



CMRC

Community Migrant Resource Centre

**ANNUAL
REPORT
2021**

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.

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Thevan Krishna
Chairperson

Chairperson's Report

2021 has been another challenging year for Australia and most countries around the world.

As glimmers of hope emerge, after over 100 days of lockdowns in New South Wales, and with double vaccinations climbing towards 80%, optimism is returning to many sectors of our economy. We are hopeful that the worst of COVID-19 will be behind us by the start of 2022.

This year was destined to be a special birthday year for CMRC with lots of functions planned to celebrate our 25 years with our various communities in New South Wales. Unfortunately most of our plans have been put on hold until 2022. We are also planning to have a special function with our Board, CEO, Management team and staff to acknowledge their dedication and contribution over the years.

It gives me great pleasure to present our twenty fifth Annual Report covering the 2020-2021 financial year, to our valued members, stakeholders and friends.

Under the leadership of our CEO Melissa Monteiro, the Community Migrant Resource Centre continues to grow and flourish in the “not for profit” sector. Our achievements and contributions have often been acknowledged by Federal, State and Local Government. Furthermore the levels of diversity, in terms of services offered to the community, have grown over the years.

Our management team and staff speak over 35 different languages and I, on behalf of the Board, salute every one of them for their sterling contribution both to CMRC and the community at large.

As I approach 3 years as Chairperson, it has been a great pleasure and honour to work with an excellent Board and CEO. I have decided to step down from this position and allow the Board to choose a fresh new Chair. We do have a number of candidates on our Board who can easily fill the position and I will remain on the Board to assist them with the transition.

Our performance and achievements over the past year are summarised in the following pages of this Report.

Governance, Performance Evaluation and Upskilling

Our Board continues to focus on good governance, strategy formulation and direction. In view of the COVID-19 effects on our 3 year strategy plan, the Board approved a total review and we have just completed and implemented a new 3 year plan. In addition, the latest audit report gave us another clean bill of financial health in the 2020/2021 year, and we thank the finance team for their excellent work.

We are also expecting a resurgence in migration from 2022, and have been working closely with Social Services International on the recent groups of refugees from Afghanistan who are requiring all of the assistance we can offer, as they assimilate into their new home and environment in New South Wales.

We completed an audit on our entire Board and Leadership to determine if we are structured correctly and have the right fit and governance capability to optimize our performance. The results placed us well within the upper levels of the benchmarks. We also accepted the recommendations made. In addition, we approved the restructuring of the management team and the CEO has successfully managed to reduce our headcount and redeploy the various managers with more focussed job descriptions. Some managers have left and we thank them for their contribution. We have also been very fortunate to attract and employ some very high powered managers to CMRC.

Strategic Plan 2021-2024

As stated, our Board has formulated a new 3 year Strategic Plan. This was completed in March 2021 and accepted by the Board and CEO. We also included our management team to review the final document, to ensure they were comfortable with our key strategic objectives and their contribution to the plan is also noted.

Melissa and her management team have completed an Environmental Scan in association with the 3 year strategy and have now implemented the Annual Operating Plan for 2021-2022.

Stakeholders

I am pleased to note that we continue to receive tremendous support and funding from Local, State and Federal Governments during this very difficult period. Despite the dramatic reduction in migration to Australia our funds, in terms of revenue have grown. We will also look at opportunities to continue our expansion CMRC's fee-for-service model further, to complement our revenue streams.

Outlook

We are hoping to return to normality in early 2022, but with some restrictions, as I don't expect COVID-19 will be completely eradicated. With an outstanding CEO and a committed Management team, I am confident that CMRC will grow significantly over the next 3 years and cement itself as a major contributor to the various communities we serve in New South Wales. However, COVID-19 has left a path of destruction and fear within communities that have lost loved ones globally. We cannot measure the levels of anxiety and related problems suffered by many, but rest assured we have a dedicated and qualified team to help them.





Melissa Monteiro
CEO

CEO's Report

It is with great excitement I write this annual report. The year can be best described as a collective 'working through' the Pandemic Year.

I feel proud to have led an organisation that strives to be on the cutting edge of Service Excellence. Despite the Pandemic, we have delivered all our services and retained our funding. Our industry partners have increased and collaborations strengthened in what can be called the most challenging times of the decade.

The work at the CMRC continued all through the year of the pandemic and today I would like to acknowledge the outstanding staff of the organisation. We overcame restrictions, lockdowns, and a challenging operating environment and remote working briefly. Working together, we have not allowed it to impact our service delivery. The CMRC focused on meeting the needs of our clients and community from the start of the lockdown. Our staff found innovative ways and means to deliver all our services including play-groups and early intervention programs with children and mums. At all times we provided a safe working environment to our staff and clients.

Settlement, inclusion and participation have been the core of our organisation in the last year. CMRC has offered specialist settlement information and referrals for over two decades. We provided the Settlement Engagement and Transition Support (SETS) to eligible clients, Early Intervention to families, Multicultural Support Services to Department of Communities and

Justice, Perinatal services to families and finally a number of fee-for-service programs. Youth Transition Support was provided to over 3,500 young people.

CMRC provided over 700 families with Early Intervention support in the Cumberland and Parramatta regions.

A highlight of this financial year was the opening of our Northern Region Office at the Top Ryde Shopping Centre by the Hon. Minister Victor Dominello, MP for Ryde. Vulnerable clients and communities can access our services in this region. A new feature to the Settlement Services are the Arts and Cultural Development programs like the DV Podcasts, 'Art Ground' and theatre programs delivered from this location.

Our community capacity building programs continued all through the year despite the challenges of the pandemic. Australia has a long history of successfully settling migrants, refugees and humanitarian entrants for the last fifty years. Australia has the world's best migration and humanitarian program that many countries can learn from. Settlement is the most important key for integration into the host country and especially at a time when there are over 40 million refugees in the world today.

I have enjoyed serving as the Chair in the last two years of the Settlement Council of Australia and am proud to have served on the Board of this very dynamic national organisation.

“Settlement services are delivered in an environment where the political agenda of the day can have an impact, and the settlement sector will continue to be flexible and innovative in response to the constantly changing domestic and international priorities that impact migration and refugee movement”

The CMRC is grateful to our funding bodies DHA, DCJ, NSW Treasury, and community partners. We would also like to thank Settlement Services International who have supported the Strategy Group, the NSP Partnership, I would like to acknowledge Violet Roumeliotis for her leadership, vision and leading the NSW consortium. Thank you to the wonderful team at Wesley Mission, Catherine Wood and Alison Bird who have been integral to the success of our Towards Belonging program.

I thank my MRC colleagues, Elfa Moraitakis and Clement Meru from SydWest and Frank Zheng from ADSI for their leadership, support, and collaboration in delivering the Youth Transition Support Program with over 500 employment related outcomes for disadvantaged refugee young people in Holroyd, Auburn and Blacktown LGAs. This strategy has resulted in the CMRC increasing and building upon the development of our business and sector partnerships, developing and negotiating brokerage and government contracts, informed project management and staffing support.

The CMRC has an established culture of learning that carries on a tradition of continuous efforts to improve our work, deepen our impact and widen our reach.

Our focus remains firmly on the migrant and refugee communities we support, and we aim to do best and bring out the best in this client group and acknowledge the unique challenges they face in their settlement journey.

2021 has been a rewarding year and I am thrilled that we could make a difference to so many men, women, young people and children in our catchment areas. Thank you to all members of the Board, staff, volunteers and partners who have worked together to reach our vision together. I have a close working relationship with the management team and thank them for their dedication and service. I thank Jayshree Pather, Aurelia Rahman, Priscella Mabor, Dijana Mackic, Aisha Amjad and Chrissie Ianssen and all the wonderful staff and contractors.

It has been a productive year for the CMRC and I would like to acknowledge the efforts of the Board in delivering the outcomes stated in this report. Thank you to the Executive members for the many hours of dedicated service and contributions made. I am deeply and sincerely grateful to Chairperson Thevan Krishna who has ensured that the Board works together to help us achieve our strategic outcomes and purpose of our organisation. To the Deputy Chair Reena Jethi, Treasurer Umaru Binneh Conteh, my sincere thanks for your dedication to the books and financials of the CMRC, finally Nola Randall our Secretary on the Board thank you.

Our biggest strength are our staff and I am privileged to lead and acknowledge a team of dedicated and committed Managers. The year has been productive because of your sincerity and giving it your best. Thank you to every staff member and the very many volunteers who have given us so many hours of dedicated voluntary service.







Treasurer's Report



**Umaru Binneh
Conteh**
Treasurer

It is very pleasing to see the great improvement of CMRC's financial position, success & services for our clients, stakeholder and our staff.

Despite the impact of COVID-19 we were able to finish well with a surplus of \$222,552 compared to \$75,619 in 2020 – an increase of 194.3%, which again helped to strengthen our Net Asset position (which is Surplus funds carried forward) from \$559,019 to \$781,590.

Thanks for your hard work – Board of CMRC, the CEO Melissa Monteiro, Dijana Mackie who worked on the accounts, managers and staff of CMRC for your incredible hard work in delivering such great results in the given economic climate and the challenges presented by the COVID-19 pandemic restrictions.

Total Income from grants and other activities increased from \$ 4,671,057 in 2020 to \$5,066,419 in 2021 which was an increase of \$395,363 or 8.46%. Total Expenditure increased from \$4,595,438 in 2020 to \$4,843,867 in 2021 being an increase of \$248,429 or 5.41%. Accordingly, expenditure has increased by \$146,934 less than the revenue increase which is a pleasing trend when compared to the 2020 financial year – a percentage decreased in total expenditure to income was 3.1%.

