



Annual Report 2013

Vision, Mission and Core Values

VISION

A just, equal and inclusive society where individuals are valued, contributing, and self-sufficient members of the Australian community.

MISSION

To provide high quality services, settlement information, support and advocacy to migrants and refugees in order to facilitate successful integration into the wider community.

CORE VALUES

- **A Bias for Action:** We choose to act quickly and proactively in everything we do with a clear and unambiguous focus on serving our clients and meeting their needs.
- **Accountability:** We will be accountable in all our dealings with our stakeholders.
- **Empowered Self-Determination:** We will build the capacity of migrants, refugees and newly arrived communities to move towards a position of self-determination.
- **Excellence:** We will provide programs and services that provide the optimum outcomes for our stakeholders and communities.
- **Financial Sustainability:** We will maintain a financial management system that has as its goal the long term financial sustainability of the Centre.
- **Inclusiveness:** We are inclusive of all cultures and communities ensuring access and equity for all.
- **Integrity:** We work within a framework of professionalism, teamwork, confidentiality and trust.
- **Leadership:** We will provide strong leadership to the community services sector, our stakeholders and staff.
- **Partnerships:** As a dedicated team we will work collaboratively with all stakeholders, effectively facilitating change in people's lives that result in quality outcomes for all concerned.



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2013

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ABN: 89 786 937 360
Registration Number: Y2365716



2013

Chairperson's Report



Chairperson's Report

Members and friends of Community Migrant Resource Centre,
I am pleased to present our seventeenth Annual Report.

I would like to begin by acknowledging the traditional owners of the land on which we meet and on which the MRC works, and to pay my respects to their elders, past and present.

This Annual Report outlines the work done by the MRC in the 2012-13 financial year. It also includes the audited financial reports which outline our financial position.

2012-13 was a full and active year for our organisation. The detail of our extensive range of programs is laid out in the following pages of this Annual Report. One of our major initiatives this year has been to begin working in the Northern region of Sydney. We are grateful for the support we have received from Ryde City Council and Kur-ring-gai Council to help us establish programs in their local government areas.

Our programs cover health, community participation, education, sustainability, community celebrations and cross cultural training. We work with young people,

job seekers, small business, volunteers and families across a range of cultural groups.

On behalf of the Board, I'd like to acknowledge the MRC's staff for their continuing effective work in the community, delivering a range of traditional MRC services as well as social enterprise and small business initiatives. Our grateful thanks go to our Executive Director, Melissa Monteiro and the MRC's coordinators and all the staff for their achievements this year.

Some of our most successful programs have been delivered in partnership or in collaboration with other organisations and we are proud of our association with those in the community who do similar, or complementary, work. I extend our thanks and best wishes to all those organisations who have worked with us this year.

Our work would not be possible without the financial support of Commonwealth, State and Local governments. We thank them for underpinning the

MRC's work with migrants and refugees and in promoting diversity in our community.

My personal thanks go to Melissa Monteiro for her excellent management of the MRC, to the executive of the Board of Management, Nola Randall-Mohk, Renu Narchal, Jason Guest and Warren Schweitzer for their vision and leadership of the organisation, and to the Board for its wise governance of the MRC. Unfortunately, Renu Narchal resigned from the Board this year. We miss Renu's intelligence and insight and we look forward to her continuing involvement with the MRC, in one form or other, in the future.

I am pleased to present this Annual Report to members and friends of Community Migrant Resource Centre. We thank you all for your continuing support.

Terrie Gardner
Chairperson





Executive Director's Report

I am delighted to present the Centre report for 2013. Through this period the MRC has maintained its strong focus on providing settlement services with excellence. A strong focus was on community development and implementation of major funded programs such as the Settlement Grants Program, FACS Early Intervention and Perinatal Program, and the African Sessional Workers Program.

Integrated service delivery:

Community Migrant Resource Centre (CMRC) has clearly outlined its strategic objectives in the last year. In order to achieve these strategies an integrated team was piloted and has been operating for the last six months. This includes implementing the following strategic directions of

- Strengthen staff to participate in service planning and delivery
- Expanding leadership and developing community partnerships

We practiced the philosophy of "community building" – a belief that each client / community, organization, agency, has gifts and talents to share with others and contributes to each other's growth, learning and development.

Our approaches supported and encouraged people and groups to discover and mobilize these gifts and talents to build strong individuals and families. The support we provided was in the areas of:

- Community planning and capacity building
- Partnership development and management
- Organizational, board and volunteer development
- Integrated and service access
- Financial planning, resource development/ management and accountability
- Planning, development and delivery of integrated programs and services
- Facilitated community initiated community development services in response to identified community needs.

Funded by DIAC, the Settlement Grants program aims to create, enhance and integrate services and programs to better support their clients in the region. The settlement staff is tasked to support these teams to create meaningful opportunities for employment, training and development, youth engagement, youth intervention and community and family supports.

CMRC has worked hard to create a strong culture of community engagement through capacity building, progressive learning and innovative training. A strong team of over 16 SGP workers have provided services to the African, Indian, Afghani, Burmese, and Karen, Middle Eastern and Chinese communities in this region. The SGP team has addressed the needs of over 4000 clients. More than 8000 referrals have been made to relevant services. 250 information sessions have been organised with an overall attendance of 3300 clients.



■ Melissa Monteiro with Nelsa Simmonds and Dativah Murungi



■ Councilor Le Lam- Auburn City Council and Melissa Monteiro



■ Hon Greg Smith, Attorney General and Melissa Monteiro

The HPMN has 54 registered providers in the Holroyd and Parramatta and catchment.

The CMRC is an organization committed to providing a range of settlement services, training and education for individuals, families and young people to facilitate continuing education, skills training and community engagement.

What started seven years ago as the *African Learning Circle* is now well known as the Community learning circle that brings together people from various backgrounds discussing child protection, family violence, relationships, intergenerational conflict and other such topics. The circle has recently opened up broader issues that addresses issues related to migration, isolation, service provision and language barriers etc

We thank FACS for funding the CMRC through the whole-of-government prevention and early intervention strategy that aims to provide children with the best start in life. This is achieved by supporting families expecting a baby or with children aged up to 8 years. The Strategy is underpinned by a strong body of evidence demonstrating the importance of the early years in a child's development and the long term effectiveness of supporting parents and children during these years.

The aim of the program is to strengthen families, improve outcomes for children and young people, and reduce the number of women experiencing violence and build community capacity.

The CMRC has participated in the Families First Implementation Group (FIGG), Community Services MAC and Triple P steering committee in the last year.

Social Inclusion - is funded through the Community Builders for three years. A successful outcome of the project has been the establishment of the pool of NAATI accredited interpreters/interpreters.

A direct outcome of this initiative was the Social Enterprise "Fair Go Driving" funded by Wentley Leagues and Guildford Clubs, Parramatta Leagues through the Clubs grants formerly CDSE scheme.

SSI: we are pleased to have an ongoing partnership with Settlement Services International (SSI). In the last year a total of 1000 Humanitarian Entrants were provided with Settlement Services under this program. Accommodation was provided to 400 clients in the region. Parramatta continues to grow in Humanitarian entrant numbers.

Northern Team: The CMRC acknowledges the support from the City of Ryde and Ku-ring-ai Council in establishing its presence in the northern



■ Melissa Monteiro receiving UWS Community Award 2013 in recognition of outstanding community service and leadership



■ Michelle Rowland- MP, Bill Shorten- Minister for Employment, Melissa Monteiro and Julie Owens MP



■ Senator the Hon. Kate Lundy, Minister for Sport and Multicultural Affairs and Melissa Monteiro

region. We thank Northern Sydney Medicare Local for funding the Parent education program in this region.

Energy efficiency is becoming integral in our daily lifestyle as rising costs of electricity bills means that it is essential for us to limit our electricity use through efficiency measures to reduce our power bills and help alleviate the environmental cost of high energy use. The rising energy prices have a tremendous impact on communities, especially those who may not be able to access information to make informed decisions on energy efficiency. Culturally and Linguistically Diverse (CALD) businesses and the community sector are particularly vulnerable, they are often time-poor, they often lack resources to access government incentives and while the increase in operational costs are challenging, it may not a priority to the community sector as they address social issues.

Identifying that there is an urgent need to address the accessibility of relevant information to CALD communities and the community sector, CMRC was awarded a grant by the Department of Industry as part of the Energy Efficiency Information Grants Program to empower the Community Sector as well as CALD businesses in Western Sydney.

The 3E (Enable Energy Efficiency) Project's aim is to empower CALD Small and Medium Enterprises (SMEs) and community organisations to make informed decisions about energy efficiency. The 3E Project delivers information to CALD community organisations and SMEs in Western Sydney to assist them with reliable information to make informed decisions on their behavioural impact towards energy efficiency. The project targets businesses owners, senior managers and supervisors who have decision making authority to make positive changes towards improving energy efficiencies in their workplace.

We look forward to the establishment of the youth hub and acknowledge the Scanlon foundation.

I would like to end by thanking the CMRC board, in particular chair person Terrie Gardner for her support in the last year, special mention to Warren Schweitzer for the many hours he has spent in providing coaching to staff. Thank you also to Nola Randall Mohk, Jason Guest and Dr. Renu Narchal.

Many thanks to the coordinators, staff, community partners. Finally, the work we do would not be possible without our funding bodies. Thank you to DCCEE, DIAC, FACS & other federal and local government.

Melissa Monteiro
Executive Director

2013

CMRC has focussed on sustainable growth into new opportunities whilst maintaining a commitment to service delivery improvements.



2013

Treasurer's Report

Throughout the 2012-2013 financial year Community Migrant Resource Centre (CMRC) has focussed on sustainable growth into new opportunities whilst maintaining a commitment to service delivery improvements. This has involved preparing and monitoring the organisation's financial position in a way that positions CMRC to deliver on its mandate.

Community Migrant Resource Centre's financial statements have been audited by Behrens Rowley Chartered Accountants and are enclosed within the Annual Report. The organisation is in a strong financial position but there remains a strong need to identify new funding and revenue opportunities. It is hoped that CMRC's innovative project mix will attract the increased financial support of both funders and the wider community.

As Treasurer, I would like to pay special tribute to our partners and funders that enable Community Migrant Resource Centre to deliver important settlement work across the region. Our funders include the Department of Immigration & Border Protection, Family & Community Services, Department of the Environment, Settlement Services International, several Local Government bodies and service clubs.

Thank you to Linda Marsonet and Dijana Mackic from the Finance Team. Thank you also to the CMRC Board of Management and all staff members.

Jason Guest
Treasurer



Administration and Financial Report

Community Migrant Resource Centre (CMRC) has continued to develop and expand the services it delivers to migrants. This year in addition to the Parramatta, Holroyd and Hills areas, the CMRC has initiated projects in the Northern Region (Ryde, Eastwood and Gordon).

The CMRC continues to lease the two shops at ground level which provides “shop-front” promotion of the activities of the Centre and valuable office and program space for the Enable Energy Efficiency (3E Project), Job Club and the Social Enterprise projects. In addition to level four where the majority of CMRC projects are housed the organisation has leased Level 3 to accommodate the

Settlement Services International project.

The ability of the MRC to provide quality core services that seek to meet the diverse needs of the community would not be possible without the partnerships and support from The Department of Immigration and Citizenship (DIAC), Department of Climate Change & Energy Efficiency (DCCEE), Settlement Services International (SSI), Family and Community Services (FACS) and the Department of Education, Employment and Workplace Relations (DEEWR). We also acknowledge the important contribution of the local councils, clubs and community partnerships: Parramatta City Council Holroyd City Council, City of Ryde Council and Office

of Communities. The CMRC continues to seek new funding sources in order to expand service capacity and provide specific services in response to emerging community needs.

The CMRC is diligent in ensuring funding is spent effectively with the Board of Management, the Executive Director and staff working together to ensure that every dollar has maximum return. This assists with the costs of maintaining the facilities and also ensures the profile of the CMRC remains high in the community.

In relation to the financial report please note:

- The Community Migrant Resource Centre is in a financially sound position which is supported by the Audit Report.
- The Balance Sheet is strong which is reflected by total assets of \$1 127 315 and total equity of \$362 729.
- The CMRC has sufficient liquidity available to meet the financial obligations of the organisation.
- DIAC continues to be the primary funding source with almost \$1.2 million received in this financial year.
- The DCCEE Grant has funded an 18 month project with approximately \$591 000 received this financial year

- FACS continues to fund the Early Intervention and Perinatal project, African Sessional project and Community Builders – Social Inclusion and Participation Project.

- A one off grant was received from DEEWR to develop, produce and distribute a Guide to Employment for Migrants. The launch of Guide to Employment resource was one of the highlights of the year.

- A small grant was received from the Office of Communities to organise ANZAC tours for multicultural communities.

- The Councils and Clubs Grants have continued to allow CMRC to implement new and specialised projects with the expansion of the Social Enterprise Driving School initiative. In addition funding from these sources has supported Women's Wellbeing project, Talk-Time Talent-Time, Paint the Town REaD and Refugee Week activities.

- There were 18 full-time, 14 part-time and 35 casual staff employed in financial year 2012/13. The accessibility of the facility and the commitment of the staff are key factors in the quality of service delivery the CMRC offers the community.

- The strategic outlook is for continued growth and expansion of high quality, cost effective services which respond to identified and emerging community needs and are supported by best practice and sound financial management.

Thank you to our bookkeeper, Linda Marsonet, the administration support staff, Elizabeth and Wadiha and the wonderful staff of CMRC.

