



iEmpower

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iEmpower

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A Message from the CEO & Founder.



iEmpower had a very productive and successful financial year. Our core programs, which are funded by the Victorian government, have assisted young people who are at risk of having negative contacts with the justice system and those who are in the justice to secure sustainable education and employment. These state-wide programs have assisted over 700 young people directly and through an army of Peer to Peer Educators (P2Ps).

Our early intervention and prevention program combined with our court program have assisted not only those who are eligible for our programs but also many others. We have assisted many mothers who face significant barriers to access mainstream services. Although these outstanding women are resilient, their limited social capital has limited opportunities for their children thus compounding their social and economic disadvantage.

We also partnered with Holmesglen Institute and Lend-a-Hand to deliver the Jobs Victoria Employment Network (JVEN). We have assisted over 80 young people into finding sustainable employment and registered over 300 young people into the program.

We commenced implementing our largest and complex project over the last year, the Scrubs Initiative. The project is aimed at achieving sustainable employment outcomes for 200 young people between 15-24 years of age who reside in the Western suburbs of Melbourne.

We have been very fortunate in attracting very experienced and talented personnel. We recognised the complex cases that young people who are taking part in this Initiative are facing. To implement this project, iEmpower partnered with a number of highly reputable organisations including the Victoria University and Baker Makenzie Lawyers.

We have also been assisted by a steering committee whose members are senior executives from a number of state government departments, including the Department of Justice and Regulation, Department of Education and Training, Department of Health and Human Services, and a senior command member of Victoria Police.

I thank you for your continued support over the last year and look forward for what's to come.

Abeselom Nega

CEO & Founder

Who We Are.

We believe that young people from refugee and humanitarian backgrounds have a lot to offer our nation. They are amongst the most resilient people in our society.

Refugee youth are an integral part of the future of Australia and as such, their potential should be harnessed and utilized for the benefit of society.

At iEmpower, we practice our vision every day in building the capabilities of young people, so they can become productive members of the wider community. We strongly believe that no young person gets left behind.

We provide a range of services aimed at achieving meaningful and sustainable outcomes for vulnerable young people from diverse backgrounds.

Our Vision.

To unleash the potential of refugee youth in a diverse and cohesive society



Our Mission.

Empowering and developing refugee youth through tailored rehabilitation, education, training and employment services.



Our Core Values.

Our values are core to the culture and uniqueness of iEmpower. These values guide our practice and vision, and underpin the goals and objectives of iEmpower.



What We Have Done.

We provide a range of services aimed at achieving meaningful and sustainable outcomes for vulnerable young people from diverse backgrounds.

As a community not-for-profit organisation, iEmpower provides holistic services that recognise the complex problems that young people are faced with in today's society. iEmpower work with partners in both the community and government sectors to develop and implement joint solutions to develop, enable and empower young people to become contributing members of Australian society



Assisted **322** people to gain employment



Established meaningful partnerships



Engaged over **700** young people



Enrolled **24** young people into Vocational education



"It's a great honour to be a part of this group. I learned how to be a great leader and how to stand up for my rights, and how to stand up for everyone's, especially young people"

Baran, Afghanistan

"I built up confidence that as a Muslim girl, I can do anything. No matter who you are and where you're from, you can be a helpful member of the community and society"

Suriyah, Afghanistan



"What this program has taught me is a lot of leadership and confidence skills. I feel like my confidence has boosted up to another level, thank you"

Hanifa, Afghanistan



SCRUBS

PROPERTY SERVICES SPECIALIST

What is Scrubs?

The Scrubs Initiative trains young people in cleaning, graffiti removal, maintenance and a variety of other property services. Upon completion of training, they will become a member of a cooperative and effectively becoming owners of the business that they work in. The program aims to reach 200 participants over two years.

Our Approach to Case Management.

Through complex case management our case management team have provided intensive support services to young people enrolled in the Scrubs program. The case management aims to address the complex barriers that our clients face through referrals, support and advocacy.

Scrubs Outcomes:



Established a **Certificate III in Cleaning Operations** at Victoria University



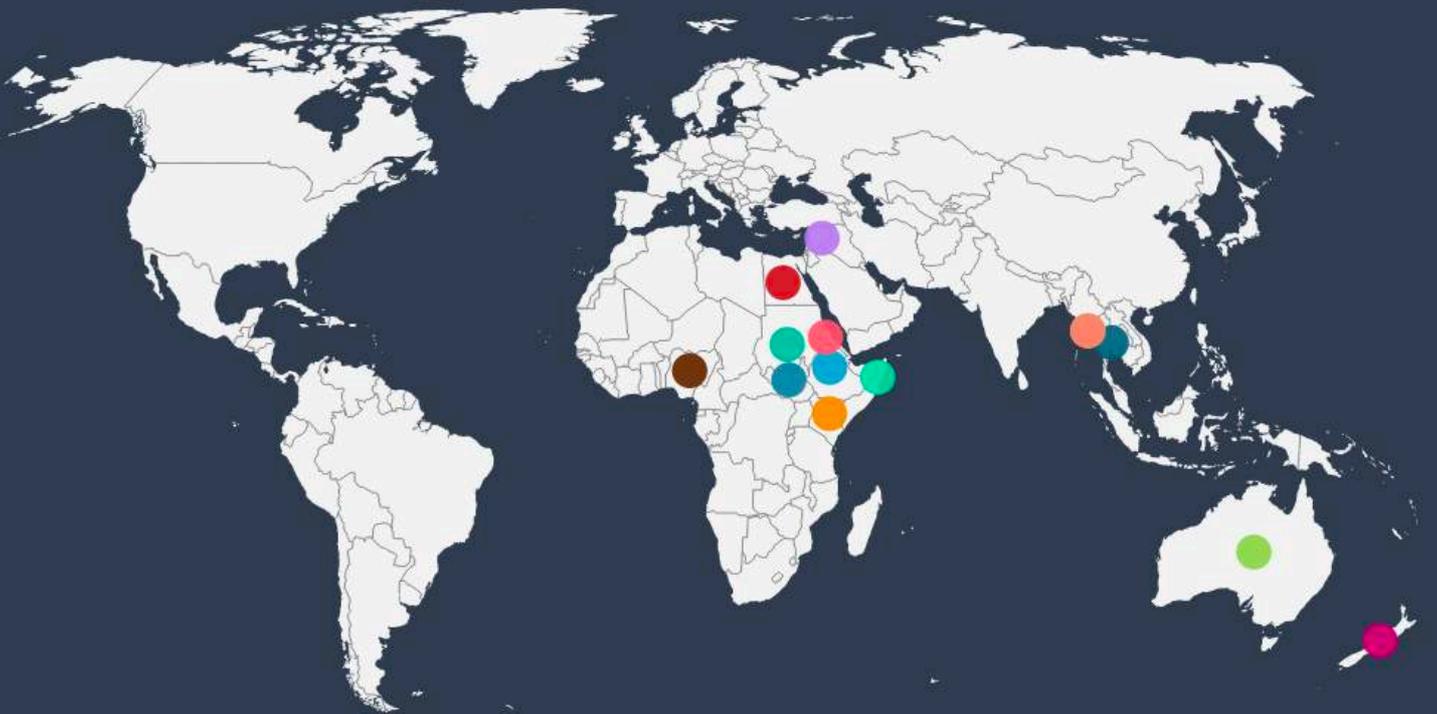
24 young people enrolled into vocational education



100 young people engaged

Diversity of Scrubs.

Our Scrubs participants come from over 13 different countries and combined, speak over 15 different languages. The Scrubs cohort predominately come from refugee backgrounds, with many still in their first five years of settlement in Australia. We are proud to have a diverse group of young people in the Scrubs program, enabling different groups to come together and promote diversity and inclusion.



Youth Development & Empowerment Program.

The Youth Development and Empowerment Program is aimed at engaging, enabling and empowering young people to develop positive links with the Victorian justice system. Through providing young people with information sessions and case management services.

The program equips participants with the opportunity to improve their leadership, confidence and employability skills. Furthermore, the program facilitates pathways for participants to access education and training opportunities, including scholarships.



Outcomes:



- **58** participants graduated from the program
- **58** participants received case management
- **207** engaged by Peer 2 Peer Educators
- We now have over **250** Peer 2 Peer Educators across Victoria.



Our Pro Bono Work.

This year, iEmpower have provided dozens of pro bono services to young people from disadvantaged backgrounds. Majority of the pro bono cases were through client drop ins and community referrals. Many of our pro bono clients have also been clients of other programs and required assistance with other matters.

Our pro bono work includes:

- Advocacy
- Court appearances
- Family assistance
- Support letters

Over the past year, iEmpower have assisted **31** young people and families through case management services. These services have included employment and counselling. Additionally, the pro bono cases have assisted young people and

their families through attending court with them, providing witness statements and support letters. Our case management staff provide appropriate referrals and continue to support the young people and their families throughout this process.

Clients who we provide our pro bono services to do not fit into any other program. Although we are not funded to provide these services, we provide them to support members of the community who

have limited access and knowledge of other services. Our services have achieved many positive outcomes for young people and their families, this is core to our pro bono services; achieving positive outcomes.

Jobs Victoria Employment Network (JVEN).

Our Initiative: Roads to Work

The Roads to Work initiative is aimed at assisting highly disadvantaged unemployed youth. The projects are aimed at assisting those who are locked out from the labour market because of their vocational and non-vocational

barriers to employment. Employment Coaches and Marketing Consultants at iEmpower and our partners (Holmesglen & Lend-A-Hand) support eligible job seekers to develop employability skills to gain and maintain meaningful employment.



Employment Outcomes.

- **80** people placed in employment
- **322** people registered
- **25%** success rate

The Year Ahead



Over the next financial year, iEmpower Youth will continue to provide holistic services to young people from diverse backgrounds. Over the next year we expect to create new projects/programs, establish new partnerships and continue to provide a range of services that achieve meaningful outcomes for vulnerable young people.

