Community Health to ensure they have the competencies to mentor program participants.

- Early achievements involving six employment outcomes and five industry placements.

Celebrating and valuing diversity

The City of Ballarat has established a range of initiatives that celebrate and value cultural diversity including festivals, a multicultural ambassador program and an Interfaith network.

Good Practice Example

Multicultural Ambassador Program (MAP)

The City of Ballarat Multicultural Ambassador Program aims to enhance community awareness and foster social acceptance for all Ballarat residents. The Program provides leadership in the migrant community and recognises the commitment and contribution of Ballarat's migrants.

The MAP has been running for 6 years with Ambassadors each appointed for a 2-year period.

There are currently 10 Ambassadors whose countries of origin include Morocco, Italy, Iran, China, Philippines, Brazil, Afghanistan, Sudan, Zimbabwe, Indonesia and India.

Cultural awareness and social inclusion initiatives they undertake include:

- > Community Radio
- > Employment and Training
- > Community Events
- > Community Sports
- > Incorporation of CALD Groups
- > Education and Mentoring
- > Interfaith Initiatives
- > Cultural Partnerships

Sustaining the intercultural city

The City of Ballarat's commitment to being an intercultural city is evidenced by international sister cities, a global skills program, regional skilled migration program and international student engagement.

This priority reflects Council's commitment to investing in diversity to encourage creativity and innovation, growing the economy and strengthening the Ballarat multicultural society.

Ballarat Regional Settlement Advocacy Committee (BRSAC)

The BRSAC is co-chaired and supported through the Ballarat Regional Multicultural Council which provides support, advocacy and advisory services for both established and newly arrived migrants and enables individuals from all backgrounds to come together and celebrate cultural diversity and multiculturalism.

BRSAC members recently developed an Action Framework with a detailed Action Plan setting out strategic directions for 2015 – 2020. The Committee works in partnership with other key stakeholder agencies in the region to ensure an integrated strategy for meeting the needs of new arrival communities. BRSAC's Action Framework includes four key goals:

1. Collaborative and collective impact - working in partnership with multicultural sector networks; enhancing active participation in BRSAC; linking BRSAC's work to relevant federal, state and local government policy contexts; effective service collaboration; and, establishing a baseline demographic data and research bank that informs targeted work with communities.
2. Ballarat region is a preferred migration destination - engaging local, state and federal stakeholders to acknowledge Ballarat as a key settlement destination; supporting migrant pathways; adopting best practice migration and settlement; and, promoting education and employment pathways to address barriers to sustained settlement.
3. Ballarat region is a harmonious and thriving multicultural place - active contribution to celebrating the diversity of Ballarat migrants and Indigenous peoples; promoting social cohesion; advocating for the promotion of global business, enterprise and education connections; celebrating diverse cultures through arts, sport, faith, community events and initiatives; and coordinating succession between Youth, Ambassador and Ballarat Leadership programs and Ballarat Council, BRSAC, the Refuge Action Collection and other peak organisations.
4. Ballarat's cultural capital is realised - promoting cultural capital through economic development; recognising and rewarding business cultural competence; optimising education and employment pathways for migrants; supporting English language development; and building connections with and knowledge of other regional enterprises.

Ballarat Regional Multicultural Council (BRMC)

BRMC is the regional multicultural peak organisations, originally founded as a non-profit community based organisation in 1999 to provide a voice for and a range of culturally sensitive services and support to migrant communities throughout the Central Highlands Region.

Membership includes 26 ethno specific cultural associations ranging from the well-established Indian, Italian and Chinese Associations to new and emerging cultural groups including the Islamic, Hazara and Thai groups. BRMC and the more established Associations encourage intercultural support and auspice the activities of the emerging groups.

The Ballarat Regional Multicultural Council has a staff of 5 and over 150 volunteers working across the following programs:

- > Home and Community Care Social Support
- > Settlement Services
- > Multicultural Seniors Hub
- > Community Volunteer Tutor Program
- > Migration Advice and Referral Service
- > Ballarat Refugee and Asylum Seeker Support Network
- > Community Garden and Shed

Good Practice Example

SHARE Professional Development Forums and Migration Advice and Referral

BRMC hosted the December biannual SHARE Forum in Ballarat which provides an opportunity for local service providers, community members and other interested stakeholders to come together to share information and engage in professional development opportunities. Guest speakers are also included in each forum.

