



Community Migrant Resource Centre

ANNUAL  
REPORT  
2019

Community Migrant Resource Centre

Facilitating Settlement and Building Self-Reliance



Originally established in 1996, the organisation focuses on providing specialised support services to newly arrived migrants, refugees and humanitarian entrants.

CMRC operates within a community capacity building framework to encourage individuals and multicultural communities to identify and address their own issues. It works in collaborative partnership with other agencies to provide services which have both an immediate and long term benefit for the community.

# CONTENTS

4	Chairperson's Report	18	Settlement Services Program
6	CEO's Report	24	Settlement Engagement & Transition Support (SETS) Program
8	Inspiring Change Conference 2019	26	Youth Transition Support Program
11	Treasurer's Report	31	Early Intervention & Perinatal Program
12	Administration & Finance Report	36	Multicultural Support Workers Program
14	Board of Management	40	Towards Belonging
15	Funding Bodies	44	Beyond Diversity
15	Supporting Agencies & Partnerships	45	Special Projects
17	Service Development Manager's Report	52	Business Connect Multicultural Business Advisory Services
		54	Financial Report

## CHAIRPERSON'S REPORT



**THEVAN KRISHNA**  
**CHAIRPERSON**

It is with great honour I present the Community Migrant Resource Centre's twenty third Annual Report covering the 2018-2019 financial year, to our valued members, stakeholders and friends.

In my first year as Chairperson I am pleased to report that the CMRC remains in great shape and continues to grow and serve our various communities in New South Wales. Led by our CEO, Melissa Monteiro and her excellent management team, we are starting to diversify our income sources to self-fund our growth and increasing demand for our services.

Against a background of constant change both within Australia and globally, the challenges facing a number of communities and individuals locally and abroad continue to grow. We at the CMRC Board continuously monitor these changes and levels of volatility, and ensure that our organisation is well positioned to anticipate and adapt as circumstances warrant. I thank every staff member at the CMRC who work so tirelessly. Their jobs I know are both physically and emotionally demanding, but they always rise to the occasion.

On behalf of our entire Board at CMRC, I want to pay a special tribute to Warren Schweitzer our past Chairperson who served for a period of over 5 years. With his immense knowledge and experience Warren, together with the Board has managed to guide the CMRC to ensure we were well positioned for the next 5 years. We are privileged to have Warren remain as a Board member.

The details of our achievements over the past year are summarised in the following pages of this Report. As you will note there have been a number of activities over the year resulting in positive relations being generated with all of our stakeholders. Enjoy the read!

## Governance, Performance Evaluation and Upskilling

Having laid the foundations over the last few years, our Board is now strongly focused on good governance, strategic formulation and direction. Our current Board is not only culturally diversified but have the varying skills set and knowledge to add value as we move into the future. It is also heartening to note that the code of ethics and teamwork within the Board lends to a number of positive outcomes.

This in turn enables our CEO to translate strategy into effective annual goals and objectives for her management team. We are also active in educating the Board on the risks and rewards that technology plays within organisations. The safety of our database and sensitive records is of critical importance to all of our team and stakeholders.

## Strategic Plan 2019-2021

We completed our 3 year Strategic Plan for the period 2019-2021. Our CEO then developed the annual Strategic Plan and works closely with both her Management team and the Board to ensure the document is live and delivers on the goals, objectives and core values.

In addition to our various goals, we aim to:

- 1) Become the leading settlement agency in NSW.
- 2) Achieve financial sustainability by complementing Government funding with external funding sources. This will be achieved by expanding our fee-for-service models and seeking more philanthropists and corporate participation.

## Stakeholders

The financial support and commitment from all levels of Government, including Local, State and Federal levels is crucial for our ability to deliver. The fact that we managed to secure record levels of funding in 2019, is indicative of the confidence that our stakeholders have in the CMRC's work. We aim to invite corporate companies to now participate more in community affairs.

## Outlook

With a stable Board, effective CEO and a committed Management team, I am confident that the CMRC is well positioned to meet the needs of the many communities it serves. We will continue to monitor the economic and environmental challenges facing our communities and make the necessary changes to manage them as they arise.

## CEO'S REPORT



**MELISSA MONTEIRO**  
CEO

The year 2018 - 2019 has been another huge year of progress towards making CMRC reach out to more disadvantaged, vulnerable client groups that we serve.

Starting with our Employment Programs, our community events and celebrations where we showcased the many different ways that people engage with diversity in the year. Throughout the year, we have continued to work closely with our many agency partners and local communities to deliver face to face services.

We have, in addition, delivered on the ground grass roots projects that improve the health, wellbeing, & employment for thousands of clients.

A new organisational structure, along with our strategic plan, has seen a marked difference to the operations of the Centre.

The Network developments have seen a massive increase of over 35 organisations and also an increase in the number of clients compared to previous years.

One of the key new directions is to progressively work towards a new funding model which is less dependent upon Government. I am pleased to report that CMRC has embraced this new direction with the implementation of new fee-for-service models.

We are well on our way to achieving our goals and opening up new units such as the Urban Activation Unit launched at Sydney Olympic Park. This progress would not have been possible without the joint commitment of all our managers, staff, board members, partner agencies and local communities.

I would like to say a very heart-felt thank you to each and every one of you who is working with us on this journey to make CMRC a reputable, credible, outstanding organisation. An organisation that has our people, our refugee & migrant communities, clients at the core and centre of our work.

I leave you now to read through various team reports presented in this report that will give you an insight into our people, our work, our commitment.

Please join me in thanking our Board who I am immensely grateful to for their support, governance and practice principles. To Thevan Krishna, the CMRC Chair, Reena Jethi Deputy Chair, Umaru Binneh Conteh Treasurer, Cornelia Ramsay Assistant Treasurer and Nola Randall Secretary, my heartfelt thanks.

To managers Jayshree Pather, Dijana Mackic, Priscella Mabor, Aurelia Rahman, Adrine Santos, Uma Menon, Margarita Videla, Mira Mitrovic and Namita, Dhorajiwala my sincere thanks.

To all our volunteers, we could not achieve this great body of work without your dedication and commitment.

Our work would not be possible without the financial support of all levels of Government, whether it be Local, State or Federal DSS, DHA, Department of Industry, Families & Community Services, City of Ryde, Brighter Futures. To our

donors, we thank them for underpinning the CMRC's work with the many refugee and migrant communities which we serve.

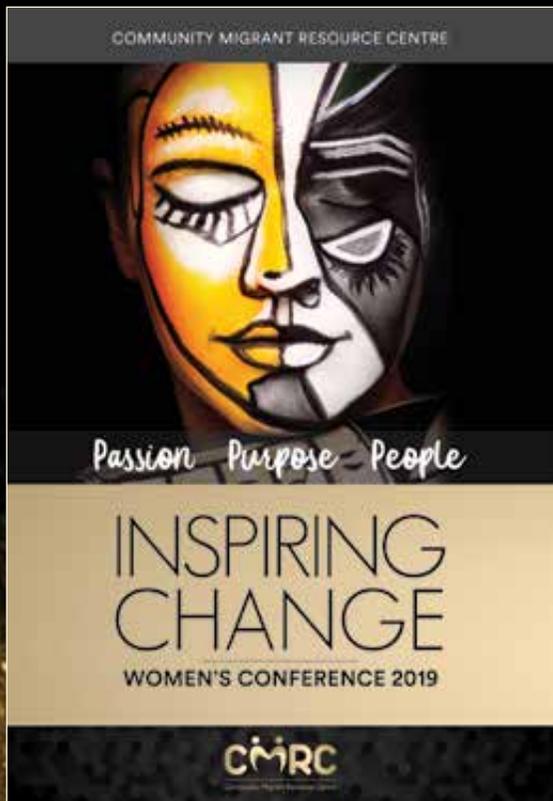
I would also like to thank the many other organisations in the community who we have partnerships and collaborated with in the past twelve months. Special mention must be made to the local Councils in our catchment. To our NSP Partners & to SSI Settlement Services International for their partnership and collaboration with the NSP and Ability Links. We look forward to consolidating the Specialised Intensive Services Program (SIS) in the year.

Thanks also to our Business Connect Partners and businesses across the state and partner agencies including SSI, Sydwest & Auburn Diversity Services. To our partners in the Northern Region that have worked closely with our staff, to Sydney Olympic Park Authority, we look forward to many more successful events in the year.



# Passion Purpose People

## INSPIRING CHANGE CONFERENCE 2019

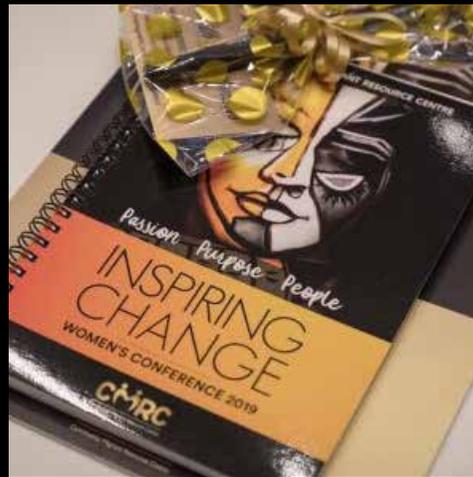


The 6th Inspiring Change Women's Conference, an initiative of the CMRC was held on 13th June 2019 at Parkroyal Parramatta.

The Conference was attended by over 250 women from diverse backgrounds coming together with the great desire of wanting to make a major impact in their communities as well as their professional and personal life.

The objective of the Conference was to offer fresh perspectives through inspiring presentations and moderated interactive panel discussions on the core issues impacting women and to inspire / challenge women to maximize their potential as catalysts for positive change.





The conference themes in the past 5 years were Inspiring Change **'Make it Happen'** in 2014; Inspiring Change **'Power of a Woman'** in 2015; **'Creating Opportunities - Pioneering Change'** in 2016; **'Be Bold Be Strong and Be Fearless'** in 2017 and **'Enduring Women/Safety, Security Preservation'** in 2018. The theme of the 2019 conference was **'Passion Purpose People/Women Without Borders—Your Green Light to effect change at the Grassroots'**. We heard from a select group of women who shared their passions, challenges and successes in their respective journeys – the challenges and the satisfaction that comes with meaningful success – and most importantly, their LIGHTBULB moments that turned their personal compass towards purpose driven causes. We discovered why these women are at the leading edge of the social change movement and what success actually looks like.



# Passion Purpose People

## INSPIRING CHANGE CONFERENCE 2019

Special thanks to Tasneem Roc for setting the Scene for the Conference, Erin Dale (Assistant Commissioner Australian Border Force) and Kay Danes (Humanitarian & Author) for their inspiring keynote addresses and keynote speakers Dr Elizabeth Shoemith (Founder & CEO The Inclusive Foundation); Karen Walsh (CEO Shelter NSW); Dr Catherine Rickwood (Founder, Three Sisters Group) and Kerrie Sheaves (Managing Director Foundational Business Pty Ltd).

