



Annual Report 2023

Community Migrant Resource Centre

Facilitating Settlement and Building Self-Reliance



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

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

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CHAIRPERSON'S REPORT

It gives me a great pleasure to present this twenty seventh Annual Report of Community Migrant Resource Centre (CMRC) covering the 2022-2023 financial year, to our many members, friends and stakeholders.



Olayide Ogunsiji
Chairperson

In this second year as Chairperson, I am very delighted to report that the overall performance of the CMRC during the past year has been outstanding. Everyone concerned has worked diligently hard and we are very proud that they continue to do so as we better serve the diverse array of clients that pass through our doors.

This Annual report contains full details of our extensive and diverse range of programs. Please take some time to read through in depth.

Governance, Performance Evaluation and Upskilling

This year's CMRC Management Board retreat with the theme "Cultivating and Building a Strategic Mindset for Effective Governance" took place in March. The aim of the two full days' retreat was to prepare a plan for 2023-2024 and this was effectively achieved. A number of strategic issues were identified, and the Board undertook an exercise in understanding the diversity of thinking preferences in the group. We appreciate the support of our immediate past Chairperson, Thevan Krishna who co-facilitated this retreat. You would recall from my last year's report that there was a decision to implement on a permanent basis, the use of sub-Committees into our Board Structure. I am very glad to report this year that five sub-committees have been implemented. Recently, these sub-committees presented their charter and recommendations to the Board.

Strategic Plan 2021-2024

While the current 3-year Strategic Plan is on track, it is due for review in 2024. The Strategy sub-committee is allocated the task of this revision and then report to the Board, in light of environmental changes locally and globally, climate change and increased competition in the sector.

The CEO, Melissa Monteiro and her senior management team have also started some discussions on the 2024-2025 strategic objectives. I look forward to presenting a set of strategic objectives for the period 2025-2028.

Stakeholders

We express our profound appreciation to all levels of government that we are closely working with and thank them for their ongoing support. Without the funding from the Local, State and Federal Governments, we would not be able to do the work that we do. We thank many other organisations and community groups who we have partnered or collaborated with in the delivery of our various programs in the last twelve months.

Outlook

The CEO, Melissa Monteiro continues to report on environmental scanning. Among the sector wide development is the Settlement Services Review of the Government, and the CMRC is closely monitoring what this means to the Centre and the services we provide. In the political space, recently the CMRC joined the conversation on the Referendum by hosting the “Welcoming Australia” team. There is no doubt that many individuals, families and communities are doing it tough. The heightened housing and rental cost have worsened the effect of economic crisis created by the pandemic and global uncertainties. We will continue to monitor the economic situation and work on various avenues to cushion the economic hardship currently experienced by the communities we serve.

Appreciation

On behalf of the Board, I would like to use this opportunity to express our gratitude to our highly dedicated Chief Executive Officer, Melissa Monteiro, her management team and the entire staff and volunteers. We appreciate their ongoing diligence and commitment in providing our clients their best. Under Melissa’s leadership, the management and staff level of professionalism and enthusiastic approach to work is next to none. They are diligently following through with our strategic and operational goals in ensuring their effective and efficient execution. Thank you!!!

Finally, I would like to say a very big thank you to all the members of the Management Board for their unwavering commitment and significant contributions to the CMRC. Their range of skills, experience and insight are invaluable. We welcome Dr Geoff Lee and Peter Prants to the Board in the course of this financial year and look forward to our continuing work together on the Board.

The CMRC Board would dearly miss one of its long-standing members, Warren Schweitzer, who after 13 years of service in various capacities decided to resign from the Board at this year’s AGM. We are grateful for his promise of ongoing support and mentoring. On behalf of the Board we say thank you and wish Warren all the very best in his next phase of life.

CEO'S REPORT

The CMRC has completed one more year of dedicated services to migrant and refugee populations in Western Sydney. I am pleased to present the Annual report and thank all our staff, volunteers, and partners, government and non-governmental agencies at the start of my report.



Melissa Monteiro
CEO

The CMRC employs over 150 contractors and staff from over 35 countries speaking more than 45 languages.

Additionally, CMRC engages contractors to work on specific projects like our Fee for Service and Business Connect, Multicultural Support Workers Program and Towards Belonging.

Our work is also supported by volunteers that assist us in running our play groups, youth groups and early intervention programs.

Each year the CMRC provides case work, group work, face to face intervention through capacity building and community development to more than 26,000 individuals and families in Western Sydney and across the state.

2022-2023 has been an amazing year for the CMRC. It was a fulfilling year for me and the management team, one full of accomplishments and challenges. Together we have overcome many of these.

Our multicultural business clients have faced unprecedented challenges that were dominated by the pandemic, bush fires, floods and natural disasters across the state.

Nationally, in the last year, we saw refugee and migrant arrival numbers slowly limp back.

There were changes in the way we delivered our programs and face-to-face learning was reintroduced, many that had to switch to online platforms during the pandemic.

After the Afghan and the Ukrainian crisis, the CMRC pivoted our services and delivered more support to these vulnerable groups in Western Sydney.

Our Settlement staff provided support and information on housing, employment, education, immigration, mental health and meeting other essential needs of these new arrivals.

I am delighted with the results of our combined efforts in this area, and confident that these have made a difference to hundreds of our clients. At the local levels in the Parramatta, Cumberland, Hills, Ryde and Northern regions we have widened the scope of our work and partnered with over 200 agencies. At the state level we continue to provide services such as the Multicultural Business Support program and the **Multicultural Support Workers Program**. The DCJ funded statewide reach has helped hundreds of multicultural family's access support from DCJ staff in areas around child protection and safety. The **Early Intervention Service for Families** in Cumberland and Parramatta areas through the local schools has reached over 750 families.

Our SETS program has reached over 7,500 individuals and families. Housing support, employment are the top areas in which we have served our clients. All this is made possible through the NSP Partnership. We thank the SSI CEO Violet Roumeliotis, and management team including Dor Acheik and Yamamah Agha for their collaboration. SSI are the lead agency for the NSW Settlement Partnership (NSP), CMRC is a consortium member alongside 20 other community organisations, that delivers Settlement Engagement and Transition Support (**SETS**) services in areas of NSW. NSW services are strong together and always collaborate in the interest of our refugee and multicultural client groups.

The consortium delivers the Federal Government's SETS program, which aims to equip and empower newcomers to address their settlement needs. We acknowledge that SETS services fill an important gap in the post-arrival period for eligible individuals and is complementary to the Humanitarian Settlement Program. We are delighted that we can an important part of the **consortium** and support the goal to improve social participation, economic and personal wellbeing, independence, and community connectedness.

The YTSP, SETS and **Early Intervention Programs (EIP)** are CMRC's specialist service designed to assist the new arrival families and most vulnerable to Australia – many of these have been in the country for less than 12 months.

CMRC, in partnership with selected subcontractors, provides initial settlement support to Refugee and Special Humanitarian visa holders. SETS has provided initial settlement support to humanitarian clients, both on arrival and during their initial settlement period, through coordinated case management tailored to the individual needs of all family members.

During the initial settlement period, the program strengthens the ability of clients to participate in the economic and social life of Australia and equips individuals with the skills and knowledge they need to obtain services independently.

Services provided to the individual or family include assistance with dealing with health services and employment services and assistance with enrolling in education and training programs accommodation services including employment preparation programs, driving classes to enable clients employment.

Below is a snapshot of the total number of clients that we have seen

1,659 new clients accessed.	5,043 clients participated in 10,435 one on one sessions. On average each client participated in 2 sessions.	15,913 group participants attended 1,860 workshops/ group sessions.
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The total number of occasions of service provided are **26,348**

This excludes the events' participation.

RMS 96 workshops and 1,423 participants	EIPP 506 clients and Total of 4,618 clients participated in 1,151 sessions.	YTSP Total number of clients: 288 (both individual and group)
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Total number of participants: 4,024 clients attended 1,981 sessions.

YTSP Driving program

46 clients registered; each client received 10 driving classes.

Driving Program implemented from December 2022 in collaboration with GyMEA Community Aid	It included the booking of the Driving Knowledge Test, Hazard Perception Test, and the final Driving Test.
95% of clients who booked driving tests were successful.	90%, clients were from Afghan refugee background.

Two programs run with Aurthur Philip High School and Holroyd Intensive English Centre (IEC) in partnership with Creating Chances:

10-week Football United program at Aurthur Philip High School: **22 participants**

A values-based weekly football program aimed at increasing resilience, self-confidence and providing a sense of belonging for young people.

10-week Digital Futures program in partnership with Holroyd IEC: **23 participants**

Experiential learning program focusing on the future of work, transferable skills, and design thinking as applied to social challenges faced by young people, including a Digital Industry Excursion and STEM / Coding skills workshops.

The YTSP team also participated in 2022 Multicultural Youth Hello Doctor Expo. The Expo was held at Holroyd IEC, 11 clients were reported under this event. This event was organized by WSLHD to provide newly arrived young people access to health and local services across WSLHD and Western Sydney in general under the theme "Better Access."

What are the issues? Throughout this report you will see our response to various issues here in Western Sydney and Northern regions in our catchment areas.

In addition, we know that data is vital for raising awareness of the existence and severity of racism experienced by individuals and communities, and for influencing policy and service delivery. This has not been mentioned in the report, but we encourage all staff and clients to report these occurrences to relevant bodies.

We see that people from migrant and refugee backgrounds, and children are often under-represented and face discrimination in various forms.

I thank the **Anti-Discrimination NSW** for the opportunity to serve on the Board. It has been a great honour for me to serve alongside my colleagues. There is no place for discrimination in NSW and the ADNSW are a great body protecting communities from being treated badly because of their race, gender, ability, sexuality, age or ethnicity.

I am deeply honoured to continue to serve as the **SCOA Chair** for another year and I thank my colleagues across the state and country for this opportunity to Chair the organisation and support their work through this. As the peak body for settlement services, SCOA represents a whole community of members whose core work is helping people make Australia home. SCOA's work has brought together over 100 agencies across the country to respond to changes and have discussions through the CEO Collective. Finally, SCOA has helped small and medium size agencies to grow and provide a vital connection to government and I am proud that we are a VOICE for the Settlement Sector.

My sincere thanks go to a strong **Management team** who work hard round the clock with the utmost sincerity and passion. Together we are champions bringing about change within our local area for the betterment of the CMRC and communities we support. Aurelia Rahman, Dijana Mackic have completed over 26 years, and I congratulate them individually for their contributions to the CMRC.

My sincere gratitude and acknowledgement to them both. The CMRC also acknowledges the other long serving staff including Priscella Mabor, Wadiha Mouawad, Biljana Kulic, Norma Boules, Narayan Dhimal, Bahram Mia, Zhenqian Feng, Conscla Jerome, Melanie Thuraingham and Parastoo Khosronejad.

Lastly, I acknowledge the support of the whole **Board of Directors**. But first to Chairperson, Dr Olayide, I thank her for her dedication, support, leadership and commitment to our organisation. I also thank every member of the Board for being proactive and dedicated to the CMRC. The Board have actively been involved and worked as a combined team of directors overseeing the development of the Board Charter, subcommittees, and understanding relevant legal standards.

The board's governance in the last year have tremendously strengthened the CMRC in the areas of compliance, accountability, resourcing, strategy, risk management and performance outcomes.

