



Community Migrant Resource Centre

Annual Report 2024



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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Registration Number: Y2365716

Chairperson's Report

It is my privilege to present the Community Migrant Resource Centre's 28th Annual Report covering the 2023–2024 financial year, to our many members, friends and stakeholders.



Dr Olayide Ogunsiji, Chairperson

Before I go further in the report, I would like us to reflect and connect with our many people who have experienced loss and are experiencing pains associated with many wars in countries of the world including those of the Middle-East, Ukraine-Russian war and conflicts in the Democratic Republic of Congo.

This financial year 2023–2024 experienced a shift in the settlement landscape with priority groups now including Palestinian, Ukrainian and Afghan, and more Syrians are arriving in our catchment areas again. We have increased our Palestinian clients and other communities as and when they are reaching out. The Business Connect and Business service is experiencing continuing successes in regional partnerships.

In the midst of all these developments, I can report that the overall performance of the CMRC was outstanding and that the work done at all levels of the organisation has prepared a solid platform for ongoing growth and success of the organisation as it seeks to better serve the numerous communities it represents. I encourage you to read in-depth the full details of our extensive range of programs as laid out in detail in the following pages of this Annual Report.

Governance, Performance Evaluation and Upskilling

The CMRC annual Management Board retreat took place this year on the 29th and 30th April. Guided by the theme “Building Strategic Advantage by Transforming Risks and Adapting to Change”, the retreat was extremely productive. We had focused discussions on what the next three to five years would mean for the sector and CMRC. We identified who the key players are and the best approach to meeting our clients' needs. A very big thank you to one of our ex-chairpersons, Warren Schweitzer who facilitated the retreat.

Strategic Plan 2025-2028

Our strategic objectives for the next three to five years centre around ensuring ongoing focus on our core business which are settlement and advocacy for various initiatives of relevance to our clients.

We intend to do away with programs and activities that are not of relevance. We will establish new partnerships and strengthen existing ones. Capacity building in the effective use of technology and literacy in cyber security will constitute key components of our pursuits.

Stakeholders

Our work would not be possible without the financial support of all levels of government, whether it be Local, State or Federal. We thank them for underpinning the CMRC's work. We sincerely thank all the numerous grass-root services and their workers, whom we closely work with on a daily basis to ensure that clients get the relevant support they need.

Outlook

We continue to monitor the environmental situation that we work in, and the CEO, Melissa Monteiro continues to report on environmental scanning. There is no doubt that the cost of living is still very high leaving many families doing it tough and with poor standard of living. We will not relent in ensuring that possible avenues are explored to support our clients.

Appreciation

On behalf of the Management Board, I wish to express our deep gratitude to all the clients who use our services. Their ongoing trust in the high-quality settlement services provided by CMRC and in our capability to be the Centre of Excellence in migrant and refugee well-being energise us in what we do.

I wish to thank our very able Chief Executive Officer, Melissa Monteiro and her senior team who do their utmost to achieve more for our numerous clients, while professionally executing our strategic and operational goals effectively and efficiently.

Very importantly, a very big thank you go to all the staff and volunteers for their commitment, dedication, empathy and loyalty to CMRC. Their welcoming smiles, passion and commitment make all the difference to the optimal support outcome for our clients.

Finally, I would like to acknowledge my colleagues on the Management Committee, Peter Prants, Geoff Lee, Nola Randall, Keith Hamilton, Renu Narchal, Binneh Conteh, Reena Jethi and Annabelle Bennett, for their great work in the quality governance of CMRC.

On this note, I am pleased to report that the CMRC is in good health and good hands. We thank you all for your continuing support and we look forward to the future with confidence.

CEO's Report

It is my privilege to present the CEO Report for the year 2023–2024. This report encapsulates our remarkable achievements, growth, challenges, and progress made in delivering exceptional essential services in Settlement, family services, Multicultural Business support, youth engagement and child protection.



Melissa Monteiro, CEO

Our team at the CMRC has consistently excelled, even with changes in federal and State government policies.

This steadfast commitment to excellence has firmly established us as the leading provider in our region.

Looking back on the past year, our core mission has been to improve the lives of our clients, especially those very disadvantaged and in need of our timely intervention and support.

2023 saw our organisation adapt and continue to make a meaningful impact in the Western Sydney community and beyond.

This year has been marked by constant change, as we navigated the path towards aligning with emerging settlement reforms and quality standards. We are grateful for taking the lead and being a visionary leader of the NSW Settlement Partnership. For over two decades the CMRC was part of this partnership that resulted in thousands of clients obtaining settlement support, employment and housing support. My thanks to Violet Remouliotis, CEO SSI, Yamamah Agha, John Acheik Dor and the rest of the team for their invaluable collegiality, steadfastness and dedication to our refugee communities.

The core of our work is improving people's wellbeing through respectful relationships. Through our programs, we work with people to enhance not only family relationships, but also relationships with friends, colleagues, and across communities. We engage in research and conduct advocacy to broaden understanding of the issues that affect communities, and ultimately, people's wellbeing.

We have supported women fleeing domestic violence and provided over 460 women with housing support. This has been accomplished with a dedicated team in partnership with Mission Australia's Going Home Staying Home. Specialised intensive services have been a standout service for clients with multiple issues and specialised intensive services has helped hundreds of women live more safely and get on in their lives through finding meaningful employment. CMRC believes that violence, coercion, control, and inequality are unacceptable. We respect the rights of all people, in all their diversity, to live life fully within their families and communities with dignity and safety, and to enjoy healthy relationships.

Our focus has been steadfast: supporting men and women to seize opportunities, pursue sustainable livelihoods, become leaders, and build their resilience to crisis and economic downturns.

As the world faces widening gender inequality, rising costs of living, conflict, natural disasters, and intensifying climate emergencies, the need grows for our humanitarian responses and long-term programs that tackle the underlying causes of poverty.

As a steering committee member of the Women Peace and Security Coalition of Australia, I am grateful to champion the causes of women alongside dedicated women from across the country. I thank Michelle Higgellin, CEO at Action Aid and Ludmila Kwitko for their steadfast commitment to the cause of the WPS agenda. Action Aid as the lead agency has dedicated much time and resources to this cause and we are grateful for such leadership.

We are one of the world's largest humanitarian and best countries providing settlement support to newly arrived communities. I am honoured to have been the Chair of the Settlement Council of Australia (SCOA). SCOA has grown as the leading settlement agency in the country under the leadership of the CEO Sandra Elhelw. SCOA is the national peak body for settlement with over 135 agencies across the country who have benefited from its advocacy, network and resources. SCOA has been a vital connection and voice.

As a not-for-profit organisation, CMRC is proud to provide services to over 30,000 clients annually, helping migrants, refugees, and asylum seekers navigate their new lives and build strong, inclusive communities.

Throughout these years, we have had the privilege of working with individuals from a wide range of cultural, ethnic, and faith backgrounds, each bringing unique life experiences that enrich the fabric of Australian society. From settlement support to employment programs and community connections, our work is rooted in ensuring that every person who comes to us feels a sense of belonging, safety, and opportunity.

At CMRC, we recognise that our role is to provide more than just services—we are a bridge to empowerment. Whether it's through housing assistance, language programs, youth support, or pathways to employment, we are committed to helping our clients find their place in Australian life and thrive.

This year, as we reflect on our 2023–2024 achievements, we also look ahead with a clear vision for the future.

2023 Strategic Plan is driven by five core pillars: building inclusion, creating opportunities for change, and ensuring our resilience as an organisation. We are focused on evolving in response to the shifting needs of our clients and the communities we serve, while upholding our commitment to human rights and social justice.

Our work is driven by compassion, empathy, and a genuine commitment to the people we serve—values that guide our every decision. We believe in fostering partnerships with community organisations, government, and corporate stakeholders to create lasting impact. Through collaboration, we aim to further expand our reach and continue delivering high-quality services that meet the diverse needs of our clients.

I want to extend my heartfelt gratitude to our entire team at CMRC. Their dedication, commitment and passion is the core and reason of the incredible work we do at the CMRC. I would like to thank the Management team, all our staff to our volunteers, subcontractors, sponsors, and supporters. Our staff play a vital role in making our mission a reality. I commend their resilience, adaptability, and tireless commitment to supporting those in need and it has been nothing short of extraordinary.

I would like to acknowledge the support and leadership of our Board. Olayide Ogunsiji, a special thank you and the Board for the countless hours they have given the organisation. Their oversight and guidance has been essential to CMRC's success, and I am deeply thankful for their expertise and vision as we continue on this journey together.

