

# CASE STUDY:

## Aged Care Courses



**MIC promotes refugees and migrants to be financially independent through various programs.**

Over three successive years, the Migrant Information Centre (MIC) facilitated aged care courses in partnership with a local Registered Training Organisation, North Ringwood Community House. This course was chosen to meet both a skills shortage in the aged care sector and a high level of interest from clients, particularly newly arrived women from Burma. The course included a training/vocational component and an English as an Additional Language (EAL) component. MIC subsidised the English language component and also provided child care for the course, to help remove two of the barriers faced by refugee women in completing education.

A total of 23 women and one man completed the training and 14 have since found employment in the Aged Care field. Others have delayed looking for work due to familial commitments or are working towards obtaining their driver's licence (with the assistance of the MIC driving program) or seeking assistance from MIC SETS caseworkers to apply for a low interest loan to purchase a car, which is necessary for most home care positions.

Funding obtained through Department of Social Services' Settlement Grants Program enabled this program to be piloted and then successively refined over the following two years. Strong partnerships with the registered training organisation, MIC generalist Settlement casework, MIC employment casework, MIC driving program and the low interest loan provider created an integrated support system for the clients to assist them to progressively meet their goals.

### Successful outcomes

- 24 clients successfully completed the Certificate III in Individual Support (Ageing, Home & Community) between 2015 and 2018.
- A growing number of clients obtained employment (14 thus far), contributing to financial resilience and social integration
- 100% of participants stated that the course helped them develop the skills needed to work in aged care, understand the range of different jobs available, feel more confident working in this field and understand how to look for work
- Successful collaboration between multiple teams and organisations to support the best outcomes for the clients.

### AT A GLANCE



**Target Participants**  
Migrant and refugee backgrounds



**Aim**  
To provide work experience, mentoring and access to education and training opportunities.



**Organisations Involved**  
Migrant Information Centre, North Ringwood Community House



**Location**  
Melbourne, Victoria



**Funding**  
Department of Social Services

**For More Information Visit:**

<http://miceastmelb.com.au/>