A special acknowledgement to a man of great wisdom and integrity Warren Schweitzer. We are forever grateful for his contributions for more than a decade. As a Board Chair and then as a member he has steered the Board to ensure the organisation is successful in the business environment we operate in and as a result we have strong governance practices. Warren has helped lay solid foundations for management and oversight, structuring board to be effective and add value. He has helped to instil a culture of acting lawfully, ethically, and responsibly at all times. I wish him the very best as he moves on from the CMRC Board and will miss his guidance and mentorship.

TREASURER'S REPORT

To the board of the CMRC thanks for your incredible hard work, especially Warren Schweitzer, what a privilege it has been to have worked alongside you and now to see you go.



Umaru Binneh Conteh
Treasurer

Thank you Melissa Monteiro, you have been a great inspiration in the board and a mentor. The CEO Melissa Monteiro, you are one of a kind. Dijana Mackic who worked on the accounts and putting up with my boring queries. I would like to re-echo the comments made by the auditor during the presentation of the financials to the board in your absence "Dijana's assistance and contribution to the audit process made it a far easier process". This is a testament to your resilience in your work. Thank you.

To our managers and our staff, you have always been the most important assets of the CMRC. These words will always remain true. Our Staff, all of you are the heartbeat of the CMRC. Your outstanding hard work, your compassion, enthusiasm and relentless commitment to providing value in the services you deliver to all our clients and value for money to our grants providers is truly remarkable.

This year we finish with a deficit of \$170,778 compared to the surplus \$143,727 in 2022, and this decrease in our Net Asset position from \$1,059,734 in 2022 to \$888,956 in 2023 financial year.


Even though we have experienced a loss this financial year the reasons are well understood and planned.

CMRC is in a sound financial position, well capable of meeting all financial obligations and serving the community in the years ahead.

Our balance sheet is healthy with a total asset value of \$1,606,598 and total liabilities of \$717,640 this financial year. Our current liabilities included provisions for our employee entitlements of \$332,933 which covers leave entitlements - annual leave, long service leave and maternity leave. Our Net Asset position is \$888,956 in 2023 financial year.

Ratios analysis employed to guide our financial activities for Financial Year 22-23 as per CMRC budget principles/policies shows that CMRC is managed efficiently and has sufficient funds to meet its obligations.

It is therefore with great pleasure to present to you the 2022/2023 Audited Financial Statements for the Community Migrant Resource Centre. I can confirm that the CMRC's financial statements were professionally audited by Prosperity Audit Services. The Audit was completed on 16th October 2023 and the auditor conducted test work on transactions and account balances and reviewed the internal control procedures. The signed unqualified audit report dated 16th October 2023 includes balance sheet and income and expenditure accounts.



It is very pleasing to see the positive financial position of CMRC, success and 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.

BOARD OF MANAGEMENT

Dr Olayide Ogunsiji	Chairperson
Keith Hamilton	Deputy Chairperson
Umaru Binneh Conteh	Treasurer
Nola Randall	Secretary
Reena Jethi	
Dr Renu Narchal	
Warren Schweitzer	
Dr Geoff Lee	
Peter Prants	





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)

NSW Department of Industry

NSW Ministry of Health

NSW Transport – Roads and Maritime Services

Service NSW

Settlement Services International

SUPPORTING AGENCIES & PARTNERSHIPS

Government (Federal)

Australia Post
Department of Families, Housing,
Community Services and Indigenous
Affairs (FaHCSIA)
Department of Home Affairs (DHA)
Department of Human Services
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
Cowra Shire Council
Cumberland City Council
Fairfield City Council
Griffith City Council
Griffith Council
Hornsby Shire Council
Ku-ring-gai City Council
Leeton Council
Leeton Shire Council
Orange City Council
Parramatta City Library
Penrith City Council
Temora Council
Temora Shire Council
The Hills Shire Council
Top Ryde Library

Health

ASHM
Cancer Council
Community Health Centres in
Parramatta, Cumberland and
The Hills
Northern Sydney Local Health District
NSW Multicultural Health
NSW Refugee Health Services
Relationships Australia
STARTTS
Transcultural Mental Health
Western Sydney Area Health Service
Western Sydney Local Health district
Westmead Hospital Women's
and Newborn Health

Youth

Auburn Youth Centre
Creating Chances
Marist 180
PCYC Auburn

Employment

AMES Employment
Australian Retailers Association (ARA)
MTC Work Solutions – Youth
Connections
The Salvation Army
Wise Employment Ltd, Ability Options,
Octec Limited, Max Solutions Pty Ltd

Corporate Partners

ANZ
CBA
Cognizant
Glow Up Careers
Nutrimetics
Salesforce
Wenty Leagues Club

Media

ABC TV
Alive 90.5 Radio - SPOTLIGHT
Fairfax Media
Northside Radio FM99.3
Parramatta Times
SBS TV
The Weekly Times
Triple H Community Radio
Triple RRR Community Radio

Community Organisations/ NGOs/Service Delivery Partners

Accessible Diversity Services
Initiative Limited
Anglicare
At the Corner
Barnardos
Benevolent Society
Bonnies Support Services
Boronia Multicultural Services Inc.
Centacare Bathurst
Christian Community Aid
Community First Steps
Creating Links
Ethnolink
Gymea 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
Illawarra Multicultural Services
Interrelate
IPAR
ISRA
Karabi Community and Development
Services Inc.
Ku-ring-gai Neighbourhood Centre
Life Without Barriers (LWB)
Lifelinks
Lisa Harnum Foundation

Macquarie Community College
Mission Australia
Multicultural Disability Advocacy
MYAN
Northcott – NDIS
Northern Settlement Services
OzChild
OZHARVEST
Parramatta Clay and Arts Centre Inc.
Parramatta Mission
Positive Vibes Foundation
Red Nose
Relationships Australia
Settlement Services International
St Ioannis Parramatta Community Aid
SydWest Multicultural Services
Telopea Family Support
The Hills Women's Shed
The Northern Centre
Uniting – NDIS
We are Muskeeters
Wesley Mission
Wiyanga House – Parramatta Mission

Ethno-Specific Community Partnerships

African Women's Group
Aknoon
Arabic Presbyterian Church
Association of Bhutanese in Australia
Australian Afghan Hassanian Youth Association
Australian Afghan Khorasan Association
Australian Anatolian Community Services

Australian Asian Chinese Association
Australian South Asian Forum (South Indian Film Fest)
Australian Syrian Relief
Australian Tamil Broadcasting Corporation
Catholic Association of Sydney Tamils
Dai Cultural Association
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.
SEVA Inc.
Sydney Community Group
Syrian Youth Group
Tamil Women's Development Group
Voice of Tamils

Educational Institutions

Arthur Phillip High School
Australian Catholic University
Baulkham Hills TAFE
EducAID
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
Kalsm
Macquarie Community College
Macquarie University
Marsden High School/IEC
Merrylands Public School
Navitas Skilled Futures
PACE, Macquarie University
Parramatta East Public School
Parramatta North Public School
Parramatta West Public School
Sydney University
TAFE – Meadowbank, Baulkham Hills, Castle Hill and Hornsby
TAFE SWISi – TAFE Lidcombe, Granville, Nirimba, Blacktown, UTS
West Ryde Public School
Western Sydney University
Widening Participation Unit, Macquarie University

Networks

Afghan Health Working Group
Bankstown Advisory Services
Canterbury Bankstown Chamber of Commerce
Commissioners' Police Multicultural Advisory Council (PMAC)
Cumberland City Council DFV Network
Cumberland Linker Network
Cumberland Multicultural Community Services

Cumberland Multicultural Consultative Committee
Cumberland Networking Forum
Hills Multicultural Network (HMN) – CMRC Chair
Hornsby-Ku-ring-gai Multicultural Network (HKNN)
Hunter MAC
Local Government Multicultural Network
Multicultural Interagency Network
Multicultural Services Network (MSN) – CMRC Chair
Nepean Blue Mountains Penrith MAC
Northern area participation and Employment Committee
Northern Sydney Refugee, Humanitarian Entrants and Asylum Seekers Forum
Northern Sydney region Chinese Community Network
NSP DFV Workers Network
NSW Anti Racism Working group
Ryde Intercultural Network
Strengthening Regional Support, Growth and Recovery Forum
Sydney Investors, Professionals and Business Networking Group Incorporated
Wentworthville Early Childhood Development Initiative (WECDI)
Western Sydney Multicultural Advisory Committee

FINANCIAL REVIEW

The results from the 2023 financial year continued financial stability with funds held and incoming adequately covering projects and operations whilst ensuring adequate reserves are maintained.



Dijana Mackic
Finance Manager

Income remained at similar level to the prior year with slight decreases seen in our fee for service models. Although this drop is not in line with expectations set at the start of 2022, it is in line with revised forecast made during the year. The Balance Sheet is strong which is reflected by total assets of \$1.6M and total equity of \$888,956. The CMRC has sufficient liquidity to meet the financial obligations of the organisation.

Committed funds less reserves shows where the surplus generated by the organisation has been committed or budgeted. The committed funds include a range of fee for service programs and donations. These funds are intended to cover the expenditure in the early part of the following year in running ongoing unfunded projects which are in line with organisational strategy. The largest committed fund is the CMRC General Fund. The level of reserves will provide short term financial stability in the event of significant drop in revenue.

Demand for our services in Western and Northern Region continues to grow and our offices in Parramatta and Top Ryde Shopping Centre are 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.

Community Migrant Resource Centre demonstrated sound fiscal management and accountability measures in 2022-23, as shown in the audit report prepared by Prosperity Audit Services who are newly appointed auditors of our organisation.

CMRC focus for 2022-23 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.

We look forward to new partnerships, strengthening existing collaborations and initiatives in order to provide the best services to our clients and community.

OFFICE OPERATIONS REPORT

The financial year 22-23 has been a year of continuous improvement and innovation at Community Migrant Resource Centre where we saw a range of progressive changes introduced into office operations including Customer Service, Administration and Reception Support, Human Resource Services, IT & Technology, Work Health & Safety and Internal Communications ensuring smooth day to day operations at our Parramatta and Top Ryde offices respectively.



Janki Joshi
Office Manager

We have continued to implement new and improve existing processes and policies by identifying gaps ensuring high quality and compliance service delivery to our stakeholders in different office operations as outlined below.

Human Resources:

- **Recruitment:** Employed professional, experienced, and skilled staff with diverse cultural backgrounds promoting cultural diversity and togetherness. A total of 11 new staff members were hired in financial year 22-23.
- **HR Payroll Software:** Automated the onboarding, leave applications and payroll processes reducing errors, compliance risks and manual paperwork.
- **Professional Development:** Supported employees through supervision and implemented Professional Development Plan [PDP] assisting us to meet CMRC strategic objectives leading to further improvements in our service delivery.
- **Flexible Working Arrangements:** Provided flexible working arrangements to promote work life balance and ensuring there is a focus on health and wellbeing at all levels.
- **Staff Happiness Survey:** Implemented survey with 100% satisfaction feedback outlining critical points like positive working environment and work flexibility.
- **Staff Induction:** Effective staff induction process allowing new employee to meet staff, understand CMRC Mission, Vision and Values.
- **Recognition:** The employees and contractors were recognised for their commitment and dedicated work.

Office Administration:

Continuous improvement of daily operations and processes delivering fast and efficient services.