At the CMRC we have clear roles and responsibilities, governance structures including sub committees and robust accounting procedures. Thank you to an exceptional Finance Manager Dijana Mackic for her financial expertise and diligence. I would like to end with a big thanks to the Managers Raj Raman, Aurelia Rahman, Priscella Mabor, Diana Jacob, Bahram Mia and Farzana for their outstanding work. I recognise and also thank the administrative team led by Rima Alsamman.

At the heart of everything we do is our unwavering commitment to our clients. It is our specialist expertise our actions that inspire our vision for a more inclusive and welcoming future. We will continue to work toward creating a community where everyone—regardless of their background—feels valued, empowered, and secure and contributing members to Australia.

Together, let us build a brighter future for all.

Treasurer's Report

To the board of the CMRC, thanks for your incredible hard work. The CEO Melissa Monteiro, you are one of a kind, Dijana Mackic who worked on the accounts and putting up with my boring queries. Thank you.



Umaru Binneh Conteh, Treasurer

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 of our clients, and value for money to our grants providers is truly remarkable.

This year we finish with a deficit of \$21,186 compared to the deficit of \$180,435 in 2023 which is 88% decrease of our last year's deficit. Net Asset position (which is Surplus funds carried forward) fairly stable at \$804,085 financial year.

Total Income from Grants and Other activities increased from \$5,220,865 in 2023 to \$5,437,618 in 2024 which was an increase of \$216,750 or 4%. Total Expenditure increased from \$5,401,300 in 2023 to \$5,437,618 being an increase of \$36,318 or 0.67%.

Growing our fee for service model is an important part of our business strategy. But this year CMRC reported a further decline in our fee for service grants, with income decreased from \$203,343 to \$185,467 in 2024 – a 9% decrease (\$17,876 decrease).

Our balance sheet is healthy with a total asset of \$1,575,326 & total liabilities of \$ 771,241 this financial year. Our Current liabilities included provisions for our employee entitlements of \$372,341 which covers leave entitlement - Annual leave, long service leave and Maternity leave.

Ratios Analysis was employed to guide our financial activities for 2023–2024 financial year, and I am pleased to report that all the ratios employed as per CMRC Budget. Principles/Policies shows CMRC is managed efficiently and has sufficient funds to meet its liabilities.

It is therefore with great pleasure to present to you the 2023/2024 Audited financial statements for the Community Migrant Resource Centre. I can confirm that the CMRC's Financial Statements were again professionally audited by the Prosperity Audit Services. The Audit was completed in September 2024 and the auditor conducted test work on transactions and account balances and reviewed the internal control procedures. The signed audited report dated 15 October 2024 is attached to 2024 balance sheet and Income & expenditure Accounts.

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

Board of Management

Dr Olayide Ogunsiji	Chairperson
Keith Hamilto	Deputy Chairperson
Umaru Binneh Conteh	Treasurer
Nola Randall	Secretary
Dr Annabelle Bennett	
Dr Geoff Lee	
Dr Renu Narchal	
Peter Prants	
Reena Jethi	









Funding Bodies

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

Cancer Institute NSW

City of Ryde Council

Commonwealth Bank

Department of Home Affairs (DHA)

Department of Industry, Science and Resources

Landcom

Mission Australia

Multicultural NSW

Northern Sydney Local Health District

NSW Department of Communities and Justice (DCJ)

NSW Department of Industry

NSW Ministry of Health

Powerhouse Museum

Service NSW

Settlement Services International

Supporting Agencies & Partnerships

Transport for NSW (TfNSW)

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 Police Multicultural Community Liaison Officer (MCLO)

Office of the NSW Small Business Commissioner

Service NSW

State Emergency Services

Transport for NSW (TfNSW)

Government (Local)

Auburn Library

Blacktown City Council

Canterbury Bankstown Council

Castle Hill Library

Centacare South West NSW

City of Parramatta Council

City of Ryde Council

Cowra City Council

Cowra Shire Council

Cumberland City Council

Fairfield City Council

Griffith City Council

Hornsby Shire Council

Ku-ring-gai City Council

Leeton Shire Council

Orange City Council

Parramatta City Library

Penrith City Council

Temora Shire Council

The Hills Shire Council

Top Ryde Library

Health

ASHM

Cancer Council

Cancer Institute NSW

Community Health Centres in Parramatta, Cumberland and The Hills

Diabetes Australia

Northern Sydney Local Health District

NSW Multicultural Health

NSW Refugee Health Services

Relationships Australia

STARTTS

Stride Head to Health

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
APM Employment Services
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
John Holland Group
Nutrimetics
Salesforce
Wenty Leagues Club

Media

ABC TV
Alive 90.5 Radio - SPOTLIGHT
Fairfax Media
Huma 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
Aus Relief
Barnardos

Benevolent Society
Bishop Mormon Church
Blue Peony Foundation
Bonnies Support Services
Boronia Multicultural Services Inc
Career Seekers
Centacare Bathurst
Christian Community Aid
Civik
Community Construction
Community First Steps
Community Hubs Australia
Creating Links
Diocese of Parramatta
Ethnolink
Fiji Diaspora Women's Alliance
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
Indonesian Welfare Association
Interrelate
IPAR
ISRA
Jesuit Refugee Services
Karabi Community and Development Services Inc
KEYS
Ku-ring-gai Neighbourhood Centre
Life Without Barriers (LWB)
Lifelinks
Lifestyle Solutions

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

Ethno-Specific Community Partnerships

AFAIC Afghan Fajar Association inc
African Women's Group
Aknoon
Alzahra Support Association
Anbaalayam

Supporting Agencies & Partnerships

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
 Catholic Care
 Council of Australian Palestinians
 Dai Cultural Association
 Harman Foundation
 Hills Korean Women's Group
 India Club
 Islamic Council of NSW
 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
 TRACK
 Voice of Tamils
 Wenty Anglican Church

Educational Institutions

Arthur Phillip High School
 Australian Catholic University
 Barker College
 Baulkham Hills TAFE
 East Sydney College EducAID
 Excelsior College
 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
 International Institute of Education (IIE)
 Kalsm
 LEAD College
 Macquarie Community College
 Macquarie University
 Marsden High School/IEC
 Merrylands Public School
 Navitas Skilled Futures
 PACE, Macquarie University
 Parramatta College
 Parramatta East Public School
 Parramatta North Public School
 Parramatta West Public School
 Sydney University
 TAFE – Meadowbank, Baulkham Hills,
 Castle Hill and Hornsby
 TAFE - Wollongong
 TAFE SWISi – TAFE Lidcombe, Granville,
 Nirimba, Blacktown, UTS
 Torrens University
 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 Afghan Network
 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
 Polen – Pacific Officers Law Enforcement Network
 Red Cross
 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

Our external auditor, Prosperity Group has reviewed the financial statements of CMRC for the year ending 30 June 2024. They have issued an unqualified opinion, confirming that the financial statements present a true and fair view of the financial position and performance of the organisation in accordance with accounting standards.

The financial year has seen strong financial stewardship. The CMRC remains committed to supporting the migrant and refugee community through essential services.

The balance sheet of CMRC demonstrates a strong financial position, highlighted by total assets of \$1.57 million and total equity of \$804,084. Our equity remains strong, primarily driven by retained earnings and reserves. This substantial asset base indicates organisation's ability to support its operations and growth.

The organisation maintains a robust financial position with total assets significantly exceeding liabilities, resulting in positive net assets. CMRC possesses sufficient liquidity to meet its financial obligations, ensuring that we can effectively manage our short-term commitments while continuing to invest in our services and initiatives.

Provisions indicate that we are prepared for anticipated future obligations, reinforcing our commitment to financial prudence. Revenue has increased in comparison to the prior year with a slight decrease seen in our fee for service model.

With the continued support from our key funding bodies, CMRC has successfully delivered services across the Western and Northern regions, as well as in the Regional areas of NSW.

Our Parramatta and Top Ryde offices remain fully operational, ensuring that we can serve our clients effectively in these regions. We have successfully extended the leases for both locations, providing stability and continuity in our service delivery.

Our dedicated team has worked tirelessly to ensure that we meet the needs of our communities in these areas, providing essential services and support.

Each year, we diligently manage the grants received from both government and non-government funding bodies. This careful oversight ensures that we maximise the impact of these funds, enabling us to deliver high-quality services effectively.

As we look ahead, CMRC is committed to strengthening and enhancing our existing programs while continuing to deliver quality services in alignment with our organisation's mission.

We will concentrate on refining our current programs to ensure they meet the evolving needs of our clients and community.

CMRC has sufficient resources to meet our planned expenditures, ensuring that we can continue to provide a wide range of services effectively.