Finally, I would like to thank Terrie Gardner-Chairperson, Jason Guest, our Treasurer, Executive and Board members and Melissa Monteiro-Executive Director for their ongoing support.

Dijana Mackic
Admin & Finance Coordinator



2013

Board of Management

Terrie Gardner	Chairperson
Nola Randall-Mohk	Deputy Chairperson
Jason Guest	Treasurer
Renu Narchal	Secretary
Warren Schweitzer	Staff Liaison Officer
Ajmer Singh	Sikh Council of Australia
Albert Jubian	Council of Australian Palestinian
Andrew Ang	TAFE NSW
Augustine Okereafor	Igbo Community Australia
Hau Wong	Individual
Neil El-Kadomi	Parramatta Islamic Cultural Association
Olayide Ogunsyi	University of Western Sydney
Safar Sarmed	Individual
Susannah Tobin	Individual
Umaru Binneh Conteh	El-Bethel Crusades



Ajmer Singh & Jason Guest



Aurelia, Julie Owens MP, Dijana and Board members Safar and Warren



Hela Jaffar, Melissa Monteiro- Executive Director and Olayide Ogunsiyi- Board member



Hon Victor Dominello- MP with Warren Schweitzer, Board member



Andrew Ang & Jason Guest



Augustine Okerefor, Safar Sarmed, Melissa Monteiro, Umbaru Binneh, Julie Owens MP with Brendan O'Connor, Minister for Immigration and Citizenship



Bill Shorten-MP, Terrie Gardner and Steering Committee



Hau Wong, Board member with staff





Neil El-Kadomi, Board member with staff



Nola Randall-Mohk, Deputy Chair



Susannah Tobin



Terrie Gardner, Chairperson and staff



Warren Schweitzer and Safar Sarmed



Board of Management Members with Ivan Petch, Mayor of City of Ryde



Warren and Ajmer



Nola Randall-Mohk, Kevin Heys and Melissa Monteiro



Staff

Melissa Monteiro	Executive Director
Dijana Mackic	Admin and Finance Coordinator
Linda Marsonet	Bookkeeper
Elizabeth Mateo	Customer Service Officer
Ifrah Mohamed	Customer Service Officer
Wadiha Mouawad	Office Assistant





Department of Immigration and Citizenship – DIAC – SGP TEAM:

Aurelia Rahman	Community Capacity Building Coordinator
Bahram Mia	Humanitarian Youth SGP
Maeve Brown	Community Development Officer – African Communities
Ayan Makor	Community Development Worker – African
Dativah Murungi	Community Development Worker – African
Mayor Chagai	Community Development & Support worker
Priscella Engall	Community Settlement & Development Officer

Saw Yung Htut	Karen SGP Worker
Elizabeth Phillipsz	Burmese SGP Worker
Conscila Emilianus	Tamil SGP Worker
Alham Ashiq	Afghan SGP Worker
Yuyang Su	Chinese SGP Worker
Acuoth Acol	African Generalist SGP Worker
Narayan Dhimal	Indian Sub-continent SGP Worker
Arif Nabizadah	Family and Youth SGP Worker
Hela Jaffar	Middle Eastern SGP Worker
Xiaobing Cai	Group worker

Northern Region team

Chrysanthie Fernando	Community Access and Resource Worker
Ji Hyun Kim	Community Access and Resource Worker
Faiza Shakori	Community Access and Resource Worker
Young Sil Park	Community Access and Resource Worker
Zhenqian Feng	Community Access and Resource Worker



Department of Family and Community Services – Community Builders

Phin Tang Social Enterprise Program Coordinator

Department of Family and Community Services – Early Intervention Team:

Norma Boules Family CALD Worker
 Li Hua Chu Early Intervention Worker
 Biljana Kulic Early Intervention Worker

Yasotha Pathamanathan Group Worker

Nancy Chu Group Worker

Mastura Marial Group Worker

Department of Family and Community Services – AFRICAN SESSIONAL PILOT PROJECT

Solomon Freeman African Sessional Project Coordinator

Tabitha Ajak African Sessional Worker

Alice Utamuriza African Sessional Worker

Alima Lumena African Sessional Worker

Amer Achiek African Sessional Worker

Amou Job African Sessional Worker

Anthony Bee-Conteh African Sessional Worker

Chibalonza Malula African Sessional Worker

Elizabeth Gezahegne African Sessional Worker

Emmanuel Msafiri African Sessional Worker

Florence Abera African Sessional Worker



Getahun Desta	African Sessional Worker
Gloria Marcella Johnson	African Sessional Worker
Liliane Lukoki-N'gengu	African Sessional Worker
Naima Ahmed Abdullah	African Sessional Worker
Justin Koholo	African Sessional Worker
Dativah Murungi	African Sessional Worker
Florence Abera	African Sessional Worker
Hawanatu Bangura	African Sessional Worker

Mayor M Chagai	African Sessional Worker
Mohamed Musa	African Sessional Worker
Rebecca Ziga	African Sessional Worker
Department of Climate Change and Energy Efficiency- 3E project	
Uma Menon	3E Project Coordinator
Arun Sharma	3E Project Field Assessor
Mani Ramasamy	3E Project Field Assessor
Yuling Du	3E Project Field Assessor
Jayshree Pather	3E Project Support Officer

Jean-Francois Prime	3E Project Support Officer
Felicity- Anne Wicks	3E Marketing Support Officer
MRC Driving school	
Sharokh Sobhani	Project Assistant



2013

Funding Bodies

Community Migrant Resource Centre would like to thank the following organisations and individuals for their support this financial year:

- Department of Immigration and Citizenship
- Family and Community Services - Community Services
- Community Builders (administered by Community Services)
- Department of Climate Change and Energy Efficiency
- Department of Education, Employment and Workplace Relations
- Office of Communities
- Parramatta City Council
- Holroyd City Council
- The Hills Shire Council
- Guildford Leagues Club
- Wentys Leagues Club
- Parramatta Leagues Club



Supporting Agencies and Partnerships

Government (Federal)

The Department of Immigration and Citizenship
 Australian Federal Police – Counter Terrorism Unit
 The Department of Employment, Education and Workplace Relations
 Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
 Department of Human Services
 Australian Human Rights Commission
 Climate Commission

Government (State)

Department of Attorney General and Justice – Crime Prevention Division
 NSW Police and Local Area Commands (Holroyd, Parramatta, Rosehill Merrylands, Rosehill, Granville, Eastwood, Blacktown)

NSW Department of Primary Industries
 Roads & Traffic Authority (RTA)
 NSW Department of Education & Communities
 NSW Office of Communities
 NSW Department of Primary Industries
 Office of Environment and Heritage, NSW
 Department of Premier and Cabinet
 NSW Ombudsman Office
 Energy and Water Ombudsman NSW
 NSW Emergency Services
 Office of the NSW Small Business Commissioner
 Fair Trading NSW
 State Training Services
 Housing NSW

Government (Local)

Holroyd City Council
 Parramatta City Council
 The Hills Shire Council
 Blacktown City Council
 Ryde City Council
 Ku-ring-gai City Council
 Willoughby City Council
 Parramatta City Library
 Top Ryde Library

Health

NSW Refugee Health Services

Western Sydney Area Health Service

Traumatic Stress Clinic

Transcultural Mental Health

Westmead Hospital and Centre for Newborn Care

STARTTS

Community Health Centres in Parramatta and Holroyd

Health One

Relationships Australia

Cumberland Women's Health Services

Educational Institutions

Marsden High School

Chester Hill High School

Pendle Hill High School

Parramatta East Public School

Parramatta West Public School

Parramatta North Public School

Hilltop Public School

The Cottage Preschool

Marsden & Holroyd High Intensive English Centres (IEC)

Granville South Creative Arts and Performing High School

Greystanes High School

Westmead Public School

Ironbark Ridge Public School

Ngroo Preschool

Arthur Phillip High School

Holroyd High School

Parramatta High School

Macarthur Girls High School

Northmead High School

Granville TAFE Outreach

Open Training and Education Network (OTEN)

University of Sydney

University of New South Wales

University of Western Sydney

Macquarie University Department of Sociology and PACE

Flinders University

UTS

River Road Kindergarten, Ermington

Navitas College

Employment

Jobquest

Wise Employment

MTC Work Solutions – Youth Connections

GAS Apprenticeships and Training NSW

AMES Employment

Fitted for Work

ORS

Job Find

Family Services – General

KU Children's Services

SIDS and Kids NSW

Save the Children NSW

Karitane

Kidsafe NSW

Carers and Parents Support Services

Holroyd Parramatta Family Support Service

St Anthony's Family Care

Ryde Family Support

Family Relationship Centre

Family Practice

Rouse Hill Families Connect

St Michael's Family Centre

Legal Services – General

Parramatta Community Justice Clinic

Macquarie Legal Centre

Legal Aid NSW

Networks

Multicultural Advisory Committee for Family and Community Services

Holroyd CaLD Consultative Committee

Hills Multicultural Network (HMN)

Holroyd Parramatta Multicultural Network (HPMN)

Parramatta Health Multicultural Access Committee

Granville Services Network



Sydney Social Enterprise

Bankstown Advisory Services

Western Sydney Koori Interagency

Corporate Partners

IMB Bank

Rotary Club

Westpac Bank

Bendigo Bank

Maurice Blackburn Lawyers

Western Wanderers Youth League

Left-field Business Solutions

Julien Freed Consulting

Steplight Pty Ltd

Greater Western Sydney Business Enterprises Centre

Community Organisations / NGOs

Mission Australia

Marist Youth Care

Refugee Art Project

Parramatta Mission

Royal Life Saving Society- Australia

Josephite Community Aid

Boronia Multicultural Services

St Vincent De Paul

Anglicare

Community Christ Church

Ryde Uniting Church

Together for Humanity Foundation

Western Sydney Tenancy Service

Good Beginnings Australia

Catholic Care

Red Cross Australia

Max Potential

Settlement Services International

Diverse Community Care

Harris Park Community Centre

Wesley Mission
Integricare
Granville Multicultural Community Centre (GMCC)
Immigrant Women's Speakout Association
Hills Community Aid and Information Service
Baptist Community Services
Glenhaven Community Centre
Gandhi Outreach Programs
The Smith Family
Rouse Hill Community Centre
Hills Community Centre
Auburn Diversity Services Inc
SydWest Multicultural Services Inc
Metro MRC
Community Relations Commission for NSW
Family Worker Training + Professional Development
Woodville Community Services
Dundas Neighbourhood Centre
Inspire Community Association
Lions Club of Parramatta
Uniting Care Burnside
Refugee Council of Australia
Energy Efficiency Council
Ethnic Communities Council (ECC)
Federation of Ethnic Communities Councils of Australia (FECCA)

Mount Druitt Ethnic Communities Agency (MECA)
Western Sydney Community Forum
Multicultural Enterprises Australia
Toongabbie Legal Centre
Arab Council of Australia

Youth

PCYC
Western Housing for Youth
Wentworthville Youth Centre
Street Works
Granville Youth & Recreation Centre
Youth Off The Streets
Parramatta Young Christian Workers

Sport

Australian Soccer Referees Federation
Football United
Football Federation Australia
Granville Kewpies Soccer Club
NSW Rugby League

Ethno-specific Community Partnerships

Australian Korean Welfare Association
Technocrats Association of Australia Inc
Asian Welfare Centre
Australian Hindi Indian Association
Australian Asian Chinese Association
Chinese Australian Services Society

Chinese Association of Social Service
The Sikh Council of Australia
Consortium of Tamil Associations
Catholic Association of Sydney Tamils
South Sudanese Football Association of NSW
Association of Bhutanese in Australia
Kateb Hazara Association
Hazara Vision
Human Care Welfare
Guinea Community Association
Association of Southern Sudanese and Other Marginalised Areas
New Sudan Youth Association of NSW
El-Bethel Crusades
Karen Association of Australia
Karen Youth Organisation
Rumbek Women's Group
Zimaid
Aweil Community Association
Igbo Community Australia
Chaldean Association
Rwanda Association of NSW
Hazara Council of Australia
Dinka Jieng Association
African Women's Group
African Women Australia
Twic Mayardit Youth Association
African Diversity Council of Australia



Australian Tamil Broadcasting corporation

Skidrow- Sierra Leone Radio

Bhar al-ghazal Youth Union

Nepalese Granville Soccer Club

Rumbek Youth Association

Radio Sudan

Bor Women's Association

Bor Community Association

Afghan Australia Youth Network of NSW

Ethiopian Community Association

Tamil Women's Development Group

Sierra Unite

Federation of African Communities Council

Dinka Literacy Association

Australian Ethiopian Association

Iranian Community Organisation

African Communities Council

Darfur Association

Congolese Association of NSW

Duk Community Organisation

Sudanese Association of the Lost Boys

Upper Nile Regional Youth Association

Nigerian Association of NSW

Edo Association of NSW

Odua Association of NSW

Abyei Community Organisation

Association of Liberian Communities

Ghan Lighthouse Institute

Friends of Sierra Leone

Zimbabwean Community Association

Indian Arts & Film Association

SEVA Inc



2013

Volunteers

Migration Help

Amanda Kirkpatrick

Tax Help

Michael Perry

Reception volunteers

Supriya Temkar

Aneela Basharat

Ghenwa Abdul-Wahab

CMRC Driving School

Sharokh Sobhani

Tamil SGP Project

Muguntharajah Manickarajah

Mathuram Sivakumaran

Family and Youth SGP Project

Nahid Rajab

Indian Sub-Continent SGP

Manjari Singhal

Sonia Kalsi

Alei Yel

Dinaz Rather





Chinese SGP Project

- Estelle Rae
- Kathleen Doris Smith
- Thelma Wo
- Ann Coupland
- Lynette White
- Jian Zhou
- Roger Pan
- Yu Lei
- Jieying Li
- Miaoling Shen
- Yugin Jin
- Shi Ting Yan
- Shu Zhen Wang

