



25

YEARS

Anniversary

1996 - 2021



ANNUAL REPORT
2022



Community Migrant Resource Centre

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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CONTENTS

4	Chairperson's Report
6	CEO's Report
10	Celebrating 25 Years
16	Treasurer's Report
17	Board of Management
18	Funding Bodies
18	Supporting Agencies & Partnerships
20	Financial Review
22	Settlement Engagement and Transition Support (SETS)
26	Youth Transition Support Program
30	Business Connect Multicultural Advisory Service
32	Early Intervention & Multicultural Support Program
38	Northern Region Services

FEE FOR SERVICE PROGRAMS

43	Specialised Intensive Services (SIS)
44	Refugee Employment Support
46	Towards Belonging

SPECIAL PROGRAMS

47	Building Capabilities
48	C3 Church – My Big Beautiful Backyard Mentoring
50	Career Pathways
51	Community Connections
53	Domestic Family Violence – Our Safe Place
54	Going Home Staying Home
56	IT Inclusion for Clients and Communities
57	IT Innovation Project for Clients and Communities
58	Multicultural Ambassador
60	Multicultural Road Safety

62 Financial Report

It is with great pleasure and my privilege to present this twenty-sixth Annual Report of Community Migrant Resource Centre (CMRC) covering the 2021-2022 financial year, to our many members, friends and stakeholders.



Dr Olayide Ogunsiji

Chairperson

CHAIRPERSON'S REPORT

In my first year as Chairperson, I am pleased to report that the overall performance of the CMRC during the past year has been outstanding. The work done by everyone concerned at all levels of the organisation, has strengthened the solid platform for ongoing growth and success of the organisation as it seeks to better serve the numerous communities it represents.

In February this year, we celebrated 25 years of service to the community, and I am convinced that this organisation has grown significantly during those 25 years, has assisted and made a difference in many thousands of migrants and refugees making Australia home.

A very big thank you to everyone who supported and worked arduously towards the 25th Anniversary celebrations!

The full details of our extensive and diverse range of programs are presented in the following pages of this Annual report, and I commend it to you all to read through in depth.

Governance, Performance Evaluation and Upskilling

Our Board maintains its commitment to good governance, strategy formulation and direction. In March this year, the Board met for two full days' Retreat to prepare a plan for 2022-2023. The Retreat was very productive, and a number of strategic issues were identified, which we have started working on. Among our important decisions at the Retreat is to implement on a permanent basis, the use of Sub-Committees into our Board Structure. A small sub-committee is currently researching and working towards making recommendations on this. Furthermore, we are currently reviewing our Board processes as part of our ongoing improvement and performance as members of the Board.

Strategic Plan 2021-2024

We are on the right track in the current 3 year Strategic Plan which was completed last year March and accepted by the Board and CEO. Melissa Monteiro is working closely with her management team in implementing the operational goals.

Stakeholders

Our work would not be possible without the financial support from all levels of government. We continue to receive tremendous support and funding from Local, State and Federal Governments during this very difficult time. We are having a closer look at the Fee for Service Model so as to optimise its benefit in strengthening CMRC to manage any rainy day ahead.

Outlook

Contrary to our anticipation that the war against COVID-19 would have been over by now, what we are hearing from the media is that our hospitals are filling up again with the coronavirus infected patients. There is still fear and anxiety with close friends and family members recently testing positive to the virus. The good thing though is that with the vaccine, severe cases are being put under control. Compounding this is the current economic situation with associated increasing cost of living. The Board is closely monitoring this, and the CEO continues to report on environmental scanning. We have an assurance that our dedicated and qualified staff are on ground to support and assist as many as will come to our door.

In the political arena, CMRC welcomes the new Federal Labour Government, and we look forward to a positive outcome for our many clients we serve. Internationally, the Russia-Ukraine war continues, and CMRC is playing a leading role in supporting and settling refugees arriving in Australia from Ukraine.

Appreciation

On behalf of the Board, I would like to thank our very dedicated Chief Executive Officer, Melissa Monteiro and her management team for their diligence and commitment to offer our clients their best. They are professionally following through with our strategic and operational goals in ensuring their effective and efficient execution.

We appreciate all the employees and volunteers for their continuing effective work, enthusiasm and loyalty. Their passion and commitment to exceeding the client's needs are highly appreciated.

Finally, I sincerely thank all the members of the Board for their dedication, work and commitment to the CMRC. Their range of skills, experience and insight are invaluable. We welcome Associate Professor Renu Narchal back to the board and look forward to working together on the Board.



It gives me great pleasure to present the CEO 2022 report. I am truly grateful for the resilience of our staff and Managers that enabled CMRC to persevere through unprecedented times as we have seen in the last year.



Melissa Monteiro

CEO

CEO'S REPORT

The year began with the drought, then devastating bushfires affecting many families around the state. Although CMRC is not a relief organisation, we are proud of the community support we were able to provide. Our staff responded and supported hundreds of families during the pandemic with vital goods and resources and care packs to sustain them during this challenging time.

Adjusting to the Pandemic

In the last year, we quickly adapted to the restrictions of the pandemic. Our staff working from the office all through the pandemic and post Covid. We introduced COVID safe practices at Parramatta office and Top Ryde. We kept staff informed with up-to-date resources and health advice. A COVID-19 leave policy was also launched to ensure employees are supported to get tested if unwell.

2021- 22 has been both a challenging and significant year for the CMRC, as we progress to become more streamlined, stronger organisation. Managing through the uncertainties of COVID-19 has been a dominant feature of the last two years and our decisions have been focused on supporting clients whilst keeping our staff safe and adapting new ways of working and providing services. During the year we improved our services, continued to reshape our programs and maintained strong partnerships with Government and partners.

Much of our effort has been directed to strengthening our foundations – particularly in the areas of risk management and finance – as part of our strategy, we have made significant progress and are now increasingly shifting our focus to simplifying and streamlining and improving our direct services and programs to suit the changing environment.

Managing the impacts of COVID-19

COVID-19 and associated lockdowns has disrupted life for many of us. With the support of all Funding bodies and partners we have proved resilient.

Small Businesses in NSW faced numerous challenges with the onset of floods, bushfires and then Covid 19. We have worked hard to support businesses through our Business Connect Program through this uncertainty. We have achieved over and above our KPI's. Since the onset of the pandemic, we have provided approximately 1000 business referrals and direct support. Thank you to the NSW Treasury, Karen Ballantyne and Duncan O'Connor.

Keeping our people safe has been a priority.

Our focus in 2021 – 22 has been on implementing changes and embedding them in everything we do. Our strategic priorities are providing clarity for the teams.

There is much to do, but we have a clear plan and are making progress.

Having the right executive team to lead us during this time was critical, and over the year we welcomed Diana Jacob, our new Family Services Manager, Thiagarajan Raman, Our new Business Services Program Manager and more recently Farzana Farzana, Northern Region Program Manager Top Ryde Office.

We wish well to Jayshree Pather Office Manager that has moved on to newer roles within the organisation.

I am delighted with the strength of the Management Team and what they each bring to the organisation. They bring exceptional skills, calibre and external experience.

I would like to thank our Chairperson Dr Olayide Ogunsiji for her support throughout the year. She is committed and passionate and I appreciate her wisdom and direction during this time. A special mention to every member of the Board that has played a key role in Governing this body. You have made a huge difference and helped us to be more transparent, accountable, strategize and pursue our charitable purpose. My sincere thanks to Warren Schweitzer and former Chair Thevan Krishna, Keith Hamilton for your substantive contribution to the Board retreat resulting in Board sub committees and members contributing beyond Board meetings. To the treasurer, my sincere thanks to Binneh Umaroo for your oversight on all financials. Nola Randall for your valuable administrative support and assistance with the approvals and working closely with the Management team.

To every member of the Board my sincere thanks for your trust and support to me as CEO.

Dijana Mackic Finance Manager, Aurelia Rahman Stakeholder Engagement Manager, with every passing year you make an even bigger contribution to the Finances and Engagement in your respective roles.



All this would not have been possible without a strong Executive Team. To every Manager my sincere thanks for working together. The collegiality and mutual respect we have for each other is outstanding.

Accountability and transparency with the finances has been the hallmark of our organisation and full credit goes to Dijana Mackic and the finance team. I warmly welcome Janki Joshi who has helped to keep the wheels of the organisation grounded and turning at all times, efficiently and productively.

The work of all our staff at the Annual meeting must be recognised. I appreciate the outstanding work of Victor Saw, Karen Community Officer and Acouth Achol, Casework and Community Engagement Officer for their dedicated service of over ten years to the organisation. You will be missed by every member of the staff and remembered by the community.

New projects responding to the Afghan and Ukrainian crisis

Priscila Mabor Inclusion Strategy & Innovations Manager has led the SETS, YTSP and DFV teams seamlessly. I congratulate you and the team for adapting to a changing environment in the last year. Some successful programs like the WSU partnership Solace and Solidarity celebrating women must be mentioned. My 'Big Beautiful Backyard', an early intervention strategy engaged with women and helped them to build social capital and enhance employment outcomes. We thank C3 Church for their donation supporting new arrivals from Afghanistan, food aid programs and for mentoring clients from Syrian background.

