



Government of **Western Australia**
Department of **Health**

Mirrabooka Service Mapping Project

**Chronic Disease Prevention Directorate
Public and Aboriginal Health Division**

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Acknowledgement of Country and People

WA Health acknowledges the Aboriginal people of the many traditional lands and language groups of Western Australia. It acknowledges the wisdom of Aboriginal Elders both past and present and pays respect to Aboriginal communities of today.

Note on terminology

Within WA, the term Aboriginal is used in preference to Aboriginal and Torres Strait Islander, in recognition that Aboriginal people are the original inhabitants of WA. Aboriginal and Torres Strait Islander may be referred to in the national context and Indigenous may be referred to in the international context. No disrespect is intended to our Torres Strait Islander colleagues and community. The terms Aboriginal and Torres Strait Islander and Indigenous are retained in this document where they are included as part of an already-existing formal title or direct quote from a cited reference.

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Table of Contents

	Page
Tables and Figures	3
Acknowledgements	4
Abbreviations and Acronyms	4
1. Executive summary	6
2. Introduction	9
3. Methods	10
4. Findings – Mirrabooka and surrounding neighbourhood	11
4.1 Overview of the suburb of Mirrabooka	11
4.2 Development of Mirrabooka as a CaLD hub	14
4.3 Aim 1: Key organisations providing CaLD services in Mirrabooka	16
4.4 Aim 2: Partnerships and networks operating in Mirrabooka	21
4.5 Challenges to providing CaLD services in Mirrabooka	24
5. Aim 3: Approaches to supporting the CaLD community in other Local Government Areas in metropolitan Perth	25
6. Discussion and learnings	29
7. References	34
APPENDIX A: Government and NFP organisations providing services in the Mirrabooka area	37
APPENDIX B: Profiles of organisations providing CaLD services in the Mirrabooka area	40

Tables and Figures

Tables		Page
1	The suburb of Mirrabooka compared with Western Australia (2016 Census)	13
2	Not for profit, CaLD-specific organisations located within 200m of The Square Mirrabooka and key services provided	19
3	Not for profit, non-CaLD-specific organisations located within 200m of The Square Mirrabooka and key services provided	20
4	Selected metropolitan LGAs with a large proportion of CALD residents	25

Figures		
1	The social determinants of migrant health	9
2	Location map of the suburb of Mirrabooka, within the City of Stirling	12
3	Timeline of the establishment of key organisations that provide services to CaLD people in the Mirrabooka area	15
4	Map showing the location of selected metropolitan Local Government Authorities with a large proportion of CALD residents	26

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- Multicultural Services Centre of Western Australia
- North Metropolitan Public Health Unit

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Abbreviations and Acronyms

Acronym	Name
ASeTTS	Association of Services for Torture and Trauma Survivors
CAHS	Child and Adolescent Health Service
CaLD	Culturally and linguistically diverse
CCK	Connecting Community for Kids
CDAG	Cultural Diversity Advisory Group
CDPD	Chronic Disease Prevention Directorate
ERCWA	Edmund Rice Centre Western Australia
HEHS	Humanitarian Entrants Health Service
Ishar	Ishar Multicultural Women’s Health Service
KMCC	Koondoola Multicultural Community Centre
LGA/s	Local Government Area/s
MMRC	Metropolitan Migrant Resource Centre
MSC	Multicultural Services Centre of Western Australia

NFP/s	Not for profit organisation/s
NMHS	North Metropolitan Health Service
SHR	Sustainable Health Review
SETS	Settlement Engagement and Transition Support
SIM	Social Inclusion Mirrabooka Network
WA	Western Australia

1. Executive summary

The Sustainable Health Review (SHR) Final Report sets out 8 enduring strategies and more than 30 recommendations to guide the WA health system towards delivering a healthier, more sustainable future.¹ This report has been prepared in response to Recommendation 3b of the SHR Final Report, which identifies as a priority the 'Evaluation and spread of a collaborative approach to providing support to the culturally and linguistically diverse (CaLD) community, guided by the approach in Mirrabooka'.¹ The SHR also prioritises reducing inequity in health outcomes and access to care for people from CaLD backgrounds, as well as the need to take into account the social determinants of health.

The Mirrabooka Service Mapping Project:

1. identifies key organisations that provide support to the CaLD community in the Mirrabooka area
2. investigates examples of collaboration between these service providers to support the health and wellbeing of the CaLD community
3. investigates approaches to support the CaLD community in other Local Government Areas (LGAs) in metropolitan Perth.

Overview of the Mirrabooka area

The City of Stirling occupies around 105 square kilometres and includes 30 suburbs, including Mirrabooka. Mirrabooka is located on the north-eastern boundary of the City of Stirling and is among the most culturally-diverse suburbs in Western Australia (WA).²

As the population of Mirrabooka and the City of Stirling has increased over time, it has become more culturally and linguistically diverse. A wide range of services have therefore been established in response to community need.

Organisations providing services in Mirrabooka

The Mirrabooka Service Mapping Project identified 45 government and not-for-profit (NFP) organisations that provide a diverse range of services across areas including:

- health
- mental health
- family, youth and community services
- disability services
- employment
- housing
- education and training
- child protection.

Of these 45 organisations, 26 were situated within a 200m radius of The Square Mirrabooka shopping centre and the remaining 19 organisations were located in surrounding suburbs. Services were delivered solely to CaLD communities by 8 of the 45 agencies.

Partnerships and networks operating in Mirrabooka

Partnerships and networks help to maximise the reach, efficiency and sustainability of services and programs, and provide opportunities for meaningful community participation. The Project noted several formal and informal partnerships and networks operating in the Mirrabooka area, sharing local knowledge, expertise and resources. Partnerships and networks were valued and seen as vital by the participating organisations.

Challenges noted by organisations providing services in Mirrabooka

Some organisations identified challenges in their service delivery, including:

- uncertainty and changes in funding arrangements
- substantial on-going reliance on CaLD-specific NFP organisations to provide support to clients in accessing mainstream services
- inconsistencies in the provision of interpreting services by mainstream agencies.

Barriers to collaboration included:

- competition between organisations for funding, clientele and resources
- differing approaches to collaboration
- restrictions on data sharing due to privacy and confidentiality laws, and other administrative barriers.

Support for CaLD communities in other Local Government Areas

The Cities of Canning, Belmont, Cockburn and Melville are also home to larger numbers of CaLD residents. These LGAs have also developed comprehensive approaches to meet the evolving needs of their populations through:

- policy and strategic planning
- community engagement and participation
- cross-sectoral collaboration
- partnership development.

There were, however, some challenges reported by these LGAs in responding effectively to the needs of their CaLD residents. These include:

- catering to a wide range of needs within and across CaLD communities
- building and maintaining trusting relationships
- challenges in facilitating collaboration.

Administrative issues included:

- the ability to facilitate community engagement outside normal business hours
- a lack of suitable council facilities and spaces for hire.

There was also an awareness of the need to promote diversity and prevent racial and religious discrimination.

Key learnings

The diversity and concentration of services available in Mirrabooka is noteworthy and is underpinned by the City of Stirling's commitment to inclusivity, participation and social harmony. In Mirrabooka, service provision is grounded in a cross-sector, partnership approach and results in a range of important and effective services to support CaLD communities.

It was agreed that in general, collaboration leads to a better use of skills and resources and an improved client experience.

Other LGAs in Perth, each with their own unique population characteristics and distinct service needs, have also adopted comprehensive, responsive approaches to engage with and support CaLD communities.

In line with Recommendation 3b of the Final Report of the SHR, the primary purpose of this project has been to map the organisations, the services they provide, and the partnerships

which support the CaLD community in Mirrabooka. It is hoped that this work will be of broader interest to Western Australian organisations and local governments with an interest in improving the health and wellbeing of Western Australia's CaLD community.

2. Introduction

In June 2017, the Government of Western Australia announced the Sustainable Health Review (SHR) with the intention of prioritising the delivery of patient-centred, high quality and financially sustainable healthcare across the state.¹ In April 2019, the Final Report of the SHR was released.¹ The Report sets out 8 enduring strategies and 36 recommendations to guide the direction of the WA health system towards a healthier, more sustainable future.

Enduring Strategy 1 of the Report is to ‘Commit and collaborate to address major public health issues’. It includes recommendations to ‘reduce inequity in health outcomes and access to care’ for Aboriginal people and families (Recommendation 3a); Culturally and Linguistically Diverse (CaLD) people (Recommendation 3b), and people living in low socio-economic conditions (Recommendation 3c).

The SHR acknowledges that the social determinants of health – the conditions in which people are born, grow, live, work and age – have a powerful influence on health behaviours and outcomes, as well as more general wellbeing.¹ In addition, the World Health Organization considers migration to be a social determinant of health in its own right, as the impact and influence of resettlement on health and wellbeing is so important (Figure 1).³ Supporting the needs of CaLD people and newly-arrived migrants through a social determinants of health lens allows for a better response to the complex, interrelated, and far-reaching impacts which they may experience.⁴

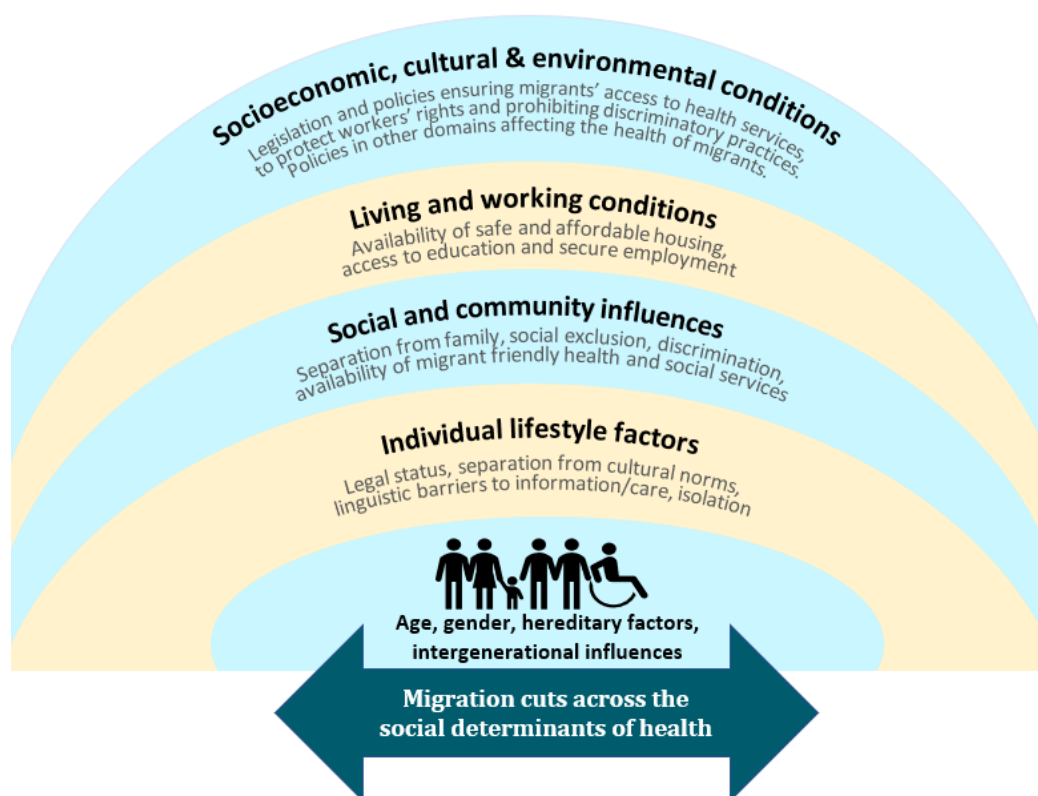


Figure 1. The social determinants of migrant health Adapted from: United Nations International Organization for Migration (IOM) (<https://www.iom.int/social-determinants-migrant-health>)