The December 2015 forum included a migration information session provide by the Ballarat Migration Advice and Referral Service in partnership with a national peak and government departments. The MARA registered Ballarat Migration Advice and Referral Service is entirely funded through local donations coordinated by the Ballarat Refugee and Asylum Seeker Support Service network and supported through community fundraising and professional volunteers and auspiced by BRMC.

BRMC volunteers reflect the diversity of the Ballarat community and include members with backgrounds, including Germany, Pakistan, South Sudan and Nigeria. Many volunteers bring professional skills sets in areas ranging from IT professional to social workers. These individuals are highly skilled and motivated individuals who are retired or on a pathway to employment.

Good Practice Example

Community Tutoring – English for Work

The Community Tutoring – English for Work program supports the English language needs of candidates applying for the CALD Education and Employment Pathways (CEEP) Program.

The community volunteer tutor program, coordinated by BRMC is based at Ballarat Library targeting tutoring to candidates seeking language support for professional networking and workplace conversation skills.

There are between 10 to 15 tutors involved in the program during each cycle. Tutors undertake full day training focused on tutoring skills and an additional half-day on cultural awareness training.

The program is coordinated by the BRMC in partnership with AMES and the City of Ballarat provides the tutoring venue. It is one of a suite of community volunteering tutor programs coordinated by BRMC for community members and new arrivals seeking individual tutoring or conversation.

Ballarat Interfaith Network

The Ballarat interfaith Network works towards building bridges between people of all faiths, philosophies, and spiritual perspectives and the community of Ballarat. Network was established in partnership with Ballarat Regional Multicultural Council (BRMC) and Ballarat City Council. Regular events organised by the BIN include the annual Tree of Life Forum and Interfaith Forums and Services.

The Ballarat interfaith Network, along with the wider Ballarat community, came out in full support of Ballarat's first Mosque established by the Islamic Society of Ballarat in May 2015. About 65 Muslims families live in Ballarat and 150 Muslim students are studying in Ballarat University.

Ballarat Community Health (BCH)

Ballarat Community Health has worked collaboratively with Council, key multicultural sector service and community groups to produce successful results in settling humanitarian entrants into the region. BCH is subcontracted by Adult Migrant Education Services as a Humanitarian Settlement Services provider and supports new arrival communities with case management, accommodation services, local area coordination and a volunteer program.

BCH also provides a range of refugee and settlement services including a paediatric immigrant health clinic, refugee health nurse and settlement workers.

The Local Area Committee of Humanitarian Settlement Services provides a network across Ballarat for evaluating service performance and capacity and, linking with other regions and AMES to develop services and address gaps in settlement support.

Good Practice Example

Ballarat Community Health Initiatives

Maternal and Child Health and Women's Health

Strong links between City of Ballarat Maternal and Child Health Services, Mental Health and BCH Health Promotion and Refugee Health Nurse and other services via BRSAC Health and Wellbeing action group.

'Story Worlds' arts project aimed at supporting isolated refugee parents of pre-school age children funded for 2016.

Community Consultation

The Health and Wellbeing Action Group surveyed 90 Ballarat people from CALD and refugee backgrounds in March 2015 to identify needs around being happy and healthy in a new country. The results inform the work and direction of the BRSAC Health and Wellbeing Action Group. There is also ongoing consultation on the development of new programs and services.

BCH contract with Foundation House for Trauma and Torture Counselling and Advocacy

The partnership provides links to clinical supervision and platform for ongoing specialist training for BCH counsellors and local services as needed.

Family and Domestic Violence

Ballarat has a strong integrated network of family violence support services for men women and children. Cross sector training for family violence and settlement services occurred in 2014 and 2015.

Refugee Health Nurse

The Refugee Health Nurse maintains linkages with the Victorian Refugee Health network.