We also thank our accomplished moderator for the day, Dr Renu Narchal, Senior Lecturer, Western Sydney University and influential panelists Anyier Yuol (Founder, Miss Sahara); Dr Carly Copolov (Multicultural Health Program Officer Refugee Communities, Western Sydney Local Health District); Cheryl Olmos (Co-Founder & Director, Musketeers); Sahera Sumar (Global Consultant in Leadership Development/Organisational & Individual Capacity Building) and Svitlana Fatiuk (CEO, Do What You Can). These panelists despite having unique family backgrounds shared very similar dreams and demonstrated collaboration, influence and unconventional methods to advance change in their respective fields.

We would like to acknowledge our sponsor Nutrimetics for their contribution and thank Dijana Mackic & the Admin Team for their continued dedication and commitment in coordinating this successful event annually.



## TREASURER'S REPORT



**UMARU BINNEH CONTEH**  
**TREASURER**

I am pleased to report the Community Migrant Resource Centre revenue numbers have again improved across our major and small grants against the changing and challenging landscape of the not-for-profit sector.

Total income from grants and other activities increased by 7.9% whilst total expenditures increased by only 0.3% in proportional terms.

Although there was a 5% dip (decrease of \$98,317) in Settlement Services International grant revenue (one of our major traditional grants), we have made a great stride in fee-for-service grants with income increasing by 77% (a \$196,285 increase). Despite the challenging nature of the not-for-profit organisations, CMRC was able to make a small surplus of \$16,421 which again helped to strengthen our Net Asset position (which is surplus funds carried forward) to \$483,401. Our balance sheet is healthy with total assets of \$1,366,291 & total liabilities of \$882,890 this financial year compared to 2018. Our current liabilities included provisions for our employee entitlements of \$452,688 which covers all leave entitlements – annual, long service, maternity and redundancy leave.

Ratio analysis was employed to guide our financial activities for the 2019 financial year and I am pleased to report that all the ratios employed as per CMRC's Budget Principles/Policies are favourable. It is therefore with great pleasure I present to you the 2019 Audited Financial Statements for CMRC. I can confirm CMRC's Financial Statements were again professionally audited by Behrens Rowley Chartered Accountants. The Audit was completed on 19 September 2019 and the auditor conducted test work on transactions and account balances and reviewed the internal control procedures. The signed audited financial report is attached to 2019 Balance Sheet and Income & Expenditure accounts.

It is very pleasing to see the upward curve of CMRC's financial position, success and services for our clients, stakeholders and staff. The financial accounts reflect that the organisation is meeting its charter with adequate provisions for employees. The organisation presents as well-managed and resourced and it is always a team effort to achieve such success. We have a good momentum to remain focused to lift our revenue numbers across all fee-for-service programs.

I would like to thank the Board, the CEO Melissa Monteiro, Dijana Mackic who worked tirelessly in accounts, managers and staff of CMRC for their incredible work. I look forward to continuing my extremely privileged work as the Treasurer in the interests of CMRC.

## ADMINISTRATION & FINANCE REPORT



**DIJANA MACKIC**  
FINANCE MANAGER

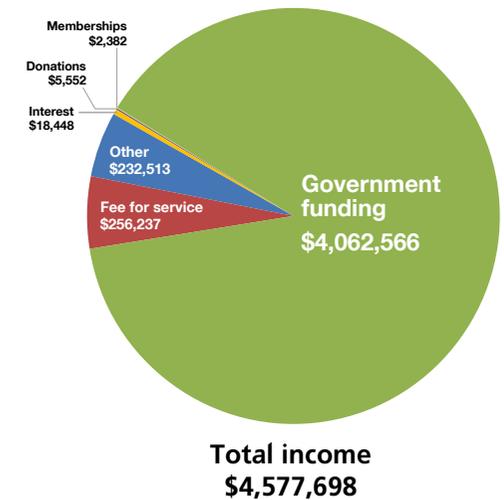
Community Migrant Resource Centre (CMRC) continues to maintain a positive financial position.

The ability of our organisation to provide quality services in Western and Northern Region, including Regional NSW that seek to meet the diverse needs of the community would not be possible without continuing support from our key funding bodies: Department of Social Services, Department of Family and Community Services, Department of Industry and Settlement Services International.

In 2018-19 income received was a mixture of funds from government and non-government organisations, partners and fee-for-service models. Fee-for-service models aim to create stable income flows to support and enhance services to our clients.

Community Migrant Resource Centre demonstrated sound fiscal management and accountability measures in 2018-19, as shown in the audit report prepared by Behrens Rowley Chartered Accountants. The Balance Sheet is strong which is reflected by total assets of \$1,366,291 and total equity of \$483,401. The CMRC has sufficient liquidity available to meet the financial obligations of the organisation.

## FUNDING



## Staff

With regards to expenditure, wages and on-costs continue to be our largest expenses but they also represent our greatest assets. CMRC has a strong pool of qualified, skilled and experienced staff. Staff provided services from our offices in Parramatta, Baulkham Hills and West Ryde.

## Membership

Sustaining and growing membership is an ongoing focus for the CMRC. Since membership campaign started in early December 2018, 55 new members were signed up through Sharing Spaces events in Parramatta, Baulkham Hills, Merrylands and Ryde.

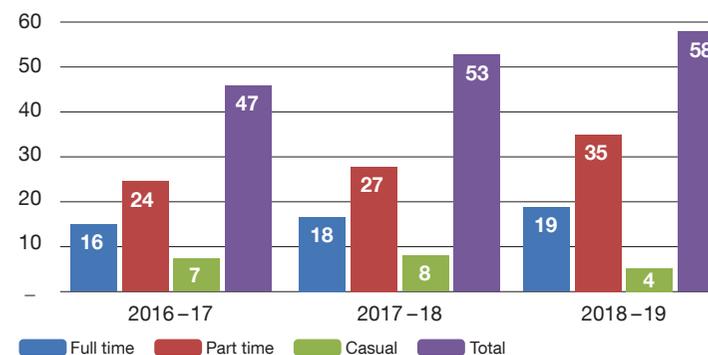
Membership income has more than doubled in comparison to the last financial year. Total number of members for 2018-19 are 79 which includes one Lifetime member.

CMRC's long-term goal has been to generate more income by continuing to diversify funding sources. CMRC focus for 2018-19 was to strengthen and enhance existing programs.

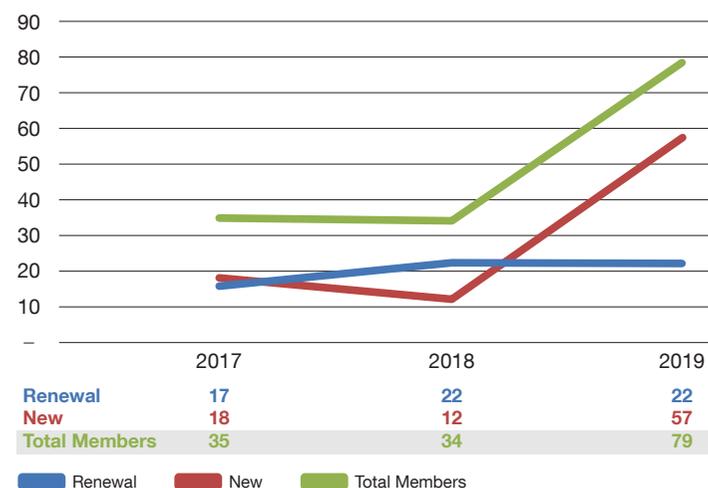
CMRC is committed to accountable and transparent financial management and follow strict procedures to ensure funds are used as intended and outlined in our contractual agreements with funding bodies and partners.

CMRC is an organisation that is financially secure and it is focused on achieving its mission. There will be sufficient resources available to meet future planned expenditure and to allow for programs and projects to be run for CMRC clients. We will do this by continuing to work with non-profit, profit and public sector organisations.

## CMRC STAFF 2017-2019



## CMRC MEMBERSHIP 2017-2019



# BOARD OF MANAGEMENT

## Executive

Thevan Krishna	Chairperson
Reena Jethi	Deputy Chairperson
Umaru Binneh Conteh	Treasurer
Cornelia Ramsay	Assistant Treasurer
Nola M Randall	Secretary

## Board

Billy Cotsis  
Keith Hamilton  
Olayide Ogunsiji  
Warren Schweitzer



# FUNDING BODIES

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

Department of Social Services (DSS)  
Settlement Services International  
Department of Family and Community Services  
NSW Department of Industry  
NSW Transport – Roads and Maritime Services  
Mission Australia  
City of Ryde Council  
Multicultural NSW

# SUPPORTING AGENCIES AND PARTNERSHIPS

## Government (Federal)

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)  
Department of Human Services  
Department of Social Services (DSS)

## Government (State)

Energy and Water Ombudsman NSW  
Fair Trading NSW  
Family and Community Services (FACS)  
NSW Police and Local Area Commands (Holroyd, Parramatta, Hornsby, Rosehill, Merrylands, Rosehill, Granville, Eastwood, Blacktown, Ku-ring-gai, The Hills and Gladesville)  
Office of the NSW Small Business Commissioner  
Roads and Maritime Services  
Service NSW  
NSW Department of Education & Communities  
State Emergency Services  
Sydney Olympic Park Authority (SOPA)

## Government (Local)

Auburn Library  
Blacktown City Council  
Canterbury Bankstown Council  
City of Parramatta Council  
City of Ryde Council  
Cumberland City Council  
Fairfield City Council  
Hornsby Shire Council  
Ku-ring-gai City Council  
Parramatta City Library  
Penrith City Council  
The Hills Shire Council  
Top Ryde Library

## Health

Community Health Centres in Parramatta, Cumberland and The Hills  
Cumberland Women's Health Services  
NSW Multicultural Health  
NSW Refugee Health Services  
Relationships Australia  
STARTTS  
Transcultural Mental Health  
Western Sydney Area Health Service  
Westmead Hospital and Centre for Newborn Care

## Youth

Auburn Youth Centre  
Creating Chances  
PCYC Auburn  
Sadat Welfare Association

## Employment

AMES Employment  
Australian Retailers Association (ARA)  
Jobactives – Max Employment Auburn, AMES Employment, Job Prospects, Mission Providence, Mission Australia  
JobQuest  
MTC Work Solutions – Youth Connections

## Corporate Partners

ANZ  
Nutrimetics

## Media

ABC TV  
Fairfax Media  
SBS  
Triple H Community Radio

# SUPPORTING AGENCIES AND PARTNERSHIPS

## Community Organisations/ NGOs/Service Delivery

### Partners

Anglicare  
At the Corner  
Auburn Diversity Services Inc  
Barnardos  
Benevolent Society  
Bonnies Support Services  
Brotherhood of St Laurence  
Christian Community Aid  
Conviction Group  
Creating Links  
Hornsby Connect  
House of Welcome  
Illawarra Multicultural Services  
IPAR  
Ku-ring-gai Neighbourhood Centre  
Lifelinks  
Mission Australia  
Multicultural Disability Advocacy  
MYAN  
Northcott – NDIS  
Northern Settlement Services  
Outward Bound  
Parramatta Mission  
Positive Vibes Foundation  
Rasaa Driving School  
Red Nose  
Relationship Australia  
Settlement Services International