Growing our fee for service model is an important part of our business strategy and to see CMRC making gains in our fee for service grants, with income increased from \$351,013 to \$480,746 in 2021 – a 36.96% increase (\$129,733 increase).

Our balance sheet is healthy with a total asset of \$1,699,624 & total liabilities of \$ 918,054 this financial year compared to 2020.

Our current liabilities included provisions for our employee entitlements of \$466,868 which covers all leave entitlement – annual leave, long service leave, maternity leave and redundancy leave.

Ratios Analysis was employed to guide our financial activities for 2020/2021 financial year and I am pleased to report that all the ratios employed as per CMRC Budget Principles/Policies show CMRC is managed efficiently and has sufficient funds to meet its liabilities.

It is therefore with great pleasure to present the 2020/2021 audited financial statements for the Community Migrant Resource Centre. I can confirm that the CMRC's Financial Statements were again professionally audited by the Behrens Rowley Chartered Accountants. The Audit was completed on 19 September 2021 and the auditor conducted test work on transactions and account balances and reviewed the internal control procedures. The signed audited report dated 23 October 2021 is attached to the Balance Sheet and Income & Expenditure Accounts.

It is very pleasing to see the great improvement 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. I look forward to continuing my extremely privileged work as the Treasurer in the interests of the Community Migrant Resource Centre.

Board of Management

Executive

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

Board

Keith Hamilton
Kim Roots
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 Home Affairs (DHA)

Settlement Services International

NSW Department of Communities and Justice (DCJ)

NSW Treasury

NSW Transport

Mission Australia

City of Ryde Council

Multicultural NSW

Sydney Olympic Park Authority (SOPA)

Supporting Agencies & Partnerships

Government (Federal)

Department of Home Affairs (DHA)

Department of Human Services (DHS)

Government (State)

Energy and Water Ombudsman NSW

Fair Trading NSW

Fire and Rescue NSW

NSW Department of Communities and Justice (DCJ)

NSW Department of Education

NSW Department of Treasury

NSW Police and Local Area Commands (Holroyd, Parramatta, Hornsby, Rosehill, Merrylands, Rosehill, Granville, Eastwood, Blacktown, Ku-ring-gai, The Hills and Gladesville)

NSW Transport – Roads and Maritime Services

Office of the NSW Small Business Commissioner Service NSW

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

Cumberland Women's Health Centre

NSW Multicultural Health

NSW Refugee Health Services

Relationships Australia

STARTTS

Transcultural Mental Health

Western Sydney Area Health Service

Westmead Hospital Women's and Newborn Health

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

CBA

Nutrimetics

Media

ABC TV

Fairfax Media

Northside Radio FM99.3

SBS TV

Triple H Community Radio

Triple RRR Community Radio



Community Organisations/ NGOs/Service Delivery Partners

Anglicare
 At the Corner
 Auburn Diversity Services Inc
 Barnardos
 Benevolent Society
 Bonnies Support Services
 Boronia Multicultural Services Inc
 Christian Community Aid
 Creating Links
 Ecstra
 Hornsby Connect
 Hornsby Ku-ring-gai Women's
 Shed
 Hornsby Ku-Ring Gai Community
 College
 House of Welcome
 Holroyd Parramatta Mobile
 Minds Inc
 Illawarra Multicultural Services
 IPAR
 ISRA
 Karabi Community and
 Development Services Inc
 Ku-ring-gai Neighbourhood Centre
 Lifelinks
 Lisa Harnum Foundation
 Macquarie Community College
 Mission Australia
 Multicultural Disability Advocacy
 MYAN
 Northcott - NDIS
 Northern Settlement Services
 OzChild

Parramatta Mission
 Positive Vibes Foundation
 Red Nose
 Relationships Australia
 Settlement Services International
 SydWest Multicultural Services Inc
 St Ioannis Parramatta Community
 Aid
 Telopea Family Support
 The Hills Women's Shed
 The Northern Centre
 Uniting - NDIS
 We are Muskeeters
 Wesley Mission
 Wiyanga House - Parramatta
 Mission

Ethno-Specific Community Partnerships

Aknoon
 African Women's Group
 Association of Bhutanese in
 Australia
 Australian Afghan Hassanian Youth
 Association
 Australian Afghan Khorasan
 Association
 Australian Anatolian Community
 Services
 Australian Asian Chinese
 Association
 Australian Syrian Relief
 Australian South Asian Forum
 (South Indian Film Fest)
 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 Integration
 Community
 Support (MICS)
 Multicultural NSW
 PCYC Waitara
 Saadat Association
 SAHELI, SEVA Inc.
 SEVA Inc
 Syrian Youth Group
 Tamil Women's Group
 Voice of Tamils

Educational Institutions

Arthur Phillip High School
 Australian Catholic University
 EducAID
 Granville South Creative Arts and
 Performing High School
 Granville TAFE Outreach
 Greystanes High School
 Holroyd IEC/High School
 Holroyd School - Special Needs
 Kalsm
 Macquarie University
 Merrylands Public School
 Navitas English
 Widening Participation Unit,
 Macquarie University
 PACE, Macquarie University

Parramatta East Public School
 Parramatta North Public School
 Parramatta West Public School
 TAFE - Meadowbank, Baulkham
 Hills, Castle Hill and Hornsby
 TAFE SWiSi - TAFE Lidcombe,
 Granville, Nirimba, Blacktown, UTS
 West Ryde Public School
 Western Sydney University

Networks

Bankstown Advisory Services
 Commissioners' Police Multicultural
 Advisory Council (PMAC)
 Cumberland Linker Network
 Cumberland Multicultural
 Consultative Committee
 Cumberland Multicultural
 Community Services
 Cumberland Networking Forum
 D & D Real Estate
 Hills Multicultural Network (HMN) -
 CMRC Chair
 Hornsby-Ku-ring-gai Multicultural
 Network (HKNN) - CMRC Chair
 Hunter MAC
 Multicultural Services Network
 (MSN) - CMRC Chair
 Nepean Blue Mountains Penrith
 MAC
 Supreme Real Estate
 Wentworthville Early Childhood
 Development Initiative (WECDI)
 Western Sydney Multicultural
 Advisory Committee

CMRC Staff







Dijana Mackic
Finance Manager

Financial Review

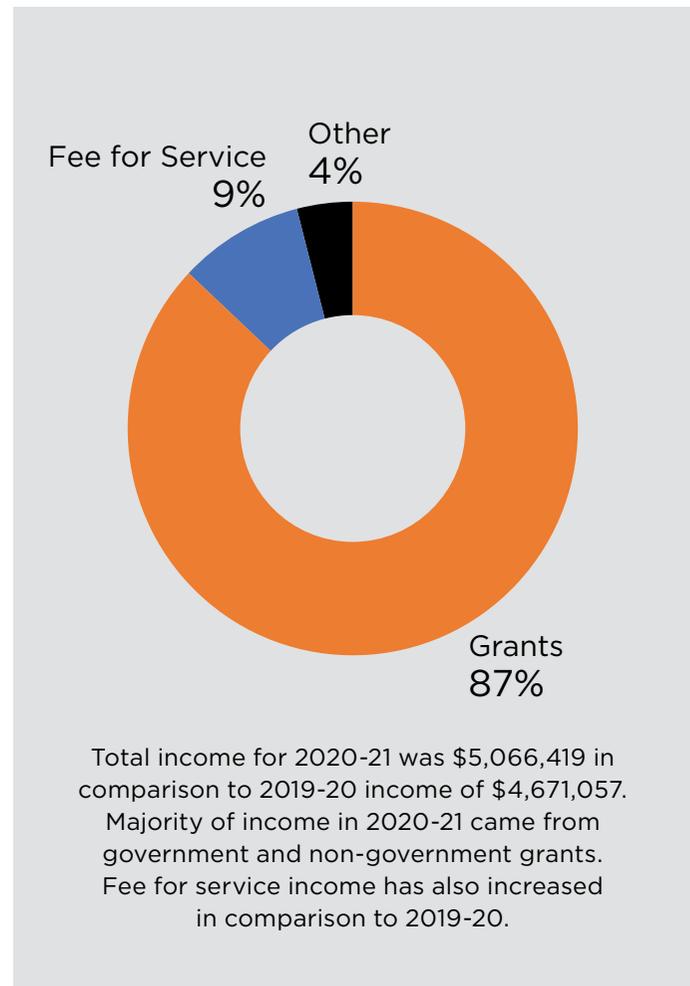
Demand for our services in Western and Northern Region continues to grow and we have expanded our Northern Region reach by opening new office in Top Ryde Shopping Centre.

Considering COVID-19 situation and great deal of uncertainty faced nationally and globally for second year in succession, Community Migrant Resource Centre has managed to have a healthy balance in general reserves and positive financial position without accessing Job Keeper program.

With continued support from our key funding bodies CMRC was able to deliver services in the Western and Northern Sydney and regional area of NSW. Every year, we diligently manage grants received from government and non-government funding bodies.

2020-21 reflects continued focus on sustainable income with emphasis on fee for service.

480K was raised through CMRC's various fee for service models which created stable income cash flow that assisted in investing the funds into non-funded projects and enhancing services to our clients.



Community Migrant Resource Centre demonstrated sound fiscal management and accountability measures in 2020-21, as shown in the audit report prepared by Kendall Rowley Chartered Accountants. The Balance Sheet is strong which is reflected by total assets of \$1,699,623 and total equity of \$781,569. The CMRC has sufficient liquidity to meet the financial obligations of the organisation.

With regards to expenditure wages and on-costs continue to be our largest expense but staff employed also represent our greatest asset and driving force behind our organisation's continued commitment of provision the best service to our clients. CMRC has invested in staff professional development and well-being by providing various courses, training and information sessions in this financial year.