We are excited about the potential for new partnerships and are eager to strengthen our existing collaborations. By working together, we can enhance our initiatives and improve the services we offer to our clients.

We remain dedicated to our mission and look forward to the opportunities that lie ahead as we strive to provide the best possible support to our clients and community.

Office Operations Report

In the financial year 2023–2024, we have demonstrated a deep commitment to enhancing our operational services by identifying and implementing improvements across all facets of our office operations. We have streamlined processes in customer service, HR, IT technology, and Work Health and Safety, fostering a culture of continuous learning and adaptation.

Community Room Initiative

We have re-evaluated our office space requirements and converted a large area into a “Community Room.” This space has been utilised for various events, client workshops, and programs hosted by CMRC. This initiative not only allowed us to reduce costs but also provided a free community space for local members and groups, benefiting clients in our area. The inaugural and most significant event held in the Community Room was the launch of our Champions for Change program, which hosted over 110 guests, including VIPs, dignitaries, staff, and clients from various programs.

Cultural Diversity and Long-Term Service Recognition

Employment of staff, contractors, and volunteers from diverse cultural backgrounds has promoted cultural diversity within the organisation. Long-term service by staff, board members, and volunteers, spanning 25, 20, 15, and 5 years was recognised during the last Annual General Meeting. Their contributions have been instrumental to the organisation’s success.



Staff Support and Performance Development

Support for staff has been consistently provided through the implementation of efficient, collaborative, and flexible working arrangements that promote a healthy work-life balance at all levels. Additionally, a Performance Development Process was successfully introduced in the past fiscal year to cultivate a high-performance culture aligned with CMRC's values, goals, and objectives.

Digital Transformation

Manual processes have been reduced through the digitalisation of the Visitor Employee Sign-In, and Client Feedback systems. This shift has enhanced efficiency, improved client experience, ensured visitor privacy, increased workplace safety, and facilitated better data collection.



Settlement Engagement and Transition Support

The Federal Dept of Home Affairs' SETS Program commenced in 2019 and has been delivered state-wide as part of the NSP Consortium (SSI-led) until June 2024 when the NSP contract closed.

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. Cumberland has welcomed new Australians to our shores from regions affected by protracted conflicts in Afghanistan, Yemen, Sudan, Ukraine and now Gaza.

Service planning and sector development has focused on social inclusion outcomes underpinning programming decisions around language acquisition, mental health support, education and opportunities to aspire to economic participation.

Our Hope Lives Here Hub initiatives have created an ecosystem connecting Syrian, Afghani, Sri Lankan Tamil and Iranian women with skill building opportunities and coordinating opportunities around our 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 350 women who fled the 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. Our Afghan Women in the Drivers' Seat Scholarship Program has led to significant inroads in building trust on traditionally taboo topics.





The SETS Youth Team reconnected disengaged youth back to the classrooms, our employment and training initiatives continued to build strong employer partnerships, and families in Granville and Toongabbie have connected through purposeful program design and individualised casework support. CMRC's Community Connections HUB in North Parramatta supports both newly arrived communities and the ongoing dispersed communities across the broader Sydney metropolitan area.

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

October 2023 saw another humanitarian crisis unfold across Gaza, and within 48 hours CMRC responded with the formation of a Palestinian Research Unit to start gathering data with a community of newly arrived women and children.

February 2024 saw us host over 80 delegates from 12 countries as part of the UNHCR's Consultations on Resettlement and Complementary Pathways to discuss and advance issues related to resettlement and other durable migration pathways for refugees.

SETS 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 SETS dedicated staff and many of their bicultural support contract teams.

Youth Transition Support Program

In the 2023–2024 financial year, the Community Migrant Resource Centre (CMRC), through the Youth Transition Support Program (YTSP), continued its vital work supporting refugee and newly arrived youth in Western Sydney.

The program delivered consistent targeted services to address the unique challenges faced by these young people. Throughout the year, the team served a total of 424 clients, 176 of whom were new, with 2,169 occasions of service recorded across four quarters.

These clients represented a wide range of backgrounds, including refugees from Afghanistan, Syria, Iran, Iraq, Burma, the Central African Republic, Pakistan, and Jordan. 60% of the clients were female and 20% male. Most were residing in the Cumberland Local Government Area, with the majority concentrated in areas such as Merrylands, Guildford, and Granville.

Program Strategy and Partnerships

The YTSP maintained its client-centric approach, empowering participants to set personal goals, engage in their settlement journey, and build the foundations for long-term success. This year, CMRC enhanced its strategy by expanding partnerships across educational, community, and corporate sectors, creating a rich tapestry of support for the youth involved.

Key partners included Cumberland Council, Holroyd High School, Granville CAPA High School, Western Sydney University, and several vocational training organisations such as Star Training Academy, MTC Work Solutions, and Gymea Community Aid. These partnerships enabled CMRC to offer a comprehensive range of programs and opportunities, from driving lessons and barista training to art therapy and digital skills development.

Program Outcomes

The short-term outcomes of the YTSP continued to highlight a growing sense of belonging among clients, many of whom reported increased social and professional connections. As the year progressed, clients began to access more advanced opportunities, including scholarships, vocational training, and mentorship programs. This translated into mid-term outcomes, with many clients gaining independence, pursuing further education, and securing employment.

The long-term outcomes of the program reflect a significant increase in confidence among the youth, with numerous clients successfully navigating life in Australia, attaining qualifications, and deepening their connections to their new communities.

Programs in Focus

Women in STEM – International Women’s Day at the Australian Maritime Museum

Twenty female students from Holroyd High School had the opportunity to engage with inspiring women in science and technology during International Women’s Day. The event offered hands-on STEM activities, exclusive tours, and motivational talks from accomplished women in the field, providing participants with a strong sense of empowerment and encouraging their aspirations in STEM careers.

Barista Training Courses

CMRC, in collaboration with Meraki Coffee Training Academy, provided eight clients with Level 1 barista training. Participants learned about different coffee beans, the art of espresso extraction, milk preparation, and coffee machine maintenance. This initiative aimed to equip clients with employable skills and a pathway into the hospitality industry.



Art Therapy Workshop – R U OK Day

As part of R U OK Day, YTSP ran an art therapy workshop led by recent Afghan arrival Nazdana Bakhtiari. Nazdana, a talented artist and former teacher, shared her skills with other clients, helping them build confidence through creative expression. The workshop offered participants the opportunity to explore painting techniques while fostering healing and mental well-being.

Afghan Cultural Awareness Training

In collaboration with Northmead High School, CMRC ran a cultural awareness training event featuring Afghan clients. Students and teachers were introduced to Afghan art, music, food, and history, promoting cross-cultural understanding. The school expressed interest in future collaborations, reflecting the success of the event.

Youth Camps – Youth Week 2024

During Youth Week 2024, CMRC organised two youth camps for boys and girls from Holroyd High School. These camps, held in partnership with NSW Sport and Recreation, focused on mental health, cross-cultural communication, and physical activity, providing a space for young people to bond, reflect, and develop essential life skills.



Youth Empowerment Driving Program

This comprehensive driving program, delivered in collaboration with Gymea Community Aid, offered clients 10 hours of driving lessons and access to tests such as the Driving Knowledge Test and the Hazard Perception Test. This initiative aimed to break down barriers to mobility, thereby enhancing participants' employability and independence.

VET and Pathways to Employment

CMRC's focus on vocational education was evident through the "Find My Pathway" program, which helped clients acquire qualifications such as traffic control, security licences, and first aid certification. By facilitating these training opportunities, CMRC ensured that clients were job-ready and equipped with essential skills for their future careers.

Outdoor Adventure and Exploration

CMRC organised a variety of outdoor activities, including hikes, kayaking, and quad biking, to connect youth with their peers and explore the Australian landscape. These events fostered a deeper understanding of environmental conservation and First Nations connections to the land, while encouraging physical activity and community bonding.



Jobs for Women in Construction

Through a collaboration with Cumberland City Council and DLI Training, a group of female clients participated in an open day aimed at connecting women with employers in the construction industry. The event provided participants with valuable insights and networking opportunities, supporting their entry into a traditionally male-dominated field.

Iftar Gathering – Ramadan 2024

CMRC hosted an Iftar event during Ramadan, where Muslim youth came together to break their fast, pray, and engage in discussions around spirituality and community service. The gathering offered a chance for young people to strengthen their faith, build friendships, and reflect on personal growth.

Digital Futures Program

In partnership with Creating Chances, CMRC delivered a Digital Futures Program at Holroyd IEC and Merrylands High School. This program introduced students to the world of technology, equipping them with digital literacy skills and preparing them for the demands of the modern workforce.