This report has been prepared in response to Recommendation 3b of the SHR, which calls for the ‘evaluation and spread of a collaborative approach to providing support to the CaLD community, guided by the approach in Mirrabooka’.¹ The suburb of Mirrabooka and its

surrounding neighbourhood, situated in the City of Stirling in northern metropolitan Perth, is home to a range of services that are designed to meet the needs of Perth's CaLD community.

The Mirrabooka Service Mapping Project has the following aims:

Aim 1: Identify key organisations that provide support to the CaLD community in the Mirrabooka area.

Aim 2: Investigate examples of collaboration between these organisations to support the health and wellbeing of the CaLD community.

Finally, because other parts of metropolitan Perth also have very diverse populations, the project team also contacted a small sample of Local Government Areas (LGAs) in the Perth metropolitan area with large CaLD communities to find out how they provide support to people from CaLD backgrounds.

Aim 3: Investigate approaches to support the CaLD community in other Local Government Areas (LGAs) in metropolitan Perth.

It is appreciated that these additional LGAs contain many suburbs with their own neighbourhood characteristics and service needs, and so their experience is not directly comparable with Mirrabooka, which is one suburb located within a large LGA. However, it was considered useful to find out how other LGAs in Perth are working to meet the needs of their CaLD residents.

While the main purpose of this report has been to map the organisations, the services provided, and the partnerships which support the CaLD community in Mirrabooka, it is hoped that this work will be of broader interest in improving the health and wellbeing of Western Australia's CaLD community.

3. Methods

The Mirrabooka Service Mapping Project was informed by several different research methods.

Desk top review

A desk top review (which included reports, websites and media articles) was conducted to gather information about:

- Mirrabooka's demographic profile
- information about organisations operating within Mirrabooka that provide support to CaLD people across a range of domains, including health and social services.

Information about the early planning, development and evolution of the Mirrabooka neighbourhood was also sourced.

A register of key Government and not-for-profit service providers that provided services to the CaLD community in and around Mirrabooka was compiled. This register was also used to recruit key stakeholders for interviews. Recruitment mostly occurred through telephone calls. Some commercial entities catering to the needs of CaLD people in Mirrabooka were also identified, but documenting of commercial entities was not in scope for this project.

Interviews with service providers

The project team initially contacted 20 service providers who were in turn asked to identify other relevant organisations. A range of service providers was identified, including state and commonwealth government departments, health services, health agencies, LGAs, educational institutions and community groups. A list of service providers interviewed for this project is included in Appendix A.

Project officers visited Mirrabooka to interview service providers representatives, and to map the location of services. If face-to-face interviews could not be arranged, stakeholders were interviewed by telephone or were invited to provide responses by email. When this was not possible either, the project team gathered information from service providers' websites. The interview included questions about:

- what the organisation did
- their target groups
- how long they had been in Mirrabooka
- their networks and collaborations
- any issues or challenges they faced.

The stakeholders interviewed included chief executive officers, managers, social workers, project leads, project coordinators and health professionals.

Mapping of service providers in and around Mirrabooka

The project team mapped the location of service providers within Mirrabooka and surrounding suburbs. The Square Mirrabooka shopping centre was taken as a central point, and service providers were assessed as being within 200m, 600m or 6km radius of the shopping centre. Service providers located further away were also included if they provided services to the CaLD community living in and around Mirrabooka (see Appendix A).

Approaches taken by other local governments with a large CaLD community

The project team contacted 4 LGAs with large CaLD communities to find out how services were developed and delivered in these areas. Officers at the Cities of Belmont, Canning, Cockburn and Melville were invited by email to respond to a series of questions related to:

- the demographic profile of the LGA
- policies, programs and services relevant to CaLD residents
- CaLD-specific service providers in their LGA
- whether the LGA collaborated with these service providers
- any issues or challenges in service delivery.

4. Findings – Mirrabooka and surrounding neighbourhood

4.1 Overview of the suburb of Mirrabooka

Mirrabooka is a suburb located in the City of Stirling, 12 km north of the Perth CBD. The City of Stirling is the most heavily populated LGA in metropolitan Perth. The City of Stirling covers an area of approximately 105 square kilometres and includes 30 suburbs. Mirrabooka is on the north-eastern border of the City of Stirling (Figure 2) and is home to 3.7 per cent of the City of Stirling's total population.

The suburb of Mirrabooka was formally created in 1982.⁵ The suburb is mostly residential, with many public open spaces, parks and recreational facilities, a large shopping centre known as the Square Mirrabooka, a Transperth bus station and a public library. Mirrabooka also has a number of schools and places of worship.⁵

Data from the 2016 Census show that Mirrabooka is among the most culturally-diverse suburbs in WA.² Table 1 shows a snapshot of demographic data for Mirrabooka and WA. Compared to WA as a whole, Mirrabooka has a higher percentage of Aboriginal people, and a lower percentage of people who were born in Australia, or whose parents were born in Australia. Common countries of birth for people living in Mirrabooka are:

- Vietnam
- Myanmar
- Iraq
- New Zealand
- The former Yugoslav Republic of Macedonia.²

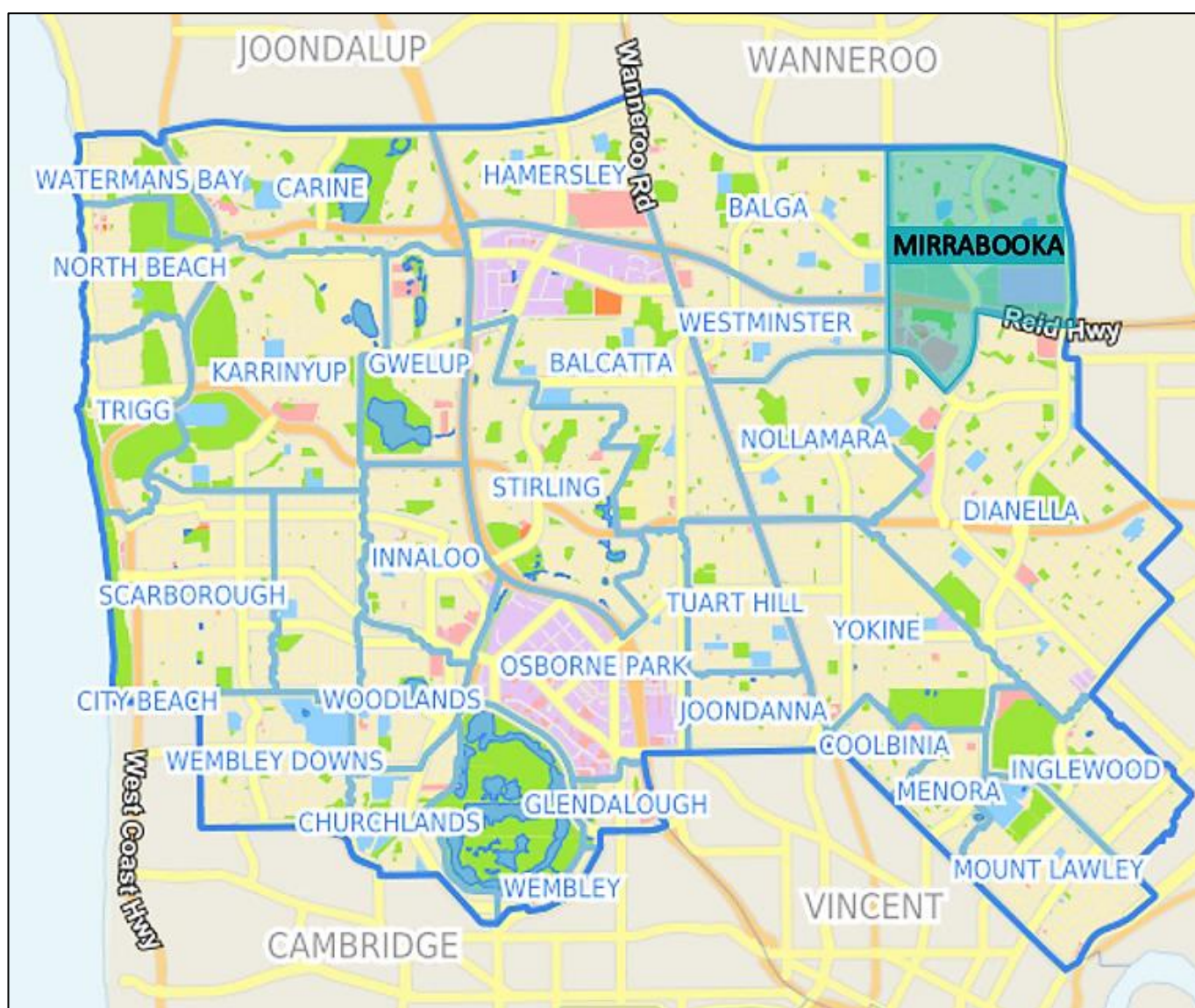


Figure 2. Location map of the suburb of Mirrabooka, within the City of Stirling

Source: Adapted from City of Stirling: IntraMaps. Available from: <https://maps.stirling.wa.gov.au/intramaps97/?project=StirlingMaps>

Mirrabooka's population has a lower average age compared with all of WA, and there is a higher proportion of children aged 14 and under. More households in Mirrabooka speak a language other than English at home compared to the rest of WA (58 per cent compared to 19 per cent). The most common languages spoken at home are Vietnamese, Arabic and Macedonian.² The most commonly-mentioned religious affiliations in Mirrabooka are:

- Christianity (including Catholicism) - 45 per cent
- Islam - 22 per cent
- Buddhism - 10 per cent.