Solace and Solidarity are extraordinary programs providing support to the Sri Lankan, Syrian, Afghanistan, Ukrainian communities that have been impacted by the war overseas. We thank the WSU, Olah Lyeskakova Project Lead Job entry, Conscila Jerome Emilianus Casework & Employment Officer and Parastoo Khosronejad Casework & Employment Officer for reaching out to these communities.

It's a privilege to lead CMRC through this defining time and I thank our staff, volunteers, management team and Board for their commitment and passion. I am especially grateful to clients for your ongoing support and confidence as we steer our organisation onto the path of improved performance to better serve you.

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

Our Holroyd Hub initiatives have created an ecosystem connecting Syrian, Afghani, Sri Lankan Tamil and Iranian women with skill building opportunities and coordinating our new 'Hope Lives Here' Community Garden.

Our partnership with the University of Wollongong for the SAHAR DFV Research project has enhanced our team's reach and capacity across the women's safety and security space.

The SETS Youth Team reconnected disengaged youth back to the classrooms. Our employment and training initiatives continued to build strong employer partnerships, and families in Granville and Toongabbie have connected through purposeful program design and individualised casework support.

The Refugee Employment Support Program (RESP) is an initiative by the NSW Government, managed by the NSW Department of Education. Community Migrant Resource Centre is contracted to Settlement Services International to deliver the program in Western Sydney.

More than 1,000 individual RESP sessions and 35 group sessions were recorded to achieve the outcomes including 592 mentoring sessions and 275 work ready development sessions.

Our face-to-face engagement during the pandemic must be recognised. Melanie and Norma Boules maintained contact running play groups and activities during challenging post covid times.

Towards Belonging has been successful providing hundreds of families with support during the pandemic. Special recognition to Michael Kim. Our partners at Wesley Mission must be thanked for their passion and commitment to the program. It is a privilege working with you and your teams.

Our focus remains on delivering high quality services in the years to come.

We look forward to another year of serving people in need with resilience to overcome these and other challenges that come their way.

Thank you to the Department of Home Affairs, Department of Communities and Justice, SSI, Violet Roumeliotis and Dor Acheik, for your valuable partnership and collegiality. To YTSP partner agencies, Sydwest & Accessible Diversity Services Initiative Limited, thank you.

As a Salvation Army Multicultural Ambassador, Director at Anti-Discrimination NSW & Chair of SCOA Settlement Council of Australia, I extend my thanks to these agencies for the opportunity to serve our communities at the state and national levels.

Please enjoy our Annual Report.

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It is very pleasing to see the great improvement of CMRC's financial position, success & services for our clients, stakeholder and our staffs. The financial accounts reflect that the organisation is meeting its charter.



Umaru Binneh Conteh

Treasurer

TREASURER'S REPORT

Despite the impact of Covid-19 we were able to finish well with a surplus of \$143,727, which again helped to strengthen our Net Asset position (which is Surplus funds carried forward) from \$916,006 to \$1,059,734.

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 given the ongoing war in Ukraine & the challenges presented by Australia coming out of the Covid-19 pandemic restrictions.

Total Income from Grants and Other activities increased from \$5,066,419 in 2021 to \$5,567,527 in 2022 which was an increase of \$501,109 or 9.89%. Total Expenditure increased from \$4,843,867 in 2021 to \$5,423,800 in 2022 being an increase of \$579,934 or 11.97%.

Growing our Fee-for service Model is an important part of our business strategy. But this year CMRC reported a decline in our Fee-for service grants, with income decreased from \$480,746 to \$313,277 in 2022 – A 34.8% decrease (\$167,469 decrease).

Our balance sheet is healthy with a total asset of \$1,779,159 & total liabilities of \$719,425 this financial year compared to 2021. Our Current liabilities included provisions for our employee entitlements of \$321,488 which covers leave entitlement - Annual leave, Long service leave and Maternity leave.

Ratios Analysis was employed to guide our financial activities for 2021/2022 financial Year and I am pleased to report that all the ratios employed as per CMRC Budget Principles/Policies shows CMRC is managed efficiently and has sufficient funds to meet its liabilities.

It is therefore with great pleasure to present to you the 2021/2022 Audited financial statements for the Community Migrant Resource Centre. I can confirm that the CMRC's Financial Statements were again professionally audited by the National Audits Group Pty Ltd. The Audit was completed on 21 October 2022 and the auditor conducted test work on transactions and account balances and reviewed the internal control procedures. The signed audited report dated 21 October 2022 is attached to 2022 balance sheet and Income & expenditure Accounts.

It is very pleasing to see the great improvement of CMRC's financial position, success & services for our clients, stakeholder and our staffs. The financial accounts reflect that the organisation is meeting its charter with adequate provisions for its 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

Dr Olayide Ogunsiji	Chairperson
Keith Hamilton	Deputy Chairperson
Umaru Binneh Conteh	Treasurer
Nola Randall	Secretary
Kim Roots	
Reena Jethi	
Dr Renu Narchal	
Thevan Krishna	
Warren Schweitzer	

FUNDING BODIES

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

City of Ryde Council
 Department of Home Affairs (DHA)
 Department of Industry, Science and Resources
 Mission Australia
 Multicultural NSW
 National Careers Institute (NCI)
 Northern Sydney Local Health District
 NSW Department of Communities and Justice (DCJ)
 Service NSW
 Settlement Services International

SUPPORTING AGENCIES & PARTNERSHIPS

Government (Federal)

Department of Home Affairs (DHA)
 Services Australia

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 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

Government (Local)

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

Health

ASHM
 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)
 MTC Australia
 MTC Work Solutions – Youth Connections
 Wise Employment Ltd, Ability Options, Octec Limited, Max Solutions Pty Ltd

Corporate Partners

Glow Up Careers

Media

ABC TV
 Alive 90.5 Radio – SPOTLIGHT
 Fairfax Media
 Northside Radio FM99.3
 Parramatta Times
 SBS TV
 Weekly Times

Community Organisations/NGOs/ Service Delivery Partners

Accessible Diversity Services Initiative Limited
 Anglicare
 Barnardos
 Benevolent Society
 Boronia Multicultural Services Inc
 Christian Community Aid
 Community First Steps
 Creating Links
 Ethnolink
 Hills Community Aid
 Holroyd Parramatta Mobile Minders Inc
 Hornsby Connect
 Hornsby Ku-Ring Gai Community College
 Hornsby Ku-ring-gai Women's Shed
 HOST International
 House of Welcome
 ISRA
 Ku-ring-gai Neighbourhood Centre
 Life Without Barriers (LWB)
 Lifelinks
 Lisa Harnum Foundation
 Macquarie Community College
 Mission Australia
 Multicultural Disability Advocacy
 MYAN
 Northcott – NDIS
 OzChild
 OZHARVEST
 Parramatta Mission
 Positive Vibes Foundation
 Relationships Australia

Settlement Services International
 Settlement Council of Australia
 SydWest Multicultural Services Inc
 The Hills Women's Shed
 The Northern Centre
 Uniting – NDIS
 Wesley Mission
 Wiyanga House – Parramatta Mission

Ethno-Specific Community Partnerships

African Women's Group
 Aknoon
 Arabic Presbyterian Church
 Association of Bhutanese in Australia
 Australian Afghan Hassanian Youth Association
 Australian Afghan Khorasan Association
 Australian South Asian Forum (South Indian Film Fest)
 Australian Syrian Relief
 Australian Tamil Broadcasting Corporation
 Catholic Association of Sydney Tamils
 C3 Church
 Diocese of Parramatta
 Harman Foundation
 Hills Korean Women's Group
 India Club
 Karen Association of Australia
 Karen Youth Organisation
 Kateb Hazara Association Australia
 Massoud Foundation Australia

Multicultural Integration Community Support (MICS)
 Non-Resident Nepali Association
 PCYC Waitara
 Saadat Association
 Saba Group
 SAHELI, SEVA Inc
 Sydney Community Group
 Syrian Youth Group
 Tamil Women's Development Group
 Voice of Tamils

Educational Institutions

Arthur Phillip High School
 Granville South Creative Arts and Performing High School
 Granville TAFE Outreach
 Greystanes High School
 Holroyd IEC/High School
 Holroyd School – Special Needs
 Hornsby Ku-Ring-Gai Community College
 Macquarie Community College
 Macquarie University
 Merrylands Public School
 Navitas Skilled Futures
 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
 Western Sydney University
 Widening Participation Unit

Networks

Afghan Health Working Group
 Canterbury Bankstown Chamber of Commerce
 Cumberland Multicultural Community Services
 Cumberland Multicultural Consultative Committee
 Hills Multicultural Network (HMN) - CMRC Chair
 Hornsby-Ku-ring-gai Multicultural Network (HKNN)
 Local Government Multicultural Network
 Multicultural Services Network (MSN) – CMRC Chair
 Nepean Blue Mountains Penrith MAC
 Northern Sydney Refugee, Humanitarian Entrants and Asylum Seekers Forum
 Northern Sydney region Chinese Community Network
 NSW Afghan Community Advisory Forum
 NSW Anti Racism Working group
 Ryde Intercultural Network
 Strengthening Regional Support, Growth and Recovery Forum
 Western Sydney Multicultural Advisory Committee

Considering COVID19 situation and great deal of uncertainty faced nationally and globally for third year in a row, Community Migrant Resource Centre has managed to keep having a healthy balance in general reserves and positive financial position.