Keliang Wang

- Youyu Yu
- Rong Xue
- Yan Jun Feng
- Quan Gen Zhang
- Wenjuan Huang
- Shu Rong Song
- Chang Zheng Song
- Shirong Yu
- Win Ying Feng
- Hong Yum Xu
- Lianfu Yu
- Jiaming Zhou
- Xiu Lan Wang

Elizabeth Browne

- Zhen Dong
- Judith Cioccarelli
- Zhenqian Feng
- Qingsen Huang
- Tricia Lin
- African Sessional Project**
- Bezabih Barasa
- 3E - Energy Efficiency Project**
- Swetha Maram
- Haiyan Punch
- Dhanya Menon

Afghan SGP Project

- Hedayat Osyan
- Meena Wahab
- Abdul Matin Rahmani
- Middle Eastern Project SGP**
- Bola Sargeous
- Shatha Khoja
- Dheyaa Mahwali
- Waleed Al-Khadadi
- Najeb Shadadzadeh
- Manal Abzakh
- Hilal Al-Jukhali

Humanitarian Youth SGP project

- Melvin Rivera
- Early Intervention project**
- Melanie Thuraisingham
- Karuna Soni
- Social Enterprise program**
- Hyunjung Jo
- Community Development**
- Mariem Tokh
- Faiza Shakori
- Francois Prime

Bol Kuol

- Anastasia Pradheepan
- Minna Sayar
- Sajida Ashsafi
- Community Capacity Building**
- Jessie Morgan
- Aisha Karaozbek
- Manjit Singh
- Nasreen Mostafa
- Northern Region**
- Liping Wang
- Asefeh Tajnirriahi
- Amir Gholizadeh



2013

Settlement Grants Program Report



Settlement Grants Program Report

The MRC provides settlement services for newly arrived migrants, refugees and humanitarian entrants to assist them with transition into the new environment and become self reliant and participate equitably in the Australian society as soon as possible after arrival. The provision of services is done under three service types: orientation to Australia, community development and integration.



During the past year, the MRC's SGP team continued to have a significant impact on the individuals and communities they are working with, initiating community projects, addressing issues of access and equity and working towards integration of the newer communities into the broader fabric of the Australian society.

Increased awareness of issues affecting refugee and migrant communities has been created in the wider community and relevant service providers became aware of various refugee groups, their settlement issues and learnt how to better engage with the various groups.

A new intake and assessment process has been introduced during the current financial year as part of the Integrated Service Delivery approach of the MRC. This approach aims to streamline service provision and delivery, to make it more client centred and deliver timely interventions and services to our clientele.

During the 2012-2013 financial year, there were 3,750 instances of service for clients with more than 10,000 referrals to relevant and appropriate services. Over 3,000 newly and recently arrived migrants participated in support groups and other activities organised by project workers.

During this year a great number of issues were identified and addressed by the SGP team through casework and group activities. These issues included: English language proficiency, lack of affordable and appropriate housing, gaps in education, pre-arrival torture and trauma, protracted separation from family, depression, barriers to employment, recognition of overseas qualifications, Australian work culture and experience, legal issues, safety and violence prevention, budgeting and financial assistance, understanding Australian culture and systems, family relationships, inter-generational conflict, isolation, accessing mainstream services and activities as well as support with community development and sourcing of funding for projects that assist with building the community infrastructure.

The capacity building project endeavoured to develop strategies and generate leadership within the target communities to ensure the ongoing involvement

of the communities in identifying, addressing and resolving issues that affects them through the development and implementation of appropriate projects.

The SGP team works with the wide spectrum of mainstream, community, government and private agencies to enhance their knowledge and understanding of the experiences of people from a refugee and migrant background. This is done by educating and raising awareness about the diversity of the community and how to increase access to services for people from CALD backgrounds.

The MRC's SGP projects endeavour to generate and build community leadership, enhance participation in all aspects of life in Australia and a shared community vision.

The MRC convenes the Holroyd Parramatta Multicultural Network and the Hills Multicultural Networks. The SGP workers participate in key regional multicultural networks, interagencies, forums and service planning committees to provide input and feedback.

Below are highlights of the projects that the SGP team has initiated and delivered during the past year.



Facilitating Leadership and Community Engagement

I Am A Woman! Film Project: South Sudanese, Karen and Bhutanese women were interviewed on a range of issues such as their maternal relationships from their home countries, arranged marriages, skin bleaching, their cultural transition to Australia and how this is reflected on their maintenance and fusion of traditional cultures. The women were involved in public speaking and singing training. The camera operators for the film were the Afghan Youth Worker and a female filmmaker from Sierra Leone.

Leadership and Volunteer Training Program. The objectives of the training were to equip participants with knowledge and understanding of what it means to be a volunteer, settlement services, needs and issues of communities, how to work with individuals and how to make effective referrals to relevant services.

Understanding Budgeting and Financial Accountability training session in partnership with Anglicare and Holroyd City Council for community leaders from

small community organisations in order to increase their understanding of financial accountability and governance.

Leadership Skills trainings have been conducted during November 2012 and May 2013. This highly popular training program focused on understanding leadership within the community context, styles of leadership, communication skills, advocacy, and networking. The course has provided the participants with the tools to understand how best they can assist their communities and provided educational pathways into TAFE to study community welfare. This project was a joint partnership with Anglicare, Holroyd City Council and Granville TAFE Outreach.

How to Get that Grant training sessions in Parramatta and Merrylands were run in partnership with Anglicare and Holroyd City Council to assist leaders from small and emerging community organisations with project planning in direct response to identified needs,

formulating work plans and sourcing funding. A total of 43 people participated in this practical training.

Governance training for CALD communities was held in partnership with Anglicare during the past financial year. Over 43 participants from different CALD communities attended the training including African, Chinese, Sri Lankan, Iraqi and Bhutanese communities.

Business management skills training for CALD women was held in April and July 2013. The training aimed at helping women to start their own business by learning how to earn while doing something they love. The training ran for 12 weeks. Ten women attended and three women have already started their own small business enterprise in the area of jewellery, catering and party planning.

Conversations with my Sister project aims to bring together young African women and girls to focus on self knowledge, self development and self esteem.



Youth

MSA Sisters Unigoal Tournament
A one day of girl's only Futsal tournament was held at the Whitlam Leisure Center in Liverpool attracting well over 100 participants.

The tournament aimed to encourage women from diverse backgrounds, especially from the Muslim faith, to participate in healthy physical activity and organized sports. Major thanks go to the Muslim Students Association (MSA) for their tireless work and volunteering to make this event a success.

Parent & Student Camp
A one day of girl's only Futsal tournament was held at the Whitlam Leisure Center in Liverpool attracting well over 100 participants.

"The best thing about the camp was enjoying (time) with my daughter and overcoming fears."





The African Youth Mentoring Group has been running concurrently with the basketball outreach program in Granville since its inception in 2012. The aim of this group is to engage socially disconnected youth and create an avenue where they can find workers whom they can build trust with. The mentoring programs are informal one-on-one and sometimes group/team mentoring. The program also links young people to mainstream sporting competitions and other opportunities for skills development.

A Karen Sports Committee was established in this financial year. Representatives of the Karen community and settlement workers from CMRC, STARTTS, Fairfield Migrant Resource Centre, Auburn Diversity Services and community leaders were involved in sport related issues such as field hiring, insurance, training, budgeting and tournament dates. More than ten friendship soccer and volleyball matches with participants from across Australia and with multicultural teams have been organised since the establishment in NSW and ACT.

"It was an awesome day - so much fun. So organized, everything ran smoothly and everything was considered. I especially appreciated the availability of first aid. I found that excellent - nothing I've seen before at events like this. Everyone was friendly and the atmosphere was brilliant. Can't wait to do it again next year."



Employment, Education and Training

Following the launch of the new **Guide to Employment for Migrants** developed by CMRC in partnership with State Training Services, NSW TAFE and Western Sydney Local Employment Coordinator, workshops were held in Western and South Western Sydney to equip service providers and jobseekers with the knowledge of navigating this live resource which is on the State Training Services website for easy access. Workshops were also held for various groups to create and spread awareness about this useful resource.

An **Understanding Budgeting and Financial Accountability** training session was held in partnership with Anglicare for community leaders from small community organisations in order to increase their understanding of financial accountability and governance.

Creating Career Pathways course was organised for people who recently came to Australia having different qualifications from overseas. The aim of the workshops was to equip recently arrived migrants and refugees with knowledge of the education and employment system in Australia and to assist them with recognising their overseas qualifications. The course was organised in partnership with Granville TAFE.

Employment opportunity for the Karen community at Urban Ecological Systems Australia P/L in Cobbity, NSW started in January 2013. So far 18 Karen community members have been employed in this project which is a partnership with STARTTS.

Ready! Set! Work!: Employment Mentoring Assistance Program is a bilingual face-to-face & email mentoring program. The project is aimed at newly arrived cohorts of clients – particularly from the Afghan, Iranian and Tamil backgrounds. Overall the program delivered 62 days of service and assisted over 120 clients with developing their communication, computer, cultural skills in overcoming barriers to entering the Australian labour market. The program also provided cultural competency training for those moving into the community sector.

ZEST Awards 2013: Each One: Assist One – the Employment Mentoring program that was a partnership with UWS's Psychology Department was awarded the Winner in the Exceptional Project Category at the ZEST Awards in February 2013.

Schools First! Project - Linking emerging communities and their children with local schools, and resourcing schools and Refugee Transition Unit Programs. A Parent/Student Forum was facilitated in November 2012 with Granville South Creative & Performing Arts HS. A discussion panel of CaLD & refugee parents and students was facilitated covering topics pertaining to bi-cultural and intergenerational issues such as: parental understanding of education and career options for their children, depression, peer pressure, social media awareness, sexual activity, dating, bullying, supervision, discipline, homework supervision and religious and cultural tolerance.

CMRC partnered with the **Together for Humanity** Foundation to work with students at the above school and engage them in practising interviewing and goal setting techniques. A total of 50 students participated. This was a good opportunity for the students to work together in teams, listen and reflect and report back on what they learnt.



Shaping our Future Forum for Parents and Students with partners: Department of Education, Granville South High School, Aspire Foundation, UNSW, Psyche Central, Trauma Stress Clinic. Parental engagement forum to bridge intergenerational and bicultural divide between parent and child and community divide between school and family of student. Communities represented on the day included African mixed, Afghan Hazara, Lebanese, Tongan, Turkish, Iranian.

RAW (Ready, Arrive, Work) is a transition and orientation program for students and engagement program for parents to look at education and employment pathways for at-risk refugee students. The MRC is represented on the RAW Steering Committee alongside State and regional partners from the Multicultural & Refugee Units of Department of Education and Training. Two RAW programs were run

in the past financial year to provide orientation to students to services in the area with a focus on employment and further education pathways.

School Dayz Program was an employment orientation program run in partnership with Holroyd High School. The program focused on role models as examples of successful transition into education and employment pathways as well as preparation for job interviews and building self confidence and overcoming self doubt. Forty (40) students participated in this program.

3 Beatz Theatre Project: Following theatre rehearsals, students from Pendle Hill High School performed a piece based on an urban " Red Riding Hood in Pendle Hill" theme at the Community Services Expo.

Refugee Week Event – School Partnerships Conference, June 2013. A photo collage of all CMRC school partnerships was hung on canvas and bookmarks were designed. These were displayed at the conference and proved effective in promoting the CMRC's Schools Partnership Flagship Projects.

Unlocking the Trauma Project - Partnership with Traumatic Stress Clinic at Westmead Hospital and UNSW. This is an Engagement project based around building a relationship between the psychologists at the clinic and hard to reach communities, such as the Southern Sudanese and the Afghans. The program assists people at risk of developing mental health problems post-trauma and develop culturally appropriate treatments for unresolved torture/trauma symptoms and complicated grief. A partnership has been developed with the Attorney General's



Department, Crime Prevention Division, Forum Sentencing Mediation, to provide access to mediation and support for refugee offenders and victims of crime, through a process to reduce chances of entering justice system and streamlining access for refugees to the TSC.

As part of the Unlocking the Trauma program, a **Field of Dreams** project was run at Holroyd High School which is a creative engagement project with Trauma Stress Clinic clinicians from Westmead Hospital. Workshops were held over three days on creative writing with Afghan students, to start linking their pre and post-arrival experiences and challenges with the concept of counselling.

The Health Education Program was organised for clients from the Indian Subcontinent. The program focussed on dental health, as well as having a balanced diet in order to improve the health and wellbeing of all age groups. The aim of organising the program was to instil good eating habits at home in order for children to learn these habits from parents.

Australian Citizenship Classes cover Australia's system of government, Australian culture, history and specific questions that may be covered by the Citizenship Test. A number of participants have since passed their Citizenship Test.





Sports

The Holroyd After-School Soccer program

is a program run in partnership with Football United, every Tuesday after school. It provides students with the opportunity to engage in organised training sessions, promotes health through physical activity, provides a space for cross-cultural interaction and social participation to occur. It all so gives students the opportunity to take advantage of future leadership workshops, coaching courses and leadership camps provided by partner Football United.

CALD Volleyball Program ran weekly at Granville Youth and Recreation Centre. The participants included young people and unaccompanied minors from communities such as Afghan Hazara, Iranian and Iraqi.