Our skilled and experienced staff continue providing services from our head office in Parramatta, outreach office in Castle Hill Towers and newly opened office in Top Ryde Shopping Centre.

CMRC Board and Management have been conscious of the financial challenge community sector may face in a post COVID-19 environment and we will continue to generate income by diversifying funding sources. CMRC focus for 2020-21 was to strengthen and enhance existing programs and continue providing services via number of fee for service models.

CMRC has sufficient resources available to meet future planned expenditure and to continue providing various services for our clients.

We will continue on our journey to strengthen our financial position and to ensure this we will be sourcing new funding opportunities. We look forward to new and existing partnerships, collaboration and initiatives in order to provide the best services to our clients and community.





Priscella Mabor

Inclusion Strategy &
Innovations Manager

Settlement Engagement and Transition Support (SETS)

The Dept of Social Services newly funded **SETS Program** commenced 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, Parramatta, the Hills and Ryde LGAs have again welcomed new Australians 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.

COVID-19 changed the settlement landscape for everyone - families, communities and our staff. CMRC responded as an essential service provider

and reengaged with communities confronted with widespread closure of other services and programs. With agility and a more fluid approach, our team provided blended service delivery modes across client support and group work programs.

Our Holroyd Hub initiatives have created an ecosystem connecting Syrian, Iraqi, Afghani and Iranian women with skill building opportunities and coordinating our new **Hope Lives Here** Community Garden. Our partnership with WSU for **From World to Western Project** provided an opportunity for CMRC staff to design a training program for WSU health students to build their cultural competencies before entering the health sector.



The SETS Youth Team reconnected disengaged youth back to the classrooms, our Enterprise & Employment Initiative **Believe & Achieve** continues to build strong employer partnerships, and families in Granville and Toongabbie 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 Women's 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. Our **Borders/Bonds/Breathing Event & Short Film**, in partnership with the Karen community of Myanmar consolidated our important work in the social justice space.

The Towards Tomorrow (SETS) 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.

All Towards Tomorrow programs have been shaped and designed by 17 dedicated staff. A huge thank you goes to Acouth John, Adeeb Razzouk, Anisha Thapa, Bahram Mia, Biljana Kulic, Conscila Jerome Emilianus, Frank Feng, Manal Abzakh, Mansi Bhatia, Narayan Dhimal, Nasrin Azizi, Ossanna Artinian, Parastoo Khosronegad, Sonia Islam, Tamkin Hakim, Victor Saw and Yvette MacKinnon.





Christine Ianssen
Northern Region
Program Manager

Northern Region Services

Another outstanding year for the Northern Region in 20-21!

The big news this year is the establishment of our new, flagship branch, located at Top Ryde City shopping centre. This attractive, prominent site presents a real game-changer for CMRC's Northern Region. There is now a CMRC site in the Northern Region that is accessible to the communities who require our services for settlement and social inclusion.

The refurbishment of the site was generously supported by the remarkable Siren Design, interior architects. Siren worked with us pro-bono by designing a fabulous layout and producing all necessary documentation for securing approvals and we are very grateful. We are also very thankful to be gifted with much of our new furniture from Sanofi, a multinational pharmaceutical corporation.

The new site was launched in March 2021 by the Hon. Victor Michael Dominello MP, a joyous event.

Manager Activities

- In July 2020 the Northern Region Strategy was completed in consultation with CMRC staff and management.
- CMRC was invited by the local area Police Command to conduct information sessions on the service to newly graduated police at their inductions.
- Gave an address at CMRC's Taste of Diversity, held in November 2020 in Ryde.
- Attendance at the Welcoming Cities Symposium was an informative look into how councils across NSW welcoming refugees and migrants into their areas.
- Invited participation in the West Ryde Masterplan consultation - enabled CMRC to ensure the needs of the multicultural community were taken into consideration with the masterplan of the West Ryde town centre
- Gave an address at City of Ryde's Harmony Day breakfast in March 2021.



Community Organisation Support

- Women's Shed, Hornsby Ku Ring Gai (WSHK)
- Multicultural Integration Community Support (MICS)
- Urghyer Community
- Aknoon, an Iranian community group operating in Hornsby
- South Asian Film Festival

Arts and Media Projects and Activities – The Arts as Vehicle for Social Inclusion

The Northern Region continues its development of an arts and cultural program. In line with strategy, we worked at developing a culturally and linguistically diverse arts community via a series of opportunities, projects, programs and events.

Make A Stand – Stories of Resilience – Multilingual Podcasts

A multilingual podcast series aimed at the support of people experiencing domestic violence. We produced 46 episodes in six languages. The production was supported by City of Ryde and the Commonwealth Bank of Australia.



Art Ground – a Creative Network

Art Ground is the development of a culturally and linguistically diverse arts community. We launched the network at a phenomenally successful event in November 2020, a day with revolving workshops, lunch and an open mic session. The 45 attendees thoroughly enjoyed the day. Some examples of feedback by participants:

"What an amazing day. The paper craft workshop was fantastic. I enjoyed it a lot. I think the theatre workshop was a great energizer and easy way to make connections."

"For me it was a highly engaging and joyful day."

The second event was held in our new site, with 25 attendees, and was a panel and pizza networking event. Presenters included Diversity Arts, City of Ryde Arts and Sydney Foreign Actors Association (SFAA). Many connections were made and we will continue to build and develop.

Harmony Day Video

In lieu of CMRC's usual in person Harmony Day celebrations, City of Ryde invited the Northern Region production team to create a video pastiche, featuring the multicultural community. Community members were invited to showcase a special talent. CMRC worked with community members on upskilling with low-fi digital video and produced 2 half hour length video collages.







Fly Me To Mars – Theatre Workshops

Our new Arts worker ran a theatre workshop series, engaging 14 participants in an 8 week program. Inspired by the recent Mars landing, the title “Fly Me To Mars” was a metaphor for the experience of migration. The group developed a script and created a short video.

Chinese Seniors Arts Activities

Our new meeting room enabled the Chinese singing group to rehearse and the Chinese reading group to meet and share. Throughout the lockdowns, the Handicraft Group has been held online.

Refugee Week Concert In The Name of Unity

Held in the Event Cinemas at Top Ryde City, this event was a superb mix of dance, music, storytelling and fashion catwalk.

Programs

- Digital Literacy program in partnership with Macquarie Community College
- September 2020 – Child Protection training across the Northern Region
- Armenian Group commercial cooking project with Ryde TAFE

- Parenting Between Cultures program – in partnership with the Child & Family Health Centre, and City of Ryde
- Legal Aid info session for Armenian community - partnership with Legal Aid
- English language conversation programs for seniors continued and expanded to 3 classes
- Mindspace mental health workshops for the Armenian Community in partnership with STARTTS
- Northern Sydney Local Health District Health info sessions - Breast screening & dental health
- Citizenship program
- Western Sydney Community Legal Aid multicultural service clinic
- Driving lesson support for 35 community members

Events

- Armenian Group excursion – Zoo and lunch
- Armenian Community Christmas celebration and Digital Literacy program graduation
- Nouroz lunch at Top Ryde site
- CMRC Northern Region Top Ryde Launch
- CMRC Stall, Youth Week Meadowbank TAFE
- The Men’s Table consultation lunch
- Open Day NR for services and clients





Priscella Mabor
Inclusion Strategy &
Innovations Manager

Youth Transition Support Program Western Sydney Program

Circular Innovation: For Youth/By Youth

The DHA funded **Youth Transition Support Program** (YTSP) is delivered nationally by six organizations throughout Australia. Then 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 *Synersgistiq*.

The Program has provided service delivery to 2,489 clients, with 2,044 employment & education related outcomes (including completion of a work readiness course, LWE achieved paid employment) to the end of June 2021, 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: Rima Al Sheekh Ali, Arash Bordbar, Pilar Cardenas, Rnita Dacho, Latifa Hekmat, Molly Hibbert, Hina Khan, Nooria Hussein, Tanaka Magwature, Bahram Mia, Saira Mohammad, Tamana Muslih and Zarghona Rajabi. There are also 18 casual Youth Team members 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 & Aynalem Tessema) and SydWest (Ahmed Shmela). Thank you to Frank and Clement for support and management of the programs delivered. We also thank MYAN and our 5 consortium partners on this journey (Lebanese Muslim Association, Access Community Services, MDA, Foundation House and Brotherhood of St Laurence).

Real World Employment Pathways & Career Accelerators

Innovate/Create Futures (CMRC, ADSI) Building professional profiles digitally, LinkedIn Masterclasses, creating pathways to multicultural consultancy services.

Syrian Innovators Hub (CMRC, SydWest) 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, 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-Christmas.

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

Education & Career Edge

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, and 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, employment pathways program delivered by Creating Chances at Mitchell HS, Holroyd IEC and Arthur Phillip HS.

Design your Destiny (CMRC) Social inclusion program to build a sense of belonging and connectedness during COVID19, where young people were trained in creating and designing their own online zines.



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 and 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, Blacktown Centrelink and TAFE. This working group has brokered employment pathway opportunities for clients.

Business Connect Multicultural Advisory Service

A dedicated and personalised NSW Government program

CMRC's Multicultural Business Connect Advisory Service is a dedicated and personalised NSW Government program. It provides advice, events and resources to help multicultural individuals start, run, adapt or grow their small business. One-to-one advisory sessions are complemented with a range of events and resources providing practical insights and business skills development.

Over 40,000 NSW customers have accessed support through NSW Treasury Business Connect program.