In 2016 the rate of unemployment in Mirrabooka was 14 per cent, which is almost twice the rate for WA overall.² Measured against the WA Index of Relative Socio-Economic Disadvantage, Mirrabooka had the highest level of disadvantage in metropolitan Perth in 2016, and second highest in all of WA (after the Kimberley).

Table 1. The suburb* of Mirrabooka compared with Western Australia (2016 Census)

	Mirrabooka	Western Australia
Population	8,110	2,474,413
Median age	32 years	36 years
	percentages rounded	
Aboriginal people	4%	3%
Children aged 0-14 as per cent of total population	24%	19%
Country of birth (top responses)		
<i>Australia</i>	42%	60%
<i>Vietnam</i>	9%	<1%
<i>Myanmar</i>	5%	<1%
<i>Iraq</i>	3%	<1%
<i>New Zealand</i>	2%	3%
<i>The former Yugoslav Republic of Macedonia</i>	2%	<1%
Born overseas	58%	40%
One or both parents born overseas	85%	62%
Language spoken at home		
<i>English only spoken at home</i>	36%	75%
Households where a non-English language is spoken (top responses)	58%	19%
<i>Vietnamese</i>	12%	1%
<i>Arabic</i>	8%	1%
<i>Macedonian</i>	4%	<1%
<i>Somali</i>	3%	<1%
<i>Burmese</i>	3%	<1%
Unemployment	14%	8%

Source: ABS 2016 Census QuickStats²

*Data are for WA state suburb of Mirrabooka (SCC).

4.2 Development of Mirrabooka as a CaLD hub

Migrants play an important part in the City of Stirling's history. For more than a century, the City has become home to people from all over the world including Europe, Africa, the Middle East, Asia and South East Asia.^{6,7} In the early 1900s, Chinese and European migrants helped to drive growth in agriculture in the area.⁷ The Second World War, and later conflicts in Vietnam, the former Yugoslavia, the Middle East and Africa also resulted in humanitarian entrants settling in the City.⁶

From the late 1950s onwards, the State Government developed social housing in Balga, Nollamara, Westminster and Mirrabooka, making housing more affordable.⁸ As the population of Mirrabooka grew and became more diverse, services were established locally to meet the community's range of needs. Of special note, 2 CaLD-specific service providers were set up in the 1990s. Opening in 1992, Ishar Multicultural Women's Health Services (Ishar) was one of the first NFPs to be established in Mirrabooka, taking a holistic approach to supporting women from CaLD backgrounds.⁹ In 1995, the Metropolitan Migrant Resource Centre (MMRC) was established to meet the needs of the growing migrant and refugee population to the north of Perth.¹⁰

Since then, Mirrabooka has become home to many specialist organisations working across health, mental health, education, employment, family support, housing, legal and settlement services. Because of the large number of these organisations in the Mirrabooka area, it has remained an attractive destination for newly-arrived entrants. Figure 3 provides a brief timeline of the establishment of key organisations that deliver services primarily to CaLD people and communities in Mirrabooka and surrounding suburbs.

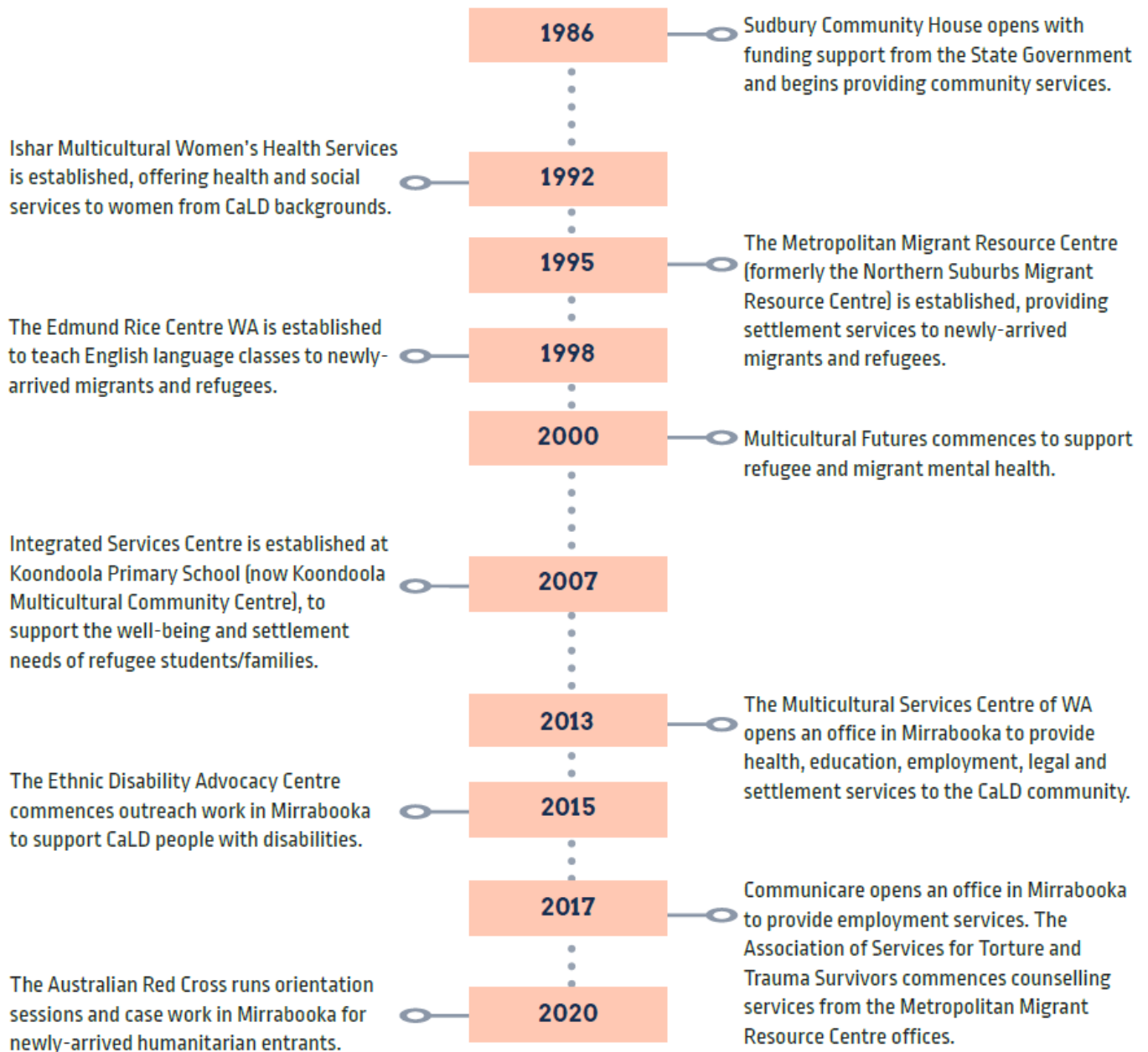


Figure 3. Timeline of the establishment of key organisations that provide services to CaLD people in the Mirrabooka area

4.3 Aim 1: Key organisations providing CaLD services in Mirrabooka

The Mirrabooka Service Mapping Project identified 45 organisations that provide services to the people of Mirrabooka, including:

- state and commonwealth government departments
- health services
- health agencies
- LGAs
- not-for-profit organisations
- businesses
- educational institutions
- community groups.

A variety of services were provided including:

- health
- mental health
- family, youth and community services
- disability services
- employment
- housing
- education and training
- child protection.

More than half (26) of these service providers were located within a 200m radius of The Square Mirrabooka and 19 were located in the surrounding suburbs.

Eight service providers deliver services solely to CaLD communities. Five of them were located within 200m of The Square Mirrabooka and the other 3 were located in the surrounding suburbs.

4.3.1 Government agencies

Australian Government

Australian government agencies provide significant funding for NFPs delivering services in the Mirrabooka area. The Department of Social Services' Humanitarian Settlement Program assists humanitarian entrants to build the skills and knowledge they need to become self-reliant and active members of the Australian community.¹¹ In WA, the program is delivered by the Australian Red Cross.

The Department of Social Services also funds the Communities for Children program.¹² This program provides a range of support services to families and children. In Mirrabooka, this is provided through a partnership led by the Smith Family (see Section 4.4).

The Department of Home Affairs funds the Settlement Engagement and Transition Support (SETS) program which provides grants to service providers under 2 programs. The community capacity-building program aims to increase social participation and promote economic and individual wellbeing in communities. The client services program provides clients with support for education and training; English language skills; employment; housing; health and wellbeing; family and social support; transport and legal services. Currently, 3 organisations receive funding under the SETS program – the City of Stirling (as the lead agency delivering the Welcome Hub - see Section 4.4), Communicare Inc and Multicultural Futures.

The North Metropolitan TAFE (in the neighbouring suburb of Balga) provides adult English classes. These courses are funded by the Australian Government under the Adult Migrant English Program (noting that TAFE colleges are owned and operated by the State Government).¹³

General community services in Mirrabooka provided by the Australian Government include a post office and a Centrelink office. The Centrelink office can provide income support for eligible refugees or humanitarian entrants (depending on the type of visa they have), and employs a specialist multicultural officer to assist clients.

Other key Australian Government-funded services which support the CaLD community in Mirrabooka, but are available Australia-wide include the Department of Home Affairs' Translating and Interpreting Service and the Australian Cultural Orientation Program. The Translating and Interpreting Service provides interpreting services to non-English speaking people and to organisations needing to communicate with non-English speaking people. The Australian Cultural Orientation Program is delivered by the International Organization for Migration (IOM Australia) and provides practical advice about immigration into Australia.

State Government

State government agencies are also substantial service providers in Mirrabooka and its surrounding area, and are an important source of funding for NFPs that provide community services.