- **Customer Service:** Recruited and provided training to administration team ensuring a seamless and welcoming experience for all stakeholders, including clients, employees, volunteers, student placements, contractors, board members, suppliers, and visitors.
- **Administration Processes:** Standardised administrative processes including making standardise documents, forms and templates.
- **Policies and Procedures:** Reviewed and further developed existing policies in various areas such as volunteer, student placement management and record keeping.

IT & Infrastructure:

Meeting today's standards making CMRC more technology efficient and accessible across all platforms.

- **Cloud Technology:** Implemented cloud technology for data backup, security and accessibility.
- **Digitisation and Automation:** Replacing manual paper-based process of records to online forms reducing costs and improving workflow.
- **Upgrading Technology:** Investing in new laptops with latest tools and software.
- **Online Board Portal:** Invested in board portal tool to centralise board communication effectively.

WHS:

Providing a safe work environment for our internal and external stakeholders.

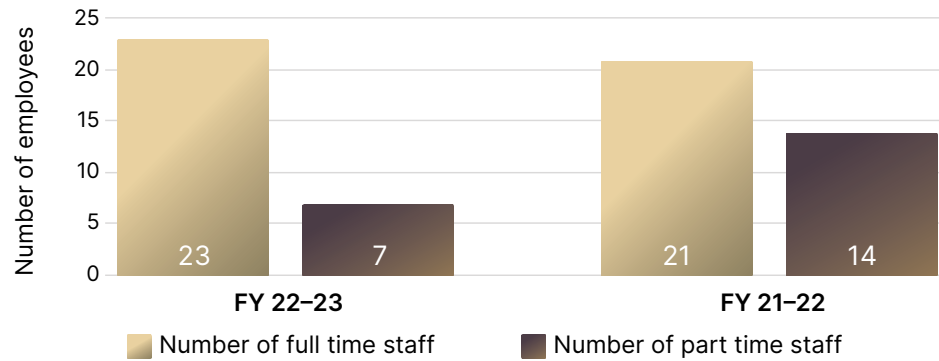
- **WHS Policy:** Further developed existing WHS Policy and Procedure Framework.
- **Staff Training:** Provided Emergency procedure training including first aid and fire wardens

The contractors are also an integral part of our service delivery. In the last financial year, we had a total of 192 contractors working within various programs. We sincerely thank them for their contributions.

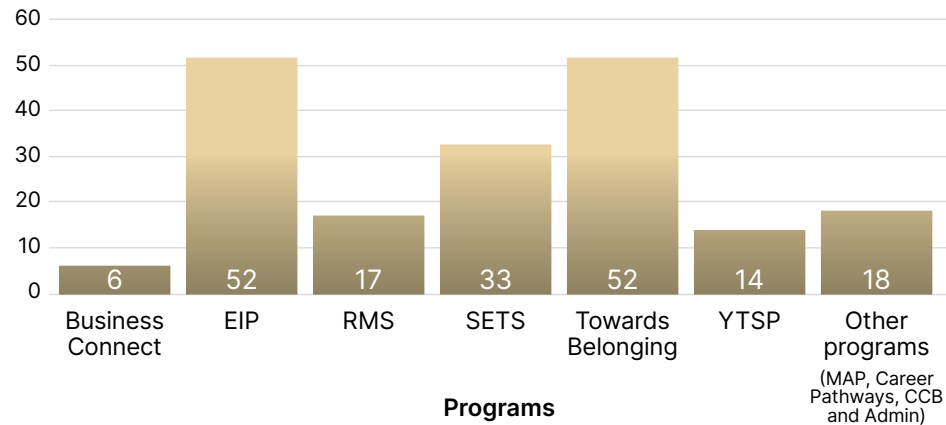
We appreciate the individual contributions of our volunteers and work placement students and thank them for their work at Community Migrant Resource Centre.

I would like to thank my administration team Wendy, Rima and Prashanthi for their ongoing assistance as well as the management team at CMRC. Finally, a massive thank you to Melissa Monterio, our inspiring CEO for the amazing support provided to me in my role as Office Manager.

Employees FY 2021–2023



Contractors FY 2022–2023



SETTLEMENT ENGAGEMENT AND TRANSITION SUPPORT

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, Yemen, Sudan and now Ukraine.



Priscella Mabor
Inclusion Strategy & Innovations Manager

The Federal Dept of Home Affairs **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- 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.

CMRC 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.

Under our dedicated Women's Safety Program, over 150 women who fled Afghanistan post- August 2021 have received early intervention support to mediate the risk of low disclosure rates when faced with coercive control circumstances whilst rebuilding their lives in Western Sydney.

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 individualized casework support. CMRC's Community Connections HUB in north Parramatta support both newly arrived communities and the ongoing dispersed communities across the broader Sydney metropolitan area.



Our Afghan Women in the Drivers' Seat Scholarship Program has led to significant inroads in building trust on traditionally taboo topics.

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.

March 2022 saw another humanitarian crisis unfold in Ukraine. Within 48 hours CMRC responded with the formation of an Ukrainian Research Unit to start gathering data with a community of newly arrived women and children.

2022-23 proved to be a year dedicated to recovery and resetting the dial on work practices across the sector. For International Women's Day CMRC 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.

The 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.

The Towards Tomorrow! Program has provided service delivery to over 1,500 clients and more than 5,500 community members have benefited from our group work and capacity building programs.

All programs have been shaped and designed by 13 dedicated staff. A huge thank you goes to: Acouth John, Adeeb Razzouk, Consila Jerome Emilianus, Frank Feng, Louise Bartok, Manal Abzakh, Narayan Dhimal, Nooria Hussain, Parastoo Khosronegad, Razia Batool, Victor Saw, Upala Sunthankar, Vera Melkonian. The daily support provided by the data and intake team has been invaluable – Biljana Kulic and Reza Rayan. I would like to extend thank you also to the SETS Regional Managers (Bahram Mia - SETS Youth, Farzana Farzana - NR SETS, Aurelia Raham - Hills SETS).



YOUTH TRANSITION SUPPORT PROGRAM

In the 2022-2023 financial year, CMRC, in collaboration with its sector partners, took significant strides to support refugee youth in Western Sydney.



Bahram Mia
Youth Services Program Manager

The program catered to 161 new clients, delivering a total of 1,588 sessions. These clients hailed from diverse backgrounds including, but not limited to, Afghan, Assyrian, Burmese, Central and West African, Iranian, Kurdish, Lebanese, and Ukrainian origins. The primary issues addressed encompassed a broad spectrum from education, skills training, and employment to health and well-being, community capacity building, family dynamics, and material necessities.

Program Strategy and Partnerships

The program's strategies revolved around the core principle of a client-centric model, aiming to provide a comprehensive, seamless settlement experience in Australia. Clients were empowered to vocalise their needs, set personal goals, and partake actively in their transition journey. The integration of their feedback was crucial in refining the program, ensuring it remained agile and responsive. To address the diverse needs of clients, CMRC partnered with an extensive network of organisations and institutes. These included educational institutions like TAFE NSW and Western Sydney University, corporate entities such as Salesforce and Cognizant, and community-focused bodies like Salvation Army and Cumberland Council. This expansive partnership network facilitated enriched program offerings and resource accessibility.



Program Outcomes

Short-term outcomes revealed an enhanced sense of belonging, with clients building both social and professional relationships. Additionally, they received crucial support in trauma management and during periods of uncertainty. As the program matured, mid-term results showcased clients progressing in their careers and education, gaining independence, and accessing scholarship and training opportunities. This phase also witnessed significant client satisfaction. The long-term vision, steadily becoming a reality for many, highlighted increased client confidence in navigating life in Australia. This confidence manifested in successful settlement, qualification achievements, and a deeper connection to the Australian community.

Engaging with Partners for Success

The success of the CMRC initiative can be attributed to its dynamic partnerships that extended across sectors. Collaborations with educational institutions, local councils, sports entities like Western Sydney Wanderers and GWS Giants, adventure parks, health organisations, and numerous others provided a well-rounded support mechanism. This expansive alliance ensured that refugee youth had access to diverse opportunities, from academic and professional growth to recreational and community engagement, thus ensuring their comprehensive development and integration into the fabric of Western Sydney.

Employment Programs

CMRC launched the “Learn to Drive” program which provided free driving lessons to 52 refugee youth, acknowledging the pivotal role driving plays in enhancing employability and social engagement in Western Sydney. A staggering 83% reported enhanced driving skills. The “Digital Futures Epic Camp”, in partnership with Creating Chances, combined sport with technology training, enabling 16 participants to design voice assistant technologies using Amazon’s Alexa. An enlightening experience was the Design Thinking Workshop, a collaboration between CMRC, Cognizant Technology Solutions, Salesforce, and Arthur Phillip High School students. Participants were exposed to the STEM world, received hands-on training, and had the chance to pitch to professionals. Lastly, the “Digital Futures” program focused on key employment skills, including design thinking and STEM, aiding six young individuals.

Educational Programs

CMRC’s emphasis on education was evident through their partnership with Western Sydney University and Arthur Phillip High School, offering 11 students a genuine taste of university life and engineering courses. An English Conversation Group was also established, assisting seven newcomers in honing their English speaking skills while forming new friendships.



The “Through Our Young Eyes” project empowered 16 refugee youths to share their resettlement experiences through visual storytelling, culminating in a successful photo exhibit during Youth Week. In recognition of the exceptional contributions of Hazara youth, the Afghan Hazara Youth Awards Night celebrated the educational and communal achievements of 14 awardees among 200 attendees.



Vocational Education and Training (VET)

CMRC’s VET initiatives included the “Find My Pathway” program, which aided 34 clients in securing essential qualifications like first aid and traffic control licenses. In collaboration with TAFE NSW, an information session familiarised seven IEC graduating students with TAFE course details, ensuring they make informed decisions about their educational paths. Six individuals benefited from First Aid and CPR Training, acquiring life-saving skills pivotal for personal and professional growth. Finally, a security training course, held in partnership with SECTA Training Pty Ltd, saw four clients receiving comprehensive training, augmenting their employment prospects.

Outdoor Adventure and Exploration

The emphasis on physical activity and exploration of the Australian landscape and the connection of the First Nations people to land was evident through programs such as the “Hike More”, aiming to foster confidence, community bonding, and a deeper appreciation for the Australian environment and First Nations heritage. Additionally, the “Burrawa Bridge Climb” provided an intersection of adventure and education. As participants scaled the iconic Sydney Harbour Bridge, they delved deep into Sydney’s Aboriginal history, understanding indigenous landmarks and culture from a First Nations perspective.



Sports and Arts Engagement

CMRC, in collaboration with various sector partners, has significantly invested in the holistic development of refugee youth in Western Sydney. Initiatives ranged from sporting engagements to artistic exposures. The “Meet the Wanderers” program introduced six young individuals to the A-League football culture with the Western Sydney Wanderers. This exposure to sport was paralleled by the “AFL Experience” and the “YTSP Cricket Team” which offered insights into Australian sports and pastimes. On the artistic front, the youth benefitted from programs like the “Resin Cheeseboard Making Workshop” and the “Pottery Workshops”. These programs were not just skill-based but also aimed at boosting personal growth, self-expression, and community connection.

Cultural Celebrations and Community Interactions

CMRC demonstrated an acute awareness of the importance of cultural celebrations as platforms for social integration. Events like the “Eid Picnic”, “Harmony Day & Iftar”, and the combined “Nowruz, Iftar and Harmony Day” dinner fostered cultural interaction and appreciation among the attendees. Such gatherings also allowed refugee youths to connect with organisations like KHA and Walk Towards Peace, opening doors to further resources and opportunities. The “Van Gogh Alive Art Gallery” event introduced the youth to global art, offering a rare insight into the world of French impressionism.