One of the first things people do when they decide to start their own business is to seek advice. Unfortunately, many in the multicultural community do not know where or how to seek advice. This is where CMRC's Multicultural Business Advisors are able to supplement the mainstream Business Connect Advisory Service. Our team of business advisors provide a service to the multicultural communities where cultural and language barriers may exist. The team has been predominantly working with clients in the Arabic, Chinese (Mandarin and Cantonese), Vietnamese, Korean, Farsi and Dari speaking communities.

Our advisors meet with business owners across a number of sectors together with those who are seeking to commence their business journey.

It is well documented that small business plays a significant role in the Australian economy, accounting for almost half of the employment in the private non-financial sector and over a third of the production sector.

Working with our business connect clients, the multicultural business advisors have constantly demonstrated that they get to the heart of the business and work with the client, to understand the critical factors they need, to move start-ups or existing business forward with confidence and focused direction. The CMRC advisors have provided practical and effective advice and support to help small business owners articulate their vision, achieve their goals and transform their business ideas into reality.

Throughout the pandemic, the CMRC Multicultural Business Connect Advisors not only gave advice on how to start a business but also mobilise, stabilise, remain and return to work. COVID-19 has been a huge challenge for the team servicing regional and rural communities.

As a consequence of not being able to travel to regional areas for a significant part of the year, the multicultural business connect advisors took this opportunity to become more digitally connected with their clients.

Many regional businesses impacted by the bushfires and floods had not fully recovered and had to face COVID-19 which delivered a major economic shock on their small businesses.

The team has focused on three key issues:

- How do small businesses adjust to the economic disruptions resulting from COVID-19?
- How long do businesses expect the crisis to last, and how do expectations affect their decisions?
- How might alternative policy proposals impact business and employment resilience?

During this challenging year, CMRC's Multicultural Advisors have also been able to support the NSW Government in providing information on COVID-19 legislation, conducting webinars as the one successfully delivered on commonly asked questions from NSW small business tenants and lessors about support for retail and commercial landlords. This webinar was presented by CMRC's Mandarin speaking advisor (Michael Xie) on behalf of the NSW Business Commissioner to the Chinese community.

A number of cultural businesses emerged that sought advice during this unforeseen COVID-19 lockdown period. The health crises helped wellbeing businesses in healing, expression, learning, and creativity to name a few who sought advice in the areas of promotion and marketing.

The road ahead will present challenges in the post COVID-19 recovery period which could be a long uncertain journey. The team is committed to help clients supporting ideas of opportunities for businesses to become stronger in building resilience to navigate future shocks, such as cyber security through a number of planned webinars.

Despite the challenges posed by COVID-19, the Multicultural Business Connect Team delivered a stellar performance for the Fy 2020/21. I would like to thank each of our Multicultural advisors (Anas Khawam, Eric Chan, Eva Alhajar, Jae Won Kang, Jolie Nguyen Michael Xie, Nazanin Majidi and Tahera Nassrat for their contribution.

Operating out of our workshop in Wentworthville, ATI Art School & Centre's passionate team commit themselves to teaching and guiding persons of all ages and levels, from beginner to advanced, to help develop and refine their creative skills.



Ati Art School owner Atefeh Hekmat with CMRC advisor Eva Alhajar

New Life Pranic Healing offers a holistic healing approach that includes yoga, meditation and pranic healing, prescribed by Mohamed who is an experienced practitioner in health and Wellbeing.



Owner Mohamed Khatib with CMRC Advisor Anas Khawam

Early Intervention & Multicultural Support Program

An enhanced behavioural intervention program for families

Triple P level 5 is an enhanced behavioural family intervention program for families where child behaviour problems persist or where parenting difficulties are complicated by problems such as partner conflict, parental depression or stress, anxiety and mood management.

This year during lockdown, Triple P parenting program was conducted via Zoom and telephone consultations. A large number of families across New South Wales were referred to the program from the Department of Communities and Justice (formerly FACS).

Home Visit Program

This program addresses the needs of families with pregnant women and babies - children from birth to kindergarten (0 to 5 years). These families are mostly referred by Early Childhood nurses and the Maternity Liaison Officer from Westmead Hospital.

During the lockdown periods over 2020-2021, contact was maintained through telephone consultations and Zoom/video, continuing CMRC's provision of support to families.

Home visits play a vital role to provide CMRC services and we work with partner organisations by referring clients for further support such as: financial, baby resources, food hampers and vouchers.



Early Childhood Literacy

Early Literacy is a vital part of a child's overall development. To support early literacy development, we encourage parents to interact with their children by reading, talking, playing, singing and rhymes. Children develop and learn these skills through everyday fun activities. Having these experiences builds the foundations of a broad vocabulary and development of cognitive skills. This contributes towards their future academic performance, social and independent overall life skills.

An Early Literacy workshop was delivered to a group of 40 children just before the lockdown in North Parramatta. We provided storytelling and an educational child safety restraint demonstration.



EIP Sessions

| | Participants | Sessions |
|---|--------------|----------|
| Community Support / Event | 274 | 27 |
| Community Support / Other Education Initiatives | 63 | 9 |
| Community Support / Presentation / Workshop / Seminar | 624 | 60 |
| Targeted Support / Event | 13 | 3 |
| Targeted Support / Other Education Initiatives | 1,992 | 140 |
| Targeted Support / Presentation / Workshop / Seminar | 90 | 16 |
| Family and Children Services | | 339 |
| Community Connections / Other Education | 51 | 2 |
| Community Connections / Presentation / Workshop / Seminar | 201 | 36 |



Supported Playgroups

CMRC Supported playgroups provide a culturally safe environment in which to develop children's social and physical development. They also provide crucial social support for mothers/caregivers and are a soft entry point to refer families to other services.

Lockdown Pivots

During the July 2020 to June 2021 lockdown period, the supported playgroups continued to be delivered through online media. Many families were quickly able to adjust to technology and participated through online platforms such as Zoom, Google Meet, Facebook and WhatsApp. Whilst some families did not have access to the technology, new families joined the program (through word of mouth from participants).

A total of 5 supported playgroups were run to provide targeted support to the families living across Cumberland and Parramatta LGAs. All participants, including families who were not able to participate online, received resources through contactless delivery, and parents were enabled to keep engaged with their children's learning.

One on one support through WhatsApp increased during the second part of the financial year. Many parents were concerned about their children's social skills and their child being ready for school.

CMRC staff continued to provide information and support to parents and their children with a view to improve wellbeing, learning and development.

Highlights:

- School holiday colouring competition
- Book club - affordable and convenient way to bring books into their home to encourage reading.
- Readiness to school program to prepare children for their first year of school. Activities focus on brain stimulation, language development and enhancing motor and social skills.
- Graduation ceremony for children starting school in December 2020.



Paint Parra Read 2020

The Paint Parra REaD Annual Reading Day, usually an outdoor community event, was held virtually in September 2020 to abide by COVID-19 restrictions. The annual event is a partnership between CMRC and City of Parramatta Library to promote early literacy and the importance of reading, talking, singing and rhyming with children from birth.

This year a video project was undertaken, where three videos were produced to promote reading with children. The videos were created with support from CMRC Career Pathways Program and a year 12 student from Northmead High School. Representatives from NSW Police and NSW Fire and Rescue, 8year old Samarveer and his mother participated in making the videos for this project. The videos have been uploaded on YouTube and are available to view on the City of Parramatta Council Library website.

"My kids, Aaron & Aarush have been attending the playgroup for 2 years and I would say, it is a wonderful learning program. Especially during the lockdown, kids have got a great opportunity to interact with their friends and learn through online classes. Thank you for all the support extended CMRC!"

Sharing Parenting Love Stories

This program was designed and run by mothers living in Westmead and Wentworthville, in collaboration with Western Sydney University and Boronia Multicultural Service. The implementation and evaluation of the program were both finalised at the end of 2020. A celebration and presentation of certificates were provided to all the mothers who participated in this project. Due to COVID-19, all these sessions were run through Zoom.



Multicultural Support Workers Program (MSWP)

The Multicultural Support Workers Program (MSWP) was developed to support DCJ to assist their frontline staff in engaging with vulnerable migrant and refugee families in New South Wales through the provision of language and cultural support. This is a strengths-based program which focusses on building upon existing positive parenting skills and capabilities to assist newly arrived Culturally and Linguistically Diverse (CALD) families to understand the NSW Child Protection Laws and fully participate in their settlement process. The primary goal of this program is to engage with families and communities and assist DCJ to monitor and establish safe, secure and stable environments for children in communities.

The Positive Impact We Make On Communities

Migrant families need to start from 'scratch' when they arrive to a new country for a new beginning. This can be an overwhelming process for families to adjust to new systems (laws, education, health systems...). In addition to these, they would need to understand the new language and culture. MSWP brings positive outcomes.

The MSWP Team provides services to:

1. DCJ case workers in their casework practices by giving them 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 by provision of a culturally sensitive and strengths-based service.
3. CALD families and communities are engaged in pertinent training sessions that teach them about the Child Protection Laws in NSW and about keeping children safe.

One-On-One and Collaborative Work

Our MSWP Sessional workers assisted DCJ caseworkers on 99 occasions after receiving 119 referrals from 25 different DCJ community service centres and JCPRP (The Joint Child Protection Program) offices around NSW. We have a team of 40 workers who collectively speak 45 different languages. They play a crucial role in assisting DCJ to provide support for families from CALD communities.

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.

Permanency Planning, Restoration, Guardianship and Adoption

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

We support birth families, foster carers and OOHC service providers by giving access to programs like family group conferencing, cultural consultations, links to cultural connections, networks, programs, activities and events to ensure that CALD children and their families in the child protection system and in out-of-home care are supported and achieve positive outcomes.

