



**Wyndham**  
Community &  
Education Centre Inc.  
*Improving lives - Strengthening communities*

# Wyndham Community & Education Centre Integrated Service Delivery

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Community Strengthening Manager



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# Wyndham CEC Overview

- Learn Local organisation
- Neighbourhood House
- Registered Training Organisation
- AMEP provider
- **Settlement Services provider**
- Senior Secondary provider offering VCAL
- Skills for Education & Employment (SEE) provider
- Social Enterprise facilitator





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# Community Strengthening

Wyndham CEC began to provide community strengthening services in early 2010, to respond to emerging community needs.

- Funded by the Department of Social Services to provide settlement services to permanent residents who have arrived in Australia in the last five years as humanitarian entrants or family stream migrants with low English proficiency.
- Services are designed to enable clients to become independent and actively participate in Australian society as soon as possible.
- We also assist eligible communities that need assistance and support to develop capacity to meet the needs of their members.

## **Services include:**

- Casework & Settlement Service Delivery
- Community Coordination & Development
- Youth Settlement Services



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# Community Strengthening

Funded by the state government to deliver the following programs:

- Community Harmony Program – Wyndham Interfaith Network
- Capacity Building & Strategic Partnership program- partnership with AMES Australia (SRSS)
- Jobs Victoria / west@work





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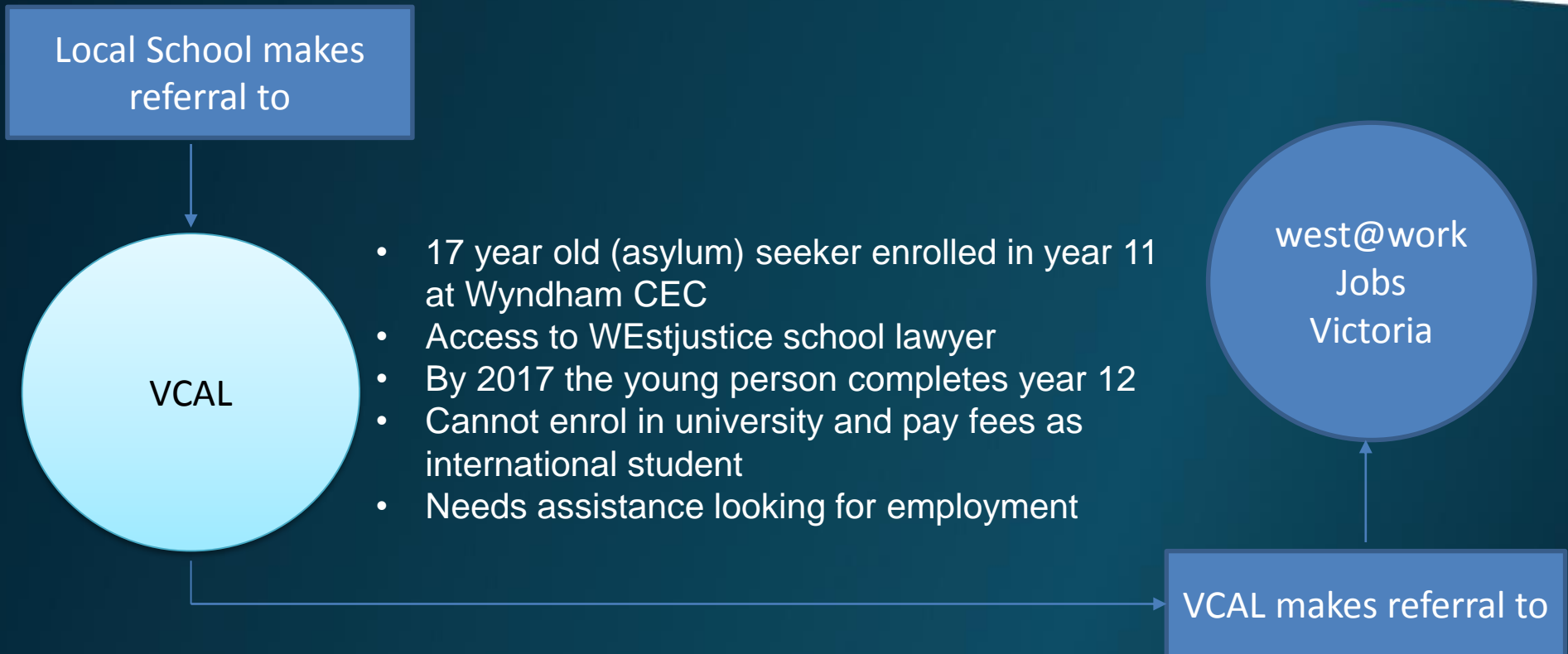
# Community Strengthening