State-government health services

The WA health system provides public hospital and healthcare services to the northern metropolitan region of Perth through the North Metropolitan Health Service (NMHS). The NMHS offers CaLD-specific health services such as the Humanitarian Entrant Health Service (HEHS), which is located in the Perth city centre. HEHS provides health assessments, and as needed, treatment and referrals for all refugees and humanitarian entrants newly arrived in WA. Clients have access to trained interpreters, and the health service provides a culturally-appropriate setting.¹⁴

The NMHS Public Health Unit plays an important role in promoting healthy lifestyles and social inclusion in the Mirrabooka area. The Unit has formed strong relationships with community services in the area and has helped to create partnerships among organisations. The Unit works closely with the City of Stirling and The Square Mirrabooka in promoting culturally-appropriate services and health and wellbeing. The Social Inclusion Mirrabooka network is one of the Unit's most significant initiatives. For further information on the network, see Section 4.4.

NMHS provides community-based adult mental health services at the Mirrabooka Adult Community Mental Health Clinic, with interpreters for CaLD clients if needed.

The Child and Adolescent Health Service (CAHS) is also part of the WA health system. CAHS provides a range of services including Community Health outreach, which offers community-based services for children, adolescents and families and has a specialised Refugee Health Team situated in Mirrabooka. The Refugee Health Team helps refugees to access mainstream health services. A Refugee Health Clinic is also located at Perth Children's Hospital.

CAHS has partnered with the WA Department of Education and the Edmund Rice Centre WA (a NFP; see next section) to establish a Multicultural Community Centre at Koondoola Primary School, where it provides the Koondoola Child Development Service. This partnership is discussed further in Section 4.4.¹⁵

CAHS also provides the Child and Adolescent Mental Health Service (CAMHS), which offers support, advice and multidisciplinary treatment services to young people and their families who are experiencing mental health issues. People living in Mirrabooka can access mental health support through the Warwick Community CAMHS clinic.

A BreastScreen WA service is located next to The Square Mirrabooka. BreastScreen WA provides a free interpreter service, a range of resources in other languages, and offers group bookings for women who speak a language other than English who might feel more comfortable to book as a group with an interpreter present (noting that these services are also available at other BreastScreen WA facilities).¹⁶

In response to the COVID-19 pandemic, the Department of Health established a walk-in vaccination clinic at The Square Mirrabooka in 2021.

Other services

The Department of Communities funds several NFPs delivering services in Mirrabooka. The Department of Education provides primary schools, high schools and education support schools and centres in Mirrabooka and surrounding suburbs.

Other state government service agencies based in the Mirrabooka area include a WA Police station, a Department of Transport licencing centre, and the Department of Justice's North West Metropolitan Adult Community Corrections Centre. The Mirrabooka Transperth bus station (Public Transport Authority) is a transport hub for the neighbourhood.

The Office of Multicultural Interests and the WA Equal Opportunity Commission, both based in central Perth, also provide important support to the WA CaLD population.

A list of key state government services and agencies based in or around Mirrabooka is provided in Appendix A.

Local Government

The City of Stirling is committed to preserving its history and heritage, and celebrates its diversity. The City honours the area's Nyoongar heritage and provides services and resources for Aboriginal residents, and the City's Multicultural Framework provides a vision for achieving an inclusive and harmonious community.¹⁷ Acknowledging the needs of newly-arrived entrants, the City has developed a Newcomer's Guide.^{6, 18}

The City of Stirling is the lead agency for the Welcome Hub, provided in partnership with the Metropolitan Migrant Resource Centre, Ishar Multicultural Women's Health Service, the Association of Services for Torture and Trauma Survivors and Youth Futures.¹⁹ The Welcome Hub is discussed further in Section 4.4.

The City of Stirling is a member of 'Welcoming Cities', a national network of LGAs which are committed to making sure that everyone can belong and participate in community life.²⁰ The City of Stirling also maintains strong partnerships with local multicultural communities, NFPs and The Square Mirrabooka.

4.3.2 Not-for-profit organisations (NFPs)

The Mirrabooka Service Mapping Project identified 38 NFPs providing services to CaLD people and communities in Mirrabooka, including:

- 23 organisations within 200m of The Square Mirrabooka

- 2 organisations between 200m and 6 km away from The Square Mirrabooka
- 13 organisations located more than 6 km away from The Square Mirrabooka.

Eight of the 38 NFPs provided specialised services only for CaLD clients. Five of these CaLD-specific NFPs are located within 200m of The Square Mirrabooka (Table 2), with the shared benefit of being close to each other. A range of vital services are offered, including:

- settlement and housing services
- health and mental health services
- family and community support services.

Table 2. Not for profit, CaLD-specific organisations located within 200m of The Square Mirrabooka and key services provided

Name	Key services provided include (but may not be limited to)
Association for Services to Torture and Trauma Survivors (ASeTTS)	Settlement services Health and mental health services Torture and trauma counselling Family support services
Ishar Multicultural Women’s Health Service (Ishar)	Women’s health and mental health services Family and domestic violence support services English language classes Recreational opportunities
Multicultural Futures	Mental health services
Multicultural Services Centre of WA (MSC)	Housing services Employment support Emergency relief
Metropolitan Migrant Resource Centre (MMRC)	Settlement services Community support Family support Youth support Counselling services

Sources: Organisations’ websites

The Koondoola Multicultural Community Centre also offers CaLD-specific services to children and families living in the Mirrabooka area (see Section 4.4).

Two other CaLD-specific NFP organisations provide state-wide services to clients. Kin^a, based in Osborne Park, is the peak advocacy organisation in WA for people with disabilities from CaLD backgrounds and their families. The Ethnic Communities Council of Western Australia, located in North Perth, is the peak body for ethnic organisations in WA. It provides policy and advocacy services, community support services, and support for family and domestic violence.²¹

As well as these organisations that cater only for CaLD clients, there are 5 NFPs based within 200m of The Square Mirrabooka that provide services to high numbers of CaLD people, newly-arrived migrants and humanitarian entrants, as well as to the local community (Table 3).

^a Formerly Ethnic Disability Advocacy Centre (EDAC). In 2021, EDAC changed its name to Kin, to capture the full scope of services delivered by the agency, including services for both CaLD and Aboriginal populations.

Table 3. Not for profit, non-CaLD-specific organisations located within 200m of The Square Mirrabooka and key services provided

Name	Key services provided include (but may not be limited to)
Australian Red Cross*	Settlement services Employment support
Edmund Rice Centre Western Australia (ERCWA)	Employment support Sports and recreation services Settlement services
MercyCare	Family support services Settlement services Employment support Financial support
Save the Children	Early childhood education Family support Child support
Sudbury Community House	Community support Recreational opportunity Child early learning services Family support

* Services provided at the Welcome Hub

Sources: Organisation websites

Apart from Sudbury Community House, all of the organisations in Table 3 receive funding from the Australian Government Department of Home Affairs to provide the SETS Program.

MercyCare in Mirrabooka provides the only CaLD-specific employment service in WA. MercyCare and ERCWA (located next to each other) deliver Step by Step Settlement Services with Save the Children (see Section 4.4). The Australian Red Cross provides support for newly-arrived humanitarian entrants at the Welcome Hub.

A list of NFPs that provide services in the Mirrabooka area is provided in Appendix A.

Not for profit organisations located outside Mirrabooka

Other NFPs that are not based in or around Mirrabooka provide services through outreach to CaLD people living in the Mirrabooka area. The Family Inclusion Network WA (Fin WA) and Sing and Grow are both part of the ‘Communities for Children Partnership Program’ which is led by the Smith Family.²² Circle Green Community Legal provides migration assistance and legal services.²³ Large health NFPs including the Heart Foundation, Hepatitis WA, Royal Life Saving Society WA and the Cancer Council of WA work with local service providers to provide information and health promotion programs, including:

- swimming lessons
- nutrition education programs
- walking groups.

These health NFPs are part of the NMHS Public Health Unit’s Social Inclusion Mirrabooka Network (SIM) – see Section 4.4 for further discussion.

4.3.3 Commercial sector

The Square Mirrabooka is a natural focal point for the community, offering a wide range of shops as well as other government and non-government service providers. Known as Perth’s ‘most multicultural’ mall, The Square Mirrabooka was named shopping centre of the year by the WA

Property Council in 2014.²⁴ In 2016, The Square Mirrabooka won a Private Sector Merit Award for Outstanding Contribution to Multiculturalism from the Office of Multicultural Interests for its cultural awareness training program for shopping centre retailers and workers, in partnership with the NMHS Public Health Unit SIM network.²⁵

Each year The Square Mirrabooka celebrates community festivals and holds Harmony Week events. For Harmony Week in 2019 The Square Mirrabooka partnered with the City of Stirling to host a successful attempt to beat the world record of number of different nationalities participating in a drumming circle.²⁶ In partnership with the City of Stirling and MercyCare, The Square Mirrabooka also hosts the Mirrabooka Community Markets. These markets include stallholders who are new to Australia and have received small-business training and support through the federally-funded Fostering Integration Grants.^{27, 28} The markets provide a safe, inclusive and family-friendly event that celebrates the diversity of the local community.

4.4 Aim 2: Partnerships and networks operating in Mirrabooka

Several partnerships and networks benefit the CaLD community in Mirrabooka and surrounds. By working in partnership service providers can combine their resources, knowledge and expertise. Good working partnerships and networks create an opportunity for rapid referrals and information sharing between service providers, which can lead to better outcomes for clients.

These relationships include:

- *formal partnerships* based on shared funding, where a number of service providers are contracted by government agencies to provide a range of services (for example the Welcome Hub and the Koondoola Multicultural Community Centre)
- *co-location*, where service providers with similar priorities and skill sets form one-stop service hubs (such as the Herb Graham Recreation Centre)
- *networks* that allow stakeholders to share knowledge and resources (for example the NMHS Public Health Unit SIM network)
- *strategic knowledge sharing*, to ensure best service outcomes for the community (as with the Kaleidoscope Mentoring Program).

Some of the key partnerships and networks operating in Mirrabooka are outlined below.

The Welcome Hub

The City of Stirling is the lead agency for the [Welcome Hub](#), run in partnership with:

- MMRC
- Ishaar
- ASeTTS
- Youth Futures.

The Welcome Hub is funded through the Australian Government Department of Home Affairs under the SETS^a program.¹⁹

^a 'The Settlement Engagement and Transition Support (SETS) program aims to equip and empower humanitarian entrants, other eligible permanent migrants and their communities to address their settlement needs, in order to improve social participation, economic well-being, independence, personal well-being and community connectedness.'
Available from: <https://immi.homeaffairs.gov.au/settling-in-australia/sets-program>

The Welcome Hub supports humanitarian entrants or new arrivals in their first 5 years of life in Australia. The Welcome Hub links clients to a range of services including:

- English language classes
- education, training and employment services
- accommodation support
- health services
- other community and social services.