SydWest Multicultural Services Inc  
Telopea Family Support  
The Hills Women's Shed  
Uniting – NDIS  
We are Muskeeters  
Wesley Mission  
White Flame  
Wiyanga House – Parramatta Mission  
Woodville Alliance

## Ethno-Specific Community Partnerships

African Women's Group  
Association of Bhutanese in Australia  
Australian Asian Chinese Association  
Australian Syrian Relief  
Australian Tamil Broadcasting Corporation  
Catholic Association of Sydney Tamils  
Harman Foundation  
Hills Korean Women's Group  
India Club  
Karen Association of Australia  
Karen Youth Organisation  
Multicultural Integration Community Support (MICS)  
Multicultural NSW  
PCYC Waitara  
SAHELI, SEVA Inc.  
SEVA Inc  
Syrian Youth Group  
Tamil Women's Group  
Voice of Tamils

## Educational Institutions

Arthur Phillip High School  
Australian Catholic University  
Australian Medical Students for Refugee Health - Notre Dame  
Catholic Education Office  
Granville South Creative Arts and Performing High School  
Granville TAFE Outreach  
Greystanes High School  
Hilltop Public School  
Holroyd IEC/High School  
Holroyd School – Special Needs  
Kellyville High School  
Macquarie University  
Merrylands Public School  
Navitas English  
Parramatta East Public School  
Parramatta High School  
Parramatta North Public School  
Parramatta West Public School  
Pendle Hills Public School  
TAFE – Meadowbank, Baulkham Hills and Hornsby  
TAFE SWISi – TAFE Lidcombe, Granville, Nirimba, Blacktown, St Leonards colleges  
UTS  
West Ryde Public School  
Western Sydney University

## Networks

Bankstown Advisory Services  
Cumberland Linker Network  
Cumberland Multicultural Consultative Committee  
Cumberland Networking Forum  
Hills Domestic Violence Prevention Network (HDVPN) – CMRC Chair  
Hills Multicultural Network (HMN) CMRC Chair  
Hornsby-Ku-ring-gai Multicultural Network (HKNN) – CMRC Chair  
Hunter MAC  
Multicultural Advisory Committee for Family and Community Services  
Multicultural Services Network (MSN) CMRC Chair  
Nepean Blue Mountains Penrith MAC  
Wentworthville Early Childhood Development Initiative (WECDI)  
Western Sydney MAC

## SERVICE DEVELOPMENT MANAGER'S REPORT



**ADRINE SANTOS**  
SERVICE DEVELOPMENT MANAGER

In 2018 the Service Development Manager was actively meeting CMRC strategic goals to deliver relevant and quality services, to migrants, refugees and humanitarian entrants.

Build solid partnerships, develop innovative proposals and solutions and achieve organisational growth and financial sustainability to continue to remain responsive to community needs and the external environments.

The Service Development Manager worked closely with CEO and other CMRC managers to ensure continuous improvement of services and high utilisation was achieved across all existing programs.

### **2018 -2019 was a productive year that achieved the following key outcomes:**

- Reviewed and updated organisational policies and procedures to continue to comply with federal and state requirements and support organisational function and progression
- Continued to look for growth, mapping and identifying funding opportunities and new viable income streams and achieve a more balanced revenue portfolio mix
- Written funding and tender applications and generated revenue through state government grants and fee-for-service provision
- Established the new Specialised Intensive Services program and lead and managed the case work team
- Embedded client service processes to enable successful case management outcomes for clients with multiple and complex teams provide support to ensure meaningful social and economic participation by those most vulnerable groups with multiple and complex needs
- Developed knowledge of best practice, review best practice models and compile best practice information for staff to use
- Conceptualised, developed and submitted project proposals
- Established new and strengthened high quality relationships with key partners.
- Wrote social enterprise model that is currently being negotiated with private sector stake holder – this refers to Food for the Soul Initiative.
- Identified partnership opportunities and explored different formats and methods of training for CMRC staff – in particular SIS staff and CMRC case workers in relation to mental health training and developed a training calendar
- Undertaken initiatives that contribute to the creation of systems and practices that enhance client services with an emphasis on continuous quality improvement.

## SETTLEMENT SERVICES PROGRAM



**AURELIA RAHMAN**  
STAKEHOLDER ENGAGEMENT  
& RELATIONS MANAGER

During July to December 2018, CMRC's Settlement Services continued to be delivered as part of the NSW Settlement Partnership (NSP) consortium led by SSI and funded by the Department of Social Services under the Settlement Services Program (SSP).

CMRC's Settlement Services are provided in the following geographic areas:

- Central Western Sydney SSD – Holroyd and Parramatta (Inner, North East, North West and South) SLAs
- Lower Northern Sydney SSD – Hunters Hill and Ryde SLAs
- Central Northern Sydney SSD – Hornsby (North and South), Ku-ring-gai and the Hills Shire (Central, North and South) SLAs

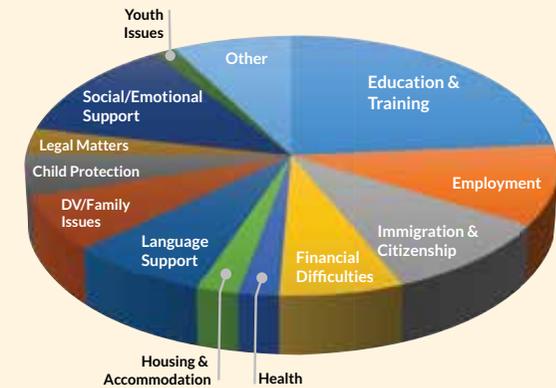
The provision of settlement services through the NSP partnership is focused on the **3 Es: English, Education and Employment**. New arrivals are empowered with information, knowledge and skills to better understand the Australian way of life, how to access services and community support and on strategies on how to become fully participating members of the new country that they now call home.

All programs and activities are geared towards creating a sense of place and belonging for individuals and communities by engaging them in participating in life in the Australian society in all its forms: economic, social, cultural, political.

**Employment** is the greatest facilitator of settlement. A significant obstacle is the lack of suitable employment. This is due to a number of reasons and barriers such as limited English and communication skills, cultural differences, limited community and employer support and experiencing displacement trauma.

Our tailored employment mentoring programs and sessions are aimed at reducing barriers and to provide practical training, skills, knowledge and empowering clients to assist them in gaining employment or setting up small businesses as appropriate.

# CLIENT ISSUES



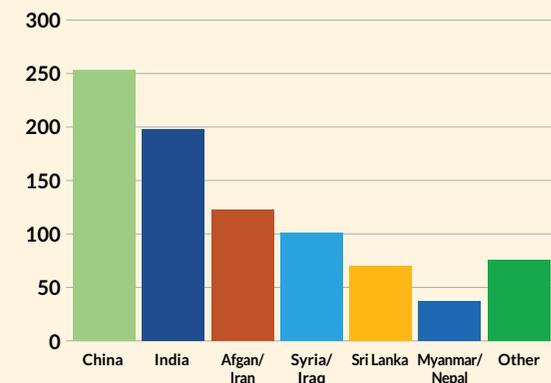
During the period July to December 2018, 865 individual clients attended 1916 sessions for casework support eligible clients with over 2600 referrals made to relevant and appropriate services. The settlement clients participated in 310 support group sessions and other activities organised by various project workers.

CMRC continued convening the Multicultural Services Network, The Hills Multicultural Network, Hornsby Ku-ring-gai Multicultural Network and The Hills DV Prevention Network. These networks meet on a regular basis and bring together local service providers to share information and work on identified projects. The settlement workers participate in key regional multicultural networks, interagency, forums and service planning committees to provide input and feedback from the communities they represent.

Number of Clients vs Occasions of Service vs Group Sessions



Clients accessing CMRC services by country of birth - 2017-2018



## The Hills and Northern Region Highlights

CMRC continues to offer settlement services in The Hills and Northern Region (Hornsby, Ryde and Ku-ring-gai LGAs). CMRC chairs the Hornsby Ku-ring-gai Multicultural Network providing the platform for local service providers to come and share information as well as listen to guest speakers.

Tailored business courses/social enterprise courses were delivered to women's groups in partnership with TAFE. Noting the importance of being empowered and independent, a number of employment workshops were organized to help women with their employment pathways. CALD specific women's group includes Korean, Chinese, Afghanistan and the Indian Sub-continent.

## Youth

Life skills sessions are inbuilt with recreational and sporting activities to encourage young people to engage positively and participate in community activities. **Orientation and life skills information sessions** on various topics like driver education and safety, financial management, how to develop and maintain healthy family relationships, negotiating consent, cultural transition, intergenerational conflict, homework support, education and employment pathways, health and nutrition, cyber safety were delivered during this period. Attendance at each session was between 12 to 25 participants.

## School Partnerships and Engagement Programs

School Partnerships have been initiated, developed and maintained at a number of schools and high schools in the catchment area. Provision of casework, homework support, sport and recreational activities such as soccer and basketball. Parent information sessions on the Australian education system have been delivered during the funded period together with engagement strategies for parents.



## Community Gardens

**The Chinese Community Garden** has continued to go from strength to strength since its inception 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 and resourced 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 and techniques in gardening.

## Employment Assistance and Workshops

Information sessions have been delivered in the reporting period across Western, The Hills and Northern regions that CMRC covers. The sessions covered introduction to the Australian job market, resume writing, addressing selection criteria, interview skills and techniques, job seeking strategies, employment and education referral pathways and Australian workplace culture.

### **Ready Steady Work Program**

- Clients from across various CALD communities that we are working with were provided with mentoring support as part of the Ready Steady Work program.
- The Empowered Job Seeker program was conducted in The Hills and the Northern Region with successful outcomes.

**Health and Wellbeing Education Programs** were organised for clients from the Afghani, Iranian, Chinese, Korean and Indian Subcontinent. The program focussed on dental health, stress alleviation, healthy nutrition in order to improve the health and wellbeing of all age groups. Stress relief programs were also run to equip participants with tips on how to deal with stressful situations that may impact on their own and family health.

## Afghan Men's Project

In early 2018, CMRC in partnership with Granville Men's Shed initiated the Afghan Men's Project with the aim of engaging men from migrant and refugee backgrounds. Three Afghan men with previous experience in carpentry took part in this project. The project provided them an opportunity to socialise and work on meaningful wood work projects for themselves and also contributing to the work of the Shed. The project also assisted the men to develop an understanding of the Australian work culture, learn work health and safety practices and build language skills through their interaction with the members of the Shed. The project was run with weekly sessions for a period of six weeks at the end of which all participants became members of the Shed and continued attending activities of the Shed.