The 'Soccer is Life' Futsal tournament

(run in partnership with Liverpool MRC and Football United) was run after the 'Soccer is Life' tournament to continue on with the themes associated with it; sport, promotion of physical activity/health, social participation and promoting cross cultural engagement. The event was a great success with over 120 participants from a variety of backgrounds in a competitive tournament for young boys.

Men's Hoop Dreamz! Partnership with RTA and held during August to November 2012. Men from communities such as Nepal, Iran and the Philippines participated in this project. They played bi-weekly at Thomas Ater's basketball court in Granville to address social isolation and health issues.

The **Pendle Hill High School Girls Group** program was run every Tuesday afternoon for a group of about 15 students over 2 terms. The aim of the program was to encourage physical activity amongst young women, cross-cultural participation, and to provide them with a safe area in which to express themselves and learn new skills. This was done through running self defense and aerobic classes, in the form of the Brazilian martial art Capoeira and Zumba.



Guide to Employment for Migrants

Guide to Employment for Migrants

A Guide to Employment for Migrants has been developed to assist people to understand how to gain employment in Australia. It has been designed for all people from overseas who wish to enter the Australian workforce.

The Guide aims to link those with qualifications and skills gained overseas to information that will assist them to have their skills recognised in Australia.

This is an online resource which provides facts and practical advice on employment, education and assistance available to job seekers.

The guide has been developed by Community Migrant Resource Centre (CMRC) building on the success of the "Employment Guides for Skilled Migrants". This project received funding from the Department of Education, Employment and Workplace Relations (DEEWR) with additional resources provided by the NSW Department of Education and Communities, NSW Department Education and Communities - State Training Services (STS), TAFE NSW – Greater Western Sydney, Parramatta Office, Regional Development Australia Sydney and the Greater Western Sydney CALD Employment Taskforce.

The guide is available online at www.training.nsw.gov.au

As an interactive self-help tool, suggested links will enable job seekers to gain knowledge about their chosen career.

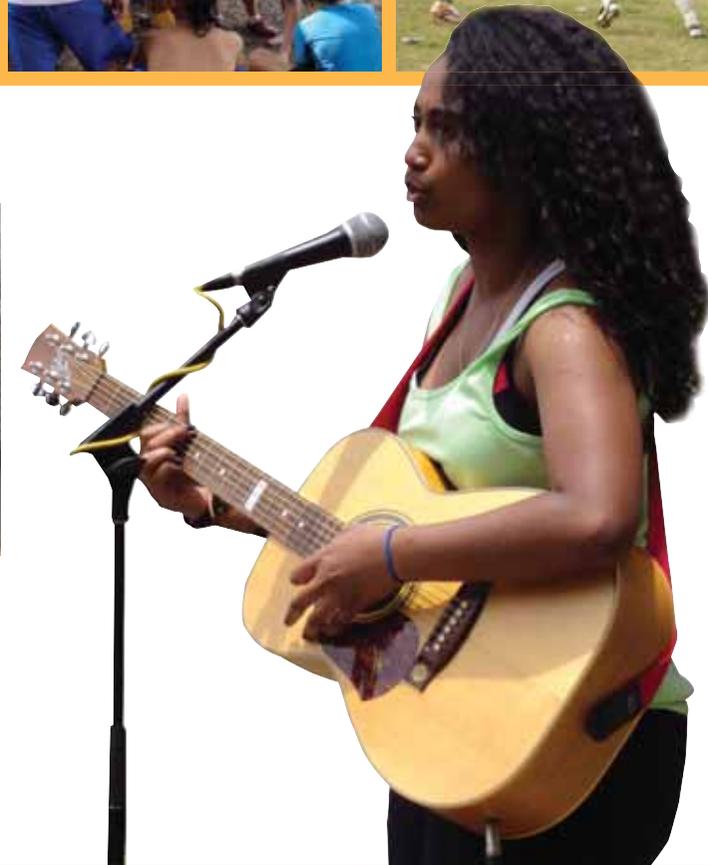
The guide includes information on:

- Skills, Qualifications and Experience
- Working in Australia
 - Getting Help
 - Types of Jobs



Talk Time! Talent Time!

Talk Time! Talent Time! Program (TT TT). Sports / Arts Fusion Engagement Program (Supported by Holroyd Council / Wenty Leagues) Six (6) Talk Time! Talent Time! Programs ran across Chester Hill / Merrylands / Pendle Hill / Granville South with partner schools including Pendle Hill HS, Merrylands HS, Chester Hill HS, Granville South Creative & Performing Arts HS. Traditional dance, hip hop, rap, soccer and basketball programs were run for the students. Twenty five (25) students from the TT TT Pendle Hill group performed at various events hosted by CMRC in partnership with the multicultural network and local agencies such as: the Community Services Expo in November 2012, International Women's Day and Harmony Day events both held in March 2013. The sports/arts programs were supplemented with life skills components on cultural awareness, respectful relationships and team work.





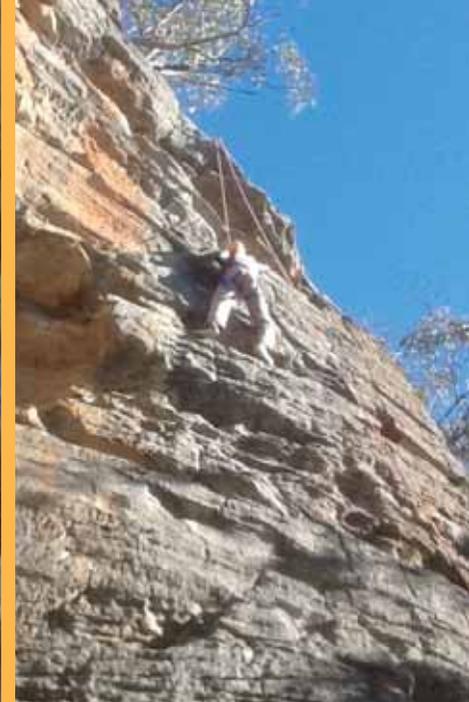
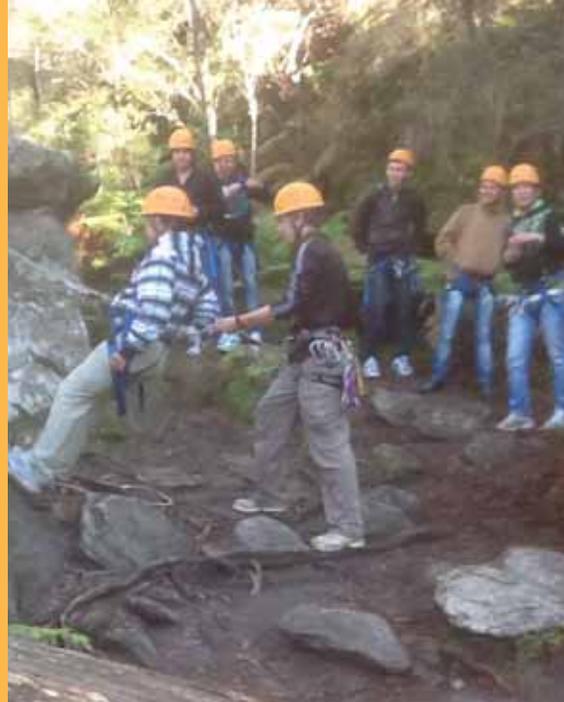
Community Learning Circle

The Community Learning Circle is coordinated by the CMRC in partnership with Families & Community Services and other community service providers in Western Sydney. The project continues to provide an opportunity for people from various communities, community services and other service providers to meet and discuss issues relating to child protection and the wellbeing of children, young people, their families and communities.

Over 150 people, from a variety of cultural backgrounds, participated in the Learning Circle during 2012-13, including service providers and community members from Afghanistan, Iran, Sri Lanka, Sudan, South Sudan, Liberia, Sierra Leone, Pakistan, Iraq, Bhutan, Nepal, India and China.

During this financial year, the Community Learning Circle has met twice to discuss the following topics: **“Knowing your Rights: The rights and responsibilities of parents in Australia** (hosted by SydWest Multicultural Services and facilitated by Legal Aid); **“Effective Communication within a Family”** (hosted by CMRC and facilitated by CMRC & STARTTS).

The sessions focused on child protection, how to better support families and children, overcoming barriers to accessing services, particularly health services, roles and responsibilities within the family, intergenerational conflict, and communication strategies.



New Frontiers

New Frontiers! Partnership with PCYC. Intercommunity engagement program targeting recently arrived single males (Afghan Hazara, Iranian, Sri Lankan Tamil) with disengaged and isolated young males from existing refugee cohorts. Engagement began with a community consultation, then a series of activity based programs such as fitness and gym sessions at PCYC, team sports (soccer, basketball, martial arts, wrestling). In January 2013, a group of Hazara, Iranian and South Sudanese young people travelled together to a professional boxing match in the city.

One of the Ready Set Work clients, Amir Gholizadeh, successfully applied for the Trainer/Fitness Coordinator position. The Program rolled out from March with twice weekly fitness circuit training/

volleyball/wrestling at PCYC. Then over three days in May, the participants travelled to the Bush Challenge Camp with River Deep, Mountain High in the Blue Mountains. Bonding exercises, abseiling, hiking and storytelling were then followed by an Amazing Race challenge on the last day of the camp. 18 participants enjoyed the challenge and the bush tucker.

New Frontiers has proven to be a very popular youth engagement program. As planning begins for the South Asian Cup Football Tournament and Wrestling Tournament, there are great hopes to see this project expand.



This is the first time I've ever been out with a mixed group ever.



Soccer is Life!

Soccer is Life! is a community initiative to engage with young people from a refugee background through soccer. Sports is a terrific vehicle to keep young people involved in a positive, constructive activity, that promotes a healthy lifestyle and builds on life skills such as time management, team work and leadership.

CMRC works with youth community leaders who volunteer their time to help register players, maintain codes of conduct and assist players with transport. We also engage with family members who come to watch, and assist with them with other settlement issues such as employment, access to further study, homework support, housing issues and access to MRC programs to address multiple auxiliary settlement challenges.

HIGHLIGHTS

- Soccer Is Life! has been running successfully for three years, and started as a Refugee Week Program with Arthur Phillip High School.
- Over 500 young people have participated in the program.
- We work with a number of grassroots community associations (such as the South Sudanese Football Association NSW, Bhutanese Association of NSW, Karen Youth Organization), in order to facilitate capacity building support of youth leaders, access to mainstream services and programs, leadership training & employment pathways.

(OUTCOME- three volunteers from the program have moved on to employment with CMRC & SSI offices)

This year we have run a 3 month round robin soccer tournament for youth-at-risk from South Sudanese and other marginalised communities (including Afghan, Lebanese, Iraqi) living in Western Sydney. Twelve teams registered to play, with players aged 17 – 24 yrs. During the delivery of this project, youth leaders were skilled up in project planning, WH&S, event management, and effective communication skills. A Soccer Awards night was held in March 2013.

Valued partners include Holroyd City Council and the Australian Soccer Referees Federation.



Community Gardens

The Chinese Community Garden has gone from strength to strength since its beginning in June 2012 at Wentworthville Community Garden. Participants' knowledge and skills have been enhanced by regular Horticulture Gardening Workshops.

Harris Park Community Garden is supported by members of local communities and CMRC. This garden engages positively with local members of the community and is a way to provide social interaction and networking together with skills in gardening.

Old Guildford Public School Community. The volunteers helped with the school's vegetable garden, including: weeding the garden plot, building vegetable garden beds and transporting mulch and soil into the garden.

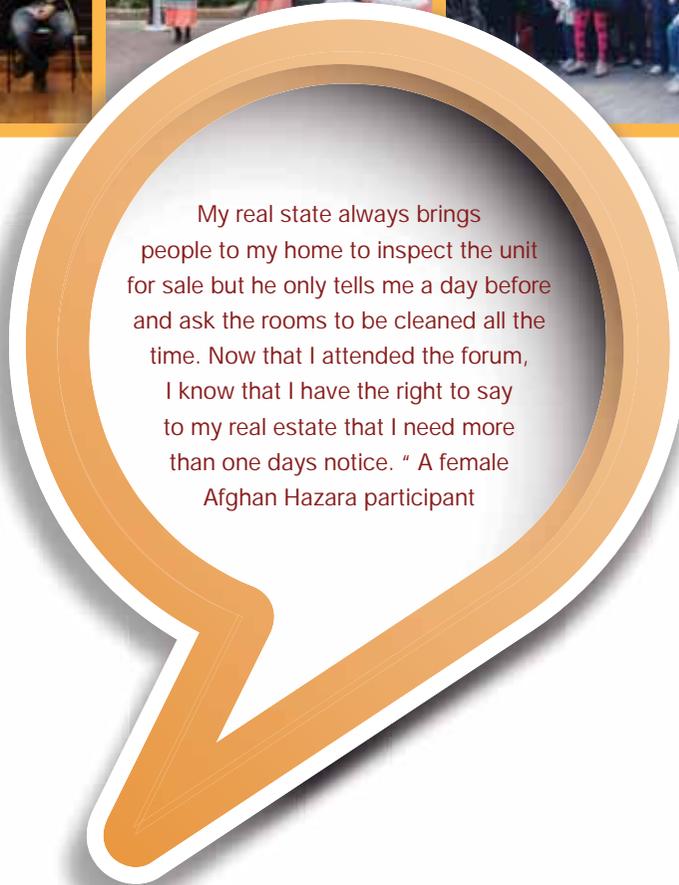


Events

Community Services Expo – held at Parramatta Mall in October 2012 brought together over 50 services that showcased information on services and projects. This was a partnership project stemming from the Holroyd Parramatta Multicultural Network and spearheaded by the MRC’s capacity building project. Five workshops were also run concurrently on topics of interest to the wider audience such as housing, welfare support, health, social enterprise, safety.