Dijana Mackic
Finance Manager

FINANCIAL REVIEW

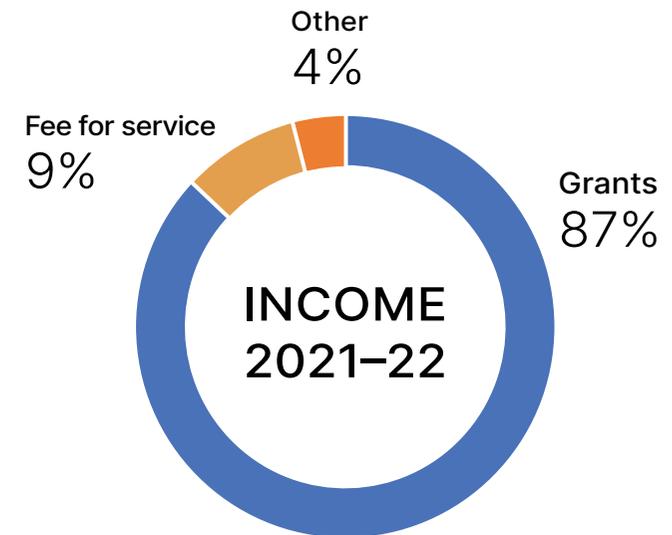
Demand for our services in Western and Northern Region continues to grow and we have our office in Top Ryde Shopping Centre is easily accessible for our clients.

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

2021-22 reflects continued focus on sustainable income with focus on fee for service.

313K was raised through CMRC's various fee for service models which created stable income cash flow.

Total income for 2021-22 was 5,567,527 in comparison to 2020-21 income of \$5,066,419. Majority income came from government and non-government grants.



Community Migrant Resource Centre demonstrated sound fiscal management and accountability measures in 2021-22, as shown in the audit report prepared by National Audits Group who are newly appointed auditors of our organisation. We thank Behrens Rowley Chartered Accountants for their auditing service over the years.

The Balance Sheet is strong which is reflected by total assets of \$1,779,158 and total equity of \$1,073,732. 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. In this financial year CMRC has invested funds to upgrade IT and other digital equipment in order to meet ever changing circumstances.

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 developing a fit for purpose social enterprise models and diversifying income streams to improve resiliency.

Delivering a sustainable social impact to improve wellbeing of people within the community have been one of our main goals in 2021-22.

CMRC focus for 2021-22 was to strengthen and enhance existing programs and continue providing quality services in accordance to our organisation's mission.

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

In 2022 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.



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 three regions affected by protracted conflicts: Burma, Afghanistan and now Ukraine.



Priscella Mabor

Inclusion Strategy & Innovations
Manager

SETTLEMENT ENGAGEMENT AND TRANSITION SUPPORT (SETS)

Towards Tomorrow Program

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

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 including 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, Afghani, Sri Lankan Tamil and Iranian women with skill building opportunities and coordinating our new Hope Lives Here Community Garden.

Our partnership with the University of Wollongong for the SAHAR DFV Research project has enhanced our team's reach and capacity across the women's safety and security space.

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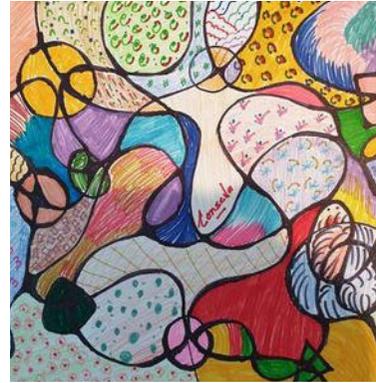


CMRC's Community Connections Hub in North Parramatta supports both newly arrived communities and the ongoing dispersed communities across the broader Sydney metropolitan area.

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.

August 2021 saw another humanitarian crisis unfold in Afghanistan. Within 48 hours CMRC responded with the formation of an Afghan Taskforce to lead critical programs across womens' mental health and migration support space.

2022 proved to be a year dedicated to recovery and resetting the dial on work practices across the sector. For International Women's Day we partnered with the Anti-Discrimination Board of NSW in reflecting on Breaking the Bias for women from diverse backgrounds who faced untold levels of discrimination throughout the pandemic. Our Harmony Day Heroes Program in March, drove home a clear message that frontline allied professionals are heavily impacted by a pandemic that is here to stay.



This year's Refugee Week forum saw women from Afghanistan and Syria, mesmerised by stories told by women from the frontline of the Ukrainian conflict.

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

All Towards Tomorrow programs have been shaped and designed by 17 dedicated staff. A huge thank you goes to Acouth John, Adeb Razzouk, Anusaya Gurung, Bahram Mia, Biljana Kulic, Conscila Jerome Emilianus, Frank Feng, Manal Abzakh, Mansi Bhatia, Narayan Dhimal, Nasrin Azizi, Nooria Hussain, Parastoo Khosronegad, Sonia Islam, Tamkin Hakim, Victor Saw and Vera Melkonian.



SETTLEMENT ENGAGEMENT AND TRANSITION SUPPORT (SETS) (CONT.)



Refugee Week 2022



Refugee Week 2022



Wellbeing & Mental health – Pottery



Sharing Circle



Lifeskills Program Information Session



Mental Health & Wellbeing – Drawing



Employment Recruitment Agency



Iftar Dinner Program



Mother's Day Celebration



Basic English Class

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.

YOUTH TRANSITION SUPPORT PROGRAM

For Youth/By Youth

The DHA funded Youth Transition Support Program (YTSP) is delivered nationally by six organisations throughout Australia. The 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.

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 and wellbeing social indicators, we are committed to enhance a young persons' ability to remain at high school, transition to further education, to recognise 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.



The program has provided service delivery to over 3,000 clients since commencing, with over 4,000 employment & education related outcomes (including completion of a work readiness course, LWE achieved, paid employment), with our partnership-led model of integrated support.

YTSP has been independently evaluated by Synergistiq.

Following the humanitarian crisis in Afghanistan August 2021, YTSP held Afghan Youth Forums to tailor health and wellbeing initiatives led by young people, and identify any mental health interventions required.

Youth Week 2022 saw our annual Youth Achievement Awards for Western Sydney provide 8 awards across categories including Academic Achievement, Leadership, Creative Arts, Sports and Community Services. Refugee Week provided an opportunity for us to partner with the Metropolitan Local Aboriginal Land Council as a cultural exchange and deepen understanding about reconciliation and healing.

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, Pilar Cardenas, Rnita Dacho, Latifa Hekmat, Molly Hibbert, Tanaka Magwature, Bahram Mia, Parwin Taqawi, Saira Mohammad, Tamana Muslih and Zarghona Rajabi. Eight members of our casual Youth Team 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 (Aynalem Tessema & Jennifer Yang) and Sydwest (Ahmed Shmela). Thank you to Frank Zhenqian and Clement Meru, 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).



YOUTH TRANSITION SUPPORT PROGRAM (CONT.)

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.

Stand Out (CMRC) Job ready support, with one-on-one tailored resume and on the spot application processes.

Employment Future Pathways Program Toolkits developed by Creating Chances identified young people's work type matched with their personalities. Industry partners provided LWE placements for 30 clients.

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 with 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 and education sectors, 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

Draw! Aim! Release! Mental health and wellbeing initiative to use the activity platform of archery to prompt conversation topics related to psychological indicators for wellbeing.

Kicking Goals (SydWest) Integrated sports, education and leadership skills development. Employment pathways program delivered by Creating Chances at Mitchell High School, Holroyd IEC and Arthur Phillip High School.

Design your Destiny (CMRC) Social inclusion program to build a sense of belonging and connectedness during COVID-19 where young people were trained in creating and designing their own online zones.

Together for Sport (SydWest, ADSI) Access program for refugee clients to participate in sports programs, training, participation in tournaments and assistance with registration at mainstream clubs.

Vocational Guidance

Find My Pathway Pathway to Vocational Training guidance and support program, in partnership with Star Training to facilitate access and equity for newly arrived participants through the Traffic Control, Security and RSA Cert journey.

TAFE Taster and Trade Taster Program Series (SydWest/CMRC) Partnerships with Nirimba and 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 and Iran. Sector development training delivered to Services Australia, DCJ, 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, as well as Blacktown Centrelink & TAFE. This working group has brokered employment pathway opportunities for clients.



Small businesses are critical to the NSW economy. There are over 800,000 small businesses operating in NSW comprising 98% of all NSW businesses.



Thiagarajan Raman

Business Services Program Manager

BUSINESS CONNECT MULTICULTURAL ADVISORY SERVICE

Assist multicultural small businesses to start-up, run, adapt or grow

Many multicultural small business owners do not have extensive experience or skills in business planning, sales, managing cash flow or marketing products. Small business owners are not always aware of the issues they confront in starting and managing a small business.

CMRC provides small business advisory support and business skills to multicultural individuals and small businesses across NSW. CMRC delivers a range of services to support small businesses, including one to one business advice through advisory sessions and business skills through online and in person events and resources.