The Welcome Hub employs a Multicultural Project Officer and is located at the Herb Graham Recreation Centre in Mirrabooka. The Welcome Hub also offers 'satellite services' within the Cities of Wanneroo and Swan.

Step by Step Settlement Services

[Step by Step Settlement Service](#) is provided by MercyCare in partnership with Save the Children and ERCWA. Based at MercyCare, Step by Step supports newly-arrived humanitarian entrants and migrants during their first 5 years in Australia, helping with:

- settlement needs
- learning English
- accessing education
- finding employment.

Like the Welcome Hub, Step by Step is funded by the Australian Government Department of Home Affairs under the SETS program.

Koondoola Multicultural Community Centre

WA Health's Children and Adolescent Health Service has partnered with the Department of Education and the ERCWA to establish the [Koondoola Multicultural Community Centre](#) (KMCC) at Koondoola Primary School, just north of Mirrabooka in the City of Wanneroo. Established in 2007, KMCC provides refugee children and their families with support for education, housing, employment, language services, health and mental health services. KMCC also offers advocacy and referrals to other settlement services if needed. KMCC is staffed by 2 refugee health nurses, a senior social worker and 2 multicultural community liaison workers. This centre is one of 2 in WA, the other being located at Thornlie Primary School, in the City of Gosnells.¹⁵

Mirrabooka Communities for Children program

[Mirrabooka Communities for Children](#) is funded by the Australian Government Department of Social Services and is facilitated by The Smith Family. This partnership is funded to deliver services within the Mirrabooka and surrounding area. Communities for Children partners include:

- MercyCare
- Communicare
- Ishaar
- ERCWA
- Family Inclusion Network of WA
- Sing&Grow
- Sudbury Community House
- WA Department of Communities (Child Protection and Family Services)
- Wadjak Northside Aboriginal Community Group
- City of Stirling.

Communities for Children connects local families and children with a range of support and development services to assist with parenting, developing healthy family relationships, child development and community connectedness.²²

Social Inclusion Mirrabooka (SIM) network

The NMHS Public Health Unit leads the SIM network, which aims for foster harmonious, inclusive and healthy communities. This is a large network made up of over 30 organisations including:

- state and local government
- NFPs
- schools
- CaLD groups
- Aboriginal organisations.

The “With One Voice Mirrabooka” community choir is one of the key initiatives of the SIM network. The choir began in 2019 to help overcome social isolation, bringing together singers of all ages, abilities, religions and cultural backgrounds.²⁹

Mirrabooka-Joondalup Family Support Network

MercyCare is the lead agency for the [Mirrabooka-Joondalup Family Support Network](#), which is made up of 26 partner organisations from state and local government and the NFP sector, including the City of Stirling, ERCWA and MMRC. The network helps families with children in their care and individuals to access support services in the areas of:

- family and domestic violence
- mental health and specialist counselling services
- youth support
- substance use
- migrant and Aboriginal-specific services
- housing.

Kaleidoscope Mentoring Program

The City of Stirling partners with the Cities of Canning and Swan and the MMRC to deliver the [Kaleidoscope Mentoring Program](#), with funding from the Office of Multicultural Interests (part of the Department of Local Government, Sport and Cultural Industries) and the Australian Government Department of Social Services.³⁰ The program was developed in consultation with the Toronto (Ontario) Region Immigrant Employment Council, and helps skilled newly-arrived migrants and humanitarian entrants to find employment by connecting them with mentors from the same profession.

Northern Suburbs Multicultural Network (NOMUC)

The Northern Suburbs Multicultural Network is jointly convened by the Cities of Stirling, Wanneroo and Joondalup. The network brings together stakeholders from government, NFPs and community groups operating in the northern suburbs with an interest in multiculturalism. The group offers networking opportunities, sharing of information, discussion of local issues, presentations on relevant topics and exploration of project partnership opportunities.

Naala Djookan Healing Centre

The City of Stirling is the lead agency for [Naala Djookan Healing Centre](#), which provides support for women, children and families at risk of, or experiencing family and domestic violence, with a focus on Aboriginal people and CaLD people. The Centre is funded by the Department of Communities and is provided in partnership with:

- MMRC
- Australian Childhood Foundation
- Ebenezer Aboriginal Corporation
- Ishaar
- Karla Kuliny Aboriginal Corporation
- Legal Aid Commission of WA
- MercyCare
- Northern Suburbs Community Legal Centre
- Sudbury Community House
- Wadjak Northside Aboriginal Community Corporation.

4.5 Challenges to providing CaLD services in Mirrabooka

Some of the CaLD-specific organisations interviewed for this project also provided information about how they work together and the difficulties they experience. It was generally agreed that there is good inter-agency collaboration which leads to a better use of skills and resources and improved services for clients.

One of the challenges noted was that organisations sometimes compete for funding, staff and clientele. Also, there can be disagreement about how and when collaboration should occur. Organisations may find it difficult to share certain information, due to privacy and confidentiality laws, and other administrative barriers such as incompatible technology.

Changes to funding models and uncertainty about whether funding will continue can make it difficult for organisations to maintain and plan service delivery. For example, some NFPs providing settlement services have had their funding from the Commonwealth reduced or stopped altogether. NFPs have had to redesign their service delivery models and rely heavily on collaboration with other NFPs. These changes have led to the development of shared service delivery models such as the Welcome Hub and Step by Step Settlement Services.

Another challenge was that while some mainstream organisations employ dedicated multicultural services officers, staff from CaLD-specific NFPs are still often asked to act as advocates for CaLD clients accessing mainstream services, providing practical and emotional support. As well as providing individual support, NFPs play an important advocacy role more broadly, working for positive long-term social and systemic changes on behalf of CaLD communities. However, their ability to do so becomes increasingly difficult with shrinking resources. Reducing funding for advocacy may mean that the views of the CaLD community are not heard by decision-makers.

Staff from mainstream organisations also need ongoing education and training in cultural competency, placing added burden on CaLD-specific NFPs. While all CaLD-specific NFPs offer access to interpreting services, some other NFPs providing services in Mirrabooka do not. This may be due to the high cost of interpreting services, which some NFPs are not funded to provide.

Some service providers also mentioned challenges in addressing clients' needs, which are often complex and need longer-term support than current funding models allow for. For example, resettlement services are only available for 5 years, but some clients (for example those who are

living with post-traumatic stress disorder) may need assistance for longer. Most settlement agencies can't provide this longer-term support due to funding limitations and a lack of services to refer clients to. Access to English classes can be compromised for clients whose main concern is to find employment, or who are struggling with low literacy in their own language.

The point was also made that the tight eligibility criteria for some grants and funding programs can mean that some clients are not eligible to access support services. For example, services might only be available to families with children within a certain age range. This can lead to great disappointment and distress for those clients who are not eligible.

5. Aim 3: Approaches to supporting the CaLD community in other Local Government Areas in metropolitan Perth

The 2016 Census reports that almost one third (32 per cent) of the WA population was born overseas, the highest proportion of any Australian state and territory; and about one in 6 WA residents spoke a language other than English at home (18 per cent).^{31, 32} The City of Canning, located south of Perth, is the most diverse LGA in WA, followed by the City of Belmont. The Cities of Melville and Cockburn are also home to larger numbers of CaLD people (Table 4). These LGAs lie next to each other from the inner east (Belmont) to the south west metropolitan region (Melville and Cockburn) – see Figure 4.

Table 4: Selected metropolitan LGAs with a large proportion of CALD residents

LGA	Born overseas (%)	Language other than English spoken at home (%)
City of Canning	50%	40%
City of Belmont	41%	30%
City of Stirling (including the suburb of Mirrabooka)	38%	27%
City of Melville	34%	20%
City of Cockburn	34%	22%

Source: ABS 2016 Census QuickStats³³

While these LGAs all have a large resident CaLD population, CaLD groups are diverse and have a differing mix of service needs. The LGAs also differ in terms of population and size, geography, land use, socio-economic profile and resourcing.

These 4 LGAs demonstrate organisational leadership and commitment to supporting their CaLD communities, and to celebrating diversity and inclusion. All LGAs have adopted responsive, comprehensive approaches to meeting the needs of residents through:

- policy and strategic planning
- community-led action and engagement
- cross-sectoral collaboration and
- partnership development.

The establishment of multi-sector partnerships operating in these LGAs has led to an extension of CaLD-specific services and outreach programs to the south and east of Perth.

A number of NFPs based in the Mirrabooka area are also active in these LGAs, in some settings providing a different set of services to meet the specific needs of the CaLD community there. Some programs that are conducted in City of Stirling (such as the Kaleidoscope Mentoring Program and the Welcome Hub satellite services) are co-funded and provided in other LGAs.

Like the City of Stirling, the Cities of Canning, Cockburn and Melville are members of Welcoming Cities, a national network of LGAs committed to fostering a sense of belonging and improving social cohesion and socio-economic outcomes. Welcoming Cities supports LGAs to embed inclusivity into their practices and policies.