Aboriginal Dot Art Workshop

The Aboriginal Dot Art workshop offered youth the chance to explore traditional Indigenous art techniques and learn about Australia's rich cultural heritage. Facilitated by Indigenous artists, the program emphasised the importance of preserving tradition while fostering personal growth and creative expression.



Engaging with Partners for Success

CMRC's success can be attributed to the strength of its partnerships across various sectors, from education and vocational training to community engagement and recreation. Collaborations with organisations such as Western Sydney University, Creating Chances, and NSW Sport and Recreation provided refugee youth with access to a diverse range of opportunities, helping them navigate life in Australia and build a brighter future.

Business Connect Multicultural Advisory Service

CMRC Business Services offers advisory support to help multicultural small businesses across NSW start, operate, adapt, grow, and enhance their digital capabilities.

Small businesses are the backbone of the NSW economy, deeply embedded in local communities. They create jobs, drive innovation, and foster entrepreneurship. Their agility enables them to quickly adapt to market changes while providing opportunities for skill development. Furthermore, they contribute to government revenue through taxes.

Australia's Small Business Landscape

Small businesses make up 97.3% of all businesses in Australia, totalling over 2.5 million. Of these, 57% earn between \$0 and \$200k, while 35% generate between \$200k and \$2 million. In Australia, over half (61%) of businesses are self-employed or non-employing, while 27% employ 1–4 people and 9% employ 5-19 people. All of these are classified as small businesses according to the ABS definition. (Source: *The Australian Small Business and Family Enterprise Ombudsman*).



NSW's Small Business Landscape

Small businesses in NSW which make up 97% of all businesses in the State. As of 30 June 2023, New South Wales had 849,075 small businesses, making up 34% of all small businesses in Australia. Within NSW, Greater Sydney hosted 70% of the state's small businesses, while the rest of NSW accounted for 29%. NSW small businesses employ 1.7 million people, about 43% of the state's private sector workforce. They generate \$465.3 billion in annual sales and service income.



Multicultural Influences on Small Businesses

Over 29% of NSW population were born in more than 251 other countries. 50.3% of NSW residents have at least one of their parents born overseas. NSW have more than 310 ancestries and speak more than 283 languages at home. 35% of small business operators were born overseas.

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 support to multicultural small businesses in NSW through the Business Connect and Digital Solutions programs. Business Connect is funded by the NSW Government, while Digital Solutions is a Federal Government initiative.

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 is 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 manage specialist advisors and work with stakeholders across NSW's multicultural communities and networks. I also champion the evolving needs of multicultural small business communities.

We extend our gratitude to all Multicultural Business Advisors at CMRC and to the leadership of the CMRC CEO for their pivotal roles in successfully implementing CMRC Business Services' programs and meeting funding obligations for the 2023–2024 financial year.

During this period, the CMRC Business Services team strengthened its engagement across the Riverina (from Wagga Wagga to Albury) and Central West regions of NSW. The team facilitated impactful interactions between Service NSW representatives, regional multicultural agencies, service providers, and small business communities, receiving positive feedback.



In the 2023–2024 financial year, CMRC successfully completed its first full year of the Digital Solutions program, having secured a Federal Government tender in 2022–2023 as part of an NSW/ACT consortium. Additionally, CMRC fulfilled its obligations for the Business Connect program and effectively provided Multicultural Small Business Advisory services throughout the same period.

CMRC is actively broadening its network to support established multicultural small businesses and emerging communities, including new migrants, refugees, and humanitarian entrants. In my role as Business Services Program Manager, I consistently advocate for the inclusion of additional languages in our business advisory support, expanding beyond our current offerings.

Additionally, CMRC Business Services provides crucial support in business and financial analysis, such as developing program cost structures and evaluating costs, for selected new and upcoming CMRC initiatives.

It's noteworthy that one of our CMRC clients from Wollongong was featured in the recent Federal Government budget. This can be seen in the Budget paper named - *The Australian Government Small Business Statement*, highlighting our client.

CMRC will be celebrating NSW Small Business Month events in October 2024 and Hon. Steve Kamper, Minister for Small Business, Multiculturalism, Lands & Property, and Sport, has kindly agreed to attend and deliver keynote.



CALD Early Intervention and Perinatal Program

The CALD Early Intervention and Perinatal Program (EIPP) is aimed to provide families and children from Culturally and Linguistically Diverse (CALD) communities with the best possible start in life. The program is designed to strengthen parenting skills, offer early intervention services, and provide perinatal support, all with the purpose of enhancing a child's overall development.

Through this program, we aim to empower parents with the knowledge and tools they need to support their children's growth during crucial early years. The services covered a wide range of support, including developmental screenings, workshops, and referrals to specialist services, tailored to the unique needs of CALD families.

Home Visits

Home visits involve our professional staff visiting families in their homes to provide personalised support, guidance, and education on parenting skills, child development, and other family needs. These visits were tailored to address specific issues the families are facing and delivered targeted assistance to help improve their overall wellbeing.

Mothers of Many Societies Support Group

The Mothers of Many Societies Support Group provided a safe space for mothers from diverse backgrounds to come together, share experiences, and receive support. These sessions focused on common challenges such as parenting, cultural integration, mental health, and managing the demands of family life. The group also offered valuable information and resources tailored to the unique needs of mothers in CALD communities.

Each of these programs played a vital role in supporting families and children, enhancing their development and overall wellbeing.

Young Mums Activities – Wiyanga House

Our programs for young mothers are dedicated to providing comprehensive support, education, and opportunities for social interaction. We offered a variety of services aimed at enhancing mental and emotional wellbeing.

Our art and craft workshops allowed young mothers to explore their creativity and find relaxation through artistic activities. These sessions were designed to be therapeutic and provide a meaningful outlet for self expression.

In our selfcare workshops, we focused on teaching practical strategies for managing stress and maintaining mental health. Topics covered included mindfulness, relaxation techniques, and healthy coping mechanisms. By equipping young mothers with these tools, we aimed to support their overall wellbeing and strengthen their ability to care for themselves and their children.

Additionally, we collaborated with Uniting Youth at Wiyanga House to assist young mothers in accessing the resources and support they needed.

Over 2023–2024, we delivered a series of impactful workshops through the EIPP Program

Mental Health Workshop

This workshop focused on promoting mental wellbeing and addressing mental health challenges, particularly for parents and families. We explored common issues such as stress, anxiety, and depression, and provided strategies to manage them. The aim was to offer support systems and coping mechanisms for those facing mental health challenges, especially within the context of parenting and family dynamics.

Perinatal Anxiety Workshop

This workshop addressed anxiety during the perinatal period, which includes pregnancy and the first year postpartum. We focused on helping new and expecting mothers recognise the signs of anxiety, understand its impact on both mother and child, and access resources for coping and seeking help. The goal was to provide a supportive environment during this crucial phase of motherhood.

Building Healthy Families in a New Country Workshop

Tailored for migrant and refugee families adjusting to life in a new country, this workshop addressed the unique challenges they faced, including cultural differences, language barriers, and social isolation. We offered guidance on maintaining family cohesion, accessing local resources, and fostering a healthy family environment amidst cultural transitions, helping families overcome obstacles and thrive in their new community.

Children’s Literacy Workshop

The children’s literacy workshop emphasised the importance of early literacy in child development. We provided parents with tools and activities to promote reading, writing, and language skills in their young children.

The workshop highlighted how storytelling, regular reading habits, and interactive learning at home could positively influence their child’s future educational success.

Readiness to School Workshop

We prepared parents and children for the transition to school by focusing on the development of essential social, emotional, and cognitive skills. The workshop helped parents understand the school system and offered practical tips on how they could support their child’s learning journey, ensuring a smooth transition to formal education.

Parenting Program

At Holroyd School, parent support sessions took place every Thursday in the Community Hub during the school term. Parents received support in various areas, including guidance on NDIS through partnership with Uniting, referrals to relevant services, financial assistance, and information sessions on Centrelink and transitioning from school. Additionally, we supported the School P&C by assisting with events such as Mother’s Day stalls, Father’s Day stalls, and other school organised activities.

Parenting Programs delivered in 2023–2024

- Circle of Security
- Tuning into Kids
- Triple P – Level 5
- Impact of DV in children’s health
- Perinatal Mental Health



Community Events

CMRC actively engages in and participates in community events to enhance our support services and foster a strong, connected community. Some events included:

Child Protection Week in September 2023

CMRC participated in Child Protection Week on 5th September 2023, joining an event hosted by Cumberland City Council and IVPRS WSLHD held at Central Garden Nature Reserve in Merrylands. The fun-filled day for the Cumberland community focused on "Me and My Body: Emotional Literacy and Body Safety for Preschoolers." The event featured interactive activities for preschoolers, educational workshops for parents and carers, and resources to support child safety and emotional wellbeing.