CMRC provides in-language support in various languages including Mandarin, Cantonese, Korean, Arabic and Vietnamese. and other multicultural business owners who seek advice and support based on their cultural needs.

CMRC multicultural advisors have a variety of business skills to help with profitability and job creation to identified cultural groups and businesses in Greater Sydney and through outreach work in Newcastle, Wollongong and beyond.

As the Business Services Program Manager, apart from leading our specialist advisors, I support the Business Connect program by facilitating and engaging several stakeholders within the broad multicultural networks in NSW. Stakeholders include state, federal government and local government agencies, community groups & leaders, multicultural service providers and more. The project advocate to support the emerging needs of the multicultural small business communities.

During the 2021-22 Financial Year, despite various challenges, including the pandemic, CMRC successfully delivered the program and met its funding obligations. During that period, CMRC was the highest in-person event service delivery provider among its peers.

I would like to thank our Multicultural Advisors Anas Khawam, Eva Alhajjar, JaeWon Kang, Michael Xie, Jolie Nguyen and Eric Chan for their contribution. I would also like to thank the CMRC CEO for her leadership and guidance.

During the 2021-22 Financial Year Small Business Month celebration, CMRC successfully provided a platform for meaningful interaction and engagement between the NSW Government's elected representatives, government officials and several small business communities. It was well received and appreciated by all the stakeholders.

CMRC is pleased to continue this program for a further 3 years after it won the recent NSW Government tender.

CMRC was invited to actively participate and provide valuable input and advice to the whole of Government CRM change management process as they migrate their systems into a new platform. CMRC continues to strengthen its networks, reaching out to many existing multicultural small business owners and emerging communities including new migrants, refugees, and humanitarian entrants.

CMRC is looking forward to fruitful engagements with many more stakeholders in the coming year and conducting promotional events and Small Business Month celebration. NSW Ministers, Business Commissioner and other high-level delegates are expected to participate in the celebration.



The aim of the CALD Early Intervention Program provides families and children from Culturally and Linguistically Diverse (CALD) communities with the best start in life. The services are designed to strengthen parenting skills, Early Intervention and Perinatal support, to help increase a child's development.



Diana Jacob
Family Service Manager

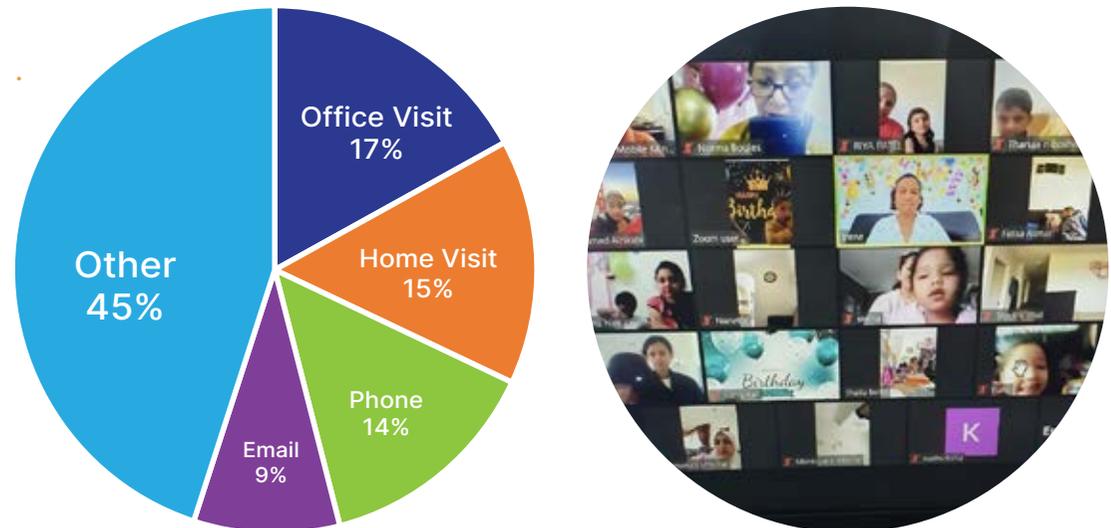
EARLY INTERVENTION & MULTICULTURAL SUPPORT PROGRAM

The EIPP program consists of a range of services which include:

Home visits

The early intervention family worker provides home visits to disadvantaged CALD mothers and their newborn to gain further insight into the family's experiences.

During the Covid Pandemic, some home visits were delivered by Zoom and in some cases delivered in certain community settings such as shopping centres, office visits, phone consults.



The graph illustrates the percentage of the visits held during July 2021 – June 2022.

Parenting Program

A large number of client referrals were received from the Department of Communities and Justice (DCJ) for parents to participate in CMRC's parenting programs. The parenting programs help parents improve their parenting skills to better support their children through stages of development.

During the period of June 2021 to July 2022, interventions and programs were delivered online due to COVID-19, however from early 2022 the groups transitioned to face to face settings. The delivery of the program focused on the following:

- DV Alert Lifeline saving lives
- Women as Mothers/Karitane
- Promoting Maternal Mental Health During Pregnancy
- 123 Magic workshop
- Triple P Level 4 and Level 5



Supported Playgroups

The aim of supported playgroups is to break isolation and to offer the opportunity to experience a gradual transition adjusting to the new culture. The families receive information about child rearing in Australia and parenting between different cultures. It provides opportunities for parents and children to connect with other families, help increase their confidence, as well as to develop social and family support networks.

Supported playgroups are run in different locations across Cumberland and Parramatta LGAs. They are delivered on public school grounds (Parramatta West Public School, Parramatta East Public School, Parramatta North Public School) community centres (Westmead and Merrylands), and community health centres.

Due to the pandemic, the supported playgroups were being held online via Zoom, outdoor parks and slowly transitioned face to face at the start of October 2021. With easing of restrictions, the response for the playgroups has been overwhelming resulting in an increased number of families and children attending.



EARLY INTERVENTION & MULTICULTURAL SUPPORT PROGRAM (CONT.)

Readiness to school program

Is an important aspect of the supported playgroups. The program has a holistic and inclusive approach, which includes encouraging families to be aware of what their child would be doing in their future school years.

The readiness to school program aims to provide children with a range of important activities. In 2021-2022, the following activities were implemented in the program:

- Selfcare skills- dressing and toileting independently
- Gross motor skills- physical skills such as running, skipping, jumping, and playing ball
- Fine Motor skills and hand skills such as writing, cutting, colouring
- Planning and sequencing: the sequential

Transition to school program

The program was run at Westmead community centre combined with Parramatta East public school. It offered additional support to CALD families for a smooth transition into schools when their children are ready to start Kindergarten. In 2021-2022, there were 15 families plus their children that participated and some of the activities were:

- Listening to both children and parents' worries about starting school
- Make a game out of practicing self help
- Read books about 1st day at school
- Opening lunch boxes
- Learning new routines, listening to the teacher



International Women's Day

CMRC is heavily involved in celebrating and acknowledging International Women's Day (IWD). Marked annually on 8th March, IWD is one of the most important days of the year to:

- celebrate women's achievements
- raise awareness about women's equality

On IWD 2022, CMRC hosted an event in partnership with DCJ, Christian Community Aid NSW Service, Cumberland Women's Health Centre, Uniting and Holroyd Parramatta Mobile Minds Inc. We welcomed 52 CALD families who joined in the celebration. The day was filled with fun and wellbeing activities such as a Zumba session, breathing exercises, crafts, and wellbeing hampers given to the women.

Additional topics were raised at the event providing education and information session to the families focusing on child protection.



Young Mothers Activities: Wyanga House Westmead

The program closed in 2021 due to the COVID-19 pandemic and reopened in February 2022. Working in partnership with Christian Community Aid NSW Service, the activity delivers sessions to young mums on parenting programs, child development, Circle of Security, and financial workshops.

Mothers of Many Societies Support Group

The group has been temporary closed due to the pandemic, however working in close partnership with Westmead Hospital, we have maintained delivery sessions to the mothers about child development, DV, positive wellbeing and financial workshops. In addition, a WhatsApp page was created for clients to remain connected and engaged.

Paint Parra REad

Paint Parra REad is an Annual Reading Day partnered between CMRC and City of Parramatta Library to promote early literacy and the importance of reading, talking, singing, and rhyming with children from birth. Although it is an outdoor community event, to abide by Covid19 Government restrictions, in 2021 it was delivered in small groups and on online platforms such as WhatsApp, Zoom and Google team meet.



EARLY INTERVENTION & MULTICULTURAL SUPPORT PROGRAM (CONT.)

Holroyd school

Due to the COVID-19 pandemic, the community hub at Holroyd school (special needs) had temporarily closed however it reopened in March 2022 to provide support to the school community. The program provides support to families by linking them to relevant service providers such as NDIS services, Uniting and Northcott to target the needs of the school community.

Objectives are -

- Increase the number of families to use the community Hub to develop social connection
- Empowering families to be active in decisions which affect their lives
- Increase the knowledge about the use of local services, resources, or activities available for them and their children.