In 2013 this network advocated strongly for Ballarat as a preferred destination for at risk women and children. Since then linkages with local health providers and services have continued to strengthen, particularly between Maternal and Child Health, Ballarat Health Services and the Refugee Health Network.

Partners in Recovery (PIR)

The PIR program has identified people from refugee backgrounds as a priority population target group. The program is based in Ballarat at BCH and Centacare and actively engages with settlement services, the ASRC and mental health services to facilitate coordinate and support engagement with services for clients with complex mental health issues.

Ballarat Volunteer Networks

Within the Ballarat community, there exist a plethora of volunteer networks aimed at supporting community groups and members. Whilst a thorough documentation of these networks is beyond the scope of this paper, the following offer an example of the extensive volunteer capacity focused in supporting new arrival communities.

United Way and Ballarat Foundation together with Ballarat's philanthropic sector coordinated the local volunteer network for many Ballarat organisations. Local citizens founded the organisation in 1983 to raise and distribute resources back to the community in the areas identified as most in need. To date they have distributed more than \$3 million dollars to local community groups and agencies working to meet the needs of our community with a particular focus on education, income and health.

United Way incorporates Volunteering Ballarat as the peak body for volunteering activity in the local area and is a member of the National and Global United Way Movement.

Volunteering Ballarat:

- > Advocates for and on behalf of volunteering in Ballarat and surrounding districts,
- > creates and identifies opportunities for individuals, companies and organisations to participate in our community as volunteers, and
- > builds the capacity of community organisations around volunteering

Good Practice Example

Mentoring of students who have a refugee background

Twenty-four volunteers provided over 400 hours of educational support to approximately 27 students at 6 local Ballarat schools. The students include a mixture of nationalities including children from Sudan, Togo, Burma, Iraq and asylum seekers currently living in Ballarat in community detention.

In 2013 the Mercy Connect Ballarat project began supporting students at a local secondary college, after being approached by the school for extra assistance for their students from a refugee background. A female Togolese student was paired up

with a volunteer mentor for her double English class, once a week. This student was quite shy and struggled with writing and comprehension; although her oral English skills were good (English was actually her third language). This student has now been working with her mentor for 12 months and there is a noticeable difference in the quality of her work and she has even initiated a buddy system where she is helping a younger Togolese student in a mentoring type role. As well as continuing to work with her Mercy Connect mentor in class, the student asked her mentor if it was possible to receive extra assistance once a week after school in the school library.

Good Practice Example

Assisting newly arrived children on refugee or humanitarian visas with their educational transition.

Mercy Connect's program recruits, trains and supports volunteers to assist refugee students. These volunteers spend 3 hours per week nurturing the well-being and self esteem of refugee background students. Volunteers all have a background in school education. They may sit with a student during a class, explaining terms and requirements so they can more easily keep up with the class.

The volunteers also help refugee students meet their homework requirements, making sure they understand what is being asked of them and generally supporting the students as they transition to life in Australia.

After their initial training, volunteers receive on-going support with up to four training days each year. This gives them an opportunity to get together, share their experiences and lift their own skills in providing support.

Good Practice Example

Volunteering Ballarat

In July 2015 Volunteering Ballarat partnered with the Ballarat Regional Multicultural Council (BRMC) to deliver a workshop on engaging CALD volunteers. The key objective of the workshop was to support 'mainstream' volunteer organisations to engage with volunteers from CALD backgrounds.

A number of CALD volunteers currently offering their time through the spoke about their volunteer work and opportunities for linking in with broader volunteer organisations.

Resources for assessing and building cultural competence within mainstream organisations were also shared.

Centre for Multicultural Youth

Ballarat was chosen as the second regional location for a Centre for Multicultural Youth (CMY) in 2012 in an effort to ease the transition into the region for migrants and refugees. Over the last four years has led a breadth of youth support and engagement initiatives, many in partnership with other services and local industry. Outstanding results from these initiatives include assisting young people to find casual and part-time work, work experience and volunteer roles.