In addition to the partnerships we already have in place, the next year will see an increase in partnerships as we strive to develop new relationships, particularly in the private sector and with philanthropic organisations. Additionally, we will be seeking to establish new relationships

with service providers to further our reach and engage with more organisations.

We will also continue our commitment to student placements, internships and volunteer experience over the next year. The past year we had over ten student placements and interns who provided invaluable input into our organisation. We hope to expand our reach and take on more students from diverse backgrounds.

Over the next year we will be aiming to expand our employment programs, youth crime diversion programs and youth programs. Additionally, we will be working to expand our services to provide family support services and mental health services.

Where are they now? - Case Study

Dinku arrived in Australia as refugee in April 2017. Granted a humanitarian visa, Dinku was forced to flee his home country of Ethiopia where he had lived for 42 years; for safety in Australia. Living in Ethiopia for 42 years, Dinku had many experiences and successes during this time. Dinku ran his own hair dressing salon where he employed staff and had a successful and thriving business. When he fled Ethiopia, he had to leave all of this behind. Not only did he have experience in managing a successful business, he also worked as a security guard and labourer at a shoe factory, providing him with an abundance of experience and transferable skills.

Coming to Australia, Dinku was immediately faced with significant employment and housing barriers and experienced a lack of support to assist him with the complex issues he was facing. The first four months living in Australia, Dinku had been homeless and received no support to find housing. After four months of being in Australia, Dinku was referred to iEmpower for employment support. Not only was Dinku homeless at this time but he was also facing other complex issues that were affecting his ability to find employment. These barriers included the absence of English language skills, no work experience in Australia, no driver's license or access to public transport, and he lacked presentation, interview skills and confidence.

iEmpower have supported Dinku for over one year to overcome these employment barriers, he has demonstrated resilience in overcoming these barriers and worked hard to enable himself to find employment. iEmpower assisted Dinku in securing government housing by assisting him to apply for housing.

Dinku has attended numerous workshops with iEmpower to build resumes and cover letters specific to jobs that he applies for and he has also attended numerous workshops on presentation and interview skills. He has now developed the confidence and communication to be able to successfully engage at interviews and present himself professionally.

Although Dinku faced significant and multiple barriers to employment only one year ago, he is now in ongoing employment, sustainable housing and undertaking English Literacy and Numeracy classes.

Dinku has been working as a labourer since November 2017, just seven months after his arrival to Australia and is working on a full-time basis after starting as a casual. iEmpower continue to regularly check on Dinku to assess how he is doing. Since our last communication with him, he is doing well in his new job and has settled into life in Australia well. Dinku is an active contributor to our society and has overcome significant and complex adversities and barriers.



Communications and Social Media.

Social Media

The past year we have aimed to expand our online and social media presence to enhance our community engagement, reach clients, stakeholders and the community with relevant content, and increase our organisations marketing through social networks.

Increasing our activity on social media has enabled us to improve our ability to engage with clients and further our reach. It is a way not only to promote our brand, but also connect with others, join conversations and start new conversations.

Website

This year, iEmpower was proud to launch our new and improved website. Websites are core to driving donations, engaging supporters and championing our cause. Our new website aims to promote a positive message, provide an engaging experience, deliver appealing and relevant

content, and improve our brand identity. In collaboration with Studio Badu, we developed and created our website to positively represent the brand of iEmpower.

Take a look @ iempower.com.au

Establishing Partnerships.

Over the past year, we have engaged with organisations and established long-term relationships with a variety of organisations. We continue to work with a number of these organisations and we are excited to be entering into new phases of these partnerships, as well as establishing and fostering new partnerships over the next financial year.

We thank for following organisations for your meaningful contribution to the work of iEmpower, these relationships have enabled iEmpower to thrive and create positive outcomes for young people across Victoria, thank you!

- Australian Government – Department of Jobs and Small Business
- Jobs Victoria
- Victoria State Government – Department Justice and Regulation
- Centre for Multicultural Youth
- Health West Partnership
- Melbourne Employment Forum
- Draft Victorian African Communities Action Plan
- Holmesglen Victorian
- Multicultural Commission
- Victoria University
- Lend a Hand Community Projects
- Empowering Youth Initiatives



Financial Breakdown.

1 JULY 2017 – 30 JUNE 2018

Total Income	\$1,205,448.00
Total Cost of Sales	\$0.00
Total Expenses	\$738,593.00

Our Team.



Abeselom Nega
CEO | Founder



Richard Ryan
Operations Manager



Rebecca McFadden
Admin & Contracts Manager



Ahmed Dini
Marketing & Recruitment Manger



Abeba Belay
Employment Manger



Claire Anderson
Communication & Stakeholder
Coordinator



Candy Travers
Employment Case Officer



Michael Nowara
Counsellor



Rajwant Kaur
Case Officer



Freya Wang
Finance & Accounting Officer



Hsergay Dohsoe
Bilingual Support Worker