Partnerships

EIPP Program has continued to strengthen and sustain positive working relationships since the past 10 years with important stakeholders and organisations:

- Westmead Hospital
- Christian Community Aid NSW Services
- Uniting
- Parramatta Holroyd Mobile Minders Inc.
- Cumberland Women's Health Centre
- St Ioannis Greek Orthodox Church
- Holroyd School
- Parramatta East Public School
- Parramatta West Public School
- Parramatta North Public School
- Northcott
- City of Parramatta Libraries
- Cumberland Council
- Parramatta Council
- Wyanga House
- Jeffrey House



Multicultural Support Workers Program (MSWP) builds positive relationships between the Department of Communities and Justice (DCJ) and Culturally and Linguistically Diverse (CALD) communities within NSW

Under this program, our sessional workers provide language and cultural support services to DCJ caseworkers to better understand and connect with the family through culture.

During 2021 to 2022, there were 98 referrals received with 77 cultural consultations delivered by the MSWP team to DCJ caseworkers within NSW and an increase in the number of referrals outside of Sydney metropolitan areas. Additionally, there was a high need for Turkish, Arabic and Bengali cultures for consultations to develop cultural plans for children in Out of Home Care (OOHC). The cultural care plan for a child in OOHC is crucial to maintain connection to their culture of origin. MSWP sessional workers' input plays a critical part in developing a cultural plan.



CMRC Northern Region continues to support migrants, refugees and the communities who require our services for settlement and social inclusion.



Farzana

Northern Region Program
Manager

NORTHERN REGION SERVICES

Northern Region Services – another outstanding year for the Northern Region in 2021-2022.

Within the diverse CMRC workforce, many staff members are from refugee or migrant backgrounds themselves and are familiar with the challenges of settling in a new country and the needs of resettlement communities. CMRC's services enhance self-reliance with a focus on language acquisition, pathways to employment and pathways to education. These services don't just respond to one particular need: they provide a whole range of quality support to help new arrivals settle successfully in Australia.

- CMRC was invited by the local area Police Command to conduct information sessions on the service to newly graduated police at their inductions.
- Attendance at the morning tea hosted by the Mayor of City of Ryde, The Hon. Mark Coure MP, NSW Minister for Multiculturalism, was also in attendance to allow discussion of issues pertaining to racism, multicultural affairs and the role of the City of Ryde in addressing these issues.
- Organised and hosted Police and Domestic Violence Information Session for Community Workers in partnership with Ryde Police Area command and the City of Ryde.

Community Organisation Support

- Women's Shed, Hornsby Ku Ring Gai (WSHK)
- Multicultural Integration Community Support (MICS)
- Uyghur Community
- Aknoon, an Iranian community group operating in Hornsby
- Sydney Community Group
- The Sydney Recitation Art Group
- South Asian Film Festival Arts and Media Projects and Activities

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 our 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.

Forum Theatre

The Armenian Community Forum Theatre Project by CMRC Northern Region and supported by the Northern Sydney Local Health District and The City of Ryde.



NORTHERN REGION SERVICES (CONT.)

In What do you think? show

Real and realistic problems, mainly relational scenes were created, and participants were encouraged to confront them and even step into the scene and try their own solutions.

Have a Seat

Ten interactive theatre workshops investigating power dynamics were delivered by CMRC's professional theatre practitioner. The workshops helped develop social and effective communication skills of the participants in a fun environment.

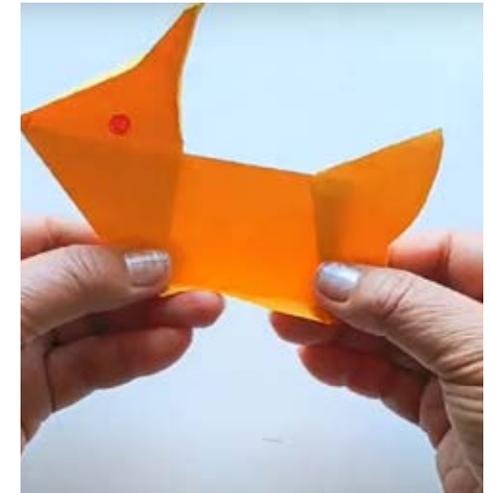
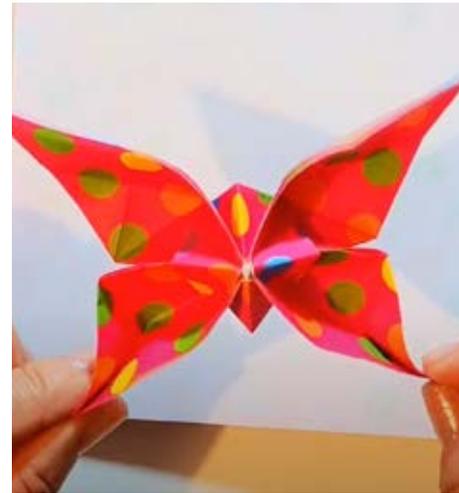
Art Ground

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".



Art ground II

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 them.

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.

Aboriginal Culture Awareness Workshop for Chinese Community

A one day workshop was held at Meadowbank Community Hall, in partnership with Relationships Australia. The workshop aimed to raise awareness and understanding of Aboriginal Australia. Through Aboriginal culture introduction, music and painting, participants gained necessary knowledge to develop culturally safe, sensitive and respectful relationships with indigenous people.



NORTHERN REGION SERVICES (CONT.)

Programs

- **Digital Literacy** program – in partnership with Macquarie Community College
- September 2021 – **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 for Syrian Armenian and Chinese communities
- **Mindspace** mental health workshops for the Armenian Community in partnership with STARTTS
- **Northern Sydney Local Health District Health** info sessions – breast screening and dental health
- **Citizenship** program
- **Western Sydney Community Legal Aid** multicultural service clinic
- **Transition to school** webinar for Korean speaking families
- **Services Australia information** session – age pensions, family tax benefits, financial services and Medicare

Events

- **Armenian Group excursion** – Sea Life Aquarium and lunch
- **Armenian Community Christmas** – celebration and Digital Literacy program graduation
- **CMRC Stall, Refugee Week** event and speech by CMRC Arts and Youth Officer
- **Thank You Volunteers** – to celebrate and recognise the vital work of CMRC volunteers and to say thank you!



FEE FOR SERVICE PROJECTS

SPECIALISED INTENSIVE SERVICES (SIS)

During 2021-22, CMRC continued to successfully administer and deliver Tier 3 Specialised Intensive Case Management Services for the Humanitarian Settlement Program. 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.

The hard work and commitment of our SIS team to clients' families and community often went beyond the call of duty to assist those most vulnerable and provide information, assistance and referrals to restore wellbeing, confidence and trust.

FEE FOR SERVICE PROJECTS

REFUGEE EMPLOYMENT SUPPORT PROGRAM



The Refugee Employment Support Program (RESP) is an initiative of the NSW Government, managed by the NSW Department of Education. Community Migrant Resource Centre is contracted by Settlement Services International to deliver the program in Western Sydney.

CMRC started the program in January 2020 and concluded in June 2022 by achieving a number of outcomes for our clients. Partnership activities with TAFE, The Parramatta College, Australia Retail Association, Tamil Women Development Group, Thrive Refugee Services, Brotherhood St Lawrence, a number of aged-care and child-care providers, retailers, logistics industry, restaurants and cleaning businesses supported us to reach clients' goals on time.

Around 150 eligible participants from CALD communities, registered for this program.

More than 1,000 individual RESP sessions and 35 group sessions were recorded including 592 mentoring sessions and 275 work ready development sessions.

All RESP participants were mentored and participated in 2 or more work-ready development sessions and accomplished practical skills development through social enterprise and work experience opportunities.

Nearly 55 participants secured their jobs locally and in regional area as personal bankers, accountants, truck drivers, personal carers, childcare educators, painters, community connectors, kitchen hands, shop assistants, factory hands, carpenters, small business owners and much more.

More than 40 participants were connected to TAFE and other employment training organisations to develop employable English language levels or receive skills development through relevant education and training courses. Through the employment support fund, participants gained recognition of their overseas skills. Many participants obtained their driver's licence, working with children check, police check and covered their cost of work clothes and safety shoes for their new jobs.

RESP presents a new and innovative way to help refugees and people seeking asylum into work, by delivering a range of support services that overcome the barriers they face in gaining employment. Due to the protracted lockdowns, many participants lost their jobs and put their effort and trust in this program to change their career or find their desired job according to their own interest.

Our strategic collaboration with SSI provided benefits for refugees and the local workforce.

CMRC created new partnerships with local employers, training providers, community groups and non-government organisations to connect eligible participants with training, support and jobs to advancing a multicultural Australia – both socially and economically.

We are very grateful to Settlement Services International for the great partnership in the last two years and continue our significant support to new migrants so that they gain sustainable and meaningful employment.

FEE FOR SERVICE PROJECTS

TOWARDS BELONGING PROGRAM

The Fee for Service model, Towards Belonging, assists in finding unity amongst the cultures and the cultural parenting styles, to create an approach that supports meaningful change for CALD individuals and families. The program supports non-for-profit organisations, government, and other stakeholders to deliver effective and achieve improved outcomes for Out of Home Care services to CALD families, children and young people.