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# Case Study





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# Case Study

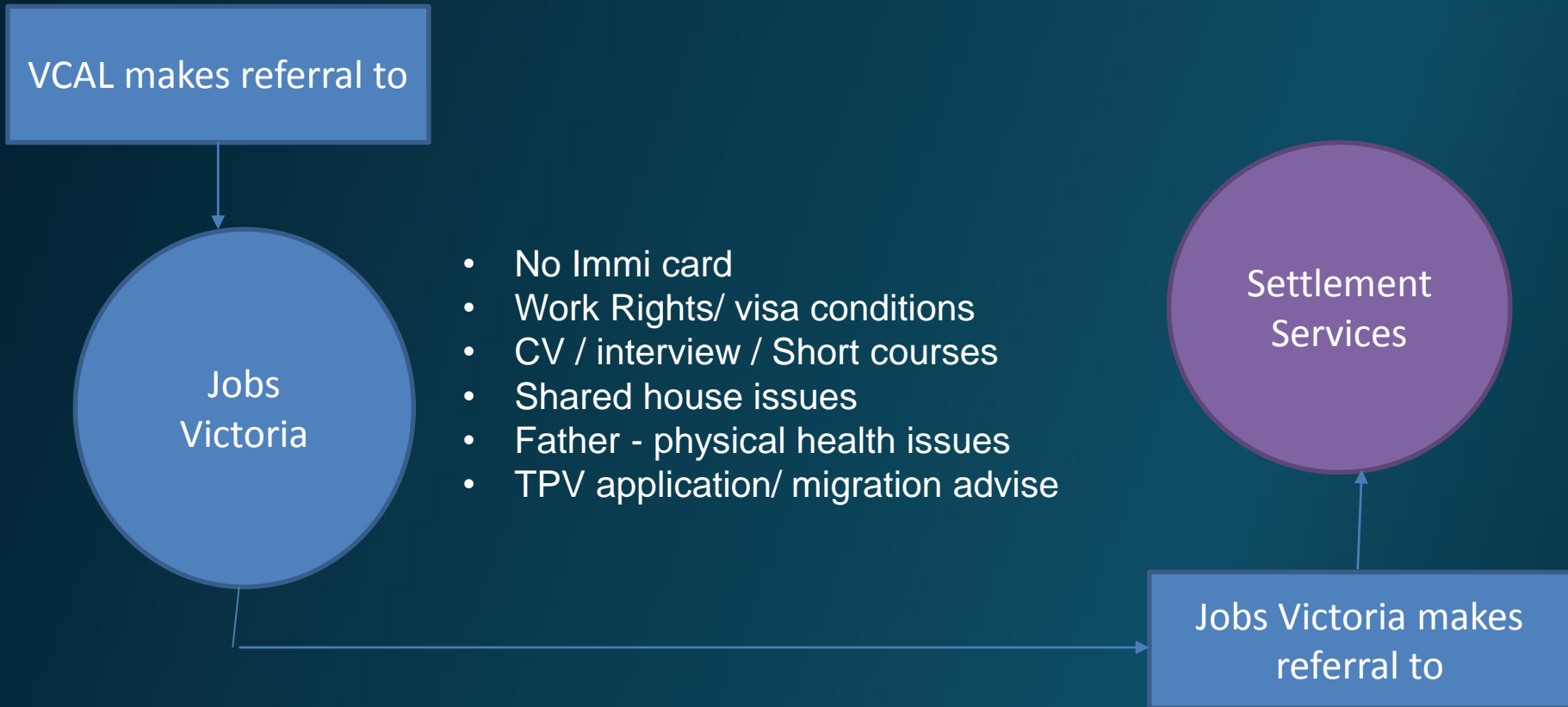
VCAL makes referral to

Jobs  
Victoria

- No Immi card
- Work Rights/ visa conditions
- CV / interview / Short courses
- Shared house issues
- Father - physical health issues
- TPV application/ migration advise

Settlement  
Services

Jobs Victoria makes  
referral to



## Case Study

Jobs Victoria makes  
referral to



Client not eligible for DSS  
settlement services

- Through Jobs Victoria can access case work services
- Settlement services provided secondary consult and advice
- Through capacity building access support and programs

Referrals were made to

- Refugee Legal
- Headspace
- Canteen
- IPC Health
- ASRC
- West Welcome Wagon





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# Multi-disciplinary team

Client

father

## Wyndham CEC multi-disciplinary team

- VCAL & Youth Manager
- Jobs Victoria Employment Specialist
- Community Strengthening Manager

## Wyndham external service providers

- AMES Australia
- Westjustice
- IPC Health
- Western Health
- Refugee Legal



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## Multi-disciplinary team

- Wyndham CEC allows for flexibility to its service delivery model, to allow staff from across services areas to come together to work on a common issue, and provide services to a client with a demonstrated need.
- Flexibility applies to front line staff members, and members of the management team
- The end goal is to deliver services to meet our vision; to improve lives and strengthen communities.



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## Questions