Skill Development and Health Awareness

Programs were meticulously designed to equip participants with life skills and promote their well-being. The “Afghan Women Swimming Lessons” not only taught swimming but also boosted participants’ confidence and aided in trauma recovery. The “Youth Volleyball Clinic” focused on improving participants’ physical skills, self-esteem, and teamwork. In the sphere of health awareness, the “Multicultural Hello Doctor Expo” was instrumental. In partnership with Western Sydney LHD, this event informed the young refugees about essential health and dental services available in their new community.

The feedback received across programs was overwhelmingly positive, indicating both the immediate joy participants experienced and their desire for more such engagements in the future. The dedicated efforts of the CMRC and its partners have ensured that refugee youth in Western Sydney have ample opportunities to integrate, learn, and thrive in their new homeland.



The array of programs organised by CMRC, in alliance with various sector partners, demonstrates a holistic approach towards the integration and empowerment of refugee youth in Western Sydney. The multi-faceted initiatives focus not only on immediate employability skills but also on long-term personal development, emphasising education, vocational training, and community engagement.



BUSINESS CONNECT MULTICULTURAL ADVISORY SERVICE

CMRC Business Services provide Advisory support to assist multicultural small businesses across NSW to start-up, run, adapt or grow and building their digital capabilities.



Thiagarajan Raman
Business Services Program Manager

Small businesses are the backbone of NSW economy. Deeply rooted in local communities, Small Businesses create local jobs, drive innovation, and foster entrepreneurship. Their agility allows them to adapt swiftly to market changes, while also offering skill development opportunities. Additionally, they contribute to government revenue through taxes.

There are more than 840,000 small businesses in NSW, constituting 98% of all businesses in the region. Since July 2021, over 44,000 new small businesses have emerged, marking a growth of 5.5% – the highest rate in a decade. 34% Small businesses in Australia are based in NSW.

Numerous multicultural small businesses and those who intend to start a small business lack comprehensive experience in crucial areas like business planning, sales, cash flow management, and marketing. Starting and managing small businesses can pose challenges that owners might not be aware of.

CMRC offers assistance to multicultural small businesses through the Business Connect and Digital Solutions initiatives in NSW. Business Connect is funded by the NSW Government, while Digital Solutions is a program initiated by the Federal Government.



CMRC assists multicultural individuals and small businesses throughout NSW with advisory support, business skills, and digital capabilities. Services encompass one-on-one advice, online and in-person skill-building events, and resources. In-language advisory services are available in languages such as Chinese, Korean, Arabic, Ukrainian and Vietnamese and catering to diverse cultural needs supporting many multicultural small businesses.

Multicultural advisors at CMRC possess a range of business skills to aid profitability and job creation in specific cultural groups, focusing on Greater Sydney and across regional NSW.

As the Business Services Program Manager, I oversee specialist advisors and engage stakeholders within NSW's multicultural networks. I also advocate for the emerging needs of multicultural small business communities.

We express our appreciation to all our Multicultural Business Advisors at CMRC and to the leadership of the CMRC CEO for their roles in the successful implementation of CMRC Business Services' programs and the fulfillment of funding obligations in the 2022-23 Financial year.

During this period, the CMRC Business Services team conducted targeted regional outreach and engagement events across the Riverina and CW regions of NSW. Furthermore, CMRC successfully hosted the Elevate event, specifically designed to empower, and support emerging micro and small businesses led by multicultural women.

These events facilitated meaningful interaction between Service NSW representatives, regional multicultural agencies, service providers, and small business communities, garnering positive feedback.



In the 2022-23 Financial year, CMRC launched a new 3-year Digital Solutions program after winning a Federal Government Tender as part of a NSW consortium. CMRC is expanding its network to assist existing multicultural small businesses and emerging communities, including new migrants, refugees, and humanitarian entrants. During this Financial year, CMRC introduced Ukrainian language business advisory support in addition to its current offerings. CMRC Business Services launched promotional videos in multiple languages to effectively communicate its services to diverse multicultural communities.

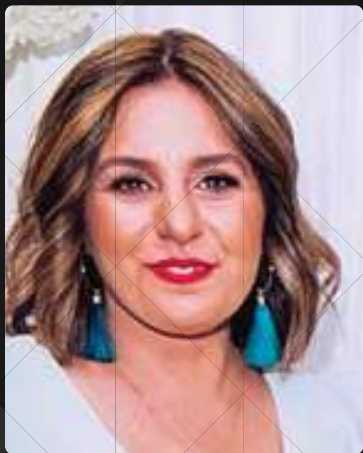
Additionally, CMRC Business Services provide crucial aid in business and financial analysis, encompassing tasks like evaluating program cost, for select emerging and upcoming CMRC initiatives.

CMRC anticipates engaging with more stakeholders in the upcoming financial year, conducting promotional events and regional outreach forums.

CMRC has achieved recognition as a finalist in the prestigious 'Western Sydney Awards for Business Excellence in Diversity and Inclusion'.

CALD EARLY INTERVENTION AND PERINATAL PROGRAM

The CALD Early Intervention and Perinatal 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 Services Manager

The program consists of a range of services which include:

Home visits

The Early Intervention program provides home visits to pregnant women from CALD backgrounds. These home visits provide one-on-one support to parents with children between the ages of 0-2 years. Referrals are mainly received from Westmead and Auburn Hospitals, Social workers, Community Health Services, Family referral services. Home visits promote maternal-infant attachment, foster positive parenting practices and acknowledge parent's fears and concerns if any.

Young Mothers Activities

We work in partnership with other services to provide a more holistic approach to support young vulnerable women and their babies. This activity offers educational and social support to improve the wellbeing of the children as well as their mothers.

Parenting Program

During the period of July 2022 to June 2023, a range of parenting programs were delivered to parents through individual and group settings consisting of the following:

- Community Breastfeeding mentor/ Australian Breastfeeding Association
- DV alert lifeline saving lives
- Women as mothers/Karitane
- Promoting maternal mental health during pregnancy
- 123 Magic Workshop
- Parenting Program: Triple P Level 4
- Parenting Program: Triple P Level 5
- Tuning into kids
- Circle of security
- Parenting between cultures

The parenting programs helps parents improve on their parenting skills to better support their children through stages of development. Referrals were received from a range of services including Department of Communities and Justice (DCJ) and different NGO's.

Holroyd School Parenting Program

A partnership between CMRC and the Holroyd special needs school to connect families with the school community and disability services.

In conjunction with disability services such as Uniting and Northcott we provide information, support and referral for the families and carers of special needs children. Parents meet every Thursdays of the week at the Holroyd School Community Hub connecting with the school community to reduce loneliness and isolation. This is beneficial for the families to discuss issues or concerns regarding their children or even about themselves.



Merrylands Outreach Workshops for CALD Communities

We provide and deliver regular information sessions/workshops at our Merrylands Outreach group to women from CALD backgrounds within the Cumberland and Parramatta LGAs in partnership with Christian Community Aid Service NSW, MECO, Westmead Hospital Women's Health Clinic, St. Ioannis Community Aid and Cumberland Women's Health Centre. Such sessions include; Women's wellbeing, raising awareness about DV amongst the disadvantaged and vulnerable families, refugee and asylum seekers from CALD communities.

EIPP Partnerships

CMRC continues to maintain strong partnerships with existing and new potential stakeholders. In 2022-2023, we partnered with the following organisations:

- Uniting
- Christian community Aid Services NSW
- Cumberland Women's Health Centre
- Mobile Early Childhood Educators
- Westmead Hospital
- Auburn Hospital
- St. Ioannis Community Aid
- Parramatta West Public School
- Northcott
- Parramatta East Public School
- Holroyd Public School

Supported Playgroups

CMRC supported playgroups provide a culturally safe environment in which to develop social support for migrant families, social and physical development for their children and are a soft entry to refer families to various other services.

During the period from July 2022 to June 2023, the supported playgroups were delivered on public school grounds (Parramatta West Public School, Parramatta East Public School, Westmead and Merrylands Community Centres). The groups provide targeted support to the families living across Cumberland and Parramatta LGAs.

Parents say that the supported playgroup provides them with accessible service information and how to do things better. At the same time families are also developing friendships with children of the same age group which leads to long term friendship and support, when their children proceed to kindergarten together.

Supported Playgroup Highlights

- Readiness to school program to prepare children for their first year of school.
- Focus on brain stimulation, language development and enhancing motor and social skills.
- Graduation ceremony for children starting school in January 2023.
- Parenting programs to upskill parents in the knowledge of family cultural dynamics and positive parenting strategies.
- Road safety programs to educate families to better understand road safety rules in NSW to reduce fatalities.
- Harmony Day celebration to celebrate cultural diversity in the playgroup as everyone belongs.

Parramatta West Public School Supported Playgroup



Parramatta East Public School Supported Playgroup



North Parramatta Supported Playgroup



Volunteers

CMRC Early Intervention And Perinatal Program team would like to thank the dedicated volunteers who choose to donate their time assisting to run activities during the supported playgroup.

Women's Health Week Morning Tea

Jean Hailes Women's Health Week is celebrated in the month of September. CMRC along with Parramatta West Public School Community Hub co-hosted a Women's Health Week Morning Tea on Tuesday 6 September 2022. Purpose of the week is to encourage women and girls to set aside time for their health and wellbeing. It is also an opportunity to encourage women, communities, and workplaces to get involved by holding events and sharing health messages.

The theme of this year's Women's Health week is "It's all about you!"

The event was held at the Community Hub at the Parramatta West Public School. It was attended by 30 women from the CALD community. We had guest speakers broaching various topics related to women's health. Presentations included information about balanced diet by a Senior Dietitian, Cancer prevention by Cancer Foundation, Domestic violence and Women's wellbeing by Cumberland Women's Health and Mini-Aroma therapy session by DoTerra.

Participants walked away feeling pampered and equipped with relevant information to look after their health and wellbeing.



Family Fun Day

Huddle Partnership is a collective impact/collaboration approach working with the community in Constitution Hills and Wentworthville.

In partnership with other service providers, we organised a Family Fun Day during the school holidays connecting with families, parents, carers, children which supported to build stronger connected communities.



MULTICULTURAL SUPPORT WORKERS PROGRAM

In 2022–2023, the Multicultural Support Workers Program (MSWP) team received 116 requests from various offices of the Department of Communities and Justice (DCJ) in NSW. Most referrals involved Child Protection Program, Out of Home Care (OOHC)/Permanency Planning. MSWP cultural workers joined 93 sessions to deliver cultural and language support to DCJ workers who are working with families from diverse cultural backgrounds. Filipino was the highest in demand with 29 requests followed by Thai with 18 requests and Farsi with 13 requests.



Group Supervision with Multicultural Support Unit (MSU) from the Department of Communities and Justice (DCJ)

The MSWP team had two group supervision sessions with the Multicultural Support Unit (MSU) Team from DCJ. The supervision involved discussions amongst the group members focussing on

“How can we strengthen our consultation and collaboration with DCJ caseworkers to better inform and support our work with multicultural children, young people and families who are involved with DCJ”.