The program consists of 45 bilingual workers at CMRC that assist caseworkers from various organisations providing a range of services involving cultural support in case consultations, teleconferences, input into the development of cultural care plans, joint home visits, input with ideas for culturally appropriate referrals and jointly navigating families through the Child Protection System by partnering with community services in casework. In the last year, assistance was offered to 193 families and a total of 552 sessions were delivered. The Towards Belonging program works in close collaboration with Wesley Mission (Family Preservation) as one of the major partnerships along with other organisations including The Benevolent Society, Creating Links, Catholic Care and OzChild. The program has demonstrated successful outcomes in supporting caseworkers to assist families and children within the CALD community specifically from Farsi, Arabic and Tamil communities.



SPECIAL PROJECT

BUILDING CAPABILITIES PROGRAM

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



The Department of Home Affairs' newly funded Building Capabilities Program started in 2019, and is delivered state-wide as part of the NSP Consortium (SSI-led).

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 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 at entry level positions in the community sector.

This year we adopted a number of innovative initiatives. We contracted two partners, to deliver the program. One partner was the Tamil Resource Centre, who has a new Youth Arm of Sri Lankan Tamil young people who have been raised and educated in Australia. They partnered with a local Arabic Presbyterian Church and trained newly arrived Syrian and Sudanese volunteers there across a number of program areas: Mental Health First Aid, Governance Training, Financial Counselling, Emergency Food Aid Coordination, Crisis Response Training.

We also launched our Solace & Solidarity Project, in response to the Ukrainian crisis, further consolidating our important work in the social justice space. As community members rallied from March onwards we were able to upskill and resource an Emergency Response Team across a number of languages, employment, food aid and clothing domains.

BBB is a mentoring program that creates a platform for newly arrived refugees to connect and build their social capital, share their experiences and gain insights into the Australian culture.



SPECIAL PROJECT

C3 CHURCH – MY BIG BEAUTIFUL BACKYARD MENTORING PROGRAM

My Big Beautiful Backyard (BBB) was born from a wonderful synergy between CMRC and C3 Church.

C3 Church were interested in investing donation funds into a program that was tailored to newly arrived refugees and included a mentoring component. We were interested in finetuning a new support mechanism that would be co-designed with some fresh insight from new staff and contractors.

We all need a warm welcome when we arrive somewhere new. Those first friendships, conversations and gestures of kindness, can impact the critical first years of a person's settlement journey.



Having a mentor can create opportunities, build confidence and most importantly, give people a warm embrace and a sense of belonging. It also allows the space to answer some tricky questions about Australian culture that people are often afraid to ask.

All the program design took place during the lockdown of 2021 and by November the program participants were starting to crystalise.

Ten mentors from a diverse range of backgrounds registered- including a Filipino Investigator from the Dept of Education, an Afghan Talent Acquisition Manager at KPMG, a Polish journalist and an Afghan nurse.

Ten mentorees registered – all Syrian young people residing in Merrylands and Guildford.

Together they participated in individual Mentor Plans and joined in a variety of group social engagements. Many practised their English language skills, others were coached in their employment journeys, while others enjoyed the cultural orientation elements.

A huge congratulations to the program lead, Louise Bartok, who oversaw the program from start to completion. Together with her team of contractors Novela Corda and Marlen Tomena, BBB provided a reservoir of learnings and insights about the importance of social capital in building a safety net around you for the crucial early years of resettlement.



CMRC's Career Pathways to Future Success aims at supporting parents and young people from CALD backgrounds to access career information while supporting them with career pathways planning and access to information on future careers and education opportunities.



SPECIAL PROJECT

CAREER PATHWAYS PROGRAM

The project which only just started in January this year, aims to build the capacity of young people as peer leaders in the areas of career coaching and mentoring. This project is a partnership with HOST International and Glow Up Careers. The project also provides a great way to educate and empower parents and young people to better understand how to navigate career and employment pathways.

Career Pathways to Future Success project is funded by the National Careers Institute.

The project has obtained buy-in and is working intensively with two schools in Western Sydney to assist with supporting the students and their parents with information and career pathways planning and access to educational and career pathways, step by step digital literacy training to build the foundational skills in accessing online Career Transition information.

Job ready parents will be linked with industry career coaches to work towards a job outcome with a focus on increasing the digital skills and accessing the online job market. This will also support parents in guiding their children with future career planning.

The project will continue in the 2022-23 financial year. CMRC would like to acknowledge the great partnership that the project enjoys with HOST Intl and Glow Up Careers. Also, the work of our dedicated student coaches: Shadia Khatib and Victor Chan is very much appreciated and together we look forward to another year of great outcomes for students and parents alike.

SPECIAL PROJECT

COMMUNITY CONNECTIONS PROGRAM

My Neighbourhood Program

2021 was a year where two countries were again plunged into conflict and mass displacement of people: Burma and Afghanistan. Women and children were casualties overseas and also here in Western Sydney. The Karen community originally settled across Holroyd LGA about 10 years ago, having arrived from border camps near Thailand. While Hazara women from Afghanistan have been arriving also over the last 12 years, especially from camps in Pakistan.

Now in 2021, once a crisis strikes overseas there are hundreds of families here that are retraumatised and again seeking to find pathways to rescue loved ones trapped overseas. So we did think it was time to provide a pathway to healing and resilience through a partnership project between Karen and Hazara women. Once planning was completed in late 2021, the project commenced in February 2021. Women were involved in a series of facilitated workshops across a number of arts and therapeutic practices in Merrylands and Yennora. Then, at the end of each month, the groups would come together to share. When Eid arrived in April, the Karen community kindly hosted a special Eid celebration for Hazara families. Tours of each suburb also took place.

Along the way, newly arrived women joined the project and we soon discovered that the two groups of women from very different cultural backgrounds, shared a mutual respect for each other and their values.

Thank you to our Project Leads: Victor Saw and Parastoo Khosrenajad and their wonderful team Judith, Amethyst, Shukria and Layla.



COMMUNITY CONNECTIONS (CONT.)

Community Connections Hub

CMRC's Community Connections Hub at the Salvation Army's North Parramatta space on Church Street provided a wonderful opportunity to step up in the wake of the Afghanistan crisis in August 2021. Once lockdown ended, families gradually were emerging from their homes and from November 2021 through to March 2022, there was a real yearning to meet and gather in safe places.

Community Connections provided a space to do just that, whilst mixing with other communities and building skills and knowledge. Online sessions commenced where participants were provided with housing, employment and digital literacy classes. Once the HUB went live, there was mental health and wellbeing support provided onsite. Many were overwhelmed by this opportunity to reconnect after a debilitating period of isolation during a time of crisis.

Our wonderful support at the Salvation Army, especially Team Leader Kylie Collinson, was instrumental in making this HUB come alive.

Once the needs of the families were distilled, and the digital divide was identified as a critical need, the Salvation Army kindly introduced us to DELL COMPUTERS who then decided to donate 20 laptops to some of our organisation's youth clients from our YTSP and SETS programs. We are very thankful to Helen Mouscas and Andrew Moffatt and the entire team from DELL. Tara McGuigan, the Relationship Manager for CALD communities NSW, was instrumental in bringing this partnership together and we are indebted to her too.

There were 80 applications submitted and 20 families received this lifechanging digital device. At the donation ceremony, Syrian, Afghan, Iranian, Sri Lankan Tamil families were able to share their stories directly with DELL Executives and the impacts this would have across their entire communities. News of this donation was later shared with DELL teams in the US Head Office.

Our Community Connections did finally come full circle.

Conscila Emilianus, Narayan Dhimal and Louise Bartok led this HUB program and CMRC says thank you again for your efforts and inspiring ideas that have literally changed lives.



SPECIAL PROJECT

DOMESTIC FAMILY VIOLENCE – OUR SAFE PLACE PROGRAM

CMRC commenced service delivery in the Domestic Family & Violence space in November 2021 providing a responsive and culturally appropriate DFV service, that is inclusive of the lived experiences of women from refugee and migrant backgrounds.

Promoting economic and social inclusion for women, and advocating for systemic change across the DFV sector.