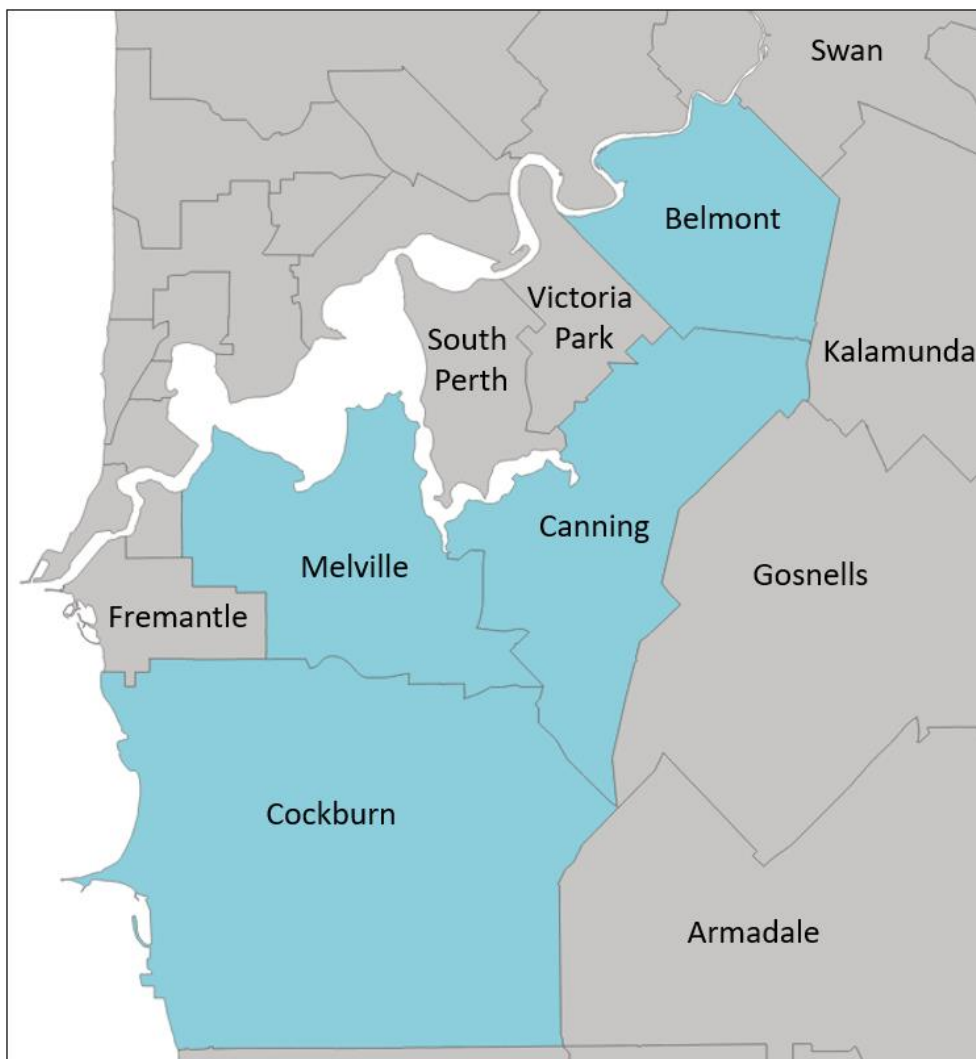


Figure 4. Map showing the location of selected metropolitan Local Government Authorities with a large proportion of CALD residents

Source: Department of Health

The project team thanks officers from the Cities of Canning, Cockburn, Melville and Belmont for providing the following information. The selection of these LGAs is in no way intended to diminish the excellent work being done across other LGAs in Perth and regional WA to support the needs of their CaLD communities.

City of Canning

The City of Canning is the most culturally and linguistically diverse LGA in WA.^{34, 35} The City supports newly-arrived CaLD migrants and humanitarian entrants in a number of ways, including:

- collaborating with other local governments and NFPs to host events, promote activities, facilitate access to services and enable outreach to local CaLD communities
- embedding objectives and performance indicators related to inclusion and diversity in the City's Strategic Community Plan for 2017-2027³⁶ and the Learning City Strategy³⁷
- implementing the Cultural Ambassadors program, which recruits CaLD people living in or working with local migrant communities to act as Cultural Ambassadors, facilitating communication between CaLD communities and the City
- development of the Hillview Intercultural Community Centre, the first local government community facility of its type in the southern metropolitan region.³⁸ Multicultural Futures is located in the Centre.

The City of Canning also partners with the City of Stirling and the Metropolitan Migrant Resource Centre (MMRC) to deliver the Kaleidoscope Mentoring Program (as described in Section 4.4 above).

In the suburb of Cannington, women from CaLD backgrounds can access life skills classes from Communicare's Family Support Services, and MercyCare's Community Hub delivers job readiness workshops available to all CaLD people. In the suburb of Bentley, Ishar facilitates the Carers' Group which provides holistic support to carers from CaLD backgrounds through group activities, personal counselling, information sessions and training.

In Canning Vale, United in Diversity WA Inc provides services to assist people from all backgrounds to access information, develop skills and create networks in order to fully participate and establish a sense of belonging within their community. The Multicultural Communities Council of WA, based in the neighbouring City of Gosnells, conducts outreach and offers support services in the City of Canning.

City of Belmont

The City of Belmont supports its CaLD communities through a mix of strategic planning and policy, awareness raising, multicultural programs and events, direct community engagement, translating and interpreting services and English language skills training.

The vision of the City's 2020-2040 Strategic Community Plan is that the City of Belmont will be *home to a diverse and harmonious community, in which diversity of cultural expression is appreciated*.³⁹ The Multicultural Strategy 2020 and Beyond, Celebrating our Diversity, demonstrates the City's commitment to supporting and engaging with its culturally-diverse community.⁴⁰ Both plans were developed in consultation with the Cultural Diversity Advisory Group (CDAG), a collective of community members and stakeholders.

The CDAG also acts as an important link between CaLD communities and the City of Belmont, facilitating consultation to ensure CaLD perspectives and needs are accounted for in the City's project and policy planning.⁴¹

A number of multicultural networks are based within the City Belmont, including the Diompillar Association of Western Australia (which serves the needs of the Kissi community from Guinea and Liberia), the Nepalese Association, the Australian Eurasian Association of WA, and the Islamic Council of WA.

City of Melville

The City of Melville is a proudly diverse City and is committed to ensuring equitable outcomes for people from vulnerable groups including CaLD communities. The City of Melville's Strategic Community Plan 2020-2030, which promotes inclusion, diversity and community cohesion.⁴²

The City of Melville has appointed a Social Justice Advocate position responsible for promoting social justice, access and inclusion. The City is currently drafting a Social Justice Policy aimed at ensuring consistency across local government in matters regarding cultural and linguistic diversity.⁴³ The City offers training to improve intercultural communication skills to City of Melville staff, and offers Translating and Interpreting Services to residents who need assistance when communicating with the City.

The City of Melville also:

- supports the use of local government-owned facilities by multicultural groups including sports groups, religious groups, cultural groups, language groups, musical and arts groups
- hosts a number of events during Harmony Week each year, aimed at bringing people from different backgrounds together in celebration of the community's diversity
- supports the delivery of language classes and events such as the Bilingual Tunes and Tales (songs, rhymes, and stories in English and Chinese for parents and young children), Making Music Together (multicultural performances in partnership with Chorus Community Care) and Learning English Through Storytime (workshops to assist families to improve and practise English).

City of Cockburn

In 2017 the City of Cockburn appointed a full-time Cultural Diversity and Inclusion Officer to support advocacy and capacity building, and coordinate cultural celebrations, community consultations and projects. The Officer also ensures that local government resources, services and activities are culturally and linguistically appropriate.

The City's Cultural Diversity Strategy aligns with the Welcoming Cities framework and identifies a range of outcome areas, strategies and actions to achieve its vision that *the City of Cockburn provides a welcoming and inclusive environment where people of all backgrounds have a sense of belonging, feel valued and fully participate in social, cultural, civic, and economic life.*⁴⁴

The City of Cockburn has funded Multicultural Futures to conduct research into best practice for the development of a multicultural hub, with the aim of developing the case for a hub in the City of Cockburn. Multicultural Futures has an office in the suburb of Success that provides assistance with settlement; and support, training and capacity-building programs for the local CaLD community.

Connecting Community for Kids (CCK), which provides services to support the well-being and development of children and families, runs a Culture Action group and holds events to celebrate culture and foster cultural inclusion.⁴⁵ CCK's joint advisory committee comprises State Government Departments and NFPs with expertise in improving child health outcomes.⁴⁶

The Southlake Ottey Family Centre offers CaLD-specific play groups in languages other than English, and the Yangebup Family Centre provides CaLD initiatives such as a Cultural Cooking program.

The Palmerston Association provides CaLD-specific outreach alcohol and drug services through the Coolbellup Community Hub. Cockburn Integrated Health, located within the City of Cockburn Health and Community Centre, provides an integrated model of service delivery which is designed to be welcoming to residents from all CaLD backgrounds.

Issues and challenges noted by selected Local Government Authorities

When asked about challenges to providing services to CaLD residents, LGAs mentioned the following issues:

- building trust, establishing and maintaining relationships
- recognising and addressing the diverse range of needs within and across local CaLD communities
- meeting the needs of, and improving access for CaLD community members at greater risk of social isolation (such as seniors, new mothers and families without childcare)
- identifying programs or projects that encourage community collaboration.

Administrative issues included:

- the ability to accommodate community engagement outside of business hours
- a lack of appropriate council facilities/spaces for hire.

LGAs also noted the need to promote diversity and prevent racial and religious discrimination.

6. Discussion and learnings

Mirrabooka has long been an area where newly-arrived migrants have settled, and this trend has continued. To meet the needs of a large and diverse community, over time a large number of service providers have been established in, or have moved their services to Mirrabooka and surrounding suburbs within the City of Stirling. The establishment of 2 key CaLD-specific organisations in Mirrabooka in the 1990s, Ishar and MMRC, was a significant early development, followed by the addition and evolution of a range of specialist agencies, partnerships and initiatives (Figure 2).

The suburb of Mirrabooka has been identified in the Final Report of the SHR as an area where successful strategies and partnerships to support CaLD people are in place. This project has found that the number, proximity and diversity of services available in Mirrabooka is key to this success.

Features of service delivery in Mirrabooka

In Mirrabooka, support is provided to the CaLD community through a range of services including:

- settlement services
- education and training
- employment
- financial and legal advice
- disability services
- child protection
- youth and family services
- health and mental health services.

Specialist services are also available to address trauma due to events and experiences such as conflict, torture, separation from family and the experience of dislocation to resettlement.

Services in Mirrabooka are delivered through a range of models, including:

- casework
- counselling

- referrals
- mentoring and training.

Sharing office space or being closely located enables some organisations to provide a streamlined service to clients, as well as enhancing their own professional collaboration.

Section 4.4 details some of the formal and informal partnerships and networks operating in the Mirrabooka community and surrounds. Sharing local knowledge, expertise and resources helps to maximise the scope, reach, accessibility and sustainability of services and programs. These partnerships and networks are all multi-sectoral and/or multidisciplinary, and all include at least one CaLD-specific organisation and/or specialist multicultural officer.

A 'social determinants of health' approach

The Final Report of the SHR notes that clinical care influences only 16 per cent of a person's overall health and wellbeing. The social determinants of health – the conditions in which people are born, grow, live, work and age – have a powerful influence on health behaviours and outcomes, as well as more general wellbeing (Figure 1).^{1, 3} Supporting the needs of CaLD communities, newly-arrived migrants and humanitarian entrants by taking into account the social determinants of health provides a more comprehensive response to the complex impacts of resettlement.⁴ This is reflected in the approach that has evolved in Mirrabooka. The partnerships highlighted in this report deliver programs and initiatives that address social determinants such as:

- housing
- education
- employment
- disability support
- social inclusion
- child and family safety
- health and mental health.