## FORUMS AND EVENTS

### Community Services Expo

Held at Parramatta Centenary Square in October 2018 brought together over 40 services that showcased information on services and programs they deliver. This was a partnership project stemming from the Multicultural Services Network and led by CMRC. Over 600 participants attended the day, engaged with services and enjoyed vibrant cultural performances.

### Cultural Exchange Program

Held in partnership with the African Women's Group and STARTTS. This program attracts many women from CALD backgrounds. Cultural exchange activities included: cross cultural stories, sharing traditions, music and dance, sharing experiences and food from different cultures. This is a capacity building program that breaks the barriers of social isolation for women from various cultural backgrounds.

### White Ribbon Day

Celebrated in Ryde, Hornsby, Holroyd, Parramatta and The Hills Shire in November 2018.



### Orange Blossom Festival

CMRC was part of the Orange Blossom Festival in the Hills to showcase services and engage with potential clients.

### Diwali (The Festival of Lights)

Celebrations in Ryde and Holroyd in October 2018 were well attended by community members and service providers.





## SUPPORT GROUPS

### Creative Women's Hub

An initiative of CMRC and House of Welcome started in September 2015 and is still going strong. The Hub seeks to provide skills for CALD women such as beading, sewing, crocheting and other arts. The hub takes place every Thursday at Auburn Community Centre. The women meet weekly and once a month they attend Marrickville Twilight Markets to display and sell what they have worked on throughout the month.

### Toongabbie Women's Cottage

Activities such as English classes, computer classes, arts and craft, homework support and so much more take place every week at Toongabbie Community Centre. These activities are attended by 25 women or more every week.

### English Social and Conversational Classes

Held across CMRC's large geographical footprint in Parramatta, Toongabbie, Hornsby, Ku-ring-gai, Top Ryde, the Hills and Eastwood. These classes build the confidence and capacity of new and recent arrivals to acquire and practice English in social settings.

Sincere thanks go to every member of the SSP team for their hard work, commitment and dedication. The team was supported by the vision and direction of our CEO, Melissa Monteiro, the Board of Management and the great support received from the Finance and Admin team.

We could not have achieved so much without the myriad of partners and service organizations that we have worked in partnership with during this period. Thank you all very much.

## SETTLEMENT ENGAGEMENT & TRANSITION SUPPORT PROGRAM



**PRISCELLA MABOR**  
INCLUSION STRATEGY &  
INNOVATIONS MANAGER



**The Department of Social Services newly funded SETS Program started January 2019 and is delivered state-wide as part of the NSP Consortium (SSI-led).**

CMRC has diversified its service base over the last five years, and social inclusion sits front and centre as one of the most critical needs facing newly arrived refugee families. Holroyd and Ryde LGAs have again welcomed new Australians on to our shores, from two regions affected by protracted conflicts – Syria/Iraq and Afghanistan.

Service planning and sector development has focused on social inclusion outcomes underpinning programming decisions around language acquisition, education pathways and tailored employment support. A large number of Syrian women with children have presented to our service in West Ryde, and Syrian and Iraqi families around Merrylands and Greystanes have connected through purposeful program design and individualized casework support. CMRC's Community Connections initiatives support our newly arrived communities and the ongoing dispersed communities across the broader Sydney metropolitan area, as we have partnered across key calendar events such as International Womens Day, Harmony Day and Refugee Week.

We have created spaces for our COMMUNITY Voice to be shared at a number of regional and state-wide forums, to help drive important advocacy work across the sector to affect meaningful change at policy levels.

The **Towards Tomorrow** Program has provided service delivery to over 1,500 clients and more than 4,500 community members have benefited from our group work and capacity building programs.

This program has been shaped and designed by 15 dedicated staff. A huge thank you goes to Manal Abzakh, Narayan Dhimal, Frank Feng, Sonia Islam, Conscila Jerome, Acouth John, Biljana Kulic, Bahram Mia, Anisha Thapa and Victor Saw.

In late April, CMRC welcomed on board three new staff to help drive our diversification strategy, broaden our partnership base and generate Social Impact synergies across the Northern Region and the Hills – Chrissie Ianssen, Kate Snailham and Veronica Riddell.



## Site of Solace Event

On the 21st of May 2019, our Towards Tomorrow! Team were able to respond to the horrific attacks that occurred in Sri Lanka earlier in the year. The **Site of Solace** Event was held that evening. Conscila Jerome provided coordination for a community-led response at the candle-lit vigil and ceremony at Centenary Square. CMRC stood in unity with the Sri Lankan community in condemning those who promote division and engage in divisive commentary. The entire team stepped forward to support this incredible initiative, in the true spirit of solidarity.



## YOUTH TRANSITION SUPPORT PROGRAM



**PRISCELLA MABOR**  
INCLUSION STRATEGY &  
INNOVATIONS MANAGER

The DSS funded Youth Transition Support Program (YTSP) is delivered nationally by six organizations throughout Australia. DSS Minister Christian Porter officially launched the program in December 2015 with a view to decrease the risk of social and economic isolation experienced by refugee youth. Community Migrant Resource Centre (CMRC) delivers the program throughout Western Sydney.

YTSP introduces a circular innovation practice in research and service delivery conducted with disengaged refugee and migrant youth, as we investigate and trial interventions that support the individual in co-designing solutions in their education and employment journey.

CMRC has delivered, in close consortia with our partner MRCs (ADSi and Sydwest), a number of programs throughout the Western Sydney LGAs of Auburn, Holroyd and Blacktown. To support findings from the Australian Institute of Health & Welfare related to key health & wellbeing social indicators, we are committed to enhance a young persons' ability to remain at high school, transition to further education, to recognize the skill sets and capacities of young people through Advantaged Thinking, to improve their job readiness to enter the Australian workplace and culture, explore and most importantly to engage in dialogue with business and employers about the key benefits which will flow when supporting a diverse workforce.

YTSP has been independently evaluated by Synergistiq.



**The PROGRAM has provided service delivery to 1789 clients, with 1244 employment & education related outcomes (including completion of a work readiness course, LWE achieved, achieved paid employment) to the end of June 2019, with our partnership-led model of integrated support.**

This program has been shaped and designed by 15 dedicated staff. A huge thank you goes to the Youth Team working at the coalface: Dilir Ali, Arash Bordbar, Pilar Cardenas, Rnita Dacho, Latifa Hekmat, Molly Hibbert, Hina Khan, Alison Luke, Tanaka Magwature, Saira Mohammad, Tamana Muslih, Paz Roman, Harerta Woldemariam, Anyier Yuol. Plus 28 members of our casual Youth Team who work alongside the staff in fostering a sense of justice, equity and inclusion with each participant in their programs. Mahmoud Murad has been a great asset to the team this year.

An integrated service delivery model hinges on our key service delivery partners. A tremendous thank you to the YTSP Coordinators at ADSi (Justin Han) and Sydwest (Ahmed Shmela). Thank you to Frank and Clement, for support and management of the programs delivered. We also thank MYAN (Nadine, Peter ) and our 5 consortium partners on this journey (Lebanese Muslim Association, Access Community Services, MDA, Foundation House, Brotherhood of St Laurence).



## **2019 AWARD**

YTSP Awarded **OUTSTANDING YOUTH LEADER** in Western Sydney for 2018 at the ZEST AWARDS at ANZ Stadium with the NSW Premier.

**Aya Mustafa**, part of the Mentoring Accelerator Program, was the recipient thanks to her research work with 25 Syrian and Iraqi families investigating education and employment outcomes, and her work championing other young women from Iraqi backgrounds to explore education pathways.

## Real World Employment Pathways

**Syrian Innovators Hub** (CMRC) Investment in Syrian incubator for Syrian design thinkers and creatives. This program has identified unmet needs and opportunities for skill development such as research on a Refugee Hub website and identified labour and business gaps in the market. Small business incubators have run to explore opportunities outside advertised job markets, strategies to approach recruitment agencies and key vacancy spikes have resulted in retail focus for clients pre-Xmas. The program also initiated a Syrian Iraqi Family Connect Day to bring together clients with their families and the wider Syrian community.

**Work Ready** (CMRC, SYDWEST, ADSI) Identify aspirations, reflect on learnings, achievable goal setting and job readiness self-paced learning groups. WR Driving Scholarship Program provides access to wider employment and educational opportunities – subsidised driving lessons from bilingual instructors.

## Education and Career Accelerators

**Discovery Mentoring Program** (CMRC) Flagship mentoring and tutoring program for school, TAFE and university students. This high impact strategy employs university students to individually support youth in relation to core curriculum barriers such as subject comprehension, career pathway planning in subject selection and critical support in line with pre-employment planning for jobs of the future.

**On Track** (CMRC/ SYDWEST) Outreach program delivered at Holroyd, Arthur Phillip and Mitchell High Schools. On Track has strengthened relationships between school support staff and created opportunities for more collaborative work practices between the settlement sector and education sector leading to better outcomes for students – with services working in concert with each other.

**Navigating Resettlement & Education** (SYDWEST) Further education access, information and tutoring program to support university students living in Blacktown and Mt Druitt.



## Capability Building / Enhancing Social Capital

**Kicking Goals** (SYDWEST) Integrated sports, education, leadership, skills development and employment pathways program delivered by Creating Chances at Mitchell HS, Holroyd IEC and Arthur Phillip HS.

**Sisters Together** (CMRC) Social inclusion program to build connections between clients, staff and the wider community. Muhaddisa Haidari coordinated this program with Hina Khan and worked closely with 15 Afghan young women in creating spaces to gain confidence in communicating in English and later shaping pathways.

**Together for Sport** (SYDWEST, ADSi) Access program for refugee clients to participate in sports programs – training, participation in tournaments and assistance with registration to mainstream clubs.



## Vocational Guidance

**Tafe Taster and Trade Taster Program Series** (SYDWEST/CMRC) Partnerships with Nirimba & Granville TAFEs have delivered a series of taster courses with participants supported in vocational stream selection and guidance from skilled practitioners.

**Train Up** (ADSi) Over 400 clients participated in certificate-based training courses. Over 80 clients secured employment following trade courses in hospitality, construction, banking and IT.

## Sector Development

**Future Focused Speaker Series** (CMRC) Support services to navigate diversity in the youth sector, through a Masterclass program delivered by young people from Syria, Iraq & Iran. Sector development training delivered to: DHS/Centrelink, FACS, Mercy Connect, Catholic Education Office, Ryde Council, Family Drug Support Services, Hills Shire Council, Cumberland Council, Ku-ring-gai Council & Rotary.

**Blacktown Employment Strategy** (SYDWEST) The Blacktown Employment Strategy is a working group that comprises Jobactive service providers such as Job Prospects, MTC Work Solutions as well as Blacktown Centrelink & TAFE. This working group has brokered employment pathway opportunities for clients.