Hands of Hope Forum, a project stemming from the Holroyd Parramatta Multicultural Network, was held at Parramatta Town Hall with supporting partners: Holroyd & Parramatta LAC, Merrylands Community Health, Dept of Education, Anglicare, Parramatta Mission & Doonside HS. Hands of Hope was an

Interfaith conference – addressing the Refugee Week theme of One Family Torn Apart by War, is Too Many. Uniting mainstream refugee support services with the volunteer staff and religious leaders at places of worship (churches, mosques, temples), the aim of the forum was to support religious staff who are facing a huge increase in refugee numbers and finding themselves ill equipped to support issues ranging from mental health problems, housing, financial assistance, employment related. They were able to connect with a range of service providers at the forum and also hear testimonials from Hazara/South Sudanese/Tamil Youth Speakers.



My real estate always brings people to my home to inspect the unit for sale but he only tells me a day before and ask the rooms to be cleaned all the time. Now that I attended the forum, I know that I have the right to say to my real estate that I need more than one days notice. “ A female Afghan Hazara participant



Family Harmony Forum was held for women from various CALD backgrounds. The messages about cycles of violence and the difference between psychological, emotional and physical violence were presented to the group which generated vigorous discussion both during and after the program.

A Tenancy Rights and Responsibilities Forum was organized in Parramatta Town Hall in May 2013, in partnership with Anglicare. Over 100 people participated.

As part of the **Parramatta Community Justice Clinic Steering Committee**, an Immigration Forum was hosted by CMRC at Parramatta Town Hall in October 2012. Partner agencies included UWS School of Law/Community Engagement, Parramatta Community Justice Clinic, DIAC, Dept Justice Attorney General and Parramatta City Council. The Forum addressed a number of pressing issues which prevent

refugee communities from achieving successful settlement. Presentations were given from the pro bono migration agents and the Humanitarian Program Decision Support Section of DIAC in Canberra. There were sixty participants at the forum from various cultural backgrounds: Iranian, Afghan, Southern Sudanese, Congolese, Guinean, Karen, Sri Lankan, Liberian, Bosnian, Chinese.

Immigration Forum held in May 22nd 2013 was facilitated by the Federal Immigration Minister Brendan O'Connor and Julie Owens MP. Seventy (70) people were in attendance.

An **Employment Forum** was held with Community Leaders in February 2013. The Forum was facilitated by Senator Kate Lundy and Julie Owens MP. Seventy (70) people were in attendance. The Forum addressed pathways to employment especially issue pertaining to women accessing jobs and training and lack of support for organisations with volunteers.

International Women's Day celebrations were held in Parramatta, Holroyd and the Hills areas. These events brought together women from the local areas to share their stories and experiences, listen to music, participating in dancing and in general enjoying a relaxing day full of fun and activities.

A Cross-Cultural Excursion to the Blue Mountains was held for the clients from China and the Indian Subcontinent which helped the clients to understand the geography and the history of the new environment.

Cross-Cultural Exchange Program was held in partnership with the African Women's Group and Kiama City Council. African women attended a three day camp in Kiama. Cultural exchange activities included: information sessions, storytelling, music and dance, basket weaving at an Aboriginal centre and sharing food from different cultures.



Women Creating a Better Tomorrow

Connecting and communicating, identifying women's hidden skills sets and building on their knowledge and strengths has been the focus of the work with this particular group.

Safe spaces for women have been set up which provided excellent opportunities for them and other vulnerable groups to improve their skills, support each other and learn more about services available, employment and training opportunities.

These safe spaces for women provided an excellent platform for cultural exchange, networking and communicating in English which in turn built the women's confidence, self esteem and ability to engage with the wider community.





Early Intervention and Perinatal project

Report

Funded through Community Services - Family and Community Services NSW Early Intervention and Perinatal program aims to provide children with the best start in life. This is achieved by supporting families expecting a baby or with children aged up to 8 years. The Strategy is underpinned by a strong body of evidence demonstrating the importance of the early years in a child's development and the long term effectiveness of supporting parents and children during these years.

2012-13 has been a year of growth and achievement for the team. Significantly higher numbers of families have accessed these services.

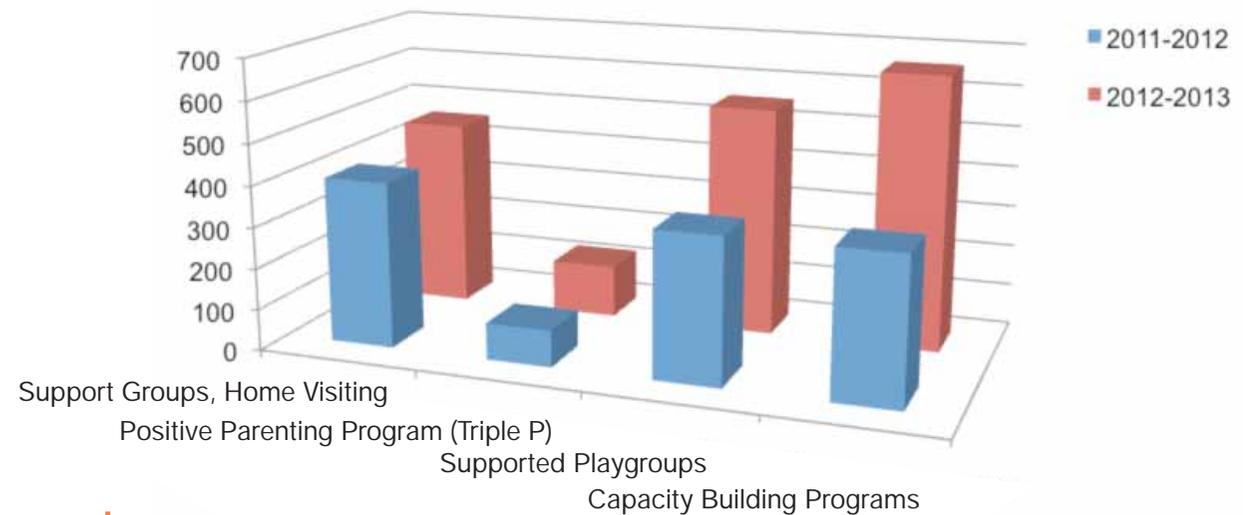
Utilizing a strength-based approach the project collaborated with families and helped children to discover individual and family strengths. The project enabled children achieve better

outcomes when their diverse strengths, abilities, interests, and cultural practices were understood and supported.

It was found that valuing and respecting diversity was vital for children to develop a strong sense of identity. The service addresses early Intervention needs of families with children 0-8 years living in the Parramatta and Holroyd local government areas.

The project aims at providing a high quality support to families with children in this age group and promoting health, development and wellbeing outcomes for children, as well as building parent confidence and capacity, while supporting the establishment of social networks.

Figure 1 Increased participation from clients in 2012-2013 compared to the 2011-2012



Early Intervention and Perinatal Report

An integrated service is provided for families, particularly vulnerable and disadvantaged families, to improve child wellbeing and development, safety and family functioning.

The team recognises that it is important that families function well in nurturing and safe environments. It also recognises that families, including children, especially those who are vulnerable or disadvantaged, benefit from better social inclusion and reduced disadvantage

Changes in settlement trends, global issues and increasing number of asylum seekers have increased the diversity and profile of the Parramatta and Holroyd local government areas.

There has been a significant increase in the number of families accessing CMRC early intervention services with large numbers of client origins being Sri Lanka, India, Iran, Iraq and Afghanistan (Hazara).

SUPPORT WOMEN'S GROUPS

A Multicultural Women's Group, Mothers and Babies Group and a Tamil Support Group were held in the area. These groups provided:

- emotional support and coping mechanisms to those people who are undergoing a difficult time in their lives
- settlement information
- social support for members to draw strength from other members experiences
- members with knowledge about life in Australia, information and to create opportunities for them to learn new skills
- A social network for people with similar needs and issues and to created networking opportunities
- reduced social isolation

SUPPORTED PLAYGROUPS AND READINESS TO SCHOOL PROGRAM

554 children, parents and grandparents attended seven supported playgroups in Merrylands , Parramatta East Public School, Parramatta West Public School , Parramatta North Public School, Sharing and Learning Playgroup in Granville, Westmead Public School and Wentworthville Support Playgroup

Our clients benefitted from these supported playgroups as they are an effective means to empower families and help them make choices that positively influence their children's development whilst also fostering the skills needed to effectively participate in and contribute to the development of their local community. In these ways, supported playgroups contribute to improving both short and longer-term outcomes for children, parents and families, and have a positive effect of the health and vitality of communities across our local government areas.



The Readiness to School program is aimed at children that are starting school the following year. The program creates a sense of belonging within the school community. It is aimed at achieve a smooth transition for all children from playgroup to primary school

ANTENATAL CLASSES

Antenatal classes provided support to disadvantaged mothers from CALD backgrounds who have lived in Australia for less than two years. The classes were also modified to provide support to pregnant mothers with disabilities.

250 mothers from various cultural backgrounds participated in this program. We acknowledge the partnership with the Women's Health Clinic at Westmead Hospital. A significant outcome of the program has been the decrease in the rate of birth complication incidences occurring from CALD mothers and babies. This has been achieved simply by maintaining positive and effective communication channels between health providers and CALD women.

POSITIVE PARENTING PROGRAM (TRIPLE P)

The EIP team recognizes that being a parent, raising and nurturing a family, is most important for a parent. Becoming a parent in a foreign country is a joyful and a challenging experience. Learning how to be a parent and taking care of a child while learning how to navigate a foreign culture and a new language is an enormous task. To support families during that transitional time, the EIP service offered free Triple P Programs. Triple P provides parents with simple and practical strategies to help them confidently manage their children's behaviour, prevent problems developing and build strong, healthy relationships.

Triple P groups were held with Hazara women in Merrylands, Burmese community members in Parramatta, Granville Youth Community Centre and Seminar 1 at River Road Kindergarten

Fathers expressed their interest in the program: "This is an excellent program and it should be made more available to the community" (father that attended Triple P).

EIP HOME VISITS

53 home visits were conducted to disadvantaged CALD mothers and their newborn babies. During home visits, mothers were given information about breastfeeding, infant bonding, accessing local services and general settlement information. Home visits played a key role in providing effective parenting skills and improving child development. Better links with local services were established. All mothers were provided with a resource folder containing information about support services in the area, local playgroups, mother's groups etc. 80% of families were linked to the Readiness to School programs and local playgroups. Referral to other services occurred as a component of all home visits, as appropriate, and support was provided in both one-to-one and group contexts.

EIP WATER SAFETY WORKSHOPS

Water safety workshops were delivered in partnership with Royal Lifesaving Society Australia. Clients learnt specifically how to keep young children safe in and around aquatic environments and to provided families with relevant information to ensure their homes are safe.

PAINT PARRA READ

Community Migrant Resource Centre in partnership with Parramatta Library hosted the Second Annual Reading day. Over 300 parents and children attended the event. Five reading tents were set up in Parramatta Mall area. Local businesses showed they support and took the time out of their busy schedule to read to children. Following businesses and individuals supported the event: Police (Parramatta Local Area Command), IMB Bank, Rotary Club, Westpac Bank, Bendigo Bank, Maurice Blackburn, Home Support (Parramatta City Council), Wesley Mission, Save the

Children Australia, Western Wonderers Youth League and National Year of Reading Ambassador, Sarah Davis. Forty students from Pendle Hill Public School volunteered on the day and offered their helping hand with promotion and evaluation of the project.

Families learnt the importance of spending time with their children reading, singing, talking and playing together. The EIP team recognizes that children can benefit from having a language rich environment, contact and engagement with their families and carers. Our community can benefit from children starting school ready to learn to read and write and having a positive experience of school leading to better educational outcomes.

FITTED FOR WORK EMPLOYMENT MENTORING PROGRAM

Lack of skills, confidence, and often periods of being out of work are the main barriers for many migrant women accessing and maintaining ongoing employment. The project was run in partnership with Fitted for Work and it aimed at assisting migrant women experiencing disadvantage to gain financial independence, and the dignity that comes from having gainful employment. The program assisted women by providing interview preparation, personal outfitting and mentoring programs.

MUMMY AND ME YOGA CLASSES for mothers, babies and toddlers

Mothers learnt how babies develop through yoga poses, and how it could help them in their gross and fine motor skills. They also learnt about other effects of yoga on babies such as: sleeping patterns both in duration and frequency, as well as encouraging sleeping through the night. Research suggests that yoga poses and stretches for infants' aid in digestion, constipation, and relieve gas and colic. Follow up

with participants was arranged three months after the classes and all mothers felt that they experienced many benefits from the program such as: bonding time with their babies, learning proper baby massage techniques etc. Mothers also felt that classes helped them to; reduce back tension and discomfort; to

improve body posture; to build core strength and stability (including abdominals) and to reduce anxiety and stress.