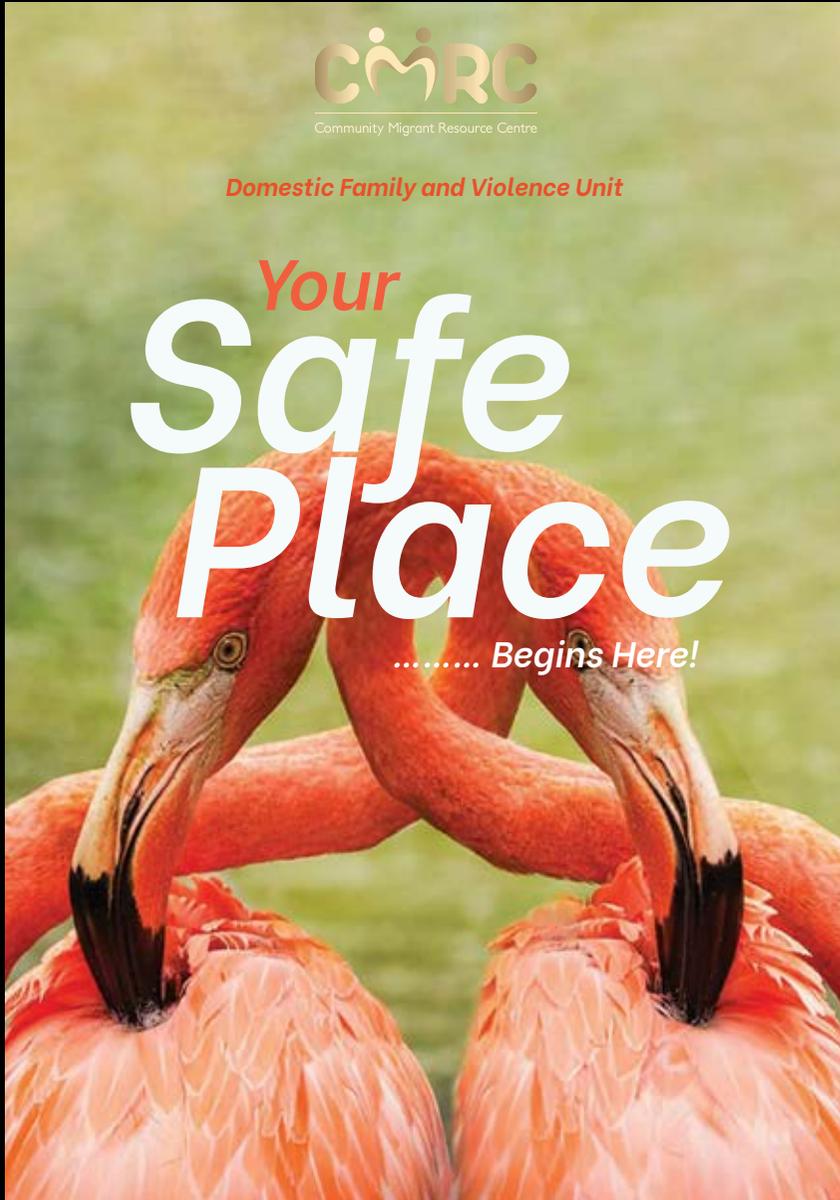
Over seven months, our three DFV Specialist Officers: Parcina Girgis, Farnaz Abedi and Meenu Kaushal provided Primary Prevention (identifying women at risk early, providing safe and secure places for women to meet in group settings), Capacity Building (forging meaningful and impactful collaborations across mainstream DFV services, Police and Judicial System, community associations, places of worship) Direct Intervention through casework support (complex case support, warm referrals) and post DFV Intervention for clients building their skillsets post DFV, through group work related to employment, literacy, access to driving, financial literacy.

There is more work to do in this space that has traditionally been funded at a State level. CMRC received pilot funding from DHA through the NSP Consortium partnership with SSI.



Domestic Family and Violence Unit

Your
**Safe
Place**
..... Begins Here!



The Going Home Staying Home project, funded by Mission Australia, provides pathways 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.



SPECIAL PROJECT

GOING HOME STAYING HOME

2021-22 has been another successful year of assisting tenants risk of breaching their contractual agreements and thus losing their tenancies.

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

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. And 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 and real assistance provided to vulnerable individuals.



Since the start of the current global pandemic, CMRC employees have been striving to continue service provision and support our clients and communities navigate these challenging times.



SPECIAL PROJECT

IT INCLUSION FOR CLIENTS AND COMMUNITIES

It has become clear that there is the need for rapid transition to online communication, adaptation to changes on all fronts and different skill sets. The additional energy to manage all of these factors so that clients and communities are well supported, can take its toll on employees, so it is important that they have adequate resources and training in order to be able to sustain their work and empower and upskill clients and communities.

Through a grant from the NSW Department of Communities and Justice, CMRC was able to provide technology training and support to enable our staff to provide a better and more targeted support to clients and communities through a flexible workforce model. Building organisational capacity as well as training community members on becoming confident with online engagement.

CMRC would like to express our thanks to DCJ for their support of this project.

CMRC has been working with bilingual facilitators from key target communities to provide online training to communities to build their individual capacity to access online services, form filling and engage with various government services and platforms in a more efficient and effective way.

Capacity building support continues to be provided to clients and communities engaged in the project via online sessions on form filling and access to government services. 25 sessions were held online and 320 clients were supported through these training and capacity building sessions.

CMRC would like to thank Services Australia for the wonderful partnership on this project.

SPECIAL PROJECT

IT INNOVATION PROJECT FOR CLIENTS AND COMMUNITIES

During 2021-22, CMRC has delivered Government messaging to clients and communities through engaging with them on online platforms and building their capacity and confidence in navigating those platforms.

We have been harnessing CMRC's extensive experience with migrant and refugee clients to convey important government messages and information to individuals and community groups through more effective use of technology.



The pandemic and subsequent restrictions have changed the way people communicate within their families, the wider community and beyond. The reliance on IT enabled service delivery has increased exponentially. People who were reluctant to use Technology or Tech enabled services or devices are not only accustomed to using them, but also increasingly having to rely on them due to the new COVID-19 environment that they are living in now. Through CMRC's IT enabled capability, our teams were able to connect and reach out to individuals and communities with faster, more streamlined messaging from the government and service providers. This enabled the recipients of those messages to make more informed choices and decisions.

This is how our frontline community workers worked with specific community groups clients through an IT enabled system and clarified further the messages passed on by the various Government bodies including health services. Through this process, over 1,000 community members were helped and supported to receive important health messaging and navigate online platforms.

Our IT enabled system sent messages to our clients based on client's preference, such as SMS, Voice messages, WhatsApp, WeChat and other communication platforms popular in specific ethnic communities. The project contributed to significantly reducing the communication lag between various Government agencies and vulnerable communities. This will ensure the 'official' information takes priority over any other misinformation that people tend to get first through word of mouth or other means.

The delivery of this project was made possible through a grant from the Department of Communities and Justice (DCJ). Our gratitude to the DCJ and Multicultural NSW for their support in enabling CALD communities' capacity to get information and be able to respond quicker and more efficiently to challenges.

The Multicultural Ambassador Program is a joint initiative and partnership with the City of Ryde which aims to recruit, train, skill and support bilingual community volunteers to become Multicultural Ambassadors who will provide information and referral to City of Ryde's linguistically diverse communities, with special emphasis on new arrivals.



Aurelia Rahman

Stakeholder Engagement Manager

SPECIAL PROJECT

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 and beyond.

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 50 languages, this is a unique 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 COVID-19 vaccination campaigns to dispel the myths and encourage vaccination
- Creating awareness of and participation in DFV Awareness and Anti-Racism campaigns. Mobilising individuals to take a stand against racism and DFV
- Creating active engagement of individuals and communities

The community ambassadors are connectors who link people new to the Ryde area and in need of information to appropriate services as per 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.

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

Sincere thanks to Kedarnath Pagaddinnimath and Frank Zhenqian who are coordinating the Ambassadors' engagement.



‘Everyone has a right to get home safe, every day – no exceptions’

David Hurley, Governor General Australia
Yellow Ribbon National Road Safety Week,
May 2022

SPECIAL PROJECT

MULTICULTURAL ROAD SAFETY

As such, Road Safety continues to be a priority for the Federal and State Governments in Australia to reduce road injuries and fatalities. NSW Government’s Safe System approach is central to moving to Toward Zero fatalities and serious injuries on NSW roads. The key elements of the Safe System are safer people, safer roads, safer speeds and safer vehicles.

Transport for NSW Greater Sydney Division team continues to work closely 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. Road Safety is a shared responsibility and this program aims to assist recently arrived migrants and refugees to Australia to make NSW roads safer by making safe decisions on the road and sharing the road with other road users.

CMRC’s team of experienced bilingual and multilingual facilitators deliver the Road Safety sessions in various community languages providing a broader understanding of road rules and road safety in NSW. The Multicultural Road Safety Program has over the years been embraced as one of the key components of CMRC’s settlement services programs as many new migrants arrive from countries where there is limited focus through formalised driver and pedestrian education programs.

Seventy road safety information sessions were delivered from January to June 2022 across the four streams (Safe Restraint of Infants & Children in Vehicles, Helping Learner Drivers become Safe Drivers, Licensing & Safe driving for Senior Drivers and Safe behaviours for Senior Pedestrians).

Given certain COVID-19 restrictions were still in effect until the end of March 2022 and a reluctance of some individuals to attend face to face road safety workshops, a proportion were conducted via online or a combination of online and face to face information delivery modes.

Approximately 800 CALD community members primarily from Arabic, Afghan, Asian Subcontinent (India, Nepal, Bangladesh, Pakistan), Chinese, Korean, Persian and Sri Lankan Tamil backgrounds attended the Road Safety Workshops from end January to June 2022. This equates to an average of approximately 11 attendees per workshop. Gender breakdown of attendees for the 70 Road Safety Workshops highlight a definitive female bias comprising 80 percent of total attendees. More than 80% of attendees resided in the suburbs of Western, Southwestern and Northwestern Sydney where recent migrants and refugees of CALD backgrounds abound.

Sincere thanks and appreciation to the wonderful CMRC Multilingual Road Safety facilitators for highlighting the issue of road safety and for promoting ways to reduce road toll and trauma. Special acknowledgement also to Janette Sauterel from Transport for NSW for her dedicated service to the advancement of Road Safety education for CALD communities in the Greater Sydney Region.