Contributing to Government Policy

MSWP actively participates and contributes to DCJ Quality Assurance Framework Reform, DCJ Targeted Early Intervention Reform, Multicultural Advisory Committee meetings, Linker Network meetings, DCJ Risk of Significant Harm (ROSH) meetings, Child Protection Interagency, Migrant Interagency and Western Sydney, Cumberland, Northern Sydney and other relevant networks.

2020 – 2021 Achievements

DCJ and other NGOs that have partnered with MSWP have reported numerous ways in which they have observed CALD families benefiting from this partnership approach. This year MSWP delivered 10 child safety workshops and seminars in various locations around the state to a diverse range of families and communities. These were also done with the use of online as well as face-to-face sessions with decreased numbers due to COVID-19 restrictions.

Referrals came from DCJ offices in various districts in NSW. The languages that MSWP provided cultural and language support include Assyrian, Bengali, Arabic, Dinka, Juba Arabic, Cantonese, Mandarin, Farsi, Persian, Krio, Thai, Tamil, Vietnamese, Spanish, Hindi and Samoan.

Positive Feedback From CALD Families

CALD families felt more comfortable engaging with the communication with the caseworker from DCJ while MSWP sessional workers provides language support for them. They felt respected and heard when their fears and feelings were acknowledged.

As a result, those families trust information from DCJ more and do their best to keep children safe based on the Australian system.

Looking Forward

The MSWP workers are accredited:

- Triple PPP parenting programs providers are available to deliver language and culture specific parenting programs – Parenting Between Cultures, Family Group Conferencing and Families in Cultural Transition.
- We have expanded and strengthened our team to 45 sessional workers who are fluent in over 45 languages and dialects to be able to service the growing number of referrals.

Acknowledgements

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, Dijana Mackic and CMRC Executive team 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.



Fee for Service Projects

Beyond Diversity

Beyond Diversity is CMRC's Cultural Competency program that strives to build more inclusive and socially cohesive communities by conducting workshops that engage participants in a journey to explore and expand their own knowledge, skills and views about other cultures and the world.

This unique cultural competency program 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, migrant and Indigenous backgrounds to share their insights and expertise to build greater understanding of the settlement experiences in the wider community. In addition, the training program is customised to the unique challenges and needs of individual organisations in order to maximise impact and bring about real change in perceptions and attitudes.

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

During the past year, our small but energetic team had to adapt to the challenges posed by the pandemic and has continued to deliver Beyond Diversity workshops and programs using a blended service delivery model with both online and virtual platforms as well as face to face delivery when conditions permitted. We will continue to evaluate our programs in order to continue servicing and engaging our partners for clear social benefits.

These are some of the feedback the Beyond Diversity program has received through its evaluations:

"I wish everyone in Australia would do this course. It is so informative and a true eye opener to other perspectives out there".

Anonymous

"Wonderful, informative and engaging course".

Anonymous (from the online cultural competency training)

"One of the strengths of this training is bringing people from diverse cultural backgrounds to share their experiences and viewpoints which opens a window to the world".

Anonymous (evaluation from the online training)



Refugee Employment Support Program

The Refugee Employment Support Program (RESP) addresses the challenges that are experienced by refugees and people seeking asylum in finding sustainable and skilled employment opportunities.

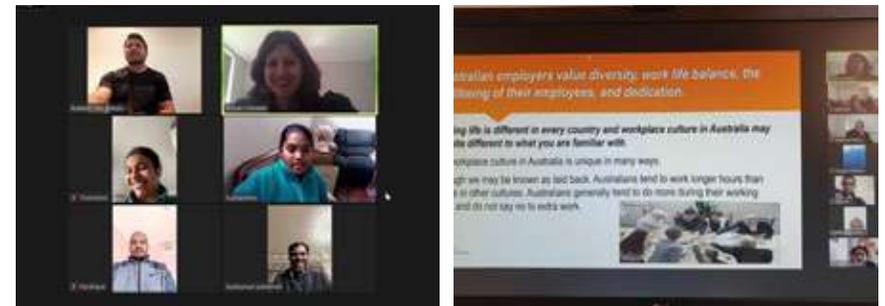
Community Migrant Resource Centre is contracted to Settlement Services International to deliver the Refugee Employment Support Program in Western Sydney. This is a New South Wales government initiative and managed by NSW Department of Education.

In 2020, CMRC's involvement and partnership with NSW TAFE, training organisations, local employers, and small business advisors made this program desirable and beneficial. More than 100 eligible participants from CALD communities, registered in this program and 456 individual RESP and 18 group sessions were undertaken. All our RESP participants were mentored by CMRC's employment officers and participated in 2 or more work-ready development sessions in-person or via Zoom and accomplished practical skill development through social enterprises and work experience opportunities. Nearly 30 participants secured jobs locally and in regional areas as truck drivers, personal carers, painters, community connectors, kitchen hands, shop assistants, factory hands, carpenters and so on.

Eligible participants were connected to TAFE and other employment training organisations through this program to develop employable English levels or receive skill development from relevant education and training courses. Through the employment support fund, participants who had overseas skills qualifications gained recognition. Many participants obtained their driver licence, working with children check, police check, work clothing and safety footwear for their new jobs. All costs were also covered by the Employment Support Fund.

COVID-19 pandemic created new challenges to deliver the program. However participants easily adapted to the 'new normal' and the electronic devices to overcome the barriers. Due to lockdowns, many participants lost their jobs and devoted their effort and trust in this program to change their career or find the desired job as per their interests.

We are pleased to announce that the RESP team was successful in delivering this project at CMRC.



Specialised Intensive Services (SIS)

During 2020-21, CMRC continued to successfully administer and deliver Tier 3 Specialised Intensive Case Management Services for the Humanitarian Settlement Services.

This distinct project aims to build the skills and knowledge for social and economic wellbeing and participation of humanitarian entrants to Australia through a tailored, needs based case management approach.

The SIS team has been working hard doing an impressive job engaging in meaningful work making a real difference in the lives of our clients, families, carers and communities. The team has conducted comprehensive needs assessments, developed individual case management plans and empowered the clients to overcome diverse and multiple barriers so that they can reach their settlement goals.

The prolonged COVID-19 situation has compelled the team to find new ways of working through social distancing and online engagement. The team have risen to these challenges and continued to achieve great outcomes for the clients. Some of the achievements are below:

- Guiding, assisting and supporting clients living with a disability get access to a disability pension, NDIS services, Jobseekers payments, access to emergency food aid, as well as access to financial assistance to be able to pay for their utilities through a range of emergency relief service providers. Clients experiencing mental health issues ranging from PTSD to depression and anxiety have received information and were linked to specialised mental health services.

- Facilitating access to CMRC's early intervention and perinatal programs, and linking them to parenting support groups, connecting them to a wide range of community activities and social support networks to broaden their access to services and engage them in life in the wider community. SIS clients have been showed educational pathways and enrolled in online TAFE courses, English and social inclusion classes with the aim to engage them in diverse employment pathways once they gain knowledge and confidence of accessing the labour market.
- Working in conjunction with CMRC's Going Home Staying Home project, the project was able to secure suitable, affordable and safe housing for individuals and families at risk of homelessness.

I would like to acknowledge and thank the small but amazing SIS team: Nasrin Azizi and Manal Abzakh. Their hard work and commitment to our client's families and community often went beyond the call of duty to assist those most vulnerable in our midst and provide information, assistance and referrals that could soon restore their wellbeing and confidence.

Towards Belonging

Belonging is a fundamental human need that relates to feelings of being valued, accepted, respected, and cared about by others.

Towards Belonging Program builds relationships that focus on safety and wellbeing of migrant, refugee and asylum seeker children. We provide insights, understanding and acknowledgment of differences in child raising practices. By utilising both cultural and legal knowledge and wisdom, skills, and courage we jointly support and ensure kids safety.

Towards Belonging Program is a fee-for-service program that collaboratively works with parents, extended families, communities and our partner agencies.

Official Launch of Towards Belonging

Anne Hollands, newly appointed National Children's Commissioner, officially launched the Towards Belonging program. Various service providers and partner organisations attended the online ceremony to help us celebrate.

Youth Hope and Brighter Futures Program Expands

With a name change to **Family Preservation**, this partnership has expanded to deliver cultural and language support for Wesley Mission caseworkers who work with Culturally and Linguistically Diverse (CALD) families with children over 9 years of age.




TOWARDS BELONGING LAUNCH

Join us for the Launch of an evidence based cultural care model of Community Migrant Resource Centre that supports non-for-profits, government and other stakeholders.

- Effective, improved and longer lasting outcome based services to CALD families, children and young people.
- Effectively engaging with CALD families and effectively supporting provision of safety of CALD children.
- Useful culturally appropriate tools and strategies which will help CALD children in Out of Home Care maintain their own cultural roots and positive connections to the culture.

Wednesday
25th November 2020

10:00am – 11:30am

On-line
Team's Event



Anne Hollands
National Children's
Commissioner



Ms. Melissa Monteiro
CEO CMRC



Ms. Mira Mitrovic
Manager of Towards
Belonging - CMRC

To register please email: Michael.kim@cmrc.com.au
COMMUNITY MIGRANT RESOURCE CENTRE

The Towards Belonging team is cooperating with Wesley Mission to make a smooth transition for caseworkers from Family Preservation (Previously called Youth Hope and Brighter Futures).

Positive Changes for Families – The Benevolent Society Partnership

CMRC's Towards Belonging has developed a new partnership with The Benevolent Society, as part of the Brighter Futures program in the area of Child Protection. This is to provide support for The Benevolent Society caseworkers to bring positive changes in families in protecting our children from harm.

Collective Impact Program - Recognition for Positive Outcomes

The Collective Impact program has seen continuous positive outcomes, with recognition by stakeholders, including Wesley Mission caseworkers, CALD families, and CMRC workers.