Department of Communities and Justice (DCJ) Caseworkers Video Project

The MSWP team joined DCJ Caseworkers Video Project to film a new campaign for recruiting multicultural caseworkers from diverse cultural backgrounds. One of our MSWP cultural workers participated in the film to showcase how cultural consultations will be delivered to upskill DCJ caseworkers working with families from CALD Communities in NSW.

NORTHERN REGION SERVICES

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, another outstanding year for the Northern Region in 2022-2023

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 and pathways to employment education. These services do not just respond to one particular need – they provide a whole range of quality support to help new arrivals settle successfully in Australia.

Manager Activities

- CMRC was invited by the local area Police Command to conduct information sessions on our services to newly graduated police at their inductions.



- 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 Forum with the Premier of NSW, the Hon. Dominic Perrottet MP and Minister of Multiculturalism, the Hon. Mark Coure MP at North Ryde School of Art. This was an opportunity to discuss important multicultural matters in person with the Premier and the Minister.



- CALD Emergency Preparedness HN Valley with Infrastructure NSW.
- Ryde Libraries – Employment in Australia workshop delivered by the Northern Region Manager.
- Consultation and partnership with Western Sydney local health district for a project addressing domestic and family violence in Afghan communities.
- STARTTS Iranian Gathering organised by STARTTS and Northern Region Program Manager's participation as a panel member and guest speaker.
- Make and Take Christmas Gift!



Community Organisation Support

- Women's Shed, Hornsby Ku Ring Gai (WSHK).
- Multicultural Integration Community Support (MICS).
- 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.
- Ryde Indian Association.
- Kateb Hazara Association Inc.
- Dai Cultural Association.

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

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

Theatre Club

The Armenian Community Theatre Club Project by CMRC Northern Region and supported by the Northern Sydney Local Health District.

The Theatre Club offered an enriching journey into the world of theatre, improvisation, and self-expression. By embracing the principles of presence, spontaneity, and teamwork, participants not only gained insights into acting techniques but also tapped into their inner creativity within a supportive and inclusive environment.



The workshop stands as a testament to the power of theatrical techniques in empowering individuals in their personal and interpersonal lives. Each workshop delved into topics from everyday life, and the collaborative team-building atmosphere enhanced the engagement of games and exercises while introducing fun activity and new exercise and warm up routines that could be done.

Throughout this community-led, developed, and delivered workshop series, we provided accessible variations of theatre activities tailored for non-actors. We also collaborated with young actors from the Armenian community to lead and co-facilitate sessions for the Armenian community members as part of building community of practitioner that could run various Theatre Club programs in different languages.

Family Fun Day

Multicultural Family Fun Day was held at Ryde Public School. The event aimed to celebrate diversity and bring together families from various cultural backgrounds. It featured an array of exciting activities for children. There were 20 service providers who promoted their services to the community.

Children had the opportunity to explore a police car and sensory tent, play games and build family trees. Children also enjoyed face painting, balloon twisting, Lego building, magic show and engaging in various art and craft activities.

Furthermore, Multicultural Family Fun Day showcased captivating multicultural performances such as Chinese, Korean, Armenian, Indian performances which included children. It delighted the audience. The event successfully created an inclusive and entertaining environment for families by fostering cultural exchange and community engagement.



Harmony Week – Celebrating Cultural Diversity, Inclusion and Community

The 2023 Harmony Day Event was hosted by CMRC and supported by Top Ryde City. The event provided an opportunity to the Culturally and Linguistically Diverse (CALD) community in the northern region to celebrate cultural diversity through music, singing, dance, spoken word, arts, and crafts.

The event encouraged people to connect with their community, respect cultural and religious diversity, and foster a sense of belonging.

The aim of Harmony Day to promote cultural diversity and awareness that align with CMRC's objectives to promote cultural diversity and understanding. It is our aim to connect individuals and families, particularly from non-English speaking backgrounds, with the broader community as well as provide an opportunity to access service information.



Lunar New year

This family-friendly event organised by CMRC, supported by Top Ryde City excited people of all ages with special Lunar New Year performances, Lion Dance, flag dance, Face changing, saying goodbye to the Tiger, and entering the Year of the Rabbit!

Moon Festival

In celebration of the Moon Festival, CMRC partnered with City of Ryde, RANSW and CASS to bring the community several cultural performances and fun craft activities at the North Ryde School of Arts Community Centre.



International Women's Day

On International Women's Day, CMRC and the partner organisations came together to celebrate the achievements of women and reflect on the ongoing struggles that women face in the fight for gender equality. The event was held at Ryde TAFE with the participation of women from all backgrounds.



Chinese Seniors Arts Activities

Our new meeting room enabled the Chinese singing group to rehearse and the Chinese reading group to meet and rehearse.

Living in Harmony and Solidarity with Iranian Community

Living in Harmony and Solidarity with Iranian Community held at the War Memorial Hall Hornsby addressed barriers and challenges of living safely and in harmony both within the family unit and the wider community. The event was funded by Multicultural NSW and in partnership with Aknoon Cultural Centre and supported by Women's Shed Hornsby Ku-Ring-Gai. Around 100 Iranian community members and local service providers including the Hornsby Ku-Ring-Gai police attended the event and listened to the importance of living in harmony and the support available.

Programs

- Digital Literacy program for youth in partnership with Marist 180 and STARTTS.
- CMRC and iCodeNext – Senior Citizen Digital Literacy.



- English language conversation programs for seniors continued for Syrian Armenian and Chinese Community.
- Northern Sydney Local Health District Health info sessions – breast screening and dental health.
- Citizenship programs.
- Western Sydney Community Legal Aid multicultural service clinic.
- STARTTS outreach services at CMRC Northern Region.
- Centrelink information session – age pension, family tax benefits, financial services, and Medicare.
- Korean singing sessions.

- Mind Space Parents – child healthy relationship workshops for the Armenian Community in partnership with STARTTS.
- “Autochthonous Sounds in a Foreign Land” participation in “A MICS documentary film”.
- Commonwealth Bank – financial literacy and financial abuse awareness information to the clients.
- Women Connect – women monthly networking event to support women looking for advice and connect them with local professionals and service providers.



- Chess classes and social participation programs.
- Beauty workshops for the clients as pathways to further education and employment.



Events

- Armenian Group excursion – Sea Life Aquarium and lunch.



- Armenian Community Christmas celebration.



- CMRC Stall, Refugee Week event in partnership with City of Ryde.
- Thank You Volunteers – to celebrate and recognise the vital work of CMRC volunteers and to say thank you!
- Ramadan Cup (Easter Soccer Tournament) – Integration Through Sports.
- Harmony Day events – Meadowbank TAFE, Hornsby TAFE, and St Leonards TAFE.
- Participation and partnership – 2023 mental Health Awareness Day organised by STARTTS.
- Living in Harmony and Solidarity with Iranian Community event in partnership with Aknoon Cultural Centre and supported by Women's Shed Hornsby Ku-Ring-Gai.
- Multicultural Eid Festival in partnership with the Kateb Hazara Association Inc.
- Partnered in the launch of Qingqing Art Troupe Inauguration, for the Mandarin speaking community.



FEE FOR SERVICE PROJECTS

Specialised Intensive Services (SIS)

During 2022-23, CMRC continued to successfully deliver Tier 3 Specialised Intensive Case management services under SSI's HSP 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.



Aurelia Rahman
Stakeholder Engagement Manager

The main tasks of the SIS team are:

- Guiding, assisting and supporting clients living with a disability get access to a disability pension, NDIS services, social security 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.
- SIS clients have been showed educational pathways and enrolled in 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 various projects and in particular, Going Home Staying Home, 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 Casework and Intensive Support Service Officer, Shohreh Rahmani to clients, families and community often went beyond the call of duty. Shohreh is passionate about assisting those most vulnerable and provide information, assistance and referrals to restore wellbeing, confidence and trust.

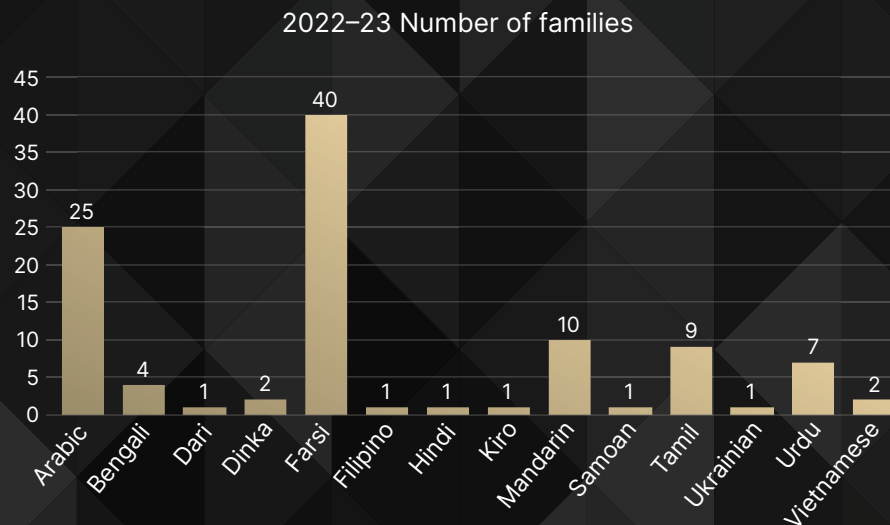
Thank you, Shohreh, for your wonderful work on this project, your patience, diligence and dedication.

FEE FOR SERVICE PROJECTS

Towards Belonging

In 2022–2023, the Towards Belonging Program provided cultural and language support for Wesley Mission caseworkers working with 105 families speaking 14 different languages/dialects. Farsi (Persian) was the highest with 40 families followed by Arabic (all dialects, 25 families) and Mandarin (10 families).

Collective Impact (Partnership between CMRC and Wesley Mission Family Preservation)



Celebrating 5 Year Anniversary Partnership of Collective Impact between CMRC and Wesley Mission

The celebration event for the 5th anniversary of the partnership between CMRC and Wesley Mission was held at Wesley Mission Ermington Office on 30th March 2023. Around 100 people including Councillor Kelly Darley from Parramatta City Council representing Mayor Donna Davis attended this event to celebrate our successful achievements over the last 5 years.

The partnership between CMRC and Wesley Mission Family Preservation Program, Collective Impact, was established in 2017. CMRC's Towards Belonging cultural workers played a vital role in filling the gap between Wesley Mission caseworkers and migrant families from diverse backgrounds. We received positive feedback from families who completed 18 months Family Preservation Programs with Wesley Mission. They found it beneficial to have the cultural workers attending the sessions with caseworkers from Wesley Mission.

Apart from Wesley Mission, Towards Belonging team worked with caseworkers from other organisations including Anglicare, Barnados Australia, The Benevolent Society, CASPA, CatholicCare, Creating Links and Uniting. Towards Belonging team also provided information for teachers in Bathurst who are working with students from diverse cultural backgrounds. Our team will continue to expand its program to support organisations working with families from culturally and linguistically diverse backgrounds.

SPECIAL PROJECTS

Building Capabilities Program

The Federal Department of Home Affairs' Building Capabilities Program started in 2019 and is delivered state-wide as part of the NSP Consortium (SSI-led). CMRC has undertaken research into service gaps that may exist in the building of cultural competencies and community capabilities space.

Building capabilities, social resilience and community bridging capital in newly arrived communities is long-term goal and requires sensitivity and consistency in approach when building the agency and skill sets of individuals so they can then provide support and training to their respective communities.