FINANCIAL REPORT

FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2022



COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

AUDITOR'S INDEPENDENCE DECLARATION

FOR THE YEAR ENDED 30 JUNE 2022

We declare that, to the best of our knowledge and belief, during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

National Audits Group Pty Ltd
Authorised Audit Company

Chang Chow
Registered Company Auditor

Dated 28 October 2022

Wagga Wagga

COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
Revenue	4	5,567,527	5,066,418
Less: Expenses			
Brokerage services		39,529	51,188
Catering		81,897	81,934
Computer costs and upgrades		156,793	45,186
Contractors and consultancy fee		1,076,818	1,010,902
Donations expenses		259,319	21,404
Employee benefits		2,568,445	2,571,574
Equipment and furniture expense		57,606	84,304
Facilitator		44,934	43,900
Rent		154,298	154,298
Other expenses		199,513	139,397
Program costs		577,142	353,794
Publicity and promotion		87,908	72,327
Repairs and maintenance		1,761	81,808
Professional fees	5	33,381	19,350
Travel expenses		22,398	21,117
Venue hire		62,058	91,383
Profit before income tax		143,727	222,552
Income tax expense	2(a)	-	-
Other comprehensive income		-	-
Total comprehensive income for the year		143,727	222,552

COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	1,216,760	1,101,582
Trade and other receivables		54,512	90,540
Other financial assets	7	507,887	507,502
TOTAL CURRENT ASSETS		1,779,159	1,699,624
TOTAL ASSETS		1,779,159	1,699,624
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	8	286,325	343,224
Contract liabilities	9	95,767	107,962
Employee benefits	10	321,448	292,276
TOTAL CURRENT LIABILITIES		703,540	743,462
NON-CURRENT LIABILITIES			
Employee benefits	10	15,885	40,156
TOTAL NON-CURRENT LIABILITIES		15,885	40,156
TOTAL LIABILITIES		719,425	783,618
NET ASSETS		1,059,734	916,006
EQUITY			
Reserves	2(h)	910,843	742,867
Retained earnings		148,891	173,139
TOTAL EQUITY		1,059,734	916,006

**COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED ABN: 89 786
937 360**

STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
RETAINED EARNINGS			
Retained earnings at the beginning of the year		173,139	-
Total comprehensive income for the year		143,727	222,552
Appropriations		(167,975)	(49,413)
Retained earnings at the end of the year		<u>148,891</u>	<u>173,139</u>
RESERVES			
Reserves at the beginning of the year		742,867	559,018
Restrospective adjustment	11	-	134,436
Restated reserves at the beginning of the year		742,867	693,454
Appropriations		167,976	49,413
Reserves at the end of the year		<u>910,843</u>	<u>742,867</u>
TOTAL EQUITY		<u>1,059,734</u>	<u>916,006</u>

**COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED
ABN: 89 786 937 360**

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2022

	Note	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		783,322	604,012
Receipts from funding bodies		4,938,635	4,422,182
Payments to suppliers and employees		(5,610,233)	(4,714,718)
Interest received		3,454	2,783
Net cash provided by operating activities		<u>115,178</u>	<u>314,259</u>
Net increase in cash and cash equivalents held			
Cash and cash equivalents at beginning of year		1,101,582	787,323
Cash and cash equivalents at end of financial year	6	<u>1,216,760</u>	<u>1,101,582</u>

COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
4 REVENUE AND OTHER INCOME		
Revenue from contracts with customers (AASB 15)		
Fee-for-Service	313,277	480,746
Grant income		
- City of Ryde Council	18,636	80,727
- Cumberland Council	-	5,000
- Department of Communities and Justice	590,859	423,591
- Department of Home Affairs	1,410,263	1,323,977
- Department of Industry	113,233	-
- Esctra Foundation	-	100,000
- Mission Australia	48,559	47,098
- Multicultural NSW	110,924	8,000
- NSW Treasury	337,500	600,000
- The Hills Shire Council	-	6,364
- Transport NSW	131,650	149,000
- Settlement Council of Australia	18,000	-
- Settlement Services International	1,845,608	1,748,058
- Parramatta City Council	8,274	-
- Service NSW	310,324	-
- WSCF - Healthy Body Healthy Mind	7,000	-
Other Income	32,715	13,669
	<u>5,296,822</u>	<u>4,986,230</u>
Revenue recognised on receipt (AASB 1058)		
Cash Flow Boost	-	50,000
Donations	267,251	27,405
	<u>267,251</u>	<u>77,405</u>
Income recognised using effective interest method		
Interest income	3,454	2,783
	<u>5,567,527</u>	<u>5,066,418</u>
5 AUDITORS' REMUNERATION		
Remuneration of the auditor National Audits Group Pty Ltd, for:		
- auditing and assisting with the compilation of the financial statements	20,000	-
Remuneration of the auditor C.A. Behrens, for:		
- auditing and assisting with the compilation of the financial statements	-	11,970

COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
6 CASH AND CASH EQUIVALENTS		
CURRENT		
Cash at bank	1,216,760	1,101,582
7 OTHER FINANCIAL ASSETS		
CURRENT		
Bond	122,146	122,146
Term deposit	385,741	385,356
	<u>507,887</u>	<u>507,502</u>
8 TRADE AND OTHER PAYABLES		
CURRENT		
Trade payables	187,364	126,563
ATO payable	50,624	77,698
Other payables	48,337	138,963
	<u>286,325</u>	<u>343,224</u>
9 CONTRACT BALANCES		
CURRENT		
Grant received in advance	95,767	107,962
10 EMPLOYEE BENEFITS		
CURRENT		
Provision for annual leave	104,779	98,723
Provision for long service leave	216,669	193,553
	<u>321,448</u>	<u>292,276</u>
NON-CURRENT		
Provision for long service leave	15,885	40,156

COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

11 RETROSPECTIVE RESTATEMENT

The retrospective adjustment pertains to correction of provision for redundancy as of 30 June 2021.

The aggregate effect of the error on the annual financial statements for the year ended 30 June 2021 is as follows:

	Previously stated \$	30 June 2021 Adjustments \$	Restated \$
Statement of Financial Position			
Employee Benefits	426,712	(134,436)	292,276
Reserves	608,431	134,436	742,867

12 KEY MANAGEMENT PERSONNEL REMUNERATION

Any person(s) having authority and responsibility for planning, directing and controlling the activities of the entity, directly or indirectly, including any Board Member (whether executive or otherwise) of that entity are considered key management personnel.

Key management personnel of the Association during the year were as follows:

- Dr Olayide Ogunsiji (Chairperson)
- Keith Hamilton (Deputy Chairperson)
- Umaru Binneh Conteh (Treasurer)
- Nola M-Randal (Secretary)
- Thevan Krishna (Board Member)
- Kim Roots (Board Member)
- Warren Schweitzer (Board Member)
- Reena Jethi (Board Member)
- Dr Renu Narchal (Board Member)
- Melissa Monteiro (Chief Operating Officer)
- Dijana Mackic (Finance Manager)
- Aurelia Rahman (Stakeholder Engagement Manager)
- Priscella Mabor (Inclusion Strategy and Innovations Manager)
- Janki Joshi (Office Manager)
- Diana Jacob (Family Services Manager)
- Farzana (Northern Region Program Manager)
- Thiagarajan Raman (Business Services Program Manager)

COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2022

12 KEY MANAGEMENT PERSONNEL REMUNERATION

The total remuneration paid to key management personnel of the Association during the year was \$711,437 (2021:\$593,328)

Transactions with key management personnel and other related parties are disclosed under Note 13 Related Parties.

13 RELATED PARTIES

Transactions with related parties

Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties unless otherwise stated.

The total receipt from key management personnel during the year was \$1,200.

14 CONTINGENCIES

In the opinion of the Responsible persons, the Association did not have any contingencies at 30 June 2022 (30 June 2021:None).

15 EVENTS AFTER THE END OF THE REPORTING PERIOD

The financial report was authorised for issue on 28 October 2022 by the Responsible Persons.

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

16 STATUTORY INFORMATION

The registered office and principal place of business of the Association is:
Level 4, 1 Horwood Place
Parramatta, NSW 2150



COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

RESPONSIBLE PERSONS' DECLARATION

FOR THE YEAR ENDED 30 JUNE 2022

The Responsible Persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Chairperson

Dr Olayide Ogunsi

Treasurer

Umaru Binneh

Dated 28 October 2022

COMMUNITY MIGRANT RESOURCE CENTRE INCORPORATED

ABN: 89 786 937 360

INDEPENDENT AUDITOR'S REPORT

FOR THE YEAR ENDED 30 JUNE 2022

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

National Audits Group Pty Ltd
Authorised Audit Company

Chang Chow
Registered Company Auditor

Dated 28 October 2022

Wagga Wagga



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

Phone: 02 9687 9901

Website: www.cmrc.com.au

 facebook.com/CommunityMRC/

 twitter.com/CommunityMRC

 instagram.com/communitymrc/

25

YEARS

Anniversary

1996 - 2021