The Social Inclusion Mirrabooka (SIM) network is an example of organisations from different sectors working together to ensure that programs are best suited to meet the needs of the community it serves.

The role of the Australian and WA Governments

The Australian and WA Governments play a critical role in meeting the needs of CaLD people by:

- developing policies and programs
- delivering services directly to the community
- providing funding to NFPs delivering core services in the Mirrabooka area.

This role is further enhanced through cross-sectoral collaboration and partnerships across the NFP sector, community groups and industry.

The WA health system has a clear leadership role in ensuring that its services meet the health needs of all people, but especially of vulnerable groups such as CaLD people, newly-arrived migrants and humanitarian entrants. Recommendation 3b of the Final Report of the SHR calls on the WA health system to 'Reduce inequity in health outcomes and access to care with focus on CaLD people'. The Department of Health is implementing a range of initiatives across the health system in response to this recommendation, including:

- improved data collection and benchmarking of health outcomes for CaLD people

- providing and benchmarking ongoing training in cultural competency for the WA health system workforce
- promoting best-practice approaches to providing language services (interpreters and translators) as outlined in the WA Health System Language Services Policy⁴⁷
- improving ways of communicating and engaging with CaLD communities to ensure reach and relevance of health system communications, policies and programs
- ensuring cultural diversity in the health workforce, so that the WA health system reflects the diversity of the WA population.

All State Government agencies are required to follow the *WA Languages Services Policy*, which ensures that public sector employees are trained in cultural competency, including how and when to use interpreting services.⁴⁸ This policy is managed by the Office of Multicultural Interests (OMI), within the Department of Local Government, Sport and Cultural Industries. OMI also offers Diverse WA Cultural Competency Training, free online cultural awareness training available to all WA public sector employees and LGA staff. NFP organisations can apply to OMI to access the training. OMI can provide advice to other organisations and businesses on other training options.⁴⁹

The WA Government's *WA Multicultural Policy Framework* sets out the multicultural policy priorities for WA public sector agencies:⁵⁰

- foster harmonious and inclusive communities
- ensure culturally-responsive policies, programs and services
- support economic, social, cultural, civic and political participation.

Public sector agencies, including the Department of Health and Health Service Providers, are required to develop Multicultural Action Plans.

The role of local government

The City of Stirling and the other LGAs in metropolitan Perth included in this report have played a vital role in engaging with and supporting their CaLD residents.^{6, 36, 37, 40, 42, 44, 51} The Mirrabooka migrant 'hub' is highly successful due to its unique history and circumstances, and has been supported by the City of Stirling through its work on the ground and through effective strategic planning and policy development.

This report has shown that other LGAs are also committed to meeting the needs of their diverse communities, through:

- policy and strategic planning
- community engagement and participation
- cross-sectoral collaboration
- partnership development.

Groups such as the City of Belmont's CDAG, the City of Canning's Cultural Ambassadors program and the work of officers like the City of Melville's Social Justice Advocate ensure that LGAs are responsive to CaLD needs and perspectives. Initiatives such as Connecting Community for Kids (City of Cockburn) foster social inclusion and celebrate culture, while others focus on capacity building (Kaleidoscope Mentoring Program in the City of Canning). Facilities such as the Hillview Hub (City of Canning) provide opportunities for community connection and a safe environment for growth, learning and development.

Membership of the Welcoming Cities network demonstrates a commitment to implementing evidence-based practices to support diversity and foster inclusion.

LGAs play a vital role in supporting their CaLD citizens and are well-placed to identify and respond to community needs and concerns. However, the range and scope of support provided can be affected by factors such as resourcing and budgeting limitations, and changing strategic objectives and priorities.

Challenges and barriers

Even in Mirrabooka, it was identified that some mainstream organisations need ongoing cultural competency training, and that translation services were not always available. This was largely due to funding constraints.

Cultural competency training programs such as See Me See You, delivered by Multicultural Futures, and OMI's Diverse WA training package build capability for cultural diversity in staff and volunteers working with CaLD people. As noted above, State Government agencies must provide interpreting and translating services in line with WA public sector policies. Beyond the public sector, encouraging more NFPs and other service providers to better meet the needs of CaLD people will lead to better quality outcomes for CaLD people, although funding constraints may not always make this possible.

It was agreed that effective partnerships and collaborations are vital to enhancing the delivery of services to the community, however there are a range of factors that can limit their effectiveness. There are some useful tools and resources available to help facilitate partnership, such as the VicHealth Partnerships analysis tool.⁵²

Maintaining services throughout periods of uncertainty and change in funding arrangements is always challenging. Providing adequate support to clients with complex needs that require longer-term support than current funding models allow for is also difficult. As demand for services increases it is important that service providers are able to find new ways of delivering services. The development of shared service delivery models such as the Welcome Hub and Step by Step Settlement Services is an example of this kind of innovation.

The LGAs interviewed for this project reported a different set of challenges, including issues related to:

- developing trusting, ongoing relationships
- addressing the diverse and complex needs of CaLD communities
- administrative challenges of supporting community engagement
- addressing racial tension and religious discrimination faced by some CaLD groups.

However as noted above, LGAs are committed to supporting and celebrating their CaLD communities.

Final observations

While the approach taken in Mirrabooka provides a useful guide for other LGAs and organisations that work with CaLD people, no 2 LGAs are the same. The concentration and location of organisations in Mirrabooka has evolved over several decades. It would be difficult, if not impossible to replicate this clustering of multiple service providers in other centres due to the costs involved. Innovations in communications technology, impossible to imagine 50 years ago, may provide new models for service delivery (as demonstrated by changed ways of working and communicating that have developed during the COVID-19 pandemic), and reduce the need for a bricks-and-mortar presence at multiple sites. However for many CaLD clients, accessing services online is not realistic due to challenges such as low computer literacy and limited access to the internet, computers and other devices.

This project identified effective strategies to ensure that programs and services are accessible for people from CaLD backgrounds, including:

- the provision of interpreting and translating services
- culturally-competent staff and dedicated multicultural officers
- consultation with the CaLD community to identify local needs and including CaLD groups in the development of strategies to address them
- implementing initiatives that celebrate culture, foster social inclusion and enhance community harmony.

While the public sector is required to work in this way, it is important that other organisations recognise the importance and benefits of providing services that meet the needs of their culturally-diverse clients. WA is among the most diverse and fastest growing of Australian states and territories, with most of the CaLD population living across the Perth metropolitan area.⁵³ Embedding principles of equity, access and culturally-appropriate service provision will not only lead to better quality outcomes for organisations and their clients, but to also ensure a more sustainable way of providing services in this culturally-diverse state.

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APPENDIX A: Government and NFP organisations providing services in the Mirrabooka area

KEY:

* Denotes an organisation that caters solely to the needs of CaLD communities

† Organisations provides specialised services to CaLD people and to Aboriginal people

‡ Organisation was interviewed for this report

Government agencies active in Mirrabooka			
Within 200m from The Square Mirrabooka		Services offered	Government
1	BreastScreen WA	Breast cancer screening	State
2	Department of Communities - Family and Children's Services‡	Child protection and family support services Housing support services Disability support services	State
3	Department of Health - Child and Adolescent Health Service‡	Services provided at Mirrabooka Community Health include: community health (Aboriginal health, child health, child development service, immunisation, refugee health, school health)	State
≥ 200m, < 6km from The Square Mirrabooka		Services offered	Government
4	City of Stirling‡	Local government functions Welcoming and connecting residents	Local
5	Department of Education	Public schools (Primary and Secondary; special needs)	State
6	Department of Health WA - North Metropolitan Health Service‡	Relevant services detailed within this report include: Public Health Unit SIM Humanitarian Entrant Health Service Mirrabooka Adult Community Mental Health Service	State
7	North Metropolitan TAFE	Adult migrant English Program (Commonwealth- funded)	State

Not-for-profit organisations active in Mirrabooka			
Within 200m of The Square Mirrabooka		Services offered	
1	Association of Services for Torture and Trauma Survivors*‡	Torture and trauma counselling Child, youth and family support services	
2	Centrecare	Accommodation support Mediation services Financial counselling General counselling Family and domestic violence support services	
3	Communicare - Employment Service; Connected Communities	Financial counselling Family support services	
4	Edmund Rice Centre WA†‡	Youth and family support services Education and training Language services	
5	Industry Skills Training	Education and industry training courses	

6	Ishar Multicultural Women's Health services*‡	Women's health services Counselling Social support Family and domestic violence support services Youth support services Health promotion Sport and physical activity programs
7	MercyCare‡	Youth and family support services Settlement support Education and training Financial support service
8	Metropolitan Migrant Resource Centre*‡	Casework for newly-arrived Counselling Family support services Settlement services Migration services Sport and physical activity programs
9	Mission Australia	Youth and family support services Disability support services
10	Multicultural Futures*‡	Counselling and referral
11	Multicultural Services Centre of WA*‡	Housing advocacy and support services Employment support service Emergency relief
12	Northern Suburbs Community Legal Centre Inc‡	Legal services
13	Mirrabooka Therapeutic Family Services (Parkerville Children & Youth Care)	Torture and trauma counselling Child, youth and family support services Child advocacy
14	Rebound WA	Disability support services Child, youth and family services Advocacy and education Sport and recreation
15	Reclink Australia - WA	Sport and fitness classes
16	Save The Children	Youth and family support services Employment support services
17	Stirling Skills Training	Job search Industry training programs Employment skills training
18	Sudbury Community House and Early Learning Centre‡	Family support services Community education and training Social support Childcare centre
19	The Smith Family	Children, youth and family support services
20	Training Alliance Group	Employment services
21	WA AIDS Council Inc	Needle and Syringe Exchange Program mobile service
22	Women's Health and Family Services (Multicultural Women's Advocacy and Support)	Family support services Family and domestic violence support services Employment skills training

23	Workskil Australia	Employment skills training Job search
≥ 200m, < 6km from The Square Mirrabooka		Services offered
24	Koondoola Multicultural Community Centre*‡	Child and family support services (partnership between CAHS, Department of Education and ERCWA located at Koondoola Primary School)
25	Therapy Focus Inc	Disability support services
≥ 6km from The Square Mirrabooka		Services offered
26	Australian Red Cross‡	Settlement and employment support Migrant and refugee support services
27	Cancer Council WA	Health promotion
28	Ethnic Communities Council of WA*	Migrant support services Policy advice and advocacy Information and resources Research
29	Hepatitis WA	Information and resources Health promotion Multicultural services Education and training Needle and Syringe Program Treatment and testing services
30	Kin Advocacy (formerly Ethnic Disability Advocacy Centre)*‡	Advocacy Individual, family and carer support Information and referral
31	FinWA – the Family Inclusion Network of WA	Family support services
32	Kidsafe WA	Child safety and injury prevention programs Education and training Information and resources
33	Roots TV	Youth engagement and empowerment program
34	Royal Life Saving Society of WA	Water safety skills and education Swimming lessons
35	Sing and Grow	Music therapy Family support services
36	The Heart Foundation	Health promotion
37	The Circle Green Community Legal	Legal services Migration advice
38	Youth Futures‡	Youth support services Training and education Housing support Multicultural youth settlement services Emergency relief

APPENDIX B: Profiles of organisations providing CaLD services in the Mirrabooka area

Information from this table has been obtained from service provider websites. Organisations are listed alphabetically. Note that some organisations working in multiple locations may not offer all services listed on their websites in Mirrabooka.