- CALD families report increased sense of trust and being supported through their interaction with the program
- CALD families report they are well provided with **culturally tailored support** that goes above and beyond mere language translation.
- We are seeing increased engagement by CALD family in Brighter Futures.
- We can report increased cultural capability and shared cultural understanding between Wesley Mission caseworkers and CALD families.

- We have noted increased understanding of positive parenting strategies and Australian child protection law for CALD families.
- Importantly, there has been improved communication between CALD families and Wesley Mission caseworkers through not requiring external interpreters.

CMRC's Towards Belonging sessional worker, Muhadissa was nominated for the Cultural Capability Award by Wesley Mission caseworker Josh Yun:

I would also like to nominate Muhadissa from CMRC for the Cultural Capability Award. As their title is Cultural Support Worker, she is really more than just an interpreter as she shows great empathy and relatability to the Afghani family I work with. The connection she makes with the family has made my job easier and I am always confident that my message is always being sent clearly to the family.

2020-21 ZEST Award Nomination

In 2020-21, the **Towards Belonging Program** (in partnership with Wesley Mission Brighter Futures) was once again nominated for the category of “**Exceptional Project in a Not-For-Profit Organisation**”.

The team were invited to attend the ceremony, held on the 18th of June at Stadium Australia in Sydney Olympic Park.

Special Projects



Building Capabilities Program

The Dept of Home Affairs newly funded Building Capabilities Program started 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 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.

Six programs operated this year. Mental Health First Aid, Governance Training, Financial Counselling, Accidental Counselling Training for Community Leaders and three Mentorship Programs from our dedicated Industry Experts.



Diverse Design Thinking & Urban Activation

Connecting Communities

CMRC are leaders in the diversity and inclusion space. For 25 years, CMRC has provided service delivery, sector development, training and consultancy services across NSW.

Diverse Design Thinking (DDT) steers a new direction for our centre and the communities we serve.

DDT asks the question: How satisfied are we, with the neighbourhoods in which we live?

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.

Our Urban Planning expert Aghyad Akkary has been looking at intentional / smart designs in precincts like the Foundry at Redfern, where STEM and fintech innovation hubs are needing links to multicultural communities in the west. Today we are linking how people interface with their public spaces and their neighbours is greatly informed by their culture heritage.

COVID-19 asked us to rethink that interface also, in activating spaces without drawing crowds that would be problematic in these health aware/socially distanced times. We collaborated with the Sydney Olympic Park Authority (SOPA) and developed non-timebound microactivations, so people could engage with a photo exhibition, art installations and videos organically, at their own time.



We hosted Corridors of Colour! from November 2020 - February 2021. Thanks to UA Lead Sharon Garrard, our installations included Yarn Bombing, Photo Bombing, Community Library Murals, a Photo Exhibition and Corridors Video.

There was a small window to engage with larger audience, so we had 3000 visitors attend our Lunar New Year event over three days in February 2021 at SOP.



Economic Inclusion: Empowering Migrant and Refugee Women

CMRC applied for and was successful in obtaining a grant from the Ecstra Foundation to deliver an integrated and targeted approach to promoting and achieving social and economic inclusion for financially vulnerable women from migrant and refugee backgrounds by adapting and enhancing CMRC's service development and delivery.

During the COVID-19 pandemic, CMRC employees have been striving to continue service provision and support communities and clients in this challenging time with a rapid transition to online communication, adaptation to changes on all fronts, different skill sets and the additional energy to manage all of these.

Through the delivery of the project and the organisational and employee capacity building strategy, a better informed, supported and energised workforce was supported that is better equipped to support themselves, the clients and communities they support. Through the delivery of knowledge and skills workshops, a better and more resilient workforce was created which will have long standing outcomes for themselves, their families, the clients and communities they are in touch with.



As with people across Australia and the world, many migrants and refugees are having to adapt to a reduction in income and/or complete job loss due to the pandemic. Within the communities where CMRC works, there is already limited financial literacy, especially when it comes to budgeting and debt management.

CMRC's financial assistance and education services focused on supporting people from refugee and migrant backgrounds (in particular women) who are experiencing financial hardship or disadvantage with securing employment, tenancy issues, payment plans, establishing and sustaining small businesses, accessing utilities, and general financial management strategies. Multilingual financial education workshops were delivered online and in person where possible and were specifically focused on the common money management issues currently being faced due to the pandemic.

Through the client and community capacity building strategy, better informed and more resilient and better equipped community groups, in particular women, to manage their family budgets, found out about organisations that are able to resource and support them during these tough times.

The project funded by the Ecstra Foundation was very successful in supporting women from migrant and refugee backgrounds experiencing financial distress, hardship and poverty. Women shared their stories and learnt about financial management through Women Sharing Circles where over 200 women from various cultural backgrounds participated. We would like to thank the Ecstra Foundation for the great support given in further developing projects and engaging with vulnerable communities.



Going Home Staying Home Project

2020-21 has been another successful year of assisting tenants who were at risk of breaching their contractual agreements and default on their tenancies.

The Going Home Staying Home project, funded by Mission Australia, provides a pathway for real estate property managers operating in the Parramatta LGA and surrounding areas to identify tenants who are struggling to meet their tenancy obligations and to refer these tenants for advice and early intervention support to prevent failing tenancies. The project assists to avert housing situations from further deteriorating which would lead to negative outcomes for tenants, the real estate agents and the owners.

Apart from linking clients and showing them pathways to long term accommodation, partnering with other service providers, the housing pathways worker is consistently working to organise housing workshops and information sessions in the Parramatta LGA and surrounding areas 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 maintain strong links and working partnerships with private 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 rental market. The clients also increased their understanding about the rights and responsibilities of tenants as regular sessions were run in partnership with the Tenancy Advice and Rights Centre and Department of Communities and Justice's housing branch.

Apart from assisting tenants to maintain their accommodation and avoid blacklisting, the project also assists landlords save 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.

We would like to thank Mission Australia for the opportunity to work with them and the guidance and constant support provided throughout the year. My sincere thanks and appreciation to the small, but very committed and dynamic team of Going Home Staying Home: Narayan Dhimal and Ian Johns who have put extra work and passion into this project. Together, we are looking forward to a new year of achievements.



Multicultural Ambassador Program

The Multicultural Ambassador Program continued to support City of Ryde's linguistically diverse communities to increase their access and use of support services in the Ryde LGA.

This capacity building project has developed a skilled cohort of bilingual community ambassadors who are community based and accessible to CALD families and community members within City of Ryde area and beyond. This is a collaborative initiative of City of Ryde and CMRC to develop referral pathways through trained ambassadors to a broad cross section of support services from the community and government sectors.

With over 30 active ambassadors representing a wide variety of cultural backgrounds predominant in the City of Ryde area and speaking collectively over 40 languages, this is a flagship program for the City of Ryde, creating opportunities for collaboration and exchange.

This program assists in the settlement of new arrivals in the area, providing a smoother process to overcome associated challenges by connecting individuals and families directly with the most appropriate services. As a result, the City of Ryde's CALD communities will be able to get better settlement outcomes by more effectively integrating and participating in the local and wider community.

Some of the outcomes achieved are:

- Enhanced knowledge about various topics including access to local services and programs
- Improved access to support services for CALD groups
- Increased participation in City of Ryde's events and opportunities
- Participation in DV Awareness and Anti-Racism campaigns
- Creating active engagement of individuals and communities

The community ambassadors are connectors who link people in need of information to appropriate services according to individual needs. The Multicultural Ambassadors are able to bridge the gap for their communities by raising awareness of services in their own language. The Multicultural Ambassadors are contributing to enriching the fabric of Ryde's diverse and inclusive city, building on rich cultural heritage.

I would like to express my heartfelt thanks to the City of Ryde for this great opportunity to engage CALD leaders and communities and my sincere thanks to the wonderful Ambassadors who are doing an amazing job.



Multicultural Road Safety Program

Raising awareness of road users

In NSW, each year more than 250 people lose their lives due to a road crash. Raising the awareness of all road users is a priority. Being mindful of the risks can be challenging particularly for those who may not understand the road rules.

To address this issue Transport for NSW Greater Sydney Division team, has developed close partnerships with CMRC to effectively deliver road safety programs ensuring that as many culturally and linguistically diverse backgrounds (CALD) communities are reached to reduce fatalities Towards Zero on NSW Roads.

CMRC's experienced team of more than 30 bilingual facilitators deliver the Road Safety sessions in various community languages providing a broader understanding of road rules and road safety in NSW. The CALD Road Safety Program is viewed as one of the key components of CMRC's settlement services programs, as a larger proportion of new arrivals originate from countries where road safety education is minimal.

Eighty road safety information sessions were conducted from January to June 2021. More than 1,100 CALD community members attended the 80 Road Safety Workshops across the four streams (Child Restraint, Driver Licensing, Driving in NSW and Pedestrian Safety).

A special thank you to CMRC's Multilingual Road Safety facilitators for their commitment and hard work and to Janette Sauterel for her continued dedication and perseverance to improve and promote Road Safety education in CALD Communities in Greater Sydney.



Feedback from attendees and facilitators continue to be positive.

"The Multicultural Road Safety Program provides very useful information to keep road users safe and reduce fatalities. I wish all migrants could attend this Road Safety training on arrival to Australia"

- Multicultural Road Safety Facilitator

"I learned a lot about the rules of the road in NSW. It is good to have someone who speaks my language and knows what the roads are like in my old country"

- Workshop Attendee

Phone Future

CMRC's Digital Literacy Project Phone Future upskilled women from Syria, Iraq and Afghanistan in digital devices.