In 2022, CMRC launched the Solace and Solidarity Project, in response to the Ukrainian crisis, further consolidating our important work in the social justice space. Civil society and Ukrainian professionals rallied in the early months in terms of hosting large numbers of women, youth and children arriving.

Our research unit commenced gathering data to help inform decision making in developing tools that would best support the work undertaken by volunteers. The team was led by Olha Lyeskakova, and research undertaken in methodologies used in emergency response situations, such as high demand for language, food/clothing aid, parenting and other humanitarian domains. Later training extended to mental health first aid and widening participation and social capital.

Research early on indicated that many arrivals were from rural parts of Ukraine and they expressed interest in visiting regional NSW with a view to later consider resettlement. Through a considered co-design process with the Ukrainian Team, we moved ahead and established a working group with a stakeholder across a number of regional NSW areas, starting with Central West NSW (Orange, Cowra, Bathurst). A Regional Reach Roadshow model was created and over the last 12 months we have supported three tours and established ongoing networks with gov/NGO/charities/civil society which has led to over 40 families relocating regionally.

We are grateful for the enduring partnerships including Anni Gallagher (Orange City Council), Yvonne and Kevin Newham, Pip Waters (The Dept of Education), Greg Wells (CEO of Services NSW), Helen Croker (Orange Rural Australians for Refugees) Gillian Hindmarsh (Catholic Education Office), Lisa Besedic (Ukraine- QH4U) and Ian Brown (World Peace Bell Association).



SPECIAL PROJECTS

Career Pathways to Future Success Project

CMRC's Career Pathways to Future Success aimed 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.

The project which finished at the end of June started a year and a half ago and aimed at building the capacity of young people as peer leaders in the areas of career coaching and mentoring. This project was a partnership with HOST International and Glow Up Careers. The project provided 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 was funded by the National Careers Institute. The project obtained buy-in and worked 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 were 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.

CMRC would like to acknowledge the great partnership and collaboration that the project enjoyed with HOST Intl and Glow Up Careers in the delivery of this project. It is important to acknowledge the work of our dedicated student coaches: Shadia Khatib and Victor Chan. Their work and interaction with students and parents are very much appreciated.



SPECIAL PROJECTS

Empowering Communities Through A Taste of Diversity

“A Taste of Diversity” is a night to celebrate the history, journeys, culture and contributions of new Australians to Western Sydney and greater Australia.

CMRC is committed to promoting cultural diversity as an asset to improve social cohesion and community harmony. This is mandated in CMRC’s charter and through Beyond Diversity cultural competency program and Taste of Diversity, we are creating pathways for enhanced communication and engagement across local communities, government, corporates to create a more culturally aware, cohesive and harmonious society.

A Taste of Diversity dinner was held on the 1st of June 2023 at Madison’s Function Centre in Dural. Over 170 people enjoyed a wonderful diverse meal accompanied by inspiring and moving individual journeys and wonderful cultural performances. It was an inspiring night held to showcase the cultural diversity that exists in our midst and ways to interact and increase our own cultural awareness. Apart from community speakers and cultural performances, we were delighted to welcome local and state politicians such as Hills Shire’s mayor and the new local State MP. It was a very enjoyable night, with life stories from participants, songs, dances, cultural experience talks, good food and great, inspiring speeches from our guests of honour.



A Taste of Diversity dinners offer the opportunity for individual and community engagement in a setting that fosters social cohesion, mutual respect and harmony. The communities that were showcased were the unsung heroes of Australia’s progress and the richness of our communities: Afghanistan, Ukraine, Iran and India.

As with all our projects and programs, CMRC measures outcomes through both quantitative and qualitative measures. But apart from the numerical and qualitative achievements, there are outcomes in terms of creating better opportunities for interaction between members of various cultural groups, building better understanding and opening new horizons for people to learn from each other and with each other, exploring journeys of displacement and migration and the impact that

it has on them, family members and communities. The best outcomes are the closer and more meaningful connection between community members of various cultures and appreciation of other cultures. This will contribute to a more cohesive and harmonious Australian society.

We would like to express our sincere thanks to the Hills Shire for the financial support given to this event and their participation at the event. Also, sincere thanks to the Hills team, Upala and Mansi, who have pulled all stops to ensure the event is a great success.



SPECIAL PROJECTS

Empowering Women Through Creative Ceramic Art

The project engaged with women from culturally diverse backgrounds mainly refugees from Iran who needed to explore various arts and economic pathways and did not have capacity to otherwise get involved in creative arts workshops.

The women were isolated and at risk of developing depression and other mental health issues. Parramatta Clay and Arts Inc. was able to offer creative arts practice and a potential pathway for arts as a career choice or further education. The outcomes of the project were measured through the full attendance at workshops, the interest that they took in activities and creating ceramic art works that they can display in their own homes or gift their friends or family members. A high rate of satisfaction was achieved as the women created bonds among themselves, made friendships that will last, engaged in the workshops and in finding out about other activities within Parramatta LGA. At the end of project get-together, the participants talked highly about their enhanced state of mind, their happiness of being part of the project that brought them together and allowed them to have a happier, more optimistic outlook on life. The project increased their capacity and willingness to participate in future community activities.

CMRC would like to thank our main partner, Parramatta Clay and Arts Inc. (PCAI). The project was a great way to empower women of refugee background to get involved in activities and creative workshops. The arts facilitators at PCAI were wonderful in the way they engaged with the group and supported their learning outcomes. This was a cultural development program to provide integration through arts and creative programs and spaces where newcomers are welcome and language or previous skill is not a requirement. We would like to thank the participants in this project and the wonderful Parastoo Khosronejad who kept the group engaged and was there to support all the activities.

The project emphasised the importance of artistic and recreational activities for refugee women as an outlet to express their creativity and at the same time as an outlet to relieve their stress and anxiety associated with past experiences. What we have learnt that more of these kinds of projects are necessary to empower, support and assist members of various communities to engage better and participate in life in Australia.



SPECIAL PROJECTS

Going Home Staying Home Project

2022-23 has been another successful year of assisting tenants at risk of breaching their contractual agreements and thus losing their tenancies.

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

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

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

Through this project, CMRC was able to build and maintain strong links and working partnerships with private real estate agencies in the Parramatta LGA and beyond. In the past financial year, a great number of clients, who met the eligibility criteria for the project, were

assisted to find suitable and affordable accommodation in the private rental market. The clients also increased their understanding about the rights and responsibilities of tenants as regular sessions were run in partnership with the Tenancy Advice and Rights Centre and Department of Communities and Justice's housing branch.

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 Narayan Dhimal who has worked beyond the call of duty to support clients at risk of becoming homeless. He has consistently put in 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 and families.



SPECIAL PROJECTS

Living in Harmony – Empowering Communities

Domestic and Family Violence (DFV) remains a critical area of concern in Australia.

NSW crime statistics indicate domestic violence incidents reported to police are increasing at an alarming level. We understand that women and their children who experience marginalisation by culture, ethnicity and/or uncertainty or fear around visa or immigration status experience heightened vulnerability to DFV.

The Living in Harmony – Empowering Communities project funded by Multicultural NSW addressed barriers and challenges of living safely and in harmony both within the family unit, but also in the wider community. Three forums were held with various community groups, service providers and the NSW Police to address issues of domestic and family violence, access to services, community resources available, where to find help, role of the Police, identifying individuals at risk and the role of community leaders in providing relevant information and resources to assist with diffusing the crisis, early intervention strategies. The three forums were held in key areas within CMRC's geographical footprint: Merrylands, the Hills and Hornsby. Overall, about 700 people participated and took information and knowledge with them that will then be imparted to those in their families and communities.

The main community groups that were: Afghani, Iranian, Iraqi, Syrian, Armenian, Indian, Sri Lankan Tamil, Ukrainian. The forums were also open to mainstream community groups to partake in the knowledge imparted through workshops and guest speakers.

The project ensured that language is not a barrier to information and communicating important messages about personal safety and that barriers are broken down between speakers of different languages. CMRC has strong and well-established links and networks with community leaders and members from numerous ethno-specific organisations and in particular with organisations that have a high number of vulnerable new arrivals to Australia who need support in knowing and understanding the new rules that apply here so that they are not in breach of them. Strategies to manage and prevent breakdowns in family harmony were explored in these forums along with exploring access to services for CALD individuals.

CMRC would like to express its gratitude to Multicultural NSW and thank them for their support with this grant which assisted by providing greater insights into what constitutes domestic and family violence and where to look for help and assistance.



SPECIAL PROJECTS

Multicultural Ambassador Program

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

During the 2022-23 financial year, 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.

A collaborative initiative of City of Ryde and CMRC, the MAP program has gone from strength to strength in the last year. A number of information sessions from a broad cross section of support services and fun activities were the main highlights of the program.

With over 25 active ambassadors from 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.



The Multicultural Ambassadors are contributing to enriching the fabric of Ryde's diverse and inclusive city, building and promoting its rich cultural heritage.

CMRC would like to express its heartfelt thanks to the City of Ryde for this great opportunity to work together to engage CALD leaders and communities and our sincere thanks to the wonderful Ambassadors who are doing an amazing job. Also, to Kedarnath (Kevin) Pagaddinnimath who supported the project timely and efficiently.



SPECIAL PROJECTS

Multicultural Road Safety

Internationally, NSW is recognised as a leader in successfully informing and motivating people to use the roads safely, and this has helped reduce road fatalities and trauma.

Transport for NSW (TfNSW) continues to focus on prioritising road safety awareness of all NSW road users. According to the 2026 NSW Road Safety Action Plan, an aspirational target of zero fatalities and serious injuries on our roads by 2050 has been set.

CMRC was engaged by Transport for NSW (previously RMS) to conduct road safety information sessions for recent CALD migrants and refugee arrivals for almost a decade. This has been instrumental in developing a pool of experienced bilingual and multilingual facilitators speaking collectively around 50 languages. Facilitators possess superior cultural knowledge and ensure culturally appropriate facilitation and presentation techniques are adopted to communicate key messages in an informative and engaging manner. Pre and Post workshop knowledge tests conducted confirm significant knowledge gains with respect to road safety rules in NSW.

A total of 96 road safety workshops sessions were delivered to community groups from October 2022 to end June 2023. More than 1420 CALD community members from 40 countries attended the workshops across 4 Project streams (Pedestrian Safety, Helping Learner Drivers Become Safer Drivers, Driving in NSW and Child Restraints).

Interestingly, Afghan recent arrivals comprised the highest number of attendees followed by Arabic, Chinese and the South Asian subcontinent. Females accounted for majority of attendees at the road safety workshops. Timing (primarily weekdays) and venues (childcare centres, antenatal/maternity clinics and community centres) explain the female skew.

A huge thank you to CMRC's Multicultural Road Safety facilitators for their sterling effort to recruit new CALD arrivals as well as their amazing commitment, passion and enthusiasm promoting and delivering road safety education to newly arrived migrants and refugees.

CMRC would also like to express thanks to Fiona Frost, Claire Clark and Janette Sauterel from TfNSW for their dedication and perseverance to improve and promote Road Safety education in CALD Communities in the Greater Sydney Region.



SPECIAL PROJECTS

Multicultural Research Study – Integration & Belonging

CMRC's National Research team have been engaged across 2022- 23, with a number of research projects including the ***Integration and Belonging Research Project*** commissioned by one of our clients, The Scanlon Foundation Research Institute and funded by the Department of Home Affairs.