International Women's Day (IWD)

CMRC's EIPP team, in collaboration with Cumberland Women's Health Centre and Christian Community Aid, hosted an International Women's Day event at our Parramatta office with the theme "Inspire Inclusion: Count Her In."

This event celebrated women's achievements and highlighted the importance of inclusion. It featured a range of guest speakers on topics like gender equality and women's health. Attendees had the opportunity to network, learn from experts, and access resources. The event emphasised our commitment to recognising and valuing diverse contributions in our community.



Women's Health Week

CMRC, in partnership with Parramatta West Public School Community Hub, co-hosted Women's Health Week event on 5th September 2023. The event featured health education, self-care and mindfulness sessions. It was a successful event dedicated to empowering women to prioritise their physical and mental wellbeing, fostering a supportive environment for connection and learning.

Through our partnership with the Cancer Council, we also raised awareness about the dangers of vaping and promoted screening for various cancers.



Supported Playgroups

The goal of supported playgroups is to reduce isolation and facilitate a smooth transition to a new culture. These supported playgroups offer families information on childrearing practices in Australia and insights into parenting across different cultures. They provide a space for parents and children to connect with others, build confidence, and establish supportive social and family networks.

Supported playgroups are held at various locations throughout the Cumberland and Parramatta LGAs. These include public school grounds such as Parramatta West, Parramatta East, and Parramatta North Public Schools as well as community centres like Westmead and Merrylands, and community centres.

Our supported playgroups offer a welcoming space where parents and children can come together regularly to play, learn, and interact in a nurturing environment. Led by our trained staff, we provide guidance on child development and parenting, helping parents and their child grow together. These groups also create opportunities for families to connect with one another, fostering a strong sense of community and social support.

Parramatta West Public School

We delivered the supported playgroup during school terms, with sessions on Tuesdays for children aged 0-3 years and Wednesdays for children aged 3-5 years. Attendance in both sessions was strong, with an average of 14 children and their mothers participating each week. The playgroup included a variety of activities such as colouring, crafts, writing, math skills, storytelling, songs, dance, and rhymes.

We also organised information sessions for parents during the playgroup, covering important topics such as road safety, child restraint safety, child protection, and mental health.



Parramatta North Public School

At Parramatta North, the supported playgroup was delivered on Thursdays each week which features a similar range of activities to support early childhood development. These activities are designed to be both educational and enjoyable, helping children build essential skills while having fun.



Westmead Supported Playgroup

This group is a weekly gathering at the community centre providing targeted early intervention for children under 5 years. The supported playgroup serves as a soft entry point to enrich children's early learning and development, while also offering parents an opportunity to break isolation and access much needed support. Referrals to appropriate services are made available to help families connect with additional resources.

Families attending the playgroup came from diverse backgrounds, including India, Sri Lanka, Nepal, Afghanistan, and Pakistan, creating a welcoming and multicultural environment.

Parramatta East Public School

The supported playgroup at Parramatta East is held on the school grounds, allowing children to become familiar with the school environment early on. Most of the families attending were from South Asian backgrounds, creating a vibrant and diverse community.

Some of the programs we delivered involved helping children enhance their fine motor skills by using scissors, folding paper, and holding crayons, preparing them for tasks they would encounter in school.

Additionally, the children engaged in free play allowing them to develop their gross motor skills through activities such as stacking blocks, jumping, bending, and running, all essential for their physical development.



Transition to School

Our Transition to School program are designed to help children and their families smoothly navigate the move from home or early childhood settings into formal schooling. We provided engaging activities that helped develop children's social, emotional, and academic skills, ensuring they felt confident and prepared for this important step. Additionally, we offered workshops for parents, giving them the tools and knowledge to support their children's readiness for school throughout the process.

Children preparing to start school were supported through various activities during the playgroup. We focused on developing their gross and fine motor skills through activities such as colouring, crafts, playing games, taking turns, and encouraging focus and attention. The children also practiced following instructions during craft activities, all aimed at helping them get ready for the school environment.

Partnerships

At CMRC, we remain dedicated to maintaining strong partnerships to ensure the success and sustainability of our programs.

We collaborated with local not for profit organisations, community centres, and other groups, which provided us with access to valuable resources, volunteers, and expertise.

Partnerships with hospitals and healthcare professionals allowed us to offer medical advice, health screenings, and run workshops focused on health and wellbeing. By working with schools, we were able to create educational opportunities for parents and their children, enhancing their learning and development.

These collaborations helped build a comprehensive support network that harnessed diverse resources and expertise, ultimately benefiting parents and their families.

Thank You for Your Dedication and Support

We want to thank the entire Early Intervention and Perinatal Program team for their exceptional commitment and efforts. The collective enthusiasm and expertise of our staff have been crucial in enhancing our services and making a meaningful impact on the families and children we support.

We also acknowledge and express our deepest gratitude to our partners, volunteers and students who have significantly contributed to the program. Their dedication, enthusiasm, and hard work have played a crucial role in the success of our initiatives. Their commitment exemplifies the spirit of community and collaboration that drives our mission forward.

List of Partners

- Christian Community Aid New South Wales
- St Ioannis Community Aid
- Westmead Hospital / Women's Health Clinic
- Auburn Hospital / social work
- Parramatta North Public school
- NSW Health Western Sydney Local Health District
- Mobile Early childhood Educators Inc.
- Cancer Council NSW
- Asthma Australia
- Cumberland Women's Health centre
- Western Institute of Maternal and Foetal Medicine / Westmead Hospital
- Cumberland Multicultural Community Services / Playgroup Network
- Parramatta West Public School / Community Hub
- Holroyd Special Needs School
- Uniting
- Stride Head to Health
- SDN Children's Services
- Community Hubs Australia
- Parramatta East Public school

Multicultural Support Workers Program (MSWP) 2023–2024

During 2023–2024, the Multicultural Support Workers Program (MSWP) team received 159 requests from various offices of the Department of Communities and Justice (DCJ) in New South Wales (NSW). The majority of referrals were related to the Child Protection Program, followed by Out of Home Care (OOHC) / Permanency Planning. MSWP cultural workers participated in 150 sessions, providing cultural and language support to DCJ staff working with families from diverse cultural backgrounds.

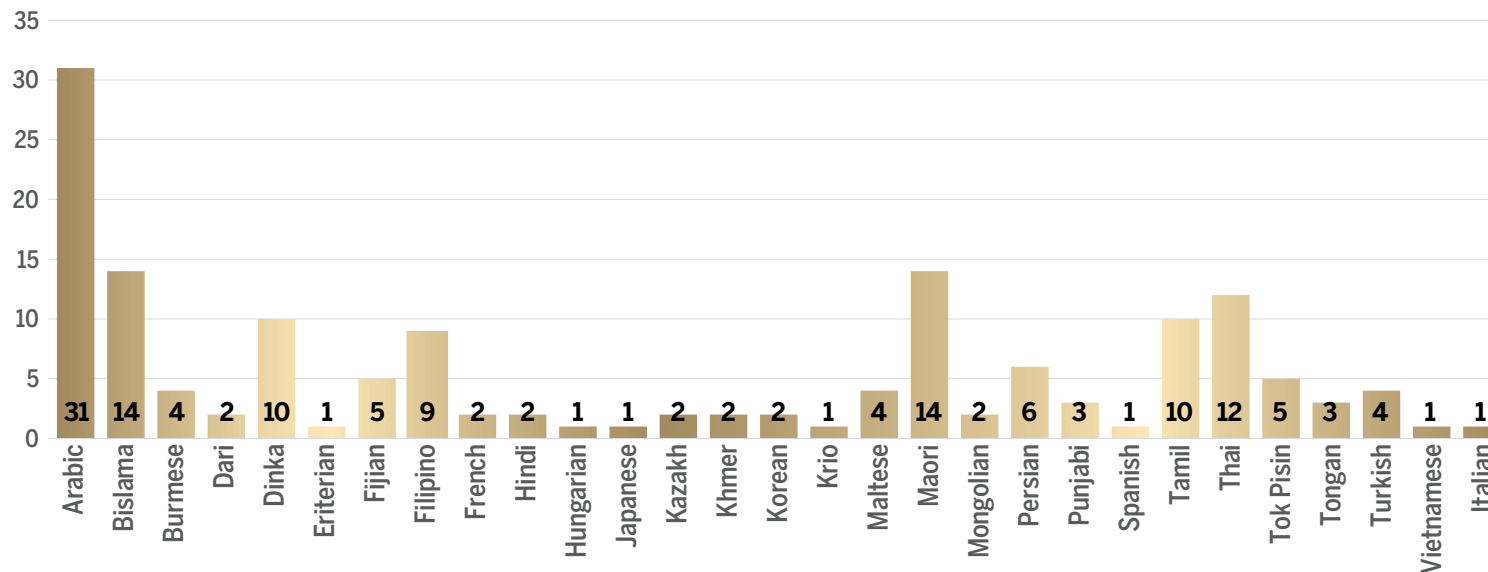
Arabic was the most requested language, with 31 requests, followed by Maori and Bislama, each with 14 requests. Over a three month period, there was a notable increase in demand for cultural workers

from Pacific Island nations, including New Zealand, Papua New Guinea, and Tonga. The MSWP team remains dedicated in recruiting new cultural workers to further support DCJ caseworkers working with families from diverse cultural backgrounds.