PERINATAL FORUM: PERINATAL CARE AWARENESS IN CALD COMMUNITIES

The CALD Perinatal forum was well attended by over 100 service providers and focused on CALD mothers who gave birth in Australia. The aim was to:

- Improve the wellbeing of CALD women seeking perinatal and associated care (pregnancy, birth, newborn, maternity care and early parenting)
- Explore maternity from cross cultural perspective in motherhood
- Identify the implications for improving cultural sensitivity and appropriate service provision for CALD women

TAMIL COMMUNITY FORUM

Over one hundred of Tamil community members attended the forum. The Focus of the forum was on trends and traditions in today's busy families, juggling parenting and relationships, tips for the effective communication among family members, stress management and self-care. The Forum was attended by Tamil community members from different age groups and both males and female community members. It was very well received by the community members and they expressed the need for more similar forums in the future.

PERINATAL RESEARCH; EVALUATION OF AN AUSTRALIAN BIRTH CULTURAL DIMENSIONS ANTENATAL EDUCATION BIRTH EXPERIENCES, BIRTH OUTCOMES AND MATERNITY CARE

300 CALD women participated in this research. The research was a partnership with the Women's Health Clinic at Westmead Hospital. A survey was conducted among the CALD women and their partners attending childbirth and antenatal classes at Westmead

Hospital for the need assessment. This helped to identify the cultural practice, traditional beliefs and issues in childbirth. A post project measurement was also structured to survey all new mothers from CALD background after their delivery to evaluate the effectiveness of the childbirth and parenting education by attending a class reunion, phone survey and home visit by the Community Migrant Resource Centre

Outcomes:

- Improved mothers and their infant's health
- Improved psychological wellbeing and safety
- Health care providers now have a better understanding and awareness of cultural practices and issues of CALD women giving birth in a new country

FAMILIES WEEK

Partnership with Boronia Multicultural Services, Holroyd City Council, Karabi, SPARK, and NSW Police – Parramatta LAC organised its second annual "Movies Under the Stars" event. Families watched "Dr Seuss – The Lorax" movie and engaged with henna & face painting. The aim of the event was to encourage families to take the time to do things together that will improve their physical and emotional wellbeing.

HEALTHY HOLROYD PROJECT

This project was held in partnership with Holroyd City Council

ADULT LEARN TO SWIM CLASSES

50 women successfully completed the program. The aim of the program was to improve the swimming and safety skills of CALD women living in the Holroyd local government area. The program increased the confidence of women in the water. These lessons opened a new avenue to exercise and to enjoy time in the pool with family and friends.

HEALTHY COOKING CLASSES

18 women successfully completed the program. During the class women learnt about: healthy eating guidelines; reading food labels; importance of breakfast; packing up healthy lunch boxes for their children and modifying their current receipts.

Other Highlights include:

- Storytelling Day at Parramatta Town Hall to enhance children language abilities, learning capacity, social skills and creativity
- Participation in a Community Safety Forum with Community Consultations with Jason Clare, Minister for Home Affairs, Minister for Justice and Julie Owens MP for Parramatta in Merrylands
- Understanding the roles of Family and Community Services (FACS) and child protection in NSW
- Women's Health session on women's wellbeing, use of contemporary medicines and Zumba classes
- Supported Parramatta Library and Holroyd City Council with "Read with a Mate Program"



- Importance of baby hand and foot massages: Mothers learnt the importance of 'Magic Hands Massage' to provide pain management, stress reduction, and a sense of wellbeing through massage. Mothers also learn how foot massage can revitalise a baby body in many ways
- Fire Safety Information session: NSW Fire Department visiting playgroups to educate families on safety at home in preparation for winter
- Information session delivered by Brave Hearts (to educate, empower and protect) – teaching children about stranger danger
- Information session delivered by SIDS about adult sleeping environments that potentially can be unsafe for infants and may increase the risk of SIDS

- Play Power Workshop for playgroup families about building play into daily routines to help parents develop stronger bonds with their children. The workshop also focused on developmentally appropriate activities for children of different ages and stages of growth and development. It promoted use of items found in every household as toys

The EIP team would like to acknowledge the following people.

Melissa Monteiro, CMRC's Executive Director, Board of Management and dedicated staff, and dedicated volunteers for all their hard work.

Most of all, we acknowledge and thank our clients for trusting and allowing us to share this journey with them.

The team is very excited about the next twelve months as we continue to deliver a high quality service to our clients and develop new and exciting partnerships across sector.

This Annual Report can only capture highlights from what is a constantly evolving and developing environment in which the team works. The work undertaken by the team has been solely focused on achieving the best possible outcomes for low income, vulnerable and disadvantaged migrant families and communities. The outcomes achieved are a reflection of the commitment and expertise of the team members.



2013

African Sessional Worker's project Report





The African Sessional Workers Project began in July 2007 as a pilot project funded by the Department of Family and Community Services. The project which is based at CMRC, aims to address issues related to communication, improve service delivery, assist in assessments and investigations and to ensure constructive and appropriate interventions and case plan implementations with African families by Community Services.

The 18 Sessional Workers employed to deliver this project are from the following target communities: Burundi, Congolese, Ethiopian, Liberian, Rwandan, Sierra Leonean, Somali and Sudanese (North & South).

A steady increase in requests for services outside the original target region of Western Sydney prompted the extension of the service state-wide providing services in the Metro Central, Eastern, Hunter Central Coast, Northern and Metro South West Regions of Sydney and New South Wales. Services were also provided outside Sydney to Bathurst, Lismore, Orange, Mayfield, Charlestown, and Cessnock CSC.

In this financial year, seven (7) promotional presentations were held across the Metro Central,

Eastern, Hunter Central Coast, Northern and Metro South West Regions of Sydney/New South Wales at Community Services Centres and partners. The promotional drive has helped increase demand for referrals.

Some of the significant outcomes for the project include:

- Improved communication and building trust between caseworkers and clients.
- Improvement in the provision of language and culture support services to Community Services caseworkers.
- Improvement of family interventions, linking Community Services caseworkers with community contacts and support services available to African families.
- Positive engagement between African families and community services case workers.

There were two hundred and thirty-four (234) requests for sessional support, from sixteen (16) Community Services Centres and four (5) Brighter Future partners; out of which two hundred and twenty-seven (227) support services were delivered to 82 African families

with a total of 532 individuals benefiting from this service.

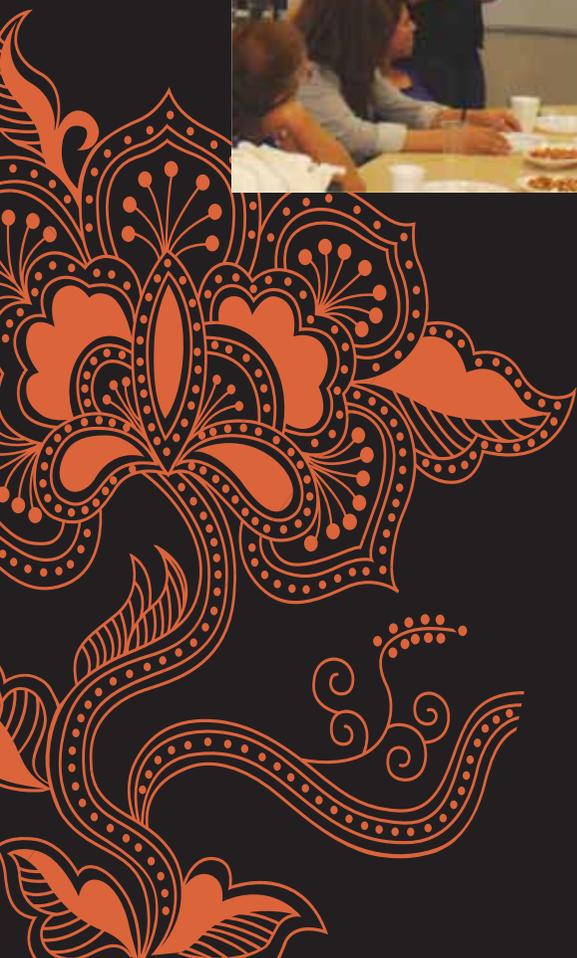
Three (3) Community Learning Circle sessions were held in collaboration with the multicultural community groups on relevant topics including:

- Strong Relationships, Strong Families Parents, In-laws, Grandparents, and Extended Families - Raising Kids Together
- Knowing Your Rights: The rights and responsibilities of parents in Australia
- Effective communication within a family
- How to Deal with intergenerational conflict in the family and
- The roles and decision making processes of Community Services

I would like to thank the project reference group for their guidance and commitment and also the staff at CMRC for their great assistance. Heart-felt thanks to Ozen Karanlik, Peter Prants, Fatma Mohamed and Hilda Taf Mugadza, who tirelessly assisted in all aspects of the project and continued to promote it to service centres and partners.



2013 Pathways for Social Inclusion and Participation project Report





FAIR GO DRIVING

Fair Go Driving is a social enterprise that assists those who are unable to acquire their provisional driving licence in an affordable manner because of their circumstances. This project enables equal access to jobs, services and employment opportunities. The focus of the project is on young people and women.

Every day large numbers of young people and women undertake driving lessons. 15 of these learner drivers passed their driving tests within the first month and the other students continue to receive supervised driving from our dedicated volunteers.

Our key volunteer is a 'gem' hard to find! He volunteers 5 to 6 days per week and sometime 7 days because he is passionate and loves what he is doing. He provides supervision and driving instruction to students. He came to Australia from Iran in 2002 as a refugee with his wife and 4 children, all with limited English and he

speaks Persian (Farsi and Dari), a great help to majority of the students from Iran and Afghan who have limited English. Sharokh knows how difficult it is to get a licence in Australia especially if they don't have good English and are recent arrivals because it took him 3 attempts to pass the driving test even though he was an experienced bus driver for many years in Iran. Sharokh commented that since he started volunteering for the CMRC in this Fair Go Driving School, his English has improved dramatically, his sugar level and blood pressure has gone down and more importantly feel valued that he can make a contribution to the Australian community in return for the many years he and his family have benefited from the generosity of the Australian government including having 4 children graduated from University in Telecommunications, Civil Engineering, Child Care and IT, and are all currently employed in their professional fields.

STUDENT PROFILE

Shankar Renukunta is the CMRC'S first client who passed the driving test soon after a few hours of Fair Go driving instruction. He arrived in Australia in 2011 as a skilled migrant and had great difficulty securing a job because he didn't have an Australia drivers licence. He also struggled to adjust into the Australian way of life without a licence and a car to get to places quickly and conveniently and had to rely on public transport.

"I can now go to work on time and pick my children from school and am able to spend more time together with my family like everyone else". "With my driver licence and ability to drive, I now feel that I am part of the wider Australian community to be able to participate in community activities and special events, and the freedom to explore this beautiful rich country of Australia with my new car".



INTERPRETING AND MEDIATION

A CMRC pool of interpreter and mediators have been established to provide services to government and non government agencies on a fee for service.

Two 3 days workshops specially tailored in partnership with SWSI TAFE NSW to recruit and train potential interpreters and mediators for this enterprise project were conducted. A total of 40 participants attended the trainings and have since been recruited. The language skills covered by our Interpreters and Mediators are as follows: Dari, Farsi, Hazaragi, Kurdish, Hindi, Tamil, Punjabi, Urdu, Pashtu, Singhala, Bangla, Oriya, Gujarati, Dinka, Sudanese, Arabic, Arabic, Chinese, Krio, Tigrinya & Amharic.

All workers have been trained by NAATI and have registered for recognition or accreditation which will soon be confirmed.

RENT-A-CHAIR HAIRDRESSING AND BEAUTY SALON

This project targets women who were either hairdressers or practicing beauticians from overseas who do not have an Australian qualification and experience. This project provides women with an opportunity to earn an income while being trained either directly from a qualified hairdresser and owner of their hair salon or through TAFE NSW.

Gladys Maseko, Sales Executive of Vickerie Collections Hairdressing Salon based at Parramatta Greenway Plaza has partnered with the CMRC for this project.

SKILLS DEVELOPMENT COURSES TRAINING CONDUCTED:

Introduction to short term courses on employment pathways and job market/opportunities have been held. Intensive Courses were held on the following in several locations around Western Sydney on

- Job Readiness
- Mediation
- Interpreting
- Civic Education Program
- Mentoring Program



L FAIR GO DRIVING L
SCHOOL

Bookings: 9687 9901
www.thhpmrc.org.au

A SOCIAL ENTERPRISE PROJECT OF
THE HILLS HOLROYD PARRAMATTA
MIGRANT RESOURCE CENTRE

Proudly supported by:





2013

Northern Region Services Report





Community Migrant Resource Centre was proud to launch the Northern Region Services Program this year in the Ryde and Ku-ring-gai local government areas. The Access & Resource Workers serviced Afghan / Iranian / Korean / Chinese / Sri Lankan / Indian / Pakistani and other Indian Subcontinent newly arrived communities with a broad range of settlement information and referral programs, community development initiatives, parenting / youth support groups and cross cultural training.

The Northern Region Services office at Eastwood was officially launched on May 24th in the presence of The Hon Senator Victor Dominello, Minister for Citizenship and Communities, Minister for Aboriginal Affairs, Member for Ryde, The Hon Greg Smith, Attorney General, Minister for Justice Member for Epping and John Alexander MP, Federal Member for Bennelong.

The Northern Region has traditionally played host to a wide number of migrant communities over the years, however in the last 12 months the area has received a large influx of young male refugees and unaccompanied minors. This has created an opportunity for the centre to address a myriad of issues affecting those who have arrived from war torn countries with no parents or other family / social support networks . By working closely with key providers in the area such as Marsden High School, Marist Youth Care, Northern Sydney Area Health Service, NSW Police and Eastwood LAC , a new collaborative framework has been developed to address integration and resettlement in these sprawling, diverse and increasingly high need catchments.







