



SPECTRUM
Migrant Resource Centre

Spectrum Migrant Resource Centre
STRATEGIC PLAN 2006-2008



SPECTRUM
Employment Services



Our Mission

To offer services and programs designed to assist migrants and refugees to fully participate, and successfully settle in, Australia



Our Strategic Priorities 2006 - 2008

1. PARTNERING FOR ADVANTAGE

- Explore and capture opportunities for partnering to enhance employment services in Australia and overseas
- Explore opportunities to collaborate with new partner agencies within the private and non-Government sector towards designing and delivering innovation and new approaches

2. BUILDING AGENCY PROFILE

- To raise the MRC's profile and to promote accurate messages about the organisation

3. GOVERNING AND LEADING

- Foster high performance and leadership within the agency
- Advocate for strategic investments in supporting new migrants and refugees to settle
- Seek to become an employer of choice within the non-Government sector
- Evaluate and document best practice initiatives of the NMRC and Spectrum Employment Services

Our Leadership

The Spectrum Migrant Resource Centre (formerly known as Northern Migrant Resource Centre) is governed by a voluntary Board of Management which is made up of 7 elected and 7 co-opted members. Our Board Members are individuals who bring skills from a variety of fields - academia, accounting, auditing, finance, health, IT, legal, local government - from the community and business sectors, both locally and internationally. They are passionate about improving the lives of migrants and refugees settling in Australia. As the MRC's Chief Executive Officer, Stephanie Lagos heads up the MRC Management Team.



Stephanie Lagos
Chief Executive Officer
stephanie@spectrumvic.org.au

Our Values

Client-driven service where client needs come first
Cultural diversity as a resource and a unique asset
Innovation and creative solutions to working with ethnic communities
Practical and hands-on solutions in addressing community needs
Building bridges amongst recently arrived and those born in Australia



4. DEVELOP AND GROW SERVICES FOR SOCIALLY EXCLUDED GROUPS

- Develop and extend culturally diverse workforce(s) within the non-Government sector
- Extend employment and vocational services to newly arrived skilled migrants, asylum seekers and TPV holders
- Pilot and initiate relevant and strategic social enterprises e.g. low cost migration services
- Develop a volunteer program capacity and volunteer constituency
- Work collaboratively in designing diversity responsive services or programs for socially excluded groups

5. MIGRANT COMMUNITY RESILIENCE AND STRENGTHENING

- To promote and foster the voice of diverse young people
- Work closely with ethnic communities and local government to address inter-racial tensions in the community

Complaints, Suggestions & Feedback

To ensure that the MRC is constantly improving, we seek ongoing feedback from our key stakeholders. We rely on several types of feedback to ensure we are providing high quality services which are responsive and relevant to our clients. We have Client Feedback forms translated into 8 different languages. These forms are available at each of our sites and on our website. We would love to hear what you think about our services, and assure you that we will take your comments and complaints seriously. Complaints will be addressed by the relevant manager immediately, and any necessary actions will be taken to ensure the best interests of our clients.

Please visit our website www.spectrumvic.org.au for more information.

www.spectrumvic.org.au
1800 770 712

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**Spectrum MRC
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Employment
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