Our team across metro and regional NSW, Queensland and South Australia, interviewed over 170 refugees (inclusive of 18 languages). From the Chin communities in Wagga, to the Congolese of Brisbane and South Sudanese in Adelaide, their insights and reflections on belonging and integration helped identify what exactly we mean when we talk about social cohesion, security, prosperity and aspiration.

CMRC continues to invest in National Research in line with government, business and civil society priorities. We are committed to rigorous reviews of priorities in line with the communities that we serve, who reflect the diversity of our citizens.

Our team includes representatives from Bhutanese, Assyrian, South Sudanese, Burmese, Karen, Afghan, Indian, Ethiopian, Congolese, Mongolian, Syrian and Egyptian communities, who have the resources and reach to consult and hear from many who are often left marginalized in research reports that drive government decisions that impact every aspect of our lives from health care, education, taxation to housing.

Research that is not inclusive will result in further marginalization of communities, who need to have a say in where resources are being directed equitably and transparently.

SPECIAL PROJECTS

Settlement Innovation Fund

Youth Reach! Explorations into Disruption is a mental health research project focused on the mental health pulse of refugee youth across Metropolitan Sydney in the wake of the largest health emergency in living memory. The ABS Mental Health Report released in 2021 provided alarming evidence of the escalation in suicidal ideation, depression, anxiety and self harm.

We elected to approach Health Equity through a social justice lens, and commenced a community-led, place based approach to research design. Our working group is led by young people (16 – 25 years) informing all decision making.

Stage 1 has looked at:

- Five critical behaviours that inform help seeking decisions related to mental health and wellbeing.
- Invisible resistance and non-disclosure to mainstream services - based on peer-to-peer sharing of exclusionary practices, perceptions of racism or prejudice, and mistrust.
- Understanding the role that inclusive practices and values-led approach plays in wellbeing outcomes including mental buoyancy.
- Self directed expertise of communities' approach to wellbeing practices such as stress relief, communal activities and shared goals.
- Whole of family approach to mental health literacy.
- Language around "wellbeing "and "mental health".

Young people from refugee backgrounds have co-designed workshops and commenced a series of youth reach Projects which have been operational across Western Sydney, inclusive of Afghan, Syrian, Iranian and Pan African youth.

All group work has been designed around non-confrontational methods to gather data in order to build an evidence base on the topics above.

Two consultations have been held with the Assistant Federal Minister for Mental Health and Suicide Prevention, Rural and Regional Health Emma Mc Bride and allied services. We hosted a Divergent Thinking Forum in April with NSW Police, Australian Catholic University and Mercy Connect.

Divergent Thinking practices incorporated in the project, have helped bring on board partners who may never have collaborated before across the youth/education/justice/mental health/mentoring space. It is clear that little research has been invested into social determinants of mental health for young people from refugee backgrounds. Cultural humility must sit with all cultural competency training for health practitioners and more innovative approaches are required to minimize the timeframe that a young person presents for medical intervention.



SPECIAL PROJECTS

Towards A Better Family Life – Addressing Domestic and Family Violence Through Education and Support

The “Towards A Better Family Life – Addressing Domestic and Family Violence Through Education and Support” was funded by Wenty Leagues Club and delivered by CMRC in collaboration with Toongabbie Legal Centre (TLC) in the Cumberland LGA.

The program was delivered in both Merrylands and Toongabbie to specific cultural groups i.e., Afghan and Sri Lankan Community targeted towards refugees and newly arrived women in particular.

The project benefited from a range of guest speakers from different organisations who covered various topics including:

- **Discuss and Examine Perceived Differences Between Australian Culture and Norms vs Migrant Culture and Norms.** This topic was presented by CMRC’s Afghan and Sri Lankan Multicultural Support Workers.
- **Learn about Australian and NSW Laws governing families.** The Multicultural Community Liaison Officers and Domestic Violence Liaison Officers from Cumberland Police Area Command spoke to the groups about Women’s Safety in the home and community, and the processes needed to apply for an AVO. The team presented their roles and responsibilities and how the community can access support with the police if they are experiencing DV and what is perceived as Domestic and Family Violence. A volunteer solicitor from Toongabbie Legal Centre also spoke about Family violence and AVO processes and conditions.



- **Learn about the Child Protection System in NSW and what is seen as good parenting practices.** A team of case workers and managers from Department of Communities and Justice discussed Child Protection Legislation in NSW and provided examples of what is seen as good parenting practice.
- **Learn about Family Support Service in Cumberland and the Linker Network.** A worker from SAGE Community Services provided a talk on where the community can access support when experiencing Domestic and Family Violence and provided a range of resources to the community. A member from the Linker Network also spoke about the Linker Network services who work in collaboration to improve and provide support to the community as and when needed.

A video resource was developed which will be on both CMRC and TLC’s websites. Overall, the program was successful as it provided a range of information, knowledge and resources to our community members. Majority of the participants were unaware of the support services that they can access in the community. It was great to see the interaction and active engagement from the participants. A great outcome was that participants are now more confident to seek support given that they have more insight and understanding on what Domestic and Family Violence actually is and where to go for support.

Thank you Diana Jacob for the excellent collaboration on this project, and Norma, Conscila and Melanie for your amazing work. To Wenty Leagues Club, thank you for the funding provided that enabled us to deliver such an important project and to Peter Prants and TLC for the wonderful collaboration and partnership.



Community Migrant Resource Centre

FINANCIAL REPORT 2023

Community Migrant Resource Centre Incorporated

ABN: 89 786 937 360

Financial Statements

For the year ended 30 June 2023

Community Migrant Resource Centre Incorporated Incorporated

Committee Report

30 June 2023

The Committee members present their report on Community Migrant Resource Centre Incorporated (the Association) for the financial year ended 30 June 2023.

Information on committee members

The following persons were the Committee members of the Association:

Dr. Olayide Ogunsji	Chairperson	
Keith Hamiton	Deputy Chairperson	
Nola Randall-Mohk	Committee Member	
Reena Jethi	Committee Member	
Renu Narchal	Committee Member	
Ummaru Conteh	Committee Member	
Warren Schweitzer	Committee Member	
Geoff Lee	Committee Member	(Appointed to committee in February 2023)
Alar Peter Prants	Committee Member	(Appointed to committee in February 2023)
Thevan Krishna	Committee Member	(Resigned from committee in October 2022)

Committee members have been in office since the start of the financial year to the date of the report unless otherwise stated.

Principal activities

The principal activity of Association is to provide practical help and support in the areas of humanitarian settlement, humanitarian youth, accommodation information and referral services, asylum seeker and humanitarian entrant assistance.

There have been no significant changes in the nature of these activities during the year.

Review of operations

The deficit of the Association for the year ended 30 June 2023 was \$170,778 (2022: surplus of \$143,727). The Association is registered with the Australian Charities and Non-for-Profits Commission.

Significant changes in state of affairs

There have been no significant changes in the state of affairs of the Association during the year.

Events after the reporting date

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.

Community Migrant Resource Centre Incorporated Incorporated

Committee Report

30 June 2023

Future developments and results

The Association expects to maintain in the present status and level of operations.

Environmental issues

The Association's operations are not regulated by any significant environmental regulations under a law of the Commonwealth or of a state or territory of Australia.

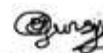
Indemnification and insurance of officers and auditors

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the Association.

Auditor's Independence Declaration

The lead auditor's independence declaration in accordance with section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, for the year ended 30 June 2023 has been received and can be found on page 4 of the financial report.

Signed in accordance with a resolution of the Committee.



Dr. Olayide Ogunsji
Chairperson

Dated: 16 October 2023



Umaru Binneh Conteh
Treasurer

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Auditor's Independence Declaration under Section 60-40 of the Charities and Not-for-profits Commission Act 2012 to the Committee of Community Migrant Resource Centre Incorporated

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2023, there have been:

- 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;
- no contraventions of any applicable code of professional conduct in relation to the audit; and
- no non-audit services provided that contravene any applicable code of professional conduct in relation to the audit.

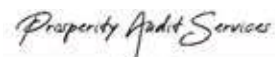


ALEX HARDY

Director

16 October 2023

Sydney



PROSPERITY AUDIT SERVICES

Community Migrant Resource Centre Incorporated

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2023

	Note	2023 \$	2022 \$
Revenue	5	5,217,985	5,567,527
Brokerage services		(23,323)	(39,529)
Catering		(87,272)	(81,897)
Computer costs and upgrades		(140,652)	(156,793)
Contractor and consultancy fees		(1,232,454)	(1,127,484)
Donation expenses		(13,345)	(259,319)
Employee benefits		(2,791,930)	(2,568,445)
Equipment and furniture expense		(29,693)	(57,606)
Facilitator		(95,896)	(44,934)
Other expenses		(208,555)	(148,847)
Professional fee		(17,000)	(33,381)
Program costs		(397,631)	(577,142)
Publicity and promotions		(80,299)	(87,908)
Rent		(151,418)	(154,298)
Repairs and maintenance		(1,930)	(1,761)
Travel expenses		(45,114)	(22,398)
Venue hire		(72,251)	(62,058)
(Loss)/profit before income tax		(170,778)	143,727
Income tax expense	3.a	-	-
(Loss)/profit after income tax		(170,778)	143,727
Other comprehensive income		-	-
Total comprehensive (loss)/income for the year		(170,778)	143,727

Community Migrant Resource Centre Incorporated

Statement of financial position

As at 30 June 2023

	Note	2023 \$	2022 \$
Assets			
Current assets			
Cash and cash equivalents	7	759,886	1,216,760
Trade and other receivables		338,437	54,512
Financial assets	8	508,273	507,887
Total current assets		1,606,596	1,779,159
Total assets		1,606,596	1,779,159
Liabilities			
Current liabilities			
Trade and other payables	9	193,251	286,325
Employee benefits	11	332,933	321,448
Contract liabilities	10	173,400	95,767
Total current liabilities		699,584	703,540
Non-current liabilities			
Employee benefits	11	18,056	15,885
Total liabilities		717,640	719,425
Net assets		888,956	1,059,734
Equity			
Retained earnings		100,975	148,891
Reserves	3.e	787,981	910,843
Total equity		888,956	1,059,734

Community Migrant Resource Centre Incorporated

Statement of changes in equity

For the year ended 30 June 2023

2022	Note	Retained earnings \$	Reserves \$	Total equity \$
Opening balance		173,139	742,868	916,007
Appropriations	3.e	(167,975)	167,975	-
Surplus for the year		143,727	-	143,727
Closing balance		148,891	910,843	1,059,734
2023	Note	Retained earnings \$	Reserves \$	Total equity \$
Opening balance		148,891	910,843	1,059,734
Transfers between equity items	3.e	122,862	(122,862)	-
Deficit for the year		(170,778)	-	(170,778)
Closing balance		100,975	787,981	888,956

Community Migrant Resource Centre Incorporated

Statement of cash flows

For the year ended 30 June 2023

	2023	2022
	\$	\$
Cash flows from operating activities:		
Receipts from customers	164,007	783,322
Receipts from funding bodies	5,166,659	4,938,635
Payments to suppliers and employees	(5,832,062)	(5,610,233)
Interest received	44,522	3,454
Net cash flows from/(used in) operating activities	(456,874)	115,178
Net increase/(decrease) in cash and cash equivalents	(456,874)	115,178
Cash and cash equivalents at beginning of year	1,216,760	1,101,582
Cash and cash equivalents at end of financial year	759,886	1,216,760

The accompanying notes form part of these financial statements.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

1. Introduction

The financial report covers Community Migrant Resource Centre Incorporated as an individual entity. Community Migrant Resource Centre Incorporated is a not-for-profit Association, registered and domiciled in Australia.