Highlights for the inaugural year of this program include: Events & Expos

Refugee Week Event – Restoring Hope: A Journey of Strength and Resilience: Restoring Hope was a sharing of the journey undertaken by Sri Lankan Tamil, Afghan and Iranian refugees. This event provided an opportunity for the wider Australian society to understand and be introduced to three of the emerging refugee communities in the Northern Region through their stories in art, music and culture(Persian violin, Sri Lankan flute). Traditional dress of women from Sri Lanka, Afghanistan and Iran were showcased together with jewellery and handicrafts from these countries. The project was organised in partnership with Ryde Council, Macquarie University and The Refugee Art Project.

Community Info Expo – Connecting our Community with Information & Services: The Community Expo held at the Eastwood Plaza in March 2013 brought together a range of services to provide information to refugee and migrant communities. This was a partnership between Ryde Council, Relationships Australia & Families NSW. CMRC contributed to the project by providing interpreters in several languages including Mandarin, Cantonese, Korean, Farsi, Dari and Hindi. This was the first major project the CMRC was involved in as a new service provider in the Northern Region. The Expo provided an opportunity to showcase the services provided by the CMRC and expand networks in the area.



Mentoring Initiatives

Ready! Set! Work! Employment Mentoring Program: which was initiated in the Western Region, was replicated in the Northern Region. This program targeted Afghan and Iranian community members who needed assistance in gaining employment. Most of the client cohort serviced were deemed to be classified high need and required intensive assistance with resumes, cover letter writing, interview techniques, Australian workplace culture orientation, as well as referrals to job vacancies and local volunteering opportunities. More than 30 clients have received mentoring assistance, with some segue waying into local work experience and others into paid employment.

Beyond Settlement: was a multi-phase project, engaging Afghan and Iranian youth and unaccompanied minors. The initial stage of this project was to engage youth through Meet and Greet BBQs and soccer at Marsden High School every week. This phase of the project aimed to encourage youth to participate in dynamic and beneficial activities within the community to improve their social skills, fitness, communication skills and rebuild their sense of security and trust.

The second phase of the project involved a partnership with Street Works and Ryde Council. Over 10 weeks, Afghan youth in community detention participated in soccer training and BBQs at Marsden High School. The third phase of the program involved a partnership with Max Potential. The boys were able to participate in an excursion to an AFL game at

Homebush Stadium. This proved a great opportunity for the boys to travel outside their own suburb, see and understand more about Australian culture and get to meet some professional sports people. Post-game the boys were invited to a meet and greet with the players.

Through these interventions in Beyond Settlement, CMRC aims to deliver information on key settlement topics, such as education pathways, mental health assistance, resilience building, communication skills, social skill building, homework assistance and employment.



Good News Story

Amir Gholizadeh participated in the Ready!Set!Work! Employment Program.

"In his first appointment, we discussed his goals, aspirations and past experiences.

He was keen to continue his passion for sport and mentoring. When the opportunity arose, he was able to apply for a casual position with the New Frontiers! Project in the Western Region as a Fitness Coordinator and Trainer, assisting newly arrived refugees to improve their fitness level, do circuit training, wrestling, volleyball and socialize with other community members and generally destress. Amir's hardwork, dedication and professionalism have seen him secure that position, then excel in that role as trainer and coordinator, and contribute to the lives of so many young men. All this, in such a short time in this country."

Faiza

Interagency

Establishment of the Northern Sydney Region Korean Network (NSRNKN) has proven to be an important service provision tool to build on partnership capital in the region. Bi-monthly meetings are held with partner agencies including NSW Department of Education & Communities, Relationships Australia, Willoughby Council, Mission Australia Hornsby, Australian Korean Welfare Association and the Chinese Association of Social Service.

Support Groups

Maxim Little Learners: Weekly English Conversation Classes and settlement support services offered with 25 Korean parents and pre-kindergarten aged children in partnership with Ryde Uniting Multicultural Church. Program participants received a surprise visit from the former Prime Minister Kevin Rudd on August 7th during the Federal Election campaign.

Weekly Chinese English support class ran every Wednesday at Eastwood with 25 participants.



Information Sessions

Transition To School Seminars were held for families from the Indian Subcontinent and Korea, in partnership with the NSW Department of Education & Communities, Relationships Australia, Ryde Council, Good Beginnings Australia and Integricare. The seminars dealt with practical issues relating to preparing young children for school, which included a panel discussion on what does school readiness mean in Australia, as well as what is school like in Australia?

Chinese group Triple P Program was delivered over four (4) weeks at West Pennant Hill Public School in Hornsby. Monthly information sessions were held for the Chinese community from services including : Fair Trading, Centrelink and Family Law NSW.

Eight (8) **'How to Vote Workshops'** with the Australian Electoral Commission were delivered for the Korean community.

"I have been living in Australia more than 20 years as a citizen but this is the first time I learned about the election process and what is this all about."

restoring **HOPE**

A JOURNEY OF STRENGTH AND RESILIENCE

Community Migrant Resource Centre and City of Ryde Council cordially invite you to the Refugee Week celebration for 2013.

Come and see a glimpse of the rich culture and art of Afghanistan, Iran and Indian sub-continent, listen to traditional music, get inspired by the stories of survival from refugees and asylum seekers.

Opening night: Friday 21st of June from 5-6pm.
If attending the opening night please RSVP to: afghan_northernregion@cmrc.com.au; or jnanlohy@ryde.nsw.gov.au

Dates: Art and cultural display will continue until Sunday 23rd of June.

Location: Top Ryde Library
1 Pope Street,
Ryde

Cost: Free

Refugee Week

CMRC
Community
Migrant Resource Centre

City of Ryde

Thank You

On behalf of this new and emerging team covering the Northern Region of Sydney, we would like to firstly thank our key partners and hosts in the two key regional areas, Ryde Council (Jonathan Nanlohy) and Ku-ring-gai Council (Danny Housea).

We would also like to thank Relationships Australia and the other services operating at the West Ryde Community Hub. All the services mentioned in the report above have warmly welcomed the new team and new project initiatives into the area with open arms. We couldn't be more grateful for their collaborative strength and words of encouragement.

Lastly, we would like to thank all the community members, especially the new arrivals in the area, who have made contact and have been so eager to connect with our bilingual staff and the programs they have created together.



2013

Enable Energy Efficiency project

Report





Energy efficiency is becoming integral in our daily lifestyle as rising costs of electricity bills means that it is essential for us to limit our electricity use through efficiency measures to reduce our power bills and help alleviate the environmental cost of high energy use. The rising energy prices will have a tremendous impact on communities, especially those who may not be able to access information to make informed decisions on energy efficiency. Culturally and Linguistically Diverse (CALD) businesses and the community sector are particularly vulnerable, they are often time-poor, they often lack resources to access government incentives and while the increase in operational costs are challenging, it may not a priority to the community sector as they address social issues.

Identifying that there is an urgent need to address the accessibility of relevant information to CALD communities and the community sector, Community Migrant Resource Centre (CMRC) was awarded a grant by the Department of Industry as part of the Energy Efficiency Information Grants Program to empower the Community Sector as well as CALD businesses in Western Sydney.

The 3E (Enable Energy Efficiency) Project's aim is to empower CALD Small and Medium Enterprises (SMEs) and community organisations to make informed decisions about energy efficiency. The 3E Project delivers information to CALD community organisations and SMEs in Western Sydney to assist them with reliable information to make informed decisions on their behavioural impact towards energy

efficiency. The project targets businesses owners, senior managers and supervisors who have decision making authority to make positive changes towards improving energy efficiencies in their workplace.

The target audience will benefit by reducing emission to improve productivity and profitability through savings; specific sectors will secure considerable knowledge of energy reduction measures; and specific community needs will be met through access to current and accurate energy efficiency information in diverse languages.

A series of workshops in multi-lingual languages (Arabic, Chinese, Vietnamese, Hindi, Tamil, Philippine), free technical advice and energy information in diverse languages and energy assessments with implementation plans provide help to CALD



Uma Menon discussing Johnny's Café as a case study for the 3E Project with Mark Davis, Director of EEIG and Assistant Director Mainul Haque in December 2012. Johnny's Café undertook all the recommendations of the Energy Assessment Plan and was able to save power and reduce their carbon footprint. A video and u-tubes are now being developed for the 3E website.



Uma Menon discussing Johnny's Café as a case study for the 3E Project with Mark Davis, Director of EEIG and Assistant Director Mainul Haque in December 2012. Johnny's Café undertook all the recommendations of the Energy Assessment Plan and was able to save power and reduce their carbon footprint. A video and u-tubes are now being developed for the 3E website.



Ilan Moxon of Steplight Pty Ltd conducting a two-hour workshop at Business Enterprise Centre, Blacktown. The workshop was attended by business people, community organisations, industry and government staff as well as climate critiques. Many of the participants also attended the 2-day comprehensive Energy Management Skills workshop.

businesses and not-for-profit organisations/community sectors to reduce power and their carbon footprint.

A 2-hour workshop "Energy Efficiency Information and Sustainable Awareness Training Workshop" assists CALD businesses and community organisations to become aware of energy reduction measures with free professional advice. Contents of the workshop:

- Carbon pollution, Climate change and Energy Efficiency. What does it mean to the Business, Community and the Planet?
- What is the Department of Climate Change and Energy Efficiency (Government) doing to support the SME'S and Community Organisations towards an innovative change?

- Understanding of energy efficiency basics – lighting, refrigeration, Air conditioning, water heating, etc.
- Energy Efficiency Information Fact Sheets with references to products, services and grants
- Provide examples of previous case studies/ video presentations/utube

A 2-Day workshop "Energy Management Skills Workshops for Focal Point Managers" assists to educate, train and equip CALD businesses and Community Organisations with energy management skills to identify, assess and become implementing champions on reducing carbon footprint in their workplace. Contents include:

- Introduction to Sustainability
- Energy Basics and how to overcome barriers to energy efficiency adoption
- Understanding Energy Use
- Interpreting Energy Bills
- Energy Saving Opportunities
- Implementing Energy Efficiency
- Behaviour Change

Face-to-face Field visits by the 3E Team Field Officers helps deliver face-to-face technical energy efficiency information to over 1,600 businesses in Western Sydney. Over 70 walk-through assessments conducted by the 3E Field Assessors and ratified by



3E Project provide information at community events. At a presentation of the 3E Project on “Stories of Cross Sector Collaboration” 2013 Western Sydney Community Sector Symposium, Jayshree Pather provides information about the 3E Project to interested audiences. Fact sheets in multicultural languages are disseminated with newsletters at events.



Narelle Brown of EWON NSW providing information on “Energy Essentials for Community Workers” at the 3E Energy Community Forum. Interactive Q&A Session also included Business Energy Efficiency delivered by Steplight Pty Ltd, Lighting Solutions for Small Businesses by Julien Freed.



The 3E Team and Steplight Pty Ltd provide services to CALD businesses and community organisations on consuming energy in a smart way. The 3E Team comprises of Energy Field Officers (from left to right) Arun Sharma, Mani Ramasamy, Yuling Du; Project Support - Jayshree Pathar, Uma Menon - Project Coordinator. Steplight Pty Ltd’s Ian Moxon (Sustainable Educator and Presenter of 3E Workshops) and Co-Director Anoop Gupta.

Steplight Pty Ltd to-date has helped businesses and community organisations implement their action plans. 3E Field Officers provide one-to-one technical advice to businesses and community organisations.

A website dedicates information in diverse languages, businesses and community organisations are invited to register on-line or call the 3E Team to register for workshops and request for free energy assessments. Workshop participants are able to log in to conduct assessments and receive fact sheets on Air-conditioning, Lighting, Office Equipment, Refrigeration, HVAC, Automotive Industry, Air Compressors, Bakeries, Growers and Other Useful Information as well as FAQ. These fact sheets are also translated in Arabic, Chinese, Vietnamese, Hindi, Tamil, Philippine.

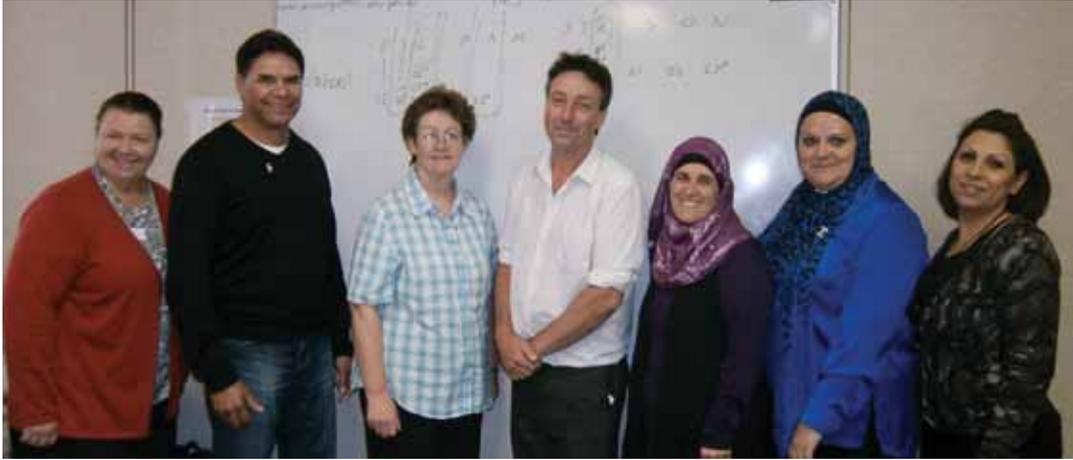
A toll free number (1800 242 845) provides technical information during business hours.