Community Learning Circle

The community learning circle took place at Parramatta West Public School, with 16 parents attending to learn about the Child Protection System in NSW and effective parenting practices. On the same day, parents also participated in a Cervical Cancer Screening Information Session presented by Cancer Council Australia.

MSWP 2023–2024, No. Families by Languages



Northern Region Services

Another outstanding year for the Northern Region in 2023-2024.

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

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.
- Speech at SSI's new Parramatta office launch.



The Northern Region Program Manager was selected as a NSW Women of the Year Award Finalist – NSW Community Hero



Meeting with the new Commander of Ryde Police Area Command along with other community representatives

- Cultural talks at local public schools in partnership with relationship Australia
- 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
- Pakistan Mango and Cultural Event to celebrate Pakistan's rich cultural heritage
- Plenary Speaker in 2023 National Settlement Conference
- Multicultural Friendship Festival organised by Aus Pak Women Association supported by CMRC
- Plenary speaker, Freedom – Reflection from Hazara leaders organised by Alzahra Support Association and JRS
- Strengthening Communities presentation at Navitas Skilled Futures Professional Development Day
- Master Class Community Advocacy and Power organised by Asylum Seeker Resource Centre supported by CMRC



International Mother's Day Event

CMRC, Aus Pak Women Association and Australian Humanity hosted International Mother's Day, honouring the selfless love and dedication of mothers worldwide. The event was a resounding success with a packed audience of mothers, community leaders, supporters and local service providers.



Unity and Diversity Cup

CMRC, in partnership with the Australian AFG Football Association, successfully organised a fantastic soccer tournament for the Afghan community, particularly focusing on newly arrived young people from Afghanistan. The tournament involved teams from diverse backgrounds, creating a vibrant and multicultural event. This event was about much more than soccer—it was a chance to promote unity, encourage friendship, and support both the physical and mental health of our community.



Community Organisation Support

- Women's Shed, Hornsby Ku Ring Gai (WSHK)
- Multicultural Integration Community Support (MICS)
- Aknoon, an Iranian community group operating in Hornsby
- The Sydney Recitation Art group
- South Asian Film Festival Arts and Media Projects and Activities
- Ryde Indian Association
- Kateb Hazara Association Inc-Sydney
- Dai Cultural Association
- Aus Pak Women Association
- Australian AFG Football Association
- Aurelia Long River Art group

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.

Chinese Seniors Arts Activities

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

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 Rabbit, and entering the Year of the Dragon.



Harmony Week

Celebrating Cultural Diversity, Inclusion and Community

The 2024 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.



Mid Autum Festival

In celebration of the Mid-Autumn Festival, CMRC partnered with Aurelia Long River Art group to bring the community several cultural performances and fun craft activities at West Ryde Community Hall.



Nowruz Spring Festival 2023

Nowruz is the Persian new year - amazing time celebrating Nowruz at CMRC Top Ryde. It was a beautiful gathering where we came together to mark the Persian New Year with joy, cultural performances, and community spirit.



Volunteer Recognition Awards 2024

City of Ryde

The event was organised by City of Ryde and held at Curzon Hall to celebrate and recognise our volunteers who selflessly contribute to our community. CMRC volunteer teacher was nominated for the prestigious “Individual Volunteer of The Year” award. This nomination is a testament to the incredible dedication and impact our volunteer has made within the community. Their hard work, compassion, and commitment to education have truly made a difference in the lives of those they serve.



Programs

- Digital Literacy program for the newly arrived migrants and refugees
- English language conversation programs for seniors continued for Syrian Armenian and Chinese Community
- Northern Sydney Local Health District, Health info sessions – Breast screening & 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
- Fashion and singing and reading groups for Chinese community
- Chess classes and social participation programs
- Beauty workshops for the clients as pathways to further education and employment
- Tax help program at CMRC Top Ryde to assist clients with their tax returns
- Chinese literature and reading group at Ryde library
- Job Club – Employment support programs
- Ukrainian community support programs at Hornsby Ku-Ring-Gai Community College
- Commonwealth Bank – financial literacy and financial abuse awareness information
- Multicultural Road Safety program
- Chinese cultural awareness session for the teachers at Asquith Girls High School



Events

- CMRC stall, Community Expo in partnership with City of Ryde
- CMRC stall, Ryde Renters' Assistance Expo
- Thank You Volunteers – to celebrate and recognise the vital work of CMRC volunteers and to say thank you
- Harmony Day events – Meadowbank TAFE, Hornsby TAFE, and St Leonards TAFE
- Participation and partnership – 2024 Mental Health Awareness Day organised by STARTTS
- Multicultural Eid Festival in partnership with the Kateb Hazara Association Inc-Sydney
- Launch of Book of Exodus by Ali Amiri – a powerful narrative that sheds light on a journey of resilience and survival
- Coffee and Care – Multicultural coffee catch up by RRIC and supported by CMRC
- Imam Hussain Peace Conference 2024 in partnership with Panjtan Welfare Association and Aus Pak Women Association
- Chinese Brush Painting Activity and Mahjong Workshop
- Harmony Week event at Cumberland Council
- Hornsby Information Expo held at Hornsby Library



Specialised Intensive Services

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

During 2023–2024, CMRC continued to successfully deliver Tier 3 Specialised Intensive Case management services under SSI's HSP program.

The SIS team has been working hard doing an impressive job engaging in meaningful work making a real difference in the lives of our clients, families, carers and communities.

The team has conducted comprehensive needs assessments, developed individual case management plans and empowered the clients to overcome diverse and multiple barriers so that they can reach their settlement goals.

The 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.

We acknowledge the hard work and commitment of our SIS Casework and Intensive Support Services Officer.

We would also like to thank SSI HSP team for being a great partner in the delivery of this service.

Towards Belonging

Statewide across NSW

We collaborate with a wide range of NGOs, government agencies, practitioners, and communities to enhance practices and improve outcomes for children and families from culturally and linguistically diverse (CALD) backgrounds. The Towards Belonging program helps bridge cultural differences by identifying commonalities in parenting styles, fostering a culturally sensitive approach that supports meaningful, positive changes for CALD families.

In 2023–2024, the Towards Belonging Program provided cultural and language support to Wesley Mission caseworkers working with 33 families who spoke 18 different languages and dialects. In 2023–2024 Farsi (Persian) was the most common language, with 5 families, followed by Arabic (all dialects), Mandarin (4 families), and Persian (4 families). The Towards Belonging team delivered their services through 318 visits.

A key highlight of the partnership between CMRC and Wesley Mission Family Preservation was the successful outcome for a Sri Lankan family. CMRC's Tamil-speaking cultural worker provided cultural and language support to Wesley Mission's caseworker. Over an eight month period, both caseworker and cultural worker witnessed the mother's remarkable progress. She has grown into a more confident and independent member of her family through participation in the Wesley Mission Family Preservation Program.

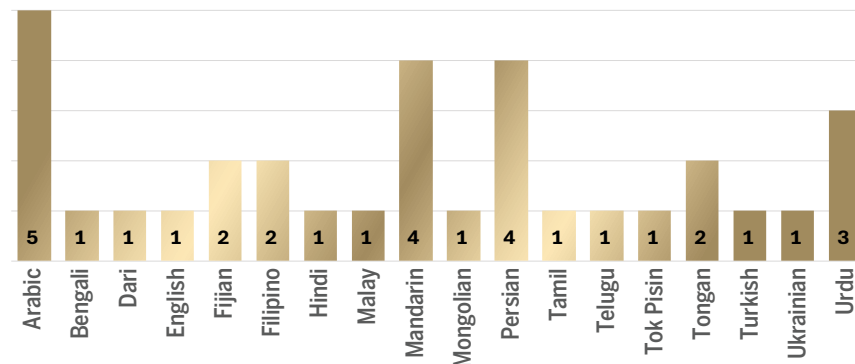
The Wesley Mission Family Preservation caseworker found the presence of the CMRC worker invaluable in building trust with the family through a culturally sensitive manner.