The functional and presentation currency of Community Migrant Resource Centre Incorporated is Australian dollars (\$AUD) and all amounts reported have been rounded to the nearest dollar.

The financial report was authorised for issue by the Committee on 16 October 2023.

2. Basis of preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards - Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Act 2012*.

The financial statements have been prepared on an accruals basis and are based on historical costs.

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

3. Summary of significant accounting policies

a. Income tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

b. Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the Statement of cash flows are included on an inclusive basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

c. Financial instruments

Financial instruments are recognised initially on the date that the Association becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

i. Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, the Association classifies its financial assets into the following categories, those measured at amortised costs

Amortised cost

The Association's financial assets measured at amortised cost comprise trade and other receivables and cash and cash equivalents in the statement of financial position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Impairment of financial assets

Impairment of financial assets is recognised on an expected credit loss (ECL) basis for the financial assets measured at amortised costs.

When determining whether the credit risk of a financial assets has increased significant since initial recognition and when estimating ECL, the Association considers reasonable and supportable information that is relevant and available without undue cost or effort. This includes both quantitative and qualitative information and analysis based on the Association's historical experience and informed credit assessment and including forward looking information.

The Association uses the presumption that an asset which is more than 30 days past due has seen a significant increase in credit risk.

The Association uses the presumption that a financial asset is in default when:

- the other party is unlikely to pay its credit obligations to the Association in full, without recourse to the Association to actions such as realising security (if any is held); or
- the financial assets is more than 90 days past due.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

Credit losses are measured as the present value of the difference between the cash flows due to the Association in accordance with the contract and the cash flows expected to be received. This is applied using a probability weighted approach.

Trade receivables

Impairment of trade receivables have been determined using the simplified approach in AASB 9 which uses an estimation of lifetime expected credit losses. The Association has determined the probability of non-payment of the receivable and multiplied this by the amount of the expected loss arising from default.

The amount of the impairment is recorded in a separate allowance account with the loss being recognised in finance expense. Once the receivable is determined to be uncollectable then the gross carrying amount is written off against the associated allowance.

Where the Association renegotiates the terms of trade receivables due from certain customers, the new expected cash flows are discounted at the original effective interest rate and any resulting difference to the carrying value is recognised in profit or loss.

ii. Financial liabilities

The Association measures all financial liabilities initially at fair value less transaction costs, subsequently financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the Association comprises trade payables. Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days.

d. Impairment of non-financial assets

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

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

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

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

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

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

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

e. Reserves

The reserve balance reported in the statement of changes in equity consists of the following reserves:

i. General reserves

The general reserve is used to record monies that are set aside to support future operations if the Association do not receive any funding.

ii. Special reserves

The special reserve is used to record monies that are set aside to pay future obligations in relation to redundancy and fee-for-service money.

4. Critical accounting estimates and judgements

The Committee members make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

a. Key estimates - provisions

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

b. Key judgements - revenue recognition

For many of the grant agreements received, the determination of whether the contract includes sufficiently specific performance obligations was a significant judgement involving discussions with a number of parties at the Association, review of the proposal documents prepared during the grant application phase and consideration of the terms and conditions.

Grants received by the Association have been accounted for under both AASB 15 and AASB 1058 depending on the terms and conditions and decisions made.

If this determination was changed then the revenue recognition pattern would be different from that recognised in these financial statements.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

c. Economic dependence

Federal and State Government departments provide funding to the Association. It is anticipated that funding will continue to be received to enable the Association to continue to provide services.

5. Revenue and other income

a. Accounting policy

i. Revenue from contracts with customers

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services. Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer;
2. Identify the performance obligations;
3. Determine the transaction price;
4. Allocate the transaction price to the performance obligations; and
5. Recognise revenue as and when control of the performance obligations is transferred.

Generally, the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

ii. Specific revenue streams

The revenue recognition policies for the principal revenue streams of the Association are:

Grant revenue

Grants revenue derived is recognised on delivery of services in accordance with the milestone/activities of the Funding Agreement. Funding received in advance will be set aside as contract liabilities in the statement of financial position.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

Department of Home Affairs

The Association receives funding from Department of Home Affairs under the Settlement Services Youth Transition Support. The objective of the grant is to provide early intervention assistance and addresses barriers to participation in education and employment that are specific to young humanitarian entrants and other vulnerable young migrants under 25.

Funding for these activities is received bi-annually in advance from the Department of Home Affairs and is recognised as a contract liability upon receipt. The Association recognises revenue when performance obligations in accordance with the grant agreement are met.

Settlement Service International

The Association receives funding from Settlement Service International as part of a consortium for the Settlement Engagement and Transition Support Program (SETS). The objective of the program is to provide services for eligible clients to promote social participation, economic and personal wellbeing, independence and community connectedness. The SETS program has a key role in facilitating acquisition of English language skills, supporting engagement with education and training and building employment readiness with services complementing other settlement and mainstream services.

Funding for these activities is received bi-annually in advance from the Settlement Service International and is recognised as a contract liability upon receipt. The Association recognises revenue when performance obligations in accordance with the grant agreement are met.

Fee-for-Service

The Association recognises fee-for-service income upon delivery of services and within the period to which the Association satisfied its performance obligations.

Other revenue

Other revenue is recognised as revenue when the Association has fulfilled its performance obligations.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

iii. Revenue recognition policy for contracts which are either not enforceable or do not have sufficiently specific performance obligations

Income of Not-for-Profit Entities

Under AASB 1058 Income of Not-for-Profit Entities, the Association recognises revenue on a basis that reflects the fair value of goods, services, and assets (such as cash, inventories and property, plant and equipment), which have been provided or transferred to the Association for nil or nominal consideration, and is deemed to further the objectives of the Association.

Donations

Donations are recognised as revenue when received.

Interest income

Interest income is recognised as interest accrues using the effective interest method. This is a method of calculating the amortised cost of a financial asset and allocating the interest income over the relevant period using the effective interest rate, which is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset to the net carrying amount of the financial asset.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

b. Revenue and other income details

	2023	2022
	\$	\$
Revenue from contracts with customers (AASB 15)		
Fee-for-service	203,343	313,277
Grants		
- City of Ryde Council (Local Government)	18,800	18,636
- Department of Communities and Justice (Commonwealth Government)	460,254	590,859
- Department of Home Affairs (Commonwealth Government)	1,410,263	1,410,263
- Department of Industry (Commonwealth Government)	283,242	113,233
- Mission Australia (Local Government)	51,128	48,559
- Multicultural NSW (State Government)	35,000	110,924
- NSW Treasury (State Government)	-	337,500
- Parramatta City Council (Local Government)	10,000	8,274
- Scanlon Foundation (Other)	16,225	-
- Service NSW (State Government)	678,062	310,324
- Settlement Council of Australia (Commonwealth Government)	-	18,000
- Settlement Services International (Other)	1,776,074	1,845,608
- The Hills Shire Council (Local Government)	10,000	-
- Transport for NSW (State Government)	180,500	131,650
- Wenty Leagues Club (Other)	10,000	-
- Western Sydney Community Forum - Health Body Healthy Mind (Other)	-	7,000
Other income	22,050	32,715
Revenue recognised on receipt (AASB 1058)		
Donations	7,922	267,251
Income recognised using effective interest method		
Interest	44,522	3,454
	5,217,985	5,567,527

6. Auditor's remuneration

Remuneration of the auditors of the Association for:

- audit of the financial statements (Prosperity)	17,000	-
- audit of the financial statements (National Audits Group)	-	20,000
	17,000	20,000

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

7. Cash and cash equivalents

a. Accounting policy

Cash and cash equivalents comprises cash at bank.

b. Cash and cash equivalent details

	2023	2022
	\$	\$
Cash at bank	759,886	1,216,760

8. Other financial assets

Bond	122,146	122,146
Term deposit	386,127	385,741
	508,273	507,887

9. Trade and other payables

Trade payables	129,710	187,364
ATO payable	43,748	50,624
Other payables	19,793	48,337
	193,251	286,325

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

10. Contract liabilities

Current	2023	2022
	\$	\$
Grant received in advance	173,400	95,767

The Association enters into contracts that include government grants in advance of performance obligations being satisfied. The excess of any differences in amounts received and amounts recognised as revenue is recognised as a contract liability, which is recognised as revenue upon satisfaction of the performance obligation, or as it is satisfied, as appropriate. The Association expects to deliver the performance obligations in the next 12 months. The major components of contract liabilities include:

Cancer Institute NSW	11,000	-
Department of Industry	-	76,767
Northern Sydney Local Health District	-	9,000
NSW Communities and Justice	150,000	-
PCC Women's Ceramic Arts Empowerment Project	-	10,000
Service NSW - Business Connect	12,400	-
	173,400	95,767

11. Employee benefits

a. Accounting policy

Provision is made for the Association's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Changes in the measurement of the liability are recognised in profit or loss.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

b. Employee benefits details

Current	2023	2022
	\$	\$
Provision for annual leave	123,995	104,779
Provision for long service leave	205,810	216,669
Provision for maternity leave	3,128	-
	332,933	321,448

Non-current

Provision for long service leave	18,056	15,885
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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.

The total remuneration paid to key management personnel of the Association during the year was \$988,787 (2022:\$711,437).

13. 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 receipts from key management personnel during the year was \$9,000 (2022: \$1,200). There were no other related party transactions.

14. Contingencies

In the opinion of the Directors, the Association did not have any contingencies at 2023 (2022: None).

15. Events occurring after the reporting date

The financial report was authorised for issue on 15 October 2023 by the Committee.

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.

Community Migrant Resource Centre Incorporated

Notes to the financial statements

For the year ended 30 June 2023

16. Statutory information

The registered office and principal place of business of the Association is:

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

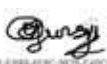
Community Migrant Resource Centre Incorporated

Committee's declaration

The committee declare that in the committees' 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 2022*.


Dr. Olayide Ogunsji

Chairperson

Dated: 16 October 2023


Umaru Binneh Conteh

Treasurer



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Independent audit report to the members of Community Migrant Resource Centre Incorporated

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report of Community Migrant Resource Centre Incorporated (the Association), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes to the financial statements and the Committee's declaration.

In our opinion, the accompanying financial report of the Association is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

1. giving a true and fair view of the Association's financial position as at 30 June 2023 and of its financial performance for the year ended; and
2. complying with Australian Accounting Standards - Simplified Disclosures.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report.

We are independent of the Association in accordance with the auditor independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (the Code)* that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Other Matters

The financial statements of the Association, for the year ended 30 June 2022, was audited by another auditor who expressed an unqualified opinion on 28 October 2022.

Responsibilities of Committee for the Financial Statements

The Committee of the Association are responsible for the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards - Simplified Disclosures and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial statements that is free from material misstatement, whether due to fraud or error.

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

Those charged with governance are responsible for overseeing the Association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

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

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

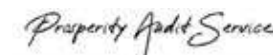
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**ALEX HARDY**

Director

16 October 2023

Sydney

**PROSPERITY AUDIT SERVICES**



Community Migrant Resource Centre

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Northern Region Office

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Ph: (02) 9858 1925

Hills Outreach

The Community Hub, Castle Towers



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