Energy Efficiency Resources in multilingual languages disseminates through marketing/advertising and social media (LinkedIn, Facebook and Twitter) reaching over 100,000 people. The 3E website also features the 3E Newsletters and information on links to energy services and industries.

3E Project works through a collaborative leadership in partnership with government, business sectors, universities and community networks to pool joint finances, human and information resources and work in a shared understanding to deliver services through the establishment of trust.

More significantly, the 3E Project outreaches toward a new innovative model to include private sector partnerships forming alliances with local businesses chamber of commerce, sector specific industry groups, community newspapers, community radio and universities to bring together a more synergised approach to target a new sector to the community organisation model of targeting CALD businesses. Approach collaborative partners who share a common ground:

- Community organisations that will benefit from the 3E Project. This process included sharing of information, resources, activities and other capabilities.



Workshop participants at a 2-day Energy Management Skills Workshop at CMRC's Training Room. Participants included staff from EWON NSW, Aboriginal Land Council, Disability NSW, Child Care Centre, Australian MEFF Consortium and HESS Granville. Energy Assessments are recommended as participants become champions to carry out the Energy Implementation Plans and train their staff to be consume electricity in a smart way so as to bring down power bills and reduce their carbon footprint.

- Influential leaders to take the positive messages back to their ethno-specific community. Through word-of-mouth from credible sources, communities were willing to trust messages that were disseminated and participated in workshops conducted in their language.
- Link State and Local Governments incentives to target groups.
- Encourage business sector, industry and action groups to be involved.

Using the model above, the 3E Project was successful in presenting "Stories of Cross Sector Collaboration" at the 2013 Western Sydney Community Sector

Symposium as well as delivering a speech on Energy Issues for diverse communities at EWON'S Anti-Poverty Week 2013.

A community forum "Making Energy Efficiency Work for you" held at Parkroyal on 14 August brought together over 120 people from the community and business sector. Following the forum, an Interactive Q&A Session on Business Energy Efficiency, Lighting Solutions for Small Business" and "Energy Essentials for Community Workers was a useful avenue for information.

Organisations and businesses who have volunteered to be 3E Project case studies will be rewarded at our Award Nite in November 2013 as they are able to show evidence of reducing carbon emissions in their electricity bill and have been able to consume electricity in a smart way. U-tubes and videos in diverse languages are now being developed and will be posted on the 3E Website :

www.3eproject.org.au



2013

Financial Report

For The Year Ended 30 June 2013



Behrens Rowley

Chartered Accountants

Partner: Charles Behrens B. Bus (Acco) FCA

Partner: Don Pittwood B. Com (Acco) CA

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBER OF COMMUNITY MIGRANT RESOURCE CENTRE INC

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of The Community Migrant Resource Centre Inc. (the association) which comprises the committee's report, statement of financial position as at 30 June 2013 and the income statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation of the financial report and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporations Act 1981 Victoria and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free of material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free of material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks or material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with applicable independence requirements of Australian professional ethical pronouncements.



Behrens Rowley

Chartered Accountants

Partner: Charles Behrens B. Behrens (Acq) FCA

Partner: Dawn Fitzmaurice B. Behrens (Acq) CA

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**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBER OF
COMMUNITY MIGRANT RESOURCE CENTRE INC**

Auditor's Opinion

In our opinion, the financial report of The Community Migrant Resource Centre Inc. presents fairly in all material respects the financial position of The Community Migrant Resource Centre Inc. as of 30 June 2013 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist The Community Migrant Resource Centre Inc. meet the requirements of the Associations Incorporations Act NSW 1984. As a result, the financial report may not be suitable for another purpose.

Baulkham Hills, NSW, 2153

Auditor: Charles Behrens

Baulkham Hills

Dated this 15TH day of October 2013



Behrens Rowley

Chartered Accountants

Partner: Charles Behrens B. Bus (NSQ) FCA

Partner: Don Fitzmaurice B. Com (Act) CA

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AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C OF THE CORPORATIONS ACT 2001

COMMUNITY MIGRANT RESOURCE CENTRE INC

Independence

In conducting my audit, I have complied with the independence requirements of Australian professional ethical pronouncements.

Auditor's Opinion

In my opinion:

The financial report of The Community Migrant Resource Centre Inc is in accordance with the Associations Incorporation Act NSW 1984 including:

- (i) giving a true and fair view of the Association's financial position as at 30 June 2013 and of their performance for the year ended on that date; and
- (ii) complying with the Australian Accounting Standards (including the Australian Accounting Interpretations) and the Associations Incorporations ACT NSW 1984.

Behrens Rowley
Chartered Accountants

Norwest Business Park, NSW, 2153

Auditor: Charles Behrens

Baulkham Hills

Dated this 15TH day of October 2013



Behrens Rowley
Chartered Accountants

Partner: Charles Behrens B. Bus (Aud) FCA,
Partner: Dum Fitzmaurice B. Com (Act) CA

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AUDITOR'S INDEPENDENCE DECLARATION UNDER SECTION 307C OF THE CORPORATIONS ACT 2001

COMMUNITY MIGRANT RESOURCE CENTRE INC

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2013 there have been:

- (i) No contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) No contraventions of any applicable code of professional conduct in relation to the audit.

Behrens Rowley
Chartered Accountants

Norwest Business Park, NSW, 2153

Auditor: Charles Behrens

Baulkham Hills

Dated this 15TH day of October 2013

COMMUNITY MIGRANT RESOURCE CENTRE INC

CMRC Consolidated Statement of Financial Performance For the Year ended 30 June 2013

	2013	2012
ADD, INCOME		
Rouse Hill Learning & Community P'ship	4,545	-
DEEWR	70,580	-
Climate Change & Energy Efficiency	590,755	-
Admin Contribution	211,990	198,170
Fee-for- Service	14,830	9,193
Grant income: Department of Immigration & Citizenship	1,187,446	1,180,901
Grant income: Department of Family & Community Services	443,902	431,354
Grant income: Holroyd City Council	22,545	9,000
Grant income: Parramatta City Council	13,500	2,136
Guildford Leagues Club	-	13,498
Auburn RSL Youth Mentoring	-	5,990
Interest received	1,578	5,363
Membership fees	187	175
Driving school	12,810	7,015
Project Management	215,515	162,826
Office of Communities - Veteran Affairs	5,000	-
RAPS funding	-	27,023
Rent received	153,284	159,822
Settlement Services International	130,661	108,318
Sundry income	19,005	1,041
Workers compensation project contributions	41,526	41,176
Workers compensaiton recovered	-	925
Total income	3,139,659	2,363,926
LESS, EXPENDITURE		
Admin fees & rent contribution	179,308	30,209
Amortisation expense	-	14,241
Annual General Meeting	5,032	7,914
Audit	21,940	17,600
Bank Charges	4,636	2,353
Board of Management expense	6,076	-
Bookkeeping & Accounting Fees	40,605	27,980
Books	936	-
Business plan for driving school	4,640	-
Business plan	2,500	-
Car service	215	-
Catering/Committee Meeting Costs	35,611	34,967
Certification costs	15,064	-
Cleaning/Recycling	18,097	18,226
Computer Costs & upgrades	51,396	67,608
Developing policies	5,000	-
Driving program & course	5,000	-
Electricity	26,233	20,579

These Financial Statements have been audited and should be read in conjunction with the attached Independent Auditor's Report of Behrens Rowley - Chartered Accountants

Equipment	35,414	35,662
Facilitators	9,074	5,322
Food & Medical supplies	-	774
GST Fees and Charges	157	440
Immigration assistance	9,000	10,650
Insurance & Workers compensation	120,701	123,892
Job advertisements	4,357	3,097
Launch costs	7,449	-
Legal Costs	14,801	1,217
Materials/ resources	2,323	-
Motor vehicle expenses	1,903	-
OHS	93	-
Outgoings	21,950	24,800
Postage	1,086	967
Printing, photocopying & stationery	64,135	22,629
Program costs/centre activities	60,916	101,085
Project Management	216,207	-
Provisions for leave	17,093	19,573
Publicity/promotion	123,695	36,215
Rent	210,699	324,234
Repairs/Maintenance - Premises	25,448	8,198
Salaries & Wages	1,534,350	1,278,586
Security	520	420
Staff amenities	42	380
Staff training, Conferences & Seminars	142,219	6,675
Subscriptions, Books & Memberships	6,108	4,400
Superannuation Guarantee	57,042	98,447
Telephone & internet costs	44,295	23,217
Translation & Interpreting	427	1,100
Travel/Parking	25,043	18,246
Venue Hire	31,122	28,063
Workshop expenses	1,720	-
Total expenditure	<u>3,211,678</u>	<u>2,419,966</u>
NET SURPLUS/DEFICIT FOR YEAR	<u>- 72,019</u>	<u>56,040</u>

ADD:

Prior Year Funds Released	66,967	91,162
CMRC Contribution to Projects	64,130	3,403

LESS COMMITTED FUNDS SPENT:

DIAC expenses	7	3,208
TOTAL COMMITTED FUNDS SPENT	<u>7</u>	<u>3,208</u>

Surplus Funds Repaid	1,543	13,696
NET SURPLUS (DEFICIT) FOR THE YEAR	<u>57,528</u>	<u>21,620</u>

ADD BALANCES CARRIED FORWARD

Funds Brought Forward From Prior Year	305,201	412,857
TOTAL BALANCES CARRIED FORWARD	<u>305,201</u>	<u>412,857</u>
COMMITTED AND ONGOING FUNDS	<u>362,729</u>	<u>434,477</u>

These Financial Statements have been audited and should be read in conjunction with the attached Independent Auditor's Report of Behrens Rowley - Chartered Accountants

COMMUNITY MIGRANT RESOURCE CENTRE INC

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2013

	Note	2013	2012
CURRENT ASSETS			
Cash	2	750,868	823,869
Bonds		100,799	100,799
Prepayments/Debtors		<u>275,648</u>	<u>39,535</u>
TOTAL CURRENT ASSETS		<u>1,127,315</u>	<u>964,203</u>
TOTAL ASSETS		<u>1,127,315</u>	<u>964,203</u>
CURRENT LIABILITIES			
Creditors & borrowings		49,755	15,985
GST Liability		50,186	33,046
Payroll Liabilities		31,724	31,765
Employee Entitlements		339,155	307,510
Grants in Advance		<u>293,766</u>	<u>141,420</u>
TOTAL CURRENT LIABILITIES		<u>764,586</u>	<u>529,726</u>
TOTAL LIABILITIES		<u>764,586</u>	<u>529,726</u>
NET ASSETS (LIABILITIES)		<u>362,729</u>	<u>434,477</u>
EQUITY			
Retained profits		57,528	21,620
Surplus Funds Held for Future Expenditure		<u>305,201</u>	<u>412,857</u>
TOTAL EQUITY		<u>362,729</u>	<u>434,477</u>

These Financial Statements have been audited and should be read in conjunction with the attached Independent Auditor's Report of Behrens Rowley - Chartered Accountants

COMMUNITY MIGRANT RESOURCE CENTRE INC

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2013

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Basis of Preparation

The financial statements are special purpose financial statements that have been prepared in accordance with Accounting Standards, (including Australian Accounting Interpretations) and the Associations Incorporations Act 1984.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in a financial report containing relevant and reliable information about transactions, events and conditions. Compliance with Australian Accounting Standards ensures that the financial statements and notes also comply with International Financial Reporting Standards. Material accounting policies adopted in the preparation of this financial report are presented below and have been consistently applied unless otherwise stated.

The financial statements have been prepared on an accruals basis and is based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

a. Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

b. Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured using the best estimate of the amounts required to settle the obligation at the end of the reporting period.

c. Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

d. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part

COMMUNITY MIGRANT RESOURCE CENTRE INC

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2013

2 Cash

	2013	2012
ANZ	46,019	43,465
ANZ Cash Management Account	704,091	780,404
Petty Cash	757	-
	<u>750,868</u>	<u>823,869</u>

These Financial Statements have been audited and should be read in conjunction with the attached Independent Auditor's Report of Behrens Rowley - Chartered Accountants

COMMUNITY MIGRANT RESOURCE CENTRE INC
CERTIFICATE BY MEMBERS OF THE BOARD OF MANAGEMENT

I Terrie Gardner of 33 Bingara Drive, Sandy Point NSW 2172 and I Nola Randall-Mohk of 41 Crayford Crescent, Mount Pritchard NSW 2170, certify that:

- a. We are members of the board of The Community Migrant Resource Centre Inc.
- b. Presents a true and fair view of the financial position of The Community Migrant Resource Centre Inc. as at 30 June 2013 and its performance for the year ended on that date.
- c. We are authorised by the attached resolution of the board to sign this certificate.
- d. This annual statement was submitted to the members of the association at its annual general meeting.

Chairperson



Terrie Gardner

Deputy Chairperson



Nola Randall-Mohk

Dated:

30/10/2013.

COMMUNITY MIGRANT RESOURCE CENTRE INC
STATEMENT BY MEMBERS OF THE BOARD OF MANAGEMENT

The board has determined that the association is not a reporting entity and this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the board the financial report:

- 1 Presents a true and fair view of the financial position of The Community Migrant Resource Centre Inc. as at 30 June 2013 and its performance for the year ended on that date.
- 2 At the date of this statement, there are reasonable grounds to believe that The Community Migrant Resource Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the board and is signed for and on behalf of the board by:

Chairperson



Tefrie Gardner

Treasurer



Jason Guest

Dated:

30/10/2013



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Northern Region Office:
Community Migrant Resource Centre
159 Shaftesbury Road
Eastwood NSW 2122

Telephone: 02 98581925
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