## EARLY INTERVENTION & PERINATAL PROGRAM



**MARGARITA VIDELA**  
CALD EARLY INTERVENTION AND  
PERINATAL PROGRAM AND PROSPECT  
TENANT ENGAGEMENT PROGRAM MANAGER

The CALD Early Intervention and Perinatal Program (EIPP) aims to provide children from Culturally and Linguistically Diverse Communities with the best start in life. Funded by NSW Family and Community Services (FACS), the program provides services to expecting parents and families with children aged up to 8 years old.

The Program follows an evidence-based, strength-based and child-centred approach. In order to achieve the EIPP delivers a range of tailored and inclusive activities to provide better outcomes for children and their families.

During 2018/2019, EIPP team worked towards aligning its services with District priorities especially Children 0–3 years old, Young Parents (under 20 years) including the local priorities like Family and Domestic Violence, Parents as Carers and CALD communities. Our work focused on families living in vulnerable areas including Merrylands, Granville, Berala, Guilford and Westmead while being mindful of existing ongoing EIPP services in these areas. This year EIPP received an increased number of referrals for support to CALD families and an increased number of participations by families across all its programs.



*"It is great to have someone you can trust will guide you to keep the family together."*

### Supported Playgroup

Supported Playgroups aim to enrich children's early learning and development and also support the wellbeing of parents as well as building their capacity. CMRC ran Supported Playgroups in different locations across Cumberland and Parramatta LGAs. They are run on public schools' grounds and community centres which provide a safe environment and soft entry to engage with parents from CALD backgrounds.

This year a number of information sessions and workshops were delivered to the different groups. These sessions were planned in consultation with the attending parents and delivered to address their specific needs. This year the sessions included topics covering Children and Families Wellbeing, Perinatal and Anxiety, Early Literacy Mothers and Children Matters, Mothers Health Literacy, Health Awareness for CALD Women, Healthy Relationships and Mental Health.



### Parenting Programs

Triple P Level 4 Program aims to promote children's development and help parents manage children's behaviour in a constructive way. This program enhances the development of healthy and positive parent-child interactions. This is especially beneficial when parents are facing challenges that may compromise their parenting capacity. This year Triple P Level 4 seminars were included as part of the sessions for the Young Women's Refuge and Mothers of Many Societies support groups.

In response to the large number of referrals from FACS this year, the EIPP Family Worker delivered an increased number of Enhance Triple P Level 5 sessions. Parents referred to these sessions are families with children in the FACSs child protection system or at risk.

Other parenting programs delivered this year include 123 Magic, Parenting Plus and Women as Mothers.



*"I could share my thoughts, my feelings and my concerns without fear with the other mothers they were feeling as lonely as I was."*

### Home Visits

EIPP Home visits provide one to one support to parents with children from 0 -2 years of age. CMRC EIPP receives referrals mainly from Westmead Hospital Midwives, Social Workers, Community Health Services, Family Referral Services as well as other services. This year the program conducted 55 home visits to CALD families with a new born. Through these visits initial referrals were made to programs and services including Mothers of Many Societies, domestic violence and disability support. After the initial referrals EIPP continues to supports these families through the regular supported playgroups in their area.

### Transition to School

Around October and November, the children attending the Supported Playgroups who are going to kindergarten attend Transition to School programs run by Primary Schools. The program helps prepare children for different school activities and routine at the school. These sessions have a holistic and inclusive approach. Parents also become aware of the education system in Australia including rights and responsibilities. Families are informed on how they can receive support during this transition and build a stronger relationship with their child's future school.

### Readiness to School Program

Readiness to School Program aims to ensure that the child is ready and able to cope with the transition into primary school. The program runs a series of activities that help children become familiar with the school environment and adjust easily into the school routine. These activities focus on stimulating brain and language development, enhancing motor and social skills. socialising and language development.

### Mothers of Many Societies Support Group

This is an ongoing partnership program with Westmead Hospital Women's Health Clinic and targeted for new mothers from CALD backgrounds. The focus of the program is building skills and confidence of new mothers to care for their new born child. It also provides CALD mothers the opportunity to meet other new mothers and encourages the women to speak honestly about the challenges and joys of giving birth and caring for a new born in Australia. A main outcome for the women attending this support group is breaking isolation and developing social network with other women going through the same experience. This program is run four times a year with eight sessions on relevant areas to the new mothers. The program also supports new mothers referred to the EIPP by Early Childhood Nurses in the Cumberland and Parramatta Areas.

*"We build relationships that are focussed on children, to give dignity in partnership with parents, families & communities by the use of collective wisdom, skills and courage to keep children safe."*

### Paint Parra Read – Annual Reading Day 2018

CMRC in Partnership with City of Parramatta Library have been working in collaboration from 2010 on the Paint Parra Read Program. In 2018 the Annual Reading Day was held on September 12 at St John's Cathedral, Parramatta.

The Paint Parra Read program promotes early literacy and educates families about the importance of reading, talking, singing and rhyming from an early age. With this aim the EIPP team delivers reading activities in different languages for its groups throughout the year.



### Holroyd School

In late 2018, CMRC in partnership with Holroyd School established a Community Hub within school premises to enhance access to services to the school community. From February 2019, CMRC started weekly outreach and initiated supported playgroup at the Hub for parents. Regular activities were also organised to support the well-being of families which were organised in collaboration with various agencies including Uniting NDIS, Centrelink, Family Planning NSW, NSW Energy and Water Ombudsman and the Smith Family.

### Young Women's Refuge

This year the work with Parramatta Mission evolved through partnerships with other services to provide a more holistic approach to service young women from a local refugee including Christian Community Aid. Over the year the program was planned and delivered to support young mothers. The program aims to provide educational and social support to improve the wellbeing their children as well as young mothers.



*"When you are understood you trust."*

## UNICEF Report

CMRC EIPP was approached by Western Sydney University for support to engage its participant families in a research project it is conducting in partnership with UNICEF. The research is a part of an international research project on young children and food habits of families in different cultures. The research is being conducted in over 18 countries around the world.

Two CMRC EIPP groups participated in a series of activities to explore ideas about food and nutrition and discusses the challenges associated with access to food, healthy eating and breastfeeding. The results will feature in a UNICEF report about young mothers.

## Partnerships

CMRC EIPP recognises the strategic partnerships with key service providers as the key to successful delivery of its projects and positive outcomes for participating families. We appreciate the contributions from our partners and look forward to the continued support to in working towards the wellbeing of the children from CALD families in Parramatta and Cumberland local Government Areas.



## Volunteers

CMRC EIPP team is grateful for the contribution of all its volunteers. Apart from the logistic support they provide to ensure the smooth delivery of project activities, our bilingual volunteers bring valuable cultural knowledge that enhances engagement with families and ensures positive and active participation of attending mothers.

## CALD EIPP Participation and Contribution

The CMRC EIPP Workers actively participate and contribute to a number of innovative initiatives and meetings. These include Wentworthville Early Childhood Development Initiative, Multicultural Advisory Committee, Linkers Networks and Multicultural Services Networks.



*"CALD families may not have extended family or community support, and refugee families may be suffering from trauma associated with fleeing difficult situations. There are barriers that may prevent CALD families from engaging with services, including trust and shame issues, language difficulties, concerns about confidentiality and insufficient knowledge of systems and services."*

## MULTICULTURAL SUPPORT WORKERS PROGRAM



**NAMITA DHORAJIWALA**  
MANAGER MULTICULTURAL  
SUPPORT WORKERS PROJECT

Community Migrant Resource Centre (CMRC) has over two decades of experience in the provision of services tailored to specifically meet the needs of migrant and refugee populations settling in NSW.

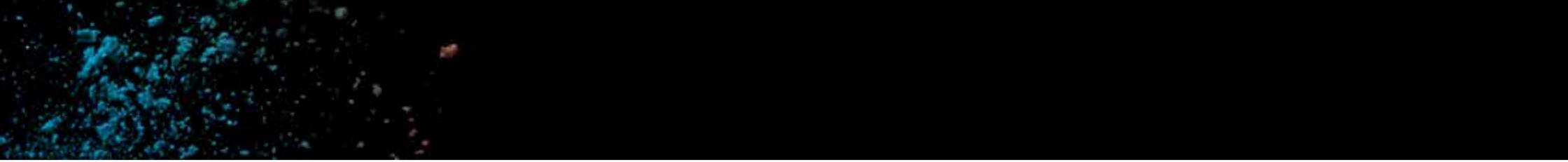
Multicultural Support Workers Program (MSWP) has been developed with and is supported by the Multicultural Services Unit, Department of Communities and Justice (DCJ) to assist DCJ frontline staff in engaging with vulnerable migrant and refugee families through the provision of language and cultural support. The program is a strengths based program which focusses on observing, recognising, utilising and building upon existing positive parenting aptitudes and capabilities to keep migrant and refugee families together. The primary goal of this program is to the engage families and communities and assist DCJ to monitor and establish safe, secure and stable environments for children amongst culturally and linguistically diverse (CALD) communities.

### Raising Cultural Awareness

The MSWP Team facilitates workshops and group work with families on cultural insights on values, practices and strategies in raising children and keeping families together. A number of community education programs are run for targeted vulnerable families that require information and support during their settlement period.

### A New Beginning

When a family is disrupted by no fault of their own and they have to start from scratch with a new beginning in another country, with unfamiliar laws, education and health systems, where there is a different language, different culture and the trauma of having to move away from what is familiar is a traumatic experience and process for the family.



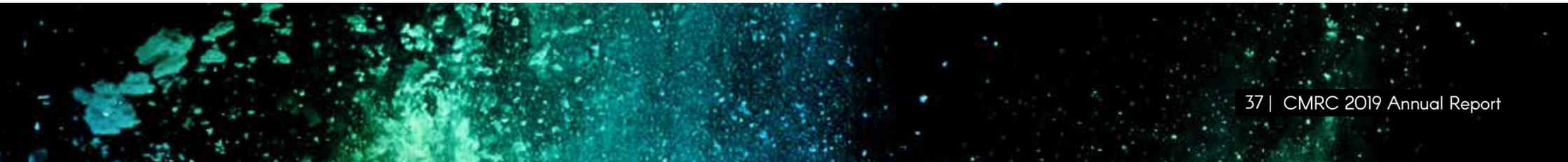
**The MSWP Team provides services to:**

1. DCJ case workers in their casework practices by providing professional insight into learning about the culture and cultural practices of raising children in different cultures
2. The MSWP team provides culture and language support by engaging the families through sessional workers that are from their own community, speak the language and understand the cultural nuances through the provision of a culturally sensitive and strengths based service
3. CALD families and communities are engaged in relevant training sessions that teach them about the Child Protection Laws in NSW and about keeping children safe.