Collaboration with other organisations

In addition to Wesley Mission Family Preservation, the Towards Belonging team collaborated with caseworkers from The Benevolent Society. Towards Belonging cultural workers provided cultural insights to help develop cultural care plans for children in out-of-home care. The caseworkers appreciated the valuable input from the Towards Belonging team.

The Towards Belonging team also conducted CALD training sessions for Case Managers, Team Leaders, TSMs, and Service Specialists from Lifestyle Solutions on the NSW Child Safe Standards for Permanent Care, specifically Standard 4: Identity. Lifestyle Solutions was pleased with the training delivered by the Towards Belonging cultural worker, and there has been ongoing demand for further CALD training.

No. Families by Languages (2023–2024)



Building Capabilities

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

Building capabilities, social resilience and community bridging capital in newly arrived communities is a long-term goal and requires sensitivity and consistency in approach. Identifying skill sets early on upstream and providing opportunities to build agency, pays dividends downstream ten fold over.

In 2023–2024, we focused on soft entry Sharing Circles with Afghan women who were also young parents (mostly mid 20s).

The age bracket of 20–28 years includes major developmental milestones: managing low impulse control, early onset of critical thinking, formation of identity, building self esteem, goal setting, navigating family dynamics, addressing gender questions, self management, positive thinking frameworks and finetuning coping and resilience skill sets.

This funding allowed for deeper dives into the disrupted lives of those most vulnerable and at-risk of decision making that will determine the path of their adult lives – especially young Muslim women from refugee backgrounds and young people on the spectrum. Both cohorts face greater risk of blocked mobility than others.

Women were invited to co-design programs and elected to be trained on leadership roles for citizenship course training, driver safety and also women's safety. 15 program sessions were held and five women moved into facilitation roles later. Graduates from the program also led a Reference Group co-designing the centre's EID program held in April this year in Merrylands.

Twenty five women participated in the Sharing Circles that later focused on women's safety, and helped identify issues related to coercive control within some families.



Going Home Staying Home Project

2023–2024 has been another successful year of delivering this project and assisting tenants at risk of losing their tenancies and becoming homeless. This year has been a particularly challenging one due to the constant rising of the cost of living and increased rents which have had a negative impact on those most vulnerable within our communities.

We have seen a constant flow of homeless people or at risk of becoming homeless, the likes of which we have never seen before.

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. Sincere thanks and appreciation to the Housing Pathways Officer who has consistently put in extra work and passion into this project. We are looking forward to a new year of achievements and real assistance provided to vulnerable individuals and families.



Licence to Live

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.

CMRC secured a philanthropic grant this year: the **Commbank Staff Foundation Community Grant**.

As part of CMRC's commitment to the 17 United Nations' Sustainable Development Goals, we looked at spaces where we could address inequality and gender bias. Women from refugee backgrounds are at higher risk of becoming socially and spatially immobilised in a new country where the cultural currency of a driving licence can determine their economic and social mobility for the future.

With hundreds of mothers with children arriving from Gaza, we elected to focus on these women as a point of solidarity and inclusion to their locality.

Funds were invested solely in partnering with a local Assyrian Driving School with an Arabic speaking instructor. All lessons were provided to the women for free, with a female instructor who spoke their home language.

Impact through this investment in Licence to Live

- Connected with 100 women and their families, recently arrived from the Gaza Conflict
- Provision of over 230 hours of subsidised driving lessons
- Provision of safety and support group work program access

Research gathered during the program

- Sense of inclusion from their local community
- Sense of security and flexibility in navigating appointments and the parenting role
- Ability to consider education and employment opportunities has increased
- Enhanced confidence to practice their English



Pacifika Reach

The Pacifika Reach Project, funded by the Department of Home Affairs in collaboration with the Department of Foreign Affairs and Trade, aligns with the Federal Government's priority to strengthen ties across the Pacific region. This initiative serves as a cornerstone in fostering goodwill with our closest neighbour's.

Pacifika Reach was officially launched following agreements on the new Pacific Islands Engagement Visa (PEV) stream, set to commence in 2025. Stage 1 of the project focused on building relationships with diverse Pacific Island populations and enhancing service responsiveness to support these families' successful settlement before their anticipated arrival.

PEV Visa Overview

Agreements were signed with seven Pacific Island nations, including Timor-Leste, making them eligible to participate in the PEV program. The PEV Visa will allow up to 3,000 Pacific Island residents to migrate to Australia as permanent residents annually, strengthening connections and fostering deeper cultural ties between Australia and the Pacific. These new arrivals will receive settlement support similar to that provided to those entering under the Humanitarian Stream.

Engagement and Community Mobilisation

Under the leadership of Lizzie and Yasmin, supported by Trinity, the Pacifika Reach team created a comprehensive database of Pacific Islander communities, leaders, activists, and influencers across the Cumberland/Parramatta region and Greater Sydney. This database is a vital tool to better understand the specific needs of incoming families, providing an evidence-based foundation to support the development of effective services.



Recognising that Pacific Islander communities disproportionately experience poor wellbeing and mental health outcomes, our consultations—held in Merrylands and Granville from March to May 2024—focused on identifying social capital gaps and fostering connections with CMRC. Across the project's five months, 26 focus groups were conducted to gather critical insights and feedback prior to the opening of the PEV Ballot in June.

Community Leadership and Capacity Building

In May 2024, we hosted an engaging Q&A session with 70 Pacific Island community leaders and representatives from the Department of Home Affairs. This provided a valuable platform for dialogue and ensured that community voices were heard and considered in policy design. Additionally, cultural competency training was delivered to CMRC staff, enhancing our internal capacity to meet the needs of incoming communities.

Looking Ahead

As we prepare for the next round of funding in 2025, we look forward to continuing our work through the Pacifika Reach Project. This next phase will build on the relationships and foundations we have established, ensuring that we are fully equipped to support the new arrivals and contribute to deepening ties between Australia and the Pacific region.

Youth Reach Mental Health Research Project

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 2 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 “well-being “and “mental-health“



Youth Reach established a Reference Group: led by CMRC and the Department of Health. We then recruited students from universities as chief investigators of the study: to develop a research methodology that incorporated art/sports intervention practices. Participants could choose a fluid approach to the how and when to engage with each research project where their personal lived experience, cultural wisdom and intimate understanding of intersectionality of their identity would underpin the research design.

The cultural framework for our research was to embed cultural humility (requirement that our positionality would impact our ability to understand cultural competence, traditional knowledge sharing on a deep and meaningful level, and the need for reflective practices) into each stage of the project: meetings, co-design process, work contracts, reporting, research methodologies and arts/sports practices.

Young people from refugee backgrounds have co-designed workshops, and commenced a series of YR Projects which have been operational across Western Sydney, inclusive of Afghan, Syrian, Sri Lankan Tamil, 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.

One project called OQAB has focused on a set of 22 newly arrived Hazara young boys from Afghanistan and the role of elder brothers/uncles in the functionality of their daily mental support. Early research indicates that refugee youth are more susceptible to mental health challenges but less inclined to seek professional help as prefer discrete disclosure in informal settings.

Key Learnings

Cultural humility practices and principles may help explain why the help seeking behaviours of young people, are often self-directed and sometimes remain within a community and never reach a mental health practitioner until symptoms are acute. Sleep disorders are seen to be addressed through a suggestion to read a book; signs of isolation/ depression can trigger an invitation to a community picnic. That is then considered the close of the wellbeing loop.



Multicultural Road Safety

Transport for NSW (TfNSW) Road Safety Program strives to improve road safety by drastically reducing severe injuries and fatalities.

“The NSW road toll isn't simply a number. It is people. Sadly, it's closer to home than you think. It's people like you. Grandparents, mothers, fathers, children. And it's a number that's unacceptable, no matter how small it gets, until it gets to zero. That should be the aim for all of us - government, law enforcement, business, communities, families and individuals - we should work together to do everything in our power to push the number of deaths on NSW roads towards zero.”

– towardszero.nsw.gov.au

The Towards Zero campaign aims to engage the community to help change unsafe behaviour on the road and to reach for the goal of zero deaths on NSW roads.

TfNSW engaged CMRC to deliver the Multicultural Road Safety Program in the Greater Sydney Area for recent CALD migrants and refugee arrivals over a decade.