Farzana Farzana and Safiya Al-Mashhadani were able to connect the dots between refugees and the phones that travelled with them around the globe on their migration path, and provided the umbilical cord between their homeland and their unknown destination. Unleashing the full potential of the Smart Phone, with these women from very diverse cultural backgrounds, provided a portal to knowledge sharing (key features underutilized eg email, text) and mainstream services (access to information that can impact themselves, their children and their families).

Thirty women participated in the project. Their daughters later joined the project, and the women were able to demonstrate the skills they learned and suggest less future reliance on their tech savvy children. The women later become community connectors and shared their knowledge with their familial and social networks.



Stories of Resilience – Make a Stand

CMRC's Podcast Production

The Community Migrant Resource Centre, Northern Region produced Stories of Resilience – Make A Stand, a podcast series responding to the continued rise of violence against women. The series was conceived as part of the City of Ryde's Make A Stand Against Abuse campaign.

During Sydney's first lockdown, community service organisations were extremely concerned about the increased surveillance and control exerted over women in domestic and family violence situations, and the lack of access to outside support.

The City of Ryde engaged The Community Migrant Resource Centre (CMRC) to develop and produce Stories of Resilience – Make A Stand, a podcast series responding to the continued rise of violence against women. The podcasts show what a person's journey could look like through the experience of domestic violence and abuse from the recognition of the situation to the start of a violence-free life. Listeners hear from the support services that provide help and assistance through the different challenges that survivors face.

We produced 45 episodes in six languages, working with a team of nearly 50 people, including 6 multilingual production teams. Some episodes have been translated and re-recorded, others are interviews directly in our 6 languages – English, Mandarin, Cantonese, Korean, Arabic and Farsi.

We thought long and hard about how to structure this series, in a way that is accessible and most importantly, useful to those going through the situation. After much consideration and consultation with support services, local and interstate, we structured the podcasts to form a kind of narrative. Listening to the (English) series from start to finish, we have tried to show what a person's journey could look like through the experience of dv, from the recognition of the situation to the start of a violence-free life.

CMRC works with new migrants and refugees to assist in acclimatising to their new country. We know that domestic and family violence occurs across cultures, age groups, education and wealth levels. So, it is important to produce podcasts accessible to speakers of languages other than English.

We have relied on the language, cultural and technical skills of our multilingual production teams and on the comprehensive knowledge of DV support workers – who are the unsung heroes of the service sector. The project was made possible through the clear-eyed support of City of Ryde.

Many thanks go to all the determined, talented and skilful people involved: City of Ryde, Commonwealth Bank of Australia, Esafety Women, Lisa Harnum Foundation, Ryde, Ku-ring-gai & Burwood Police Area Commands, the Northern Centre, Parramatta Women's Shelter, Link Housing, RACS, Disability Royal Commission Advocacy, Forcibly Displaced Persons Network (FDPN), Relationships Australia, Linking Hearts, Muslim Women Australia, Gina Schien, Betty Reynolds and the multilingual production teams.



The Parallel Lives of Women

The Parallel Lives of Women Project (PLWP) is a two year creative arts therapeutic intervention and comparative study.

The Parallel Lives of Women Project looks at the health and wellbeing outcomes for Sri Lankan Tamil Women who arrived up to 8 years ago, and Syrian women who have arrived in the last 5 years. Planning started in March 2020, with one end goal – to reset the scales of justice and restore access to basic human rights for women.

PLWP introduces us to women living lives that operate in the shadows of suburban Sydney households. Cosmopolitan Sydney is branded as the capital of Australia where opportunity abounds and diversity is embraced: the multicultural success story. But in our neighbourhoods there are women dreaming of a future as an Australian Citizen, desperate to secure a life of freedom for the next generation of women (their children) – where they can access education, express themselves, build their skills & aspire to a life grounded in dignity and meaning.

Our wonderful team is led by Conscila Jerome Emilianus (CMRC) and Mervat Altarazi (SydWest), with lead partner WSU's Humanitarian & Development Research Initiative (HADRI). 65 women and 4 community associations have registered for the research project and advocacy platforms – Our Next Australian Citizens and Women To Watch.

Asset mapping and skill building workshops at our Toongabbie Hub, resulted in a Food Aid Initiative led by a Syrian Social Enterprise that delivered 100 food parcels to Syrian and Sri Lankan Tamil women.

A skills incubator resulted in sewing social enterprise project that would harness goodwill profile for the Tamil Women as Stay Safe Ambassadors during COVID. More Than Masks involved 30 Tamil women receiving vocational training on pre-existing sewing skills, marketing and selling over 500 mask/earring gift packs. The women retained 100% of all income derived from the project.

This year has been dedicated to relationship building between all participants and the research investigators from HADRI, and the data collection has commenced for the research report which will be released in 2022.

Together we will explore the current circumstances of these women, their capabilities and challenges, their vulnerabilities & potential.





**FINANCIAL
REPORT
2021**

C. A. Behrens

Chartered Accountant

[Bbus., FCA, Registered Company Auditor]

76 Central Park Avenue Baulkham Hills NSW 2153

(Ph): 0417 249 977 Email: cbehrens52@gmail.com

8 October, 2021

The Committee
Community Migrant Resource Centre Incorporated
PO Box 1081
PARRAMATTA NSW 2124

Dear Messrs,

Re: Community Migrant Resource Centre – Management Letter

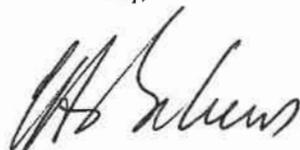
We have recently completed the audit of Community Migrant Resource Centre Incorporated for the year ended 30 June, 2021, involving test work on transactions and account balances and internal control.

Our examination of internal control was carried out for audit purposes and cannot be expected to disclose every weakness. Consequently, there may or may not be other shortcomings that exist in the present systems.

Our audit revealed no major issues and an unqualified audit report has been issued.

Should you wish to discuss any of the aforementioned matters, please do not hesitate to contact our office.

Yours faithfully,



Charles Behrens
Auditor

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

COMMUNITY MIGRANT RESOURCE CENTRE INC

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been no contraventions of:

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



Auditor: Charles Behrens

Baulkham Hills

Dated this 8th day of October 2021

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

Report on the Financial Report

I have audited the special purpose financial report of Community Migrant Resource Centre (Non-Reporting) Inc (the association), which comprises the statement of financial position as at 30 June 2021, the statement of financial performance for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

In my opinion:

- a. the accompanying financial report of Community Migrant Resource Centre Inc is in accordance with the Associations Incorporations Act 2009 in New South Wales, including:
 - i. Giving a true and fair view of the association's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
 - ii. that the financial records kept by the association are such as to enable financial statements to be prepared in accordance with Australian Accounting Standards.
- b. the financial report also complies with International Financial Reporting Standards as disclosed in Note 1

Information Other than the Financial Report and Auditor's Report Thereon

The committee of the association is responsible for the other information. The other information comprises the information included in the association's annual report for the year ended 30 June 2021, but does not include the financial report and my auditor's report thereon. My opinion on the financial report does not cover the other information and accordingly I do not express any form of assurance conclusion thereon. In connection with my audit of the financial report, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information; I am required to report that fact. I have nothing to report in this regard.

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

Responsibilities of the Committee for the Financial Report

The committee of the association is responsible for the preparation of the special purpose financial report that gives a true and fair view in accordance with Australian Accounting Standards and the Associations Incorporations Act 2009 in New South Wales and for such internal control as the committee determines is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the special purpose financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.

Auditor's Responsibility for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.

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

- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the association's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the special purpose financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Auditor: Charles Behrens
ASIC Auditor Number: 1466

Dated this 8th day of October 2021

COMMUNITY MIGRANT RESOURCE CENTRE INC

CMRC Consolidated Statement of Financial Performance For the Year ended 30 June 2021

| | 2021 | 2020 |
|---------------------------------------|------------------|------------------|
| INCOME | | |
| ATO Covid19 Cashboost | 50,000 | 50,000 |
| Books Sale | 9,803 | - |
| City of Ryde Council | 80,727 | 33,000 |
| Cumberland Council | 5,000 | - |
| Department of Communities and Justice | 423,591 | 567,070 |
| Department of Home Affairs | 1,323,977 | 1,306,412 |
| Donations | 27,405 | 12,070 |
| Ecstra Foundation | 100,000 | - |
| Fee-for- Service | 480,746 | 351,013 |
| Interest received | 2,783 | 9,718 |
| Membership fees | 927 | 1,309 |
| Mission Australia | 47,098 | 45,448 |
| Multicultural NSW | 8,000 | - |
| NSW Treasury | 600,000 | 413,705 |
| Reimbursement | 72 | 5,161 |
| Rent Received | - | 5,387 |
| Roads and Maritime Services | - | 56,408 |
| Scanlon Foundation | - | 21,000 |
| Settlement Services International | 1,748,058 | 1,747,249 |
| Sponsorship- Commonwealth Bank | 1,818 | 11,409 |
| Stall Fee | - | 2,900 |
| Sundry income | 176 | 715 |
| The Hills Shire Council | 6,365 | - |
| Tickets | 873 | 9,794 |
| Towards Belonging Contribution | - | 656 |
| Transport NSW | 149,000 | - |
| Workers Compensation Refund | - | 20,633 |
| Total Income | 5,066,419 | 4,671,057 |
| EXPENDITURE | | |
| Accommodation | 3,381 | 5,111 |
| ADSI YTSP expenses | 132,000 | - |
| Annual General Meeting | - | 231 |
| Audit | 11,970 | 15,135 |
| Bank Charges | 3,789 | 3,101 |
| Board of Management expense | 1,493 | 6,301 |
| Bookkeeping & Accounting Fees | 1,330 | 4,513 |
| Books | 893 | 125 |
| Brokerage service | 51,188 | 39,595 |
| Catering | 81,933 | 58,122 |
| Cleaning/Recycling | 23,058 | 19,854 |
| Computer Costs & upgrades | 45,186 | 59,144 |