Good Practice Example

Grampians Regional Youth Leadership & Participation (RYLP) Project

This project specifically targeted newly arrived young people aged 15-25 years from migrant and refugee backgrounds living in Ballarat, Horsham and Nhill and involved two core components:

- > a 2-day interactive Youth Leadership 'Unconference Event' held in Ballarat in 2014
- > a series of five youth-led community projects (Big Idea projects) delivered over December 2014 to June 2015.

The project was undertaken in partnership with the City of Ballarat, Ballarat Regional Multicultural Council (BRMC), Ballarat Community Health and Wimmera Development Association. It provided a valuable opportunity for young people to broaden their social networks, develop new skills and participate in youth-led community projects in their region.

Over 100 participants attended the 'Unconference Event' and 61 young people contributed to the youth-led projects. Many participants identified as being recently arrived with (43%) having been in Australia for less than 5 years. Many had come to Australia as refugees, asylum seekers, including some through family reunification channels.

The composition of participant's cultural backgrounds was diverse and included over 20 countries of origin.

Unconference Event

Representatives from state and local government, Wimmera Development Association, Diversitat, Ballarat Community Health, Ballarat Regional Multicultural Council, Youth Affairs Council of Victoria, Office for Multicultural Affairs and Citizenship, and local Indigenous community members including an Aboriginal elder all attended the event to engage with youth participants.

Together they engaged in discussion around creating positive community change, common issues and interests, learning about other cultures and learning from the personal stories of guest speakers. New relationships, friendships and networks were built between young people and organisations attending the event.

'This was amazing, amazing, amazing. I can't put all the words to describe'

'Awesome. Great balance of connections/relationships and project task focus'

'It was well over my expectation, did not expect to see and be a part of such powerful young leaders'

(Youth participant quotes)

The three 'big ideas' emerging from the 'Unconference' included:

1. Promoting Community Awareness of Drug and Alcohol issues
2. Employment and Mentoring project
3. Learning ways of managing stress and anxiety and connecting with others through "The Happy Place"

Get Job Ready – CMY Youth Employment Forum

The forum involved interactive workshops, a Q&A session with employers, and hearing the experiences of other young people with the key aim of assisting young people to find their first part time job.

Employment forum key outcomes:

- > All participants received the basics in barista training
- > Four young people found part-time work
- > Local employers expressed their willingness to remain engaged with CMY and participate in future mentoring opportunities.

Ballarat "Happy Place"

The Ballarat 'Happy Place' was launched in April 2015. Regular 'Happy Place' gatherings are now held on the first Monday of the month. The program team includes young people from Togolese, Iranian, Chinese and Sudanese backgrounds who have developed skills in events management, leadership and decision-making.

Happy Place sessions are held twice a month, fostering strong friendships among participants through the sharing of time, food and music. The program was launched in May 2015 after young people at the Ballarat 'Unconference' expressed a need for their own space.

Program sessions promote cultural diversity and social cohesion by providing young people from all cultural backgrounds a space to meet new people, mingle and share experiences. It is youth led and young people in Ballarat have worked hard to make it a success.

The Happy Place program was awarded best Community Youth Group and Project at the 2015 City of Ballarat Youth Award.

"Happy Place is a place where you feel happy as soon as you step in to it,"

(participant)

Pop Up Afghan Tea House "Chai Khana"

A Pop-Up Afghan-Hazara Tea House ('Chai Khana') was delivered in Ballarat over 6 days as part of a designated employment and work experience project for local Hazara young people.

The project was driven by 10 young people and CMY staff with support from community partners including Big Space, Ballarat Mechanics Institute and the City of Ballarat. Over 250 customers from Ballarat and the Grampians region attended the Tea House over 6 days.

Tea House provided a unique intercultural exchange, allowing the Hazara community

to promote their culture and cuisine with the Ballarat community and helped to create new social networks and friendships.

Three participants were able to find paid employment in hospitality within two months of the project ending.