**Individuals and Working Together**

Our MSWP Sessional workers assisted DCJ caseworkers on 142 occasions after receiving 78 referrals from 13 different DCJ community service centres around NSW. There were cultural and language support services provided to vulnerable CALD families and parents that were going through the child protection system with DCJ requiring support on observed child protection matters of concern.

We have collaborative partnerships with various local DCJ offices within NSW, with other local, state and federal government bodies. We also work with other NGOs from time to time on collaborative projects where we share common goals.



### In the Permanency Planning Space

We offer Cultural and Language support to DCJ caseworkers assisting with appropriate culturally appropriate solutions for CALD children in Out of Home Care by maintaining cultural connections with family, community, language, religion and culture.

### Presentations

We assist by running the following presentations to educate communities and families in their own language:

- Child protection
- Out of Home Care
- Any other issues relevant to the communities.

### We Contribute to Government Policy

MSWP actively participates and contributes to DCJ Quality Assurance Framework Reform, DCJ TEIP Reform, MAC meetings, Linker meetings, DCJ Risk of Significant harm (ROSH) meetings, Child protection Interagency, Migrant Interagency and Western Sydney, Cumberland, Sydney Northern other relevant networks.

### How We Made a Difference

CALD families felt that they were understood and that they could trust the services when things were communicated in their own language.

They felt respected and heard when their fears and feelings were acknowledged.

They felt supported and felt that they could trust in services when they understood how things worked in Australia.



## 2018–19 Accomplishments

DCJ and other NGO's that have partnered with MSWP have reported numerous ways in which they have observed CALD Families benefiting from this partnership approach.

In 2018 -19, MSWP delivered 19 **child safety workshops** and seminars in various locations around the state to a diverse range of families and communities.

**Referrals** in 2018-2019 came from a number of DCJ offices and districts in NSW.

**The languages** that MSWP provided cultural and language support in 2018 – 2019 include: Dinka, Juba Arabic, Kirundi, Swahili, Somali, Arabic, Chinese - Cantonese and Mandarin, Italian, Bangla, Persian, Krio, Thai, Tamil, Rohingya, Vietnamese, Asante Twi, Spanish, Hindi, Samoan, Fijian, Maori, Kirundi, Tagalog, Turkish, Belgium, Armenian, Spanish, Assyrian, Nigerian, Urdu, Sudanese and Uruguayan

## The Future

The MSWP workers are accredited:

- Triple PPP parenting programs providers and are available to deliver language and culture specific parenting programs, 'Parenting Between Cultures', 'Family Group Conferencing', 'Families in Cultural Transition' program provider
- We have expanded our team and the team strength is now 40 Sessional workers who are fluent in over 44 languages and dialects to be able to service the growing number of referrals for the languages.

## Grateful

Much appreciation to DCJ for the ongoing funding and partnership in delivery of this valuable program. I also wish to acknowledge and express my appreciation to Peter Prants, Echo Morgan, Belinda Pauline, Bernice Redman and Fatma Mohamed from DCJ.

A big thank you to our CEO Melissa Monteiro, Mira Mitrovic, Dijana Mackic, CMRC Executive team and Michael Kim for their ongoing input and support.

To all staff in the MSWP Team, other CMRC colleagues, volunteers and students on placement, I would like to acknowledge your participation and contribution to making this a hugely successful year.

## TOWARDS BELONGING PROGRAM



**MIRA MITROVIC**  
**TOWARDS BELONGING**  
**PROGRAM MANAGER**

Towards Belonging Program builds relationships that focus on Safety and Wellbeing of migrant, refugee and asylum seeker children.

Towards Belonging Program is a Fee-for-Service Program that collaboratively works with parents, extended families, communities and our partner agencies on:

- Observing, recognising, utilising and building upon existing positive parenting aptitudes and capabilities to, wherever possible, keep CALD (Culturally and Linguistically Diverse) families together
- Acknowledging and understanding differences in child raising practices and utilising both cultural and legal knowledge and wisdom, skills and courage to jointly ensure kids' safety.

### The Positive Impact We Make On Communities

Maintaining our own and our children connection to the culture, religion and language have better outcomes for children as they grow up than those who are not supported in this way. These connections help children to understand where they have come from and to develop their sense of belonging and identity. Also, helping children stay connected with their culture, language and religion can also help if children are separated from their parents and especially at the time of being reunited with their birth parents (Burke, S. and Paxman, M. 2008. Children and young people from non-English speaking backgrounds in out-of-home care in NSW, Centre for Parenting & Research Service System Development Division, NSW Department of Community Services).

### Cultural Awareness and Practice & Group Work

We design and deliver various cultural awareness workshops that have a focus on children's safety and/or maintaining cultural roots with children either at Risk of Harm OR in Out of Home Care. We provide professional insight into the culture and ethnic practices of raising children in different cultures.

*Acknowledging and understanding differences in child raising practices, and utilising both cultural and legal knowledge and wisdom, skills and courage to jointly ensure kids safety.*

### Discipline and Kids Safety

We design and deliver workshops on utilising positive parenting strategies whilst taking into consideration specific cultural insights on values, practices and strategies in raising children and safely keeping families together.

### Permanency Planning, Restoration, Guardianship and Adoption

We create Cultural and Language support to culturally appropriate solutions for CALD children in Out of Home Care. We support their meaningful cultural connections with family, community, language, religion and culture. We

assist and support OOH service providers, birth families and Foster carers by providing them with an easy access to programs like **Family Group Conferencing, Cultural consultations, Links to cultural connections,** networks, programs, activities, events and other important aspects of maintaining the culture.

### Workshops

We assist by running the following workshops to educate staff:

- Implementing cultural learnings in the area of the Out of Home Care work
- Important Cultural insights for creation of Cultural Care Plan and My Story.



### One On One Work & Collaborative Work

We have expanded our team and the team strength is now 40 Sessional workers who are fluent in over 44 languages and dialects to be able to service the growing number of referrals for the languages.

#### **Currently we represent the following cultural backgrounds:**

South Sudanese, North Sudanese, Burundian (Kirundi and Swahili), Somalian, Iraqi, Kurdish, Syrian, Chinese - Cantonese and Mandarin, Bangladeshi, Iranian, Sierra Leon, Thai, Tamil, Rohingya, Vietnamese, Asante Twi, Indian Subcontinent(Hindi, Tamil, Bangla, Nepalese & Urdu) Samoan, Fijian, Maori, Tagalog, Turkish, South American (Spanish), Iraqi Assyrian, Nigerian, Korean, Serbian, Bosnian, Croatian, Russian, Burmese, Indonesian, Cambodian

### Contributing to Government Policy

Towards Belonging Team has been actively participating and contributing to DCJ Quality Assurance Framework Reform, DCJ TEIP Reform, MAC meetings, Linker meetings, DCJ Risk of Significant harm (ROSH) meetings, Child protection Interagency, Migrant Interagency and Western Sydney, Cumberland, Sydney Northern other relevant networks.

### Positive Feedback From CALD Families

There is an evidence of great outcomes achieved by number of various CALD Families. Positive engagement, commitment, work and inspiring outcomes have been observed, reported and recorded.

Families reported feelings of respect, understanding their fears and lack of trust; hearing, understanding and collaboratively working on their own concerns and confusions in order to ensure the clarity on systems, agency and legal requirements in maintaining children safety.

Formal evaluation by the Western Sydney University is on its way. Towards Belonging Program partnership with Wesley Mission Brighter Futures is currently undergoing intensive and comprehensive evaluation.

### Acknowledgements and Looking Forward

Referrals in 2018-2019 came from various partner agencies cross NSW and ACT. Wesley Mission, Catholic Care, Relationships Australia, Barnardos, Creating links, SSI, NSW Health, NSW Police, and others.

Much appreciation to all the partner agencies, especially Wesley Mission Brighter Futures managers Catherine Wood and Alison Bird (Cumberland, Blacktown, Penrith and Nepean) for the successful partnership in delivery of this valuable program.

I also wish to acknowledge and express my appreciation to Department of Communities and Justice (formerly known as NSW Family and Community Services) for the ongoing encouragement and support in setting up and delivery of Towards Belonging Fee-for-services Program. My greatest appreciation going to Peter Prants, Echo Morgan, Belinda Pauline, Bernice Redman, Fatma Mohamed and Ozen Cemalli from DCJ.

A big thank you to our CEO Melissa Monteiro, Jayshree Pather, Dijana Mackic, Namita Dhorajiwala and the rest of CMRC Executive team. Sincere and massive appreciation to my colleague Michael Kim for his dedication, ongoing input and support.

To our 40 cultural and language support team members, other CMRC colleagues, volunteers and students on placement I would like to acknowledge your participation and contribution to making this a hugely successful year.

With excitement I look forward to another year of servicing CALD Communities in ensuring better and safer todays and tomorrows for all children from CALD backgrounds.

## **2018 – 19 Achievements**

In 2018-19 Towards Belonging Program partnership with Wesley Mission Brighter Futures (“Collective Impact”) was nominated for two awards – ZEST Award and NAPCAN Award. Many of the CALD families have achieved great outcomes in 2018-19 as a result of two agencies (CMRC and Wesley Mission) dedication and successful collaboration.



*"I will reflect and definitely use it (the training) to support a culture of compassion and inclusiveness in my team and how we engage with the public"*

*"Fantastic, passionate and well presented. Enjoyed it from a personal and professional level."*

## BEYOND DIVERSITY PROGRAM



**AURELIA RAHMAN**  
STAKEHOLDER ENGAGEMENT  
& RELATIONS MANAGER



**With close to 25 years of experience in the settlement arena, CMRC's Beyond Diversity Cultural Competency program takes the lead to build more inclusive and cohesive communities by conducting workshops that engage participants in a journey to explore and expand their own knowledge, skills and view of the world.**

Refugees arriving in Australia bring with them a vast array of experience, skills and motivation to contribute to the new society they find themselves in. How can we better facilitate their contributions and foster more inclusive communities? Government, businesses and not-for-profits require evidence-based strategies, training and leadership support to meet the challenge of refugee settlement in Australia. Beyond Diversity presents an opportunity for a 'shift' in mindset, with a suite of services to transform practice, business and leadership.

Beyond Diversity program delivers migrant and refugee focussed cultural competency training, consultancy and mapping workshops and community engagement activities. The program employs facilitators and trainers from refugee backgrounds to share their insight and expertise to build greater understanding of the settlement experience. In addition to this, the training program is customised to the unique challenges and needs of individual organisations to maximise impact and bring about real change in attitude.

Since the launch of Beyond Diversity program in 2017, Beyond Diversity has successfully engaged and worked with government, corporates, health and community based not for profit organisations to enhance their capacity to better engage and communicate with people from various cultural backgrounds.

