



SPECTRUM
Migrant Resource Centre

Spectrum Migrant Resource Centre
ORGANISATIONAL BROCHURE



SPECTRUM
Employment Services



How can we help you?



Immigration & Housing Advice

The MRC specialises in offering high quality immigration & housing advice.

- Sponsoring your relatives – whether for refugee and humanitarian visas or skilled migrants
- Advice on family reunion visa applications
- Advice on temporary visas
- Filling out public housing application forms
- Short term emergency housing
- Working with real estate agents
- Practical help to find a place to rent or buy

Supporting New Emerging Community Groups

We provide practical assistance to new & emerging ethnic communities.

- Filling out application forms for government funding
- Free use of halls
- Free photocopying
- Help with becoming an incorporated group
- Leadership training to ethnic community leaders
- Access to the community bus (12 seater only)

Family Support Services

The MRC helps families overcome issues related to the pressures of settling in a new culture.

- Men's programs in Arabic, Sudanese & Kurdish
- Parenting classes for new migrant & refugee parents
- Family mediation
- Sudanese Parenting & Family Support Program



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Business Development &
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Our History

The Spectrum Migrant Resource Centre (formerly known as the Northern Migrant Resource Centre) began providing settlement services to migrants and refugees in the Northern region of Melbourne in 1984.

The MRC has grown considerably in the past 5 years, offering a menu of 21 specialist services to people from culturally diverse backgrounds.

The MRC employs over 170 staff fluent in 55 community languages.

The MRC services includes Spectrum Employment Services, which now operates from offices located in: Broadmeadows, Coburg, Fitzroy, Preston, Thomastown

MRC general offices are located in: Preston, Thomastown, Coburg

Cross-Cultural Training

We offer short Cultural Competency training workshops designed to educate your organisation about newly arrived migrant communities.

We offer community profiles about new & emerging communities including:

Sudan	Ethiopia	Iraq	West Africa
China	India	Eritrea	Somalia
Turkey	Youth		
Former Yugoslavia	Understanding Islam		

We also provide Cultural Competency training to organisations so that they can work effectively with clients from culturally & linguistically diverse backgrounds. For more information, visit our website.

Employment Services

You may be familiar with the MRC's employment service, known as Spectrum Employment Services. Our employment offices are located in:

Broadmeadows	Fitzroy	Thomastown
Coburg	Preston	

We offer:

- Culturally tailored job search training
- Intensive assistance in preparing for employment
- Prepare resumes, job applications & coaching
- Refugee employment programs
- Financial assistance to attend accredited job re-training & job-related courses

Aged & Disability Services

Our multi-ethnic services are designed to assist the frail and elderly to remain in their own home

- Multi-ethnic Adult day care
- Recreational & fitness groups
- English conversation classes designed for the elderly
- Information about other aged care services
- Aged care assessment and information



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Community Relations &
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Jo Krizmanic-Wilson
Aged Services
Manager
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Hind Al-Madhoun
Employment
Services Manager
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Leadership

The Spectrum 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 Mission

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

Our values

- Strength-based approach to designing services
- Cultural diversity as a resource & a unique asset
- Innovative & creative solutions to working with ethnic communities
- Practical hands-on solutions in addressing community needs
- Building bridges amongst recently arrived and those born in Australia

How to contact us

The MRC offers bilingual assistance in over 14 languages and we can arrange for an interpreter free of charge. You are welcome to visit us in person or call us through our toll free numbers:

For MRC Offices – call 1800 770 712 Spectrum Offices – call 1800 200 822

E-mail: info@spectrumvic.org.au

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 and check out our **WHAT'S NEW** page for new services and upcoming events.

Spectrum Migrant Resource Centre Offices

Darebin Office

251 High Street , Preston, 3072

Phone: 9496-0200, Fax: 9484 7942

Moreland Office

13 Munro Street, Coburg, 3058

Phone: 9384 7900, Fax: 9383 6299

Whittlesea Office

187-189 High Street , Thomastown, 3074

Phone: 9463 7800, Fax: 9464 2871

Spectrum Employment Services Offices

Spectrum – Preston Office

Suite 4, Level 1, 293 High Street, Preston, 3072

Phone: 9484 3711

Spectrum – Broadmeadows Office

Level 1/ 1100 Pascoe Vale Rd, Broadmeadows, 3047

Phone: 9301 7400

Spectrum – Fitzroy Office

57 Victoria Street, Fitzroy, 3065

Phone: 9419 8833

Spectrum – Coburg Office

13 Munro Street, Coburg, 3058

Phone: 9384 7900

Spectrum - Thomastown Office

187-189 High Street , Thomastown, 3074

Phone: 9463 7800