Key Outcomes of the Grampians RYLP

- Increased confidence and interpersonal development - many young people experienced an increase in confidence and motivation to participate in social interactions. Many reported they had used their new networks to strengthen positive relationships on a range of levels including personal, community and professional.
- Skill Development - participants gained new skills and confidence in leadership and decision making, especially in relation to event management and coordination, as well as working as part of a team and problem solving together.
- Exposure to workplace settings - participants and project partners reported increasing their employability skills and knowledge of workplace settings
- Promoting intercultural understanding - many participants reported an increase in their understanding and respect of other's cultures through their involvement in the program.

'Since the Unconference I have noticed stronger social connections between many of the Ballarat kids. It has been great to see the Chinese international students who previously have been more socially reserved connect more with CMY's social programs and also see new friendships emerge between Sudanese, Hazara, Koori and Aussie kids. It has been a real privilege to see those relationships grow and develop'

(project mentor)

Sports Engagement Programs

Centre for Multicultural Youth

The Centre for Multicultural Youth (CMY) has worked alongside local sport stakeholders to promote sport participation for newly arrived young people. This has included, delivering cultural awareness training to clubs and associations in collaboration with Sports Central and AFL.

CMY have also delivered a range of social sports programs including social soccer, futsal and school based sports mentoring programs at Mt Clear and Phoenix Colleges. They have also participated in the annual Federation University Unity Shield Soccer competition which aims to bring international students and the broader community together through a sporting carnival.

More recently, relationships have also been established with Little Athletics Ballarat and Melbourne City Football Club to support sports participation at a local level.

AFL Goldfields Indigenous & Multicultural Engagement Strategy: Many Cultures, One Game

The purpose of this Strategy is to ensure that young people from diverse backgrounds have increased opportunities to participate in AFL in the Goldfields region. A Steering Committee has been established to oversee the delivery of the Strategy.

Key initiatives under the strategy include:

- **Training and Education** - Training AFL community clubs and organisations about the role they play in engaging diverse groups and providing a safe inclusive environment.
- **AFL Goldfields Indigenous & Multicultural Community Ambassador Program** - ambassadors connect AFL staff with their communities and promote AFL activities as a vehicle for engagement and inclusion.
- **Indigenous & Multicultural AFL Auskick Centres** - designated 'Indigenous & Multicultural Friendly' Auskick Centres with Indigenous and multicultural coaching staff that use Australian football as a way to drive social inclusion.
- **Themed Rounds** - designed to acknowledge and celebrate our game's indigenous history and cultural diversity.
- **Promote Benefits to Clubs** - working with affiliated Clubs to promote the benefits that may be realised by embracing Indigenous and multicultural communities.
- **Provision of scholarships** - for Indigenous and multicultural recruits.
- **Open Day / Information Sessions** - target local Ballarat Multicultural Festivals to promote participation.
- **Inclusion Policies** - encouraging Clubs to display AFL Goldfields Inclusion Policy's at their Club in an effort to promote an 'all inclusive environment'.
- **Bi-lingual volunteers** - encouraging community clubs to make contact with local multicultural community centres to identify bi-lingual volunteers
- **Come and Try Programs** - a 6 week Come & Try After school Program for diverse youth.
- **Multicultural Schools Program** - weekly clinics conducted by Multicultural Development Officers, based on basic footy skills and key educational themes.

Arts Engagement Programs

Good Practice Example

Breathe Woman!

In 2015 the Ballarat Regional Multicultural Council partnered with the Victoria College of the Arts to deliver a contemporary dance project for women from CALD backgrounds. Additional partners who contributed to the project included CMY, Regional Arts Victoria, City of Ballarat, Federation University and Ballarat Trades Hall.

Following a well attended launch the project engaged CALD women in:

- > 5 workshops at Ballarat Trades Hall
- > 3 rehearsals
- > 2 fully booked performances during Cultural Diversity Week

Over 130 women aged between 14 and 65 years participated throughout the project including Japanese, Iranian, Serbian, Malaysian, African, Filipino, Chinese, Indian, Polish, Irish, Hungarian and Indigenous.