This is some of the feedback received through the training program evaluation:

*"Wonderful training overall, very informative and made me reflect on myself and my practice."*

*"I wish all Australians could do this training"*



# SPECIAL PROJECT

## GOING HOME STAYING HOME PROJECT



Launched in August 2017, the project provides a pathway for real estate property managers operating in the Parramatta LGA and surrounding areas to identify tenants who are showing signs of financial stress or are struggling to meet their tenancy obligations and to refer these tenants for advice and early intervention support to prevent failing tenancies.

The Going Home Staying Home project assists to avert housing situations from further deteriorating which would lead to negative outcomes for tenants, the real estate agents and the owners.

The service does not only assist tenants to maintain their accommodation and avoid blacklisting but is also intended to save landlords the costs of Tribunal attendance, unpaid arrears and vacancies while replacement tenants are found. The focus of the project is to rehouse tenants on the private rental market. This project is funded by Mission Australia.

Apart from linking clients and showing them pathways to long term accommodation, partnering with other service providers, the worker is consistently working to organise housing workshops and information sessions in Parramatta LGA to empower clients through education and training.

Ongoing engagement is held with various Real Estate Agents as there is the need to constantly promote this service to increase referrals to the project, maintain and strengthen relationships in order to save tenancies for the benefit of clients in the first instance.

Through this project, CMRC was able to build and consolidate strong links and relationships with real estate agencies in the Parramatta LGA and beyond. In the past financial year, a great number of clients who met the eligibility criteria for the project, were assisted to find suitable and affordable accommodation in the private market. They also increased their understanding about the rights and responsibilities of tenants as regular sessions are run in partnership with FACS Housing and Tenancy Advice and Rights Centre.

We would like to thank Mission Australia for the opportunity to work with them and the guidance and constant support provided throughout the year. The small but dynamic team of Going Home Staying Home Project, Narayan Dhimal and Ian Johns, worked tirelessly to meet the project objectives and we are grateful for their commitment to the project. We are looking forward to new challenges and achievements in the year ahead.

# SPECIAL PROJECT

## URBAN ACTIVATION CONNECTING COMMUNITIES



CMRC is a leader in the diversity and inclusion space. For over 25 years, CMRC has provided service delivery, sector development, training and consultancy services across NSW.

**Urban Activation steers a new direction for our centre and the communities we serve. Urban Activation asks the question: how satisfied are we with the neighbourhoods in which we live.**

Do we expect more than so-called convenience stores, free wifi and skinny mocha franchises?

How do we measure the wellbeing of a suburb or city – how happy or satisfied do we need to be? Cities were originally created for people, by people. However urban sprawl and high rise nightmares have seen social outcomes for communities greatly impacted and rates of depression rise. The health benefits of human connection are profound and well documented.

People are rising up and asking questions about the quality of their lives and how to reconnect in an age where human contact is referred to as FACE TIME on a device.





CMRC's **Urban Activation Unit** is part of a global revolution: saying goodbye to smart phones and hello to smart spaces energized by people with purpose and passion. We draw on localised solutions and intentional design for each activation we curate.

This year we have begun working in close collaboration with the Sydney Olympic Park Authority (SOPA) where we have helped transform public spaces in SOPA precincts into vibrant constellations of authentic communal connection. We activated spaces for corporate residents like NRMA, students from the WSU campus, tourists and for social isolated families in the apartment blocks. The for-purpose events in April and June (featuring our Food Safari Stalls, Artist Bazaar, Keeping It Real - On The Catwalk parade, dance battles and 9D Cinema) were fun and engaging and provided a platform for chefs, entrepreneurs, performers, artists and artisans from refugee and migrant backgrounds to shine.



# SPECIAL PROJECT

## BUILDING CAPABILITIES PROGRAM



The Dept of Social Services newly funded Building Capabilities Program started in 2019 and is delivered state-wide as part of the NSP Consortium (SSI led).

CMRC has undertaken research into service gaps that may exist in the building cultural competencies and community capabilities space. As a result, our new CCB Officer, Tamkin Hakim, has designed and delivered a number of innovative solutions to these gaps.

Building capabilities in newly arrived communities from Syria, Iraq and Afghanistan is a long term goal and requires sensitivity and consistency in approach when building the agency and skill sets of individuals so they can then provide support and training to their respective communities.

Our target groups included those who were currently volunteering in a formal capacity within ethno-specific community associations, were currently undertaking social work degrees at University or TAFE or were in entry level positions in the community sector.

Three programs operated during April – June 2019. **Upskill Yourself** (Leadership Program), **Building Bonds** program with Afghan and Iraqi women (financial literacy, managing conflict) and the **Inspiring Girls Camp** (with **Creating Chances**) where participants had the opportunity to build their leadership and EI “muscles” during a three day excursion in the ACT. Some CCB graduate news include Masooda Granzooy who has now opened her own catering business and Anas Khawam who has now secured a full time role with CMRC’s Business Connect program as a Syrian Business Advisor.



# SPECIAL PROJECT

## RYDE CONNECTOR PROGRAM



**1,200 CALD community members participated in our Ryde Connector Program. In early 2019, CMRC's Bilingual Inclusion Unit was funded by the City of Ryde Council to help shape the consultation process in developing an informed and inclusive Social Plan and Creativity Strategy for the Ryde LGA moving forward into 2020 and beyond.**

CMRC contracted 7 Bilingual Inclusion Workers to engage with relevant community stakeholders in the Ryde LGA from countries including China, Syria, Nepal, Korea and Afghanistan. Stakeholders were engaged throughout a range of key locales: ethno-specific community associations, community support groups, universities and TAFEs, parenting groups and English classes. They then registered participants, co-facilitated with Creed Consulting and provided bicultural and bilingual support at a series of Consultation Workshops throughout March and April. Looking at social and community wellbeing, and planning for facilities of the future that best meet the artistic and creative needs of the residents.

CMRC co-hosted consultations with two Ryde Councillors, Councillor Zhou and Councillor Kim. We also conducted INTERCEPT Surveys in Eastwood and West Ryde, and provided translation services on program material.

We would like to thank all members of the Team: Frank Feng, Sabrina Wang, Rifaie Tammas, Kyung Sik (Barnabas) Joo, Flora Chan, Nasrin Azizi, Jee Jung and the wonderful John Jeong for the inspiring photos.



# SPECIAL PROJECT

## PROSPECT TENANT ENGAGEMENT PROGRAM



In July 2018 CMRC was contracted by Department of Communities and Justice (previously Families and Community Services) to implement Phase 1 of the Prospect Tenant Engagement Project in Prospect Social Housing Estate. This project is a part of the Department's Place Plan Project for Prospect.

CMRC worked closely with DCJ with the aim to build trust among residents, facilitate community connections and to enhance awareness of available services. During the six month period in 2018, three community engagement activities titled "Be Connected & Informed Family Fun Day" were delivered that were carefully planned and designed to provide a platform for residents to interact with services. Organised in a communal park within the estate, these activities provided an effective soft entry tool of tenant engagement that enabled one to one first conversations and links to services. They provided opportunities to gather insights into the personal lives and issues as well increase understanding of community issues for families living in the Estate.

The project continued into its second phase from January 2019 to build connections and strengthen links established with tenants, community and service providers through regular site visits and engagement activities. The second phase focuses on issues and needs raised by the tenants in the first phase through targeted intervention addressing areas of youth engagement and mental health and wellbeing.

Another focus of the second phase has been on building capacity of tenants to work together with service providers to co-design and deliver interventions. By the end of second phase, it is expected that a tenant committee will be set up to provide direction to the next phases of the project.



# SPECIAL PROJECT

## ROAD SAFETY



**By using innovative and flexible education strategies the CMRC continues to provide road and safety programs to all of our CALD communities and in strong partnership with the RMS Road Safety Department to push the number of fatalities on NSW roads Towards Zero.**

CMRC has been delivering the RMS CALD Road Safety program that provides our clients the opportunity to better understand road safety rules in NSW. RMS Road Safety Program is viewed as one of the key components of CMRC's settlement services especially as a major proportion of new clients originate from countries where road safety education is minimal.

Our pool of more than 30 RMS trained CMRC facilitators with multilingual skills and cultural knowledge provided solid Cross Cultural Practice. In addition, our experienced CMRC facilitators' proactivity identified ways in which they increased the depth & breadth of CMRC's clients' understanding of road safety in NSW.

More than 760 CALD community members primarily from Arabic, Afghan, Asian Subcontinent (Bangladeshi, Bhutanese, Indian, Nepalese, Pakistani), Chinese, Iraqi, Iranian, Korean, Sri Lankan Tamil & Syrian backgrounds attended the 32 RMS workshops across the 3 RMS Project streams (Pedestrian Safety, Driving in NSW and Child Restraints). Feedback from attendees has been positive and RMS Road Safety knowledge tests confirm that attendees significantly increased their knowledge regarding road safety rules in Australia.

Special thanks to our CMRC Multilingual Road Safety facilitators for their dedication and hard work and to Janette Sauterel (RMS Road Safety Project Manager) for her continued support and commitment to improve Road Safety education / awareness in CALD communities.



## **BUSINESS CONNECT MULTICULTURAL ADVISORY SERVICE**



**UMA MENON**  
**BUSINESS SERVICES AND  
PARTNERSHIPS MANAGER**



**Community Migrant Resource Centre (CMRC) plays a significant role in providing this specialised multicultural advisory services in Metropolitan Sydney and across Regional NSW as almost one third of NSW small business operators were born overseas and the purpose of our role is to assist these operators and encourage new multicultural operators to engage in small business.**

Business Connect Multicultural Advisory Service is funded by the NSW Government for the provision of practical business advisory services in five languages (Arabic, Cantonese, Mandarin, Korean and Vietnamese).

The program provides a quality, personalised and highly subsidised business advisory service for multicultural communities, including Arabic, Cantonese, Mandarin, Korean and Vietnamese communities, reflecting the various cultural diversity of the NSW communities. The program links experienced and professional business advisors with small business operators across NSW who seek a culturally personalised client centred focus with local community knowledge and know-how about the challenges of starting a local business or to grow their business. The program also provides trusted advice for disability sector businesses, making NDIS work for their business.

Due to the growing demand to access Multicultural Business Connect Advisors, CMRC has added two female advisors to the team this year, bringing the total to six advisors. The advisors have a variety of business skills to help with profitability and job creation to identified cultural groups and businesses in Sydney and outreach offices in Newcastle and Wollongong. The team reaches out to as many clients across NSW with plans to visit Tamworth, Coffs Harbour and Bathurst.

As the Business Services and Partnerships Manager, one of my roles is to facilitate the linkages for clients within the broad multicultural networks. These relationships have led CMRC to contribute to events, forums and conferences and provide valuable feedback and information to the Board and the funding body on emerging business and service trends. My role is also to provide leadership and strategic directions to our six business advisors on meeting with the changing industry sector needs and identify the types of workshops and seminars to meet the changing needs of the clients. We have now extended our workshops to cover retail food industry, online home based businesses, social media/digital marketing and building unique brands.