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

| | | |
|---|------------------|------------------|
| Commission Fee | - | 1,250 |
| Contractors/Consultancy Fee | 746,902 | 64,742 |
| Donation expense | 21,404 | 14,610 |
| Electricity | 12,862 | 16,560 |
| Equipment/furniture | 84,305 | 36,999 |
| Facilitators | 43,900 | 72,535 |
| Filing Fees | 201 | 196 |
| Gifts and appreciation | 5,994 | 8,382 |
| Insurance & Workers compensation | 73,437 | 87,840 |
| Job advertisements | 285 | - |
| Legal Costs | 6,050 | - |
| Materials/ resources | 2,145 | 2,022 |
| Mini bus costs | 8,653 | 8,252 |
| Office Expenses | 6,786 | 4,948 |
| OHS | 994 | 409 |
| Paypal fee | 107 | - |
| Postage/PO Box hire | 953 | 353 |
| Printing, photocopying & stationery | 11,129 | 2,206 |
| Program costs | 353,794 | 247,938 |
| Provisions for leave | (20,215) | 41,193 |
| Publicity/promotion | 72,327 | 57,618 |
| Refund | - | 165 |
| Rent | 154,298 | 165,811 |
| Repairs/Maintenance - Equipment | 248 | 347 |
| Repairs/Maintenance - Premises | 81,560 | 905 |
| Salaries & Wages | 2,272,363 | 3,043,610 |
| Security | 1,476 | 660 |
| Small Business Month | - | 2,473 |
| Sponsorships | 1,818 | - |
| SSI Fees | 3,832 | 3,947 |
| Staff amenities | 116 | 187 |
| Staff training, Conferences & Seminars | 26,303 | 9,594 |
| Subscriptions & Memberships | 4,679 | 6,148 |
| Superannuation Guarantee | 214,478 | 286,552 |
| SydWest YTSP expenses | 132,000 | - |
| Telephone & internet costs | 23,188 | 33,693 |
| Towards Belonging Contribution | - | 656 |
| Translation & Interpreting | - | 2,265 |
| Travel | 12,464 | 54,317 |
| Training | 25,031 | - |
| Venue Hire | 91,384 | 73,699 |
| Webinars | - | 20,500 |
| Workshop expenses | 10,394 | 10,625 |
| Total expenditure | 4,843,867 | 4,595,438 |
| NET SURPLUS (DEFICIT) | 222,552 | 75,619 |
| Surplus Funds Repaid | - | - |
| NET SURPLUS (DEFICIT) FOR THE YEAR | 222,552 | 75,619 |
| ADD BALANCES CARRIED FORWARD | | |
| Funds Brought Forward From Prior Year | 559,019 | 483,400 |
| TOTAL BALANCES CARRIED FORWARD | 781,571 | 483,400 |
| COMMITTED AND ONGOING FUNDS | 781,571 | 559,019 |

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

COMMUNITY MIGRANT RESOURCE CENTRE INC
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2021

| | Note | 2021 | 2020 |
|------------------------------------|------|------------------|------------------|
| CURRENT ASSETS | | | |
| Cash & Cash Equivalents | 2 | 1,101,582 | 787,323 |
| Goods & Services Tax | 3 | - | 2,051 |
| Bonds | | 122,146 | 75,396 |
| Investments | 4 | 385,356 | 384,682 |
| Prepayments/Debtors | | 90,540 | 170,156 |
| TOTAL CURRENT ASSETS | | <u>1,699,624</u> | <u>1,419,608</u> |
| TOTAL ASSETS | | <u>1,699,624</u> | <u>1,419,608</u> |
| CURRENT LIABILITIES | | | |
| Credit Cards | | - | - |
| Creditors & Borrowings | 5 | 242,420 | 88,818 |
| Goods & Services Tax | 3 | 21,249 | - |
| Payroll Liabilities | | 79,555 | 105,830 |
| Employee Entitlements | 6 | 466,868 | 488,346 |
| Bonds | | - | - |
| Grants in Advance | 7 | 107,962 | 177,596 |
| TOTAL CURRENT LIABILITIES | | <u>918,054</u> | <u>860,590</u> |
| TOTAL LIABILITIES | | <u>918,054</u> | <u>860,590</u> |
| NET ASSETS (LIABILITIES) | | <u>781,570</u> | <u>559,018</u> |
| EQUITY | | | |
| Net Surplus (Deficit) for the Year | | 222,552 | 75,619 |
| Surplus Funds Carried Forward | | 559,018 | 483,399 |
| TOTAL EQUITY | | <u>781,570</u> | <u>559,018</u> |

COMMUNITY MIGRANT RESOURCE CENTRE INC
**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021**

| | Note | 2021 \$ | 2020 \$ |
|--|------|------------------|-----------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | | |
| Grants received | | 5,026,194 | 4,583,040 |
| Payments to suppliers and employees | | (4,714,718) | (4,619,646) |
| Distributions Received | | - | - |
| Interest Received | | 2,783 | 9,718 |
| Net Cash used on operating activities | | <u>314,259</u> | <u>(26,890)</u> |
| CASH FLOWS FROM INVESTING ACTIVITIES | | | |
| Proceeds from sale of investments | | - | - |
| Payment for property, plant & equipment | | - | - |
| Net Cash provided by (used in) investing activities | | <u>-</u> | <u>-</u> |
| Net increase/(decrease) in cash held | | 314,259 | (26,890) |
| Cash and cash equivalents at the beginning of the financial year | | 787,323 | 814,213 |
| Cash and cash equivalents at the end of the financial year | | <u>1,101,582</u> | <u>787,323</u> |

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED**

The financial statements cover as an individual entity, is a not for profit Association incorporated in under the .

The functional and presentation currency of is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of the Committee of Management, the Association is not a reporting entity since there are unlikely to exist users of the financial report who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

The financial statements 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.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of this financial report.

Impairment of Non-Financial Assets

At the end of each reporting period the association determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists and regardless for goodwill, indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the asset is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss, except for goodwill.

**COMMUNITY MIGRANT RESOURCE CENTRE INC
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021**

| | 2021 \$ | 2020 \$ |
|---|------------------|----------------|
| 2. Cash & Cash Equivalents | | |
| ANZ | 231,089 | 135,795 |
| ANZ Cash Management Account | 870,493 | 651,528 |
| | <u>1,101,582</u> | <u>787,323</u> |
| 3. Goods & Services Tax | | |
| GST Collected | 115,492 | 65,502 |
| GST Paid | (94,243) | (67,553) |
| | <u>21,249</u> | <u>(2,051)</u> |
| 4. Investments | | |
| Term Deposit | 385,356 | 380,759 |
| | <u>385,356</u> | <u>380,759</u> |
| 5. Creditors & Borrowings | | |
| Trade Creditors | 126,563 | 50,318 |
| Sundry creditors | 115,857 | 38,500 |
| | <u>242,420</u> | <u>88,818</u> |
| 6. Employee Entitlements | | |
| Provision for Annual Leave | 98,723 | 102,683 |
| Provision for Long Service Leave | 233,709 | 241,457 |
| Provision for Maternity Leave | - | 9,770 |
| Provision for Redundancy | 134,436 | 134,436 |
| | <u>466,868</u> | <u>488,346</u> |
| 7. Grants in Advance | | |
| City of Ryde Council - Art Ground | - | 5,000 |
| City of Ryde Council - Parenting across Cultures | - | 5,000 |
| DCJ - IT Inclusion for Clients and Communities | 50,000 | - |
| DCJ - Social Sector Transformation | 40,000 | - |
| Ecstra Foundation | - | 100,000 |
| Multicultural NSW - Everyday Essentials | - | 5,000 |
| Multicultural NSW - Taste of Diversity | - | 3,000 |
| Northern Sydney Local Health District | 3,000 | - |
| NSW Treasury | - | 43,750 |
| SSI - Digital Literacy and Language Support Program | - | 9,483 |
| SSI-SIF Special Projects | 14,962 | - |
| The Hills Shire Council | - | 6,384 |
| | <u>107,962</u> | <u>177,596</u> |

COMMUNITY MIGRANT RESOURCE CENTRE INC

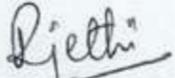
CERTIFICATE BY MEMBERS OF THE BOARD OF MANAGEMENT

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 2021 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: 20 October 2021

COMMUNITY MIGRANT RESOURCE CENTRE INC

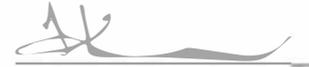
STATEMENT BY MEMBERS OF THE BOARD OF MANAGEMENT

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 2021 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



Umbaru Binneh-Conteh
Treasurer

Dated: 20 October 2021

The logo for the Community Migrant Resource Centre (CMRC) features the letters 'CMRC' in a bold, gold-colored font. The 'M' is stylized with two human figures integrated into its shape, also in gold. The entire logo is set against a dark blue background within a gold-bordered square.

CMRC

Community Migrant Resource Centre





Community Migrant Resource Centre

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

The Hills office

Community Hub
Castle Towers
Level 3, 6-14 Castle Street
Castle Hill NSW 2154

Northern Region office

Shop GRD 3030, Top Ryde City
Cnr Devlin Street & Blaxland Road
Ryde NSW 2112
Ph: (02) 9858 1925

Telephone: 02 9687 9901

Website: www.cmrc.com.au

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 twitter.com/CommunityMRC

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