Western Australian and Australian Government Departments which offer services State or Australia-wide, and are not specifically located in Mirrabooka and surrounds, are not included in this list.

In addition to the Government and not-for-profit organisations listed below, some accredited national and state-based businesses provide Australian Government-funded employment and disability services to people living in the area. Documenting of commercial entities is not in scope for this project.

State Government agencies

[Child and Adolescent Health Service](#) is a State Government health service provider, delivering health, wellbeing and development services state-wide for young Western Australians. Services provided in Mirrabooka include [Community Health](#), a range of community-based early identification and intervention services for children, young people and families. Child health assessments, screenings, immunisations, school health and support and advice for every child across the state are provided by this service. Other services provided by CAHS outside of Mirrabooka include:

- [Perth Children's Hospital Refugee Health Service](#) which coordinates and manages the complex care needs of recently-resettled refugee and asylum seeker children up to 16 years of age and their families
- [Child Development Services](#) – Koondoola Child Development Centre providing maternal, child and family health services and support to families and carers with children experiencing developmental difficulties
- [Child and Adolescent Mental Health Service](#) offers support, advice and treatment to young people and their families who are experiencing mental health issues. The 3 main areas of mental health are: [Community Mental Health Clinics](#), [specialised services and day programs](#) and [Perth Hospital Mental Health and inpatient unit](#).

[North Metropolitan Health Service](#) is a State Government health service provider delivering a hospital and health service network for the northern suburbs of Perth, including Mirrabooka and surrounds. Elements of the NMHS's services include:

- [North Metropolitan Public Health Unit](#), which provides prevention, health promotion and intervention programs and services to individuals and the population in the northern suburbs.
- [Mirrabooka Community Mental Health - Adult Mental Health Program](#), providing inpatient, rehabilitation and community services through hospital inpatient units, rehabilitation centres and community clinics across the north metropolitan area.
- [Humanitarian Entrant Health Service](#), which offers a holistic health assessment service for all refugees and humanitarian entrants who are resettled in Western Australia under the Australian Government's Humanitarian Program and Special Humanitarian Program.

[North Metropolitan TAFE - Adult Migrant English Program](#) is jointly funded by the Australian and WA Governments to offer vocational education and training institution providing technical and further education services. North Metropolitan TAFE delivers the AMEP which is free and available to eligible migrants, from the humanitarian, family and skilled visa groups. In conjunction with learning English, AMEP clients also learn about Australian society, culture and customs.

[Department of Education](#) is a State Government provider of staff, facilities and resources for the education of all students in WA. The Department of Education directly services a system of public schools, and indirectly services Catholic and Independent schools through regulation and funding.

Local Government Authority

[The City of Stirling](#) is one of the largest and most diverse local governments in Western Australia, spanning over 100 square kilometres, including 30 suburbs with over 220,000 residents. One of the objectives of the *City of Stirling Strategic Community Plan 2018 - 2028* is for an 'Inclusive and Harmonious City'. The Plan highlights community connectedness as a priority, recognising the importance of social connectedness and inclusivity in developing a healthy and active community. The City's commitment to supporting and celebrating CaLD residents is further articulated in the Multicultural Framework.

Not-for-profit organisations

[Association of Services for Torture and Trauma Survivors](#) provides health and mental health services for humanitarian entrants who have experienced torture or trauma prior to their settlement in Australia. ASeTTS delivers targeted programs, direct services, educational opportunities and events, working with community partners to provide integrated and responsive services.

[Australian Red Cross](#) delivers the Australian-Government funded Humanitarian Settlement Program in Western Australia. Providing employment support and settlement services, the Australian Red Cross supports refugees, people seeking asylum, people in immigration detention and others who are vulnerable as a result of migration to establish themselves when they first arrive in Australia.

[Centrecare](#) provides settlement services, counselling and specialist social services, with outreach and on-site services both in the Perth metropolitan and regional areas of Western Australia.

[Communicare - Employment Services](#) works in alliance with government, non-government and a wide range of corporate organisations to deliver community support services to individuals, families and communities in need.

[Edmund Rice Centre WA](#) provides settlement services, youth services and community education activities in the northern suburbs of Perth with an emphasis on young people and youth leadership. The centre assists migrants, refugees and Aboriginal people.

[Ethnic Communities Council of Western Australia](#) is Western Australia's peak ethnic umbrella organisation for multicultural communities and organisations in Western Australia, providing systemic advocacy, policy, and settlement services.

[Kin Advocacy \(formerly Ethnic Disability Advocacy Centre\)](#) is a peak advocacy organisation for people with disabilities from culturally and linguistically diverse backgrounds in Western Australia. Kin Advocacy provides individual and systemic advocacy services for people with all types of disability including physical, sensory, intellectual and psychiatric conditions.

[Industry Skills Training](#) is a registered training organisation located in Mirrabooka, Western Australia providing nationally-recognised qualifications and training courses within the industry and education sectors.

[Ishar Multicultural Women's Health Service](#) provides health and mental health services to women with low English language skills. Ishar provides health and wellbeing services, a women's health clinic, English language classes, physical activity classes, and social support groups. Ishar also provides referrals to other organisations that can provide specialised assistance.

[Koondoola Multicultural Community Centre](#) is a State Government / not-for-profit alliance located at the Koondoola Primary School site providing complementary family support services. The Centre provides support to refugee families with physical and social/emotional health needs, while addressing settlement and transition issues.

[MercyCare](#) provides specific services to support people from culturally and linguistically diverse backgrounds to settle successfully in Western Australia. Services include providing education and training, employment advice and placement and settlement services.

[Metropolitan Migrant Resource Centre](#) provides culturally appropriate, client-centred services that meet the needs of refugees, humanitarian entrants and newly-arrived migrants.

[Mission Australia](#) has an 'early intervention and prevention' focus and provides homelessness crisis and prevention services, social and affordable housing, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and supporting people with disability.

[Multicultural Futures](#) provides mental health and wellbeing services, migration advice, employment, education and training services, housing support programs and works with disability service providers to assist newly-arrived migrants and refugees to Western Australia.

[Multicultural Services Centre of WA](#) provides settlement, welfare, education, training and employment, legal, health and mental health services and programs to address the needs of the culturally and linguistically diverse population in Western Australia.

[Northern Suburbs Community Legal Centre Inc](#) is a multidisciplinary legal centre providing affordable legal and advocacy services to disadvantaged and low-income earners primarily residing in the northern suburbs, with some programs offered across the metropolitan area.

[Mirrabooka Therapeutic Family Services](#) (conducted by Parkerville Children and Youth Care) provides abuse and trauma therapy for children, young people and their families. Parkerville Children and Youth Care provide services that are responsive and tailored to the unique needs of the community and culture in which their offices are based.

[Rebound WA](#) provides disability education and support services for people living with both physical and mental disabilities. Rebound WA has access to a range of sports programs and connects their clients with a variety of accessible opportunities around Western Australia

[Reclink Australia - WA](#) offers evidence-based sport and art programs to disadvantaged Western Australians.

[Roots TV](#) provides youth development services using media as a platform of engagement. The organisation works with some of the most vulnerable young people within the community.

[Save the Children](#) is a global charity for children that manages and implements programs to protect children from abuse and neglect, provide access to healthcare and education and to assist children in times of emergency. Save the Children works in partnership with local communities, all levels of government, other NFPs, community and advocacy groups, corporate partners and individual donors.

[Stirling Skills Training](#) provides employment services helping unemployed people to get jobs and people already in employment to expand their career opportunities. Stirling Skills Training is a Transition to Work service provider, part of the Australian Government's Youth Employment Strategy.

[Sudbury House](#) is a Community House and a Care and Development Centre that provides a range of services and activities for individuals and families within the immediate community of Mirrabooka and surrounding areas.

[Circle Green Community Legal](#) provides legal services for people new to Australia including humanitarian visa holders, asylum seekers, refugees and people who are otherwise disadvantaged in their access to legal services.

[The Smith Family - Communities for Children](#) is a national children's charity providing children and families support services. As a Communities for Children Facilitating Partner, the Smith Family work in consultation and collaboration with local stakeholders to improve systemic linkages and facilitate programs that help children and their families increase their social connections, and improve their education and employment outcomes.

[Therapy Focus Inc](#) provides professional therapy services for people of all ages and abilities living with disability.

[WA AIDS Council Inc](#) provides services for the prevention, treatment and care of people living with HIV and AIDS. The [Needle and Syringe Program](#) provides services to people who inject drugs across Perth through the 'mobile needle van' and fixed needle exchange sites.

[Women's Health and Family Services](#) provides women-centred and integrated health and support services to women across their life cycles, for their families and community. WHSF deliver the [Multicultural Women's Advocacy Service](#), a specialist multicultural domestic violence advocacy service assisting multicultural women experiencing family or domestic violence.

[Workskil Australia](#) provides a range of employment, work experience, disability, youth, Indigenous and community services to help Australians in difficulty, disadvantage or with disability.

[Youth Futures](#) provides services specifically aimed at young people with professional services and support programs focused on homelessness, education and training and support and wellbeing.

**This document can be made available in alternative formats
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