Key outcomes of the project included:

- > Outreach to CALD youth looking at careers in the Arts.
- > Establish links between CALD women and regional arts groups.
- > Improved recognition of multicultural arts in the region.
- > Consolidated partnerships as a platform for increased diversity in future regional arts culture.
- > A further Artist in Residency program at BRMC in 2016 'Things They Said', engaging youth in exploring multiculturalism through stories and contemporary choreography and dance.

Ballarat Regional Settlement and Advocacy Committee

Terms of Reference - October 2016

1. Ballarat Regional Settlement and Advocacy Committee Terms of Reference

Purpose:

Following the 2014 review of CHRSPC, SHARE Network and Multicultural Sector in Ballarat the Ballarat Regional Settlement and Advocacy Committee will convene as a Committee and Network Leader, for the following purposes:

- Collaborate to advocate for and develop Ballarat's capacity and profile as a preferred settlement destination for migrants.
- Provide structured leadership and strategic planning in relation to Ballarat's migration and settlement strategies and services.
- Provide a communications network in order to optimise the collective impact of migration and settlement services, programs and community action groups.
- Promote ongoing effective service and responses for all new migrants and refugees who have settled or are settling in the Central Highlands Region.
- Monitor socio-economic and policy settings in order to effectively identify and address potential needs and barriers for effective settlement.

Membership:

Membership will include CEO and Management level representatives from stakeholder agencies with the capacity to initiate and engage in interventions to achieve the stated purposes.

Committee will elect a Chair and Co-Chair and Executive and will review membership after six months and thereafter annually.

Committee will also appoint a central Secretariat to ensure circulation of meeting schedules, agendas, minutes and other documentation.

Responsibilities:

The core focus of this group is to lead, promote, and facilitate a coordinated a framework which will promote diverse population growth and improve settlement outcomes for migrants in the Central Highlands Region.

- To continually develop and implement a Framework for Action, utilizing the agreed VicHealth framework
- The Ballarat Regional Settlement and Advocacy Committee will convene every two months to develop, lead and coordinate strategic migration and settlement objectives
- SHARE Forums will be convened twice each year for the purpose of information provision and professional development, encouraging and assisting all local service providers and community groups to work together to identify gaps and improve service delivery for newly arrived refugees/migrants, issues and problems.
- Action groups convened by nominated Committee leaders every six weeks or as required to deal with key issues, including but not limited to:
 - Advocacy and Events
 - Youth
 - Health and Wellbeing
 - Employment and Education

- Action Group Conveners will ensure Action Group minutes are circulated to BRSAC members through a central BRSAC Secretariat.
- Action Group conveners will meet twice yearly to review action group scope of actions and workplans and report jointly to the BRSAC

Objectives:

1. Lead and support a comprehensive and responsive framework for action by using a 'Whole of Community' approach;
2. To formulate appropriate strategies and actions to counteract barriers and difficulties for newly arrived refugees/ migrants in the region;
3. To provide information useful for strategic planning of services to all levels of government and relevant community agencies throughout the region;
4. Through a collective approach, formalise channels of communication with relevant service providers and government.
5. To act as an advocate for migrant and refugee communities with service providers, government and the general community.

Underlying Rationale:

Collective Impact for Diverse community growth is underpinned by the following principles:

- Ballarat's social, economic and cultural growth is good
- Diversity enhances Ballarat's social capital
- A welcoming, diverse and cohesive community is a strong community
- Local coherence will promote positive regional development

Chair:

The Chair and/or Co-Chair is/are to be elected annually by the Committee and will normally serve no more than two consecutive terms. Chair will be elected on the basis of capacity to provide leadership, secretariat support and broad stakeholder involvement.

Frequency:

Regular meetings of the Committee will be held bi-monthly or more often if required.

Executive and Quorum:

The Executive Committee will consist of the Chair, Co-Chair and two other members elected annually. The Quorum will consist of two executive members, together with a minimum of five other committee members, in order to proceed with the meeting.

Media:

Members of the Executive committee have authority to represent the Ballarat Regional Settlement and Advocacy Committee in discussion with media.

Review:

The Terms of Reference were created June 2014 and are to be reviewed every two years or as required. An initial review was held in June 2015 and a further review in June 2016.