This year we are pleased to announce that our Cantonese Business Advisor Eric Chan was awarded by the Department of Industry, the Certificate of Honourable Mention Certificate in the Award Category: Increasing Small Business Confidence. The award category was based on supporting a business to build their confidence through new skills, developing new ideas and helping the owner to improve the management of his business.





Community Migrant Resource Centre

# FINANCIAL R E P O R T 2019

Community Migrant Resource Centre

Facilitating Settlement and Building Self-Reliance

**COMMUNITY MIGRANT RESOURCE CENTRE INC**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

COMMUNITY MIGRANT RESOURCE CENTRE INC

**CMRC Consolidated  
Statement of Financial Performance  
For the Year ended 30 June 2019**

	2019	2018
<b>INCOME</b>		
Admin Contribution	917	-
Asquith Leagues Club	1,000	-
Books Sale	200	-
Cancer Institute	-	74,131
Car Sale	4,545	-
City of Ryde Council	19,110	4,000
CMRC Driving school	-	95
Collective Impact Contribution	4,717	-
Cumberland Council	-	58,347
Credit Note	-	40
Department of Family & Community Services	467,882	394,536
Department of Industry	485,000	326,037
Department of Social Services	1,340,000	1,270,346
Donations	5,552	1,275
Electricity	-	1,829
Fee-for- Service	256,237	59,952
Hornsby RSL Club	4,000	-
Interest received	18,448	27,184
Membership fees	2,382	964
Mission Australia - Going Hom	44,539	43,108
Multicultural NSW	26,000	-
Parramatta City Council	-	950
Program Contributions	52,634	-
Project Management	12,338	-
Rent Received	4,667	10,909
Roads and Maritime Services	45,440	53,960
Scanlon Foundation	-	20,000
Settlement Services International	1,769,684	1,868,001
Sponsorships	1,000	2,909
Stall Fee	1,818	-
Sundry income	881	7,155
Tickets	7,811	8,201
UTS	-	8,182
Workers compensation recovered	897	334
<b>Total income</b>	<b>4,577,698</b>	<b>4,242,447</b>
<b>EXPENDITURE</b>		
Accommodation	4,085	5,891
Annual General Meeting	985	455
Audit	12,197	16,520
Bank Charges	2,851	3,176
Board of Management expense	15,972	8,066
Bookkeeping & Accounting Fees	4,601	4,150
Books	711	3,544
Brokerage service	53,579	78,694
Catering/Committee Meeting Costs	97,352	93,411
Childcare	140	-
CI Contribution	4,717	-
Cleaning/Recycling	18,945	15,232
Computer Costs & upgrades	46,701	29,502
Community Engagement	-	-
Contractors/Consultancy Fee	139,369	56,752
Donation expense	7,640	450
Driving lessons refund	-	191
Electricity	14,252	16,882
Equipment/furniture	47,675	53,390
Facilitators	68,585	51,780
Filing Fees	194	190

	2019	2018
<b>INCOME</b>		
Fundraising Tickets refund	-	90
Gifts and appreciation	8,355	6,048
Insurance & Workers compensation	72,481	54,681
Job advertisements	1,900	-
Legal Costs	-	10,087
Materials/ resources	3,591	1,520
Mini bus costs	7,809	7,869
Motor vehicle expenses	2,274	2,064
Office Expenses	5,499	5,905
Playgroup equipment	-	1,848
Police Check	453	-
Postage	949	552
Printing, photocopying & stationery	5,853	5,167
Program costs/centre activities	292,409	202,232
Provisions for leave	42,366	48,774
Publicity/promotion	99,944	112,835
Rent	155,968	161,820
Repairs/Maintenance - Equipment	872	731
Repairs/Maintenance - Premises	840	25,655
Salaries & Wages	2,789,807	2,671,105
Security	520	619
Special Event	13,999	-
SSI Fees	1,397	-
Staff amenities	206	67
Staff training, Conferences & Seminars	36,278	45,802
Subscriptions & Memberships	7,409	5,770
Superannuation Guarantee	266,874	247,945
Telephone & internet costs	24,588	25,093
Translation & Interpreting	-	955
Travel	52,900	55,069
Transport	3,762	719
Venue Hire	98,759	72,092
Workshop expenses	22,662	4,208
<b>Total expenditure</b>	<b>4,561,277</b>	<b>4,215,599</b>
<b>NET SURPLUS (DEFICIT)</b>	<b>16,421</b>	<b>26,848</b>
Surplus Funds Repaid	-	-
<b>NET SURPLUS (DEFICIT) FOR THE YEAR</b>	<b>16,421</b>	<b>26,848</b>
<b>ADD BALANCES CARRIED FORWARD</b>		
Funds Brought Forward From Prior Year	466,979	440,131
<b>TOTAL BALANCES CARRIED FORWARD</b>	<b>466,979</b>	<b>440,131</b>
<b>COMMITTED AND ONGOING FUNDS</b>	<b>483,400</b>	<b>466,979</b>

# COMMUNITY MIGRANT RESOURCE CENTRE INC

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2019

	Note	2019	2018
<b>CURRENT ASSETS</b>			
Cash & Cash Equivalants	2	814,213	601,273
Goods & Services Tax	3	-	14,004
Bonds		89,886	89,886
Investments	4	380,759	375,297
Prepayments/Debtors		81,433	37,767
<b>TOTAL CURRENT ASSETS</b>		<u>1,366,291</u>	<u>1,118,227</u>
<b>TOTAL ASSETS</b>		<u>1,366,291</u>	<u>1,118,227</u>
<b>CURRENT LIABILITIES</b>			
Credit Cards		-	2,054
Creditors & Borrowings	5	173,445	86,827
Goods & Services Tax	3	8,690	-
Payroll Liabilities		70,330	51,162
Employee Entitlements	6	452,688	455,432
Bonds		-	-
Grants in Advance	7	177,736	55,773
<b>TOTAL CURRENT LIABILITIES</b>		<u>882,890</u>	<u>651,248</u>
<b>TOTAL LIABILITIES</b>		<u>882,890</u>	<u>651,248</u>
<b>NET ASSETS ( LIABILITIES )</b>		<u>483,401</u>	<u>466,979</u>
<b>EQUITY</b>			
Net Surplus (Deficit) for the Year		16,421	26,848
Surplus Funds Carried Forward		466,979	440,131
<b>TOTAL EQUITY</b>		<u>483,401</u>	<u>466,979</u>

## COMMUNITY MIGRANT RESOURCE CENTRE INC

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2019

The financial statements cover Community Migrant Resource Centre Inc as an individual entity. Community Migrant Resource Centre Inc is an association incorporated in New South Wales and operating pursuant to the Associations Incorporations Act 2009.

The financial statements were authorised for issue on 21 October 2019 by the members of the committee.

#### 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

##### Basis of Preparation

These general purpose financial statements have been prepared in accordance with the Associations Incorporations Act 2009 and Australian Accounting Standards and Interpretations of the Australian Accounting Standards Board. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities. The amounts presented in the financial statements have been rounded to the nearest dollar.

##### (a) Income Tax

The association being a non-profit organisation is exempt from Income Tax.

##### (b) Cash on Hand

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

##### (c) Revenue and Other Income

Non-reciprocal grant revenue is recognised in the statement of comprehensive income when the association obtains control of the grant and it is probable that the economic benefits gained from the grant will flow to the association and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

When grant revenue is received whereby the association incurs an obligation to deliver economic value directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

The association receives non-reciprocal contributions of assets from the government and other parties for zero or a nominal value. These assets are recognised at fair value on the date of acquisition in the statement of financial position, with a corresponding amount of income recognised in the statement of comprehensive income.

Donations and bequests are recognised as revenue when received.

Revenue from the rendering of a service is recognised upon the delivery of the service to the customer.

All revenue is stated net of the amount of goods and services tax (GST).

COMMUNITY MIGRANT RESOURCE CENTRE INC

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2019

(d) Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(e) 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.

(f) 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.

COMMUNITY MIGRANT RESOURCE CENTRE INC

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2019

	2019 \$	2018 \$
<b>2. Cash &amp; Cash Equivalants</b>		
ANZ	222,530	132,106
ANZ Cash Management Account	591,683	469,168
	<u>814,213</u>	<u>601,273</u>
<b>3. Goods &amp; Services Tax</b>		
GST Collected	82,663	24,881
GST Paid	(73,873)	(38,885)
	<u>8,790</u>	<u>(14,004)</u>
<b>4. Investments</b>		
Term Deposit	380,759	375,297
	<u>380,759</u>	<u>375,297</u>
<b>5. Creditors &amp; Borrowings</b>		
Trade Creditors	110,987	53,169
Sundry creditors	62,460	33,658
	<u>173,446</u>	<u>86,827</u>
<b>6. Employee Entitlements</b>		
Provision for Annual Leave	91,830	100,141
Provision for Long Service Leave	218,638	202,399
Provision for Maternity Leave	7,784	18,456
Provision for Redundancy	134,436	134,436
	<u>452,688</u>	<u>455,432</u>
<b>7. Grants in Advance</b>		
City of Ryde Council	-	5,000
Department of Industry	125,000	-
Multicultural NSW	-	18,500
Multicultural NSW - Unity	-	5,000
Prospect Tenant Engagement Program	52,736	27,273
	<u>177,736</u>	<u>55,773</u>

**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 2019 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Standards Board and the requirements of the Associations Incorporations Act 2009
  
- 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:

  
\_\_\_\_\_  
Thevan Krishna  
Chairperson

  
\_\_\_\_\_  
Ummaru Binneh-Conteh  
Treasurer

Dated: 22/10/2019

**COMMUNITY MIGRANT RESOURCE CENTRE INC**

**CERTIFICATE BY MEMBERS OF THE BOARD OF MANAGEMENT**

I Thevan Krishna of 1 Springthorpe Way, Castle Hill NSW 2154 and I Reena Jethi of 9 Ampitheatre Circuit, Baulkham Hills NSW 2153, 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 2019 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.

  
\_\_\_\_\_  
Thevan Krishna  
Chairperson

  
\_\_\_\_\_  
Reena Jethi  
Deputy Chairperson

Dated: 31/10/2019

## Community Migrant Resource Centre

---

Facilitating Settlement and Building Self-Reliance

### **Head Office:**

Community Migrant Resource Centre  
Level 4, 1 Horwood Place,  
Parramatta NSW 2150

PO Box 1081, Parramatta NSW 2124

Telephone: 02 9687 9901

Fax: 02 9687 9990

Website: [www.cmrc.com.au](http://www.cmrc.com.au)

### **Northern Region Office:**

West Ryde

### **Hills Office:**

Castle Hill



[facebook.com/CommunityMRC/](https://facebook.com/CommunityMRC/)



[twitter.com/CommunityMRC](https://twitter.com/CommunityMRC)



[instagram.com/communitymrc/](https://instagram.com/communitymrc/)