This partnership has been instrumental in developing a pool of very experienced bilingual and multilingual facilitators to deliver the following 4 Road Safety Project streams to persons from CALD backgrounds to reduce fatalities on NSW Roads.

- Safe behaviours for older pedestrians
- NSW Driver licencing and safe driving for older drivers, providing information about driver licencing and safe driving
- Helping Learner Drivers Become Safe Drivers sessions for parents/ caregivers (supervising drivers) of learner drivers
- Safe restraint of infants and children, and seatbelt compliance education session for parents / caregivers from CALD communities. The child restraint workshops encourage the correct use of child car seats and raises awareness that many child restraint seats are not fitted correctly. The child restraint sessions are extremely beneficial to recent multicultural arrivals as many arrive from countries where child car seat usage is not mandatory.



Eighty road safety workshop sessions were delivered to multicultural community groups in a period of 4 months from February 2024 to end May 2024. More than 1266 (77% Female & 23% Male) CALD community members attended the 80 Road Safety workshops in the Sydney Metropolitan region.

Sincere appreciation and gratitude to the committed, dynamic and experienced facilitators, project support worker and technicians who played a pivotal role assisting CMRC to deliver great outcomes within an extremely compressed delivery time frame.

CMRC thanks Lucy Filardo, Theresa Troup and Fiona Frost from TfNSW for their dedication and perseverance to promote Road Safety education in Multicultural Communities in the Greater Sydney Region.



DFSV Project Empowering Communities

By increasing awareness and providing culturally sensitive resources, we aimed to build the capacity of multicultural communities to recognise and respond to DFSV.

CMRC was delighted to deliver a wonderful project that increased multicultural communities' capacity to recognise and respond to domestic and sexual violence (DFSV) through early intervention strategies, developed and implemented through local partnerships and collaborations with communities, faith leaders and services.

Some of the activities delivered included forums with community and specialised DFSV service providers, a series of women's conversation circles, and development of culturally sensitive DFSV resources. The project targeted three communities: Afghani, the Indian subcontinent and Pacific Islands and it was implemented both in Riverina NSW (Leeton & Griffith) and Western Sydney NSW, with project stakeholders sharing their skills, knowledge, and strategies to address DFSV in their communities. The DFSV forum held in December 2023 in Griffith brought together specialised services from Sydney and locally to support culturally appropriate responses to DFSV. The project goal to improve safety and wellbeing of vulnerable migrant women in these two regions has been achieved successfully with great participation from target communities and service providers.

By increasing awareness and providing culturally sensitive resources, we aimed to build the capacity of multicultural communities to recognise and respond to DFSV, while encouraging collaborative

partnerships between faith organisations and DFSV specialised services across NSW. The project was able to reach out to community groups in various settings to explore family relationships and equip participants with skills and strategies to deflect conflict within the family unit. Through the delivery of this project, CMRC was able to support both metropolitan (Western Sydney) and regional (Riverina) communities and service providers. We are particularly grateful to Centacare Griffith with whom the project partnered to hold a forum focused on domestic and family violence in Griffith in December 2023. Another success story is the Pacific Islander group set up in the Griffith/Leeton area and who committed to meet regularly to unpack issues of family relationships and have now access to resources and other local services that they are linked to. It has been a great project that created much needed awareness and we are confident that it has gone a long way towards better understanding and tackling of issues of DFSV. We are grateful to DCJ for the opportunity to engage with this project and deliver great outcomes for the target communities and beyond.

We are particularly grateful to Mitra Khakbaz, the project coordinator, who has diligently and skilfully steered this project. Her passion, excellent skills and superior ability contributed to the success of this project.

Financial Report

For the year ended
30 June 2024

Community Migrant Resource Centre Incorporated

Committee report
30 June 2024

The responsible persons present their report on Community Migrant Resource Centre (the Association) for the financial year ended 30 June 2024.

Information on committee members

The following persons were the Committee members of the Association:

Dr. Olayide Ogunsiji	Chairperson
Keith Hamiton	Deputy Chairperson
Nola Randall-Mohk	Committee Member
Reena Jethi	Committee Member
Renu Narchal	Committee Member
Ummaru Conteh	Committee Member
Geoff Lee	Committee Member
Annabelle Bennett	Committee Member
Alar Peter Prants	Committee Member

Responsible persons 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 2024 was \$21,186 (2023: \$180,435). 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

Subsequent to the reporting date, the Association entered into a new lease agreement for operating premises located at Parramatta. The lease is for a term of three years commencing on 1 December 2024, with an annual rental payment of \$181,615 (GST inclusive).

No other 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

Committee report
30 June 2024

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 2024 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 Ogunsiji
Chairperson

Dated: 15 October 2024



Umaru Binneh Conteh
Treasurer



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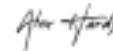
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W prosperity.com.au

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 2024, 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

15 October 2024



PROSPERITY AUDIT SERVICES

Sydney

Community Migrant Resource Centre

Statement of financial position

As at 30 June 2024

	Note	2024 \$	2023 Revised \$
Assets			
Current assets			
Cash and cash equivalents		1,077,685	759,886
Trade and other receivables		265,750	338,437
Financial assets	7	122,146	508,273
Total current assets		1,465,581	1,606,596
Non-current assets			
Right-of-use assets	8	109,745	269,327
Total assets		1,575,326	1,875,923
Liabilities			
Current liabilities			
Trade and other payables	9	154,363	193,251
Contract liabilities	10	73,000	173,400
Lease liabilities	8	81,026	159,823
Employee benefits	11	372,341	332,933
Total current liabilities		680,730	859,407
Non-current liabilities			
Employee benefits	11	38,256	18,056
Lease liabilities	8	52,255	133,281
Total non-current liabilities		90,511	151,337
Total liabilities		771,241	1,010,744
Net assets		804,085	865,179
Equity			
Retained earnings		131,747	77,198
Reserves	3.b	672,338	787,981
Total equity		804,085	865,179

Community Migrant Resource Centre

Statement of changes in equity

For the year ended 30 June 2024

2023	Note	Retained earnings \$	Reserves \$	Total equity \$
Opening balance		148,891	910,843	1,059,734
Opening balance adjustment	3.c	(14,120)	-	(14,120)
Restated opening balance		134,771	910,843	1,045,614
Transfers between equity items	3.b	122,862	(122,862)	-
Deficit for the year		(180,435)	-	(180,435)
Closing balance		77,198	787,981	865,179
2024	Note	Retained earnings \$	Reserves \$	Total equity \$
Opening balance		77,198	787,981	865,179
Transfers between equity items	3.b	75,735	(115,643)	(39,908)
Deficit during the year		(21,186)	-	(21,186)
Closing balance		131,747	672,338	804,085

Community Migrant Resource Centre

Statement of cash flows

For the year ended 30 June 2024

	2024	2023
	\$	\$
Cash flows from operating activities:		
Receipts from customers	164,082	164,007
Receipts from funding bodies	5,722,840	5,166,659
Payments to suppliers and employees	(5,450,949)	(5,657,538)
Interest received	58,158	44,522
Net cash flows from/(used in) operating activities	494,131	(282,350)
Cash flows from financing activities:		
Payment of lease liabilities	(176,332)	(174,524)
Net cash used in financing activities	(176,332)	(174,524)
Net increase/(decrease) in cash and cash equivalents	317,799	(456,874)
Cash and cash equivalents at beginning of year	759,886	1,216,760
Cash and cash equivalents at end of financial year	1,077,685	759,886

Community Migrant Resource Centre

Notes to the financial statements

For the year ended 30 June 2024

1. Introduction

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

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

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.

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

3. Material accounting policy information

a. Income tax

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

b. 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.

c. Comparative figures

Comparative information presented in the statement of financial position and statement of profit or loss and other comprehensive income have been updated to correctly recognise right-of-use assets and lease liabilities in the 2022/23 financial year.

The comparative data for the opening balances of the 2022/23 financial year have not been presented as the updates have a similar impact to those reported as at 30 June 2023.

Community Migrant Resource Centre

Notes to the financial statements

For the year ended 30 June 2024

3. Material accounting policy information (continued)

c. Comparative figures (continued)

The impact on the respective balances is outlined in the table below:

2022/23	Originally presented \$	Adjustment \$	Restated \$
Statement of financial position			
Right-of-use assets	-	269,327	269,327
Total assets	1,606,596	269,327	1,875,923
Lease liabilities	-	159,823	159,823
Total current liabilities	699,584	159,823	859,407
Lease liabilities	-	133,281	133,281
Total non-current liabilities	18,056	133,281	151,337
Total liabilities	717,640	293,104	1,010,744
Retained earnings	100,975	(23,777)	77,198
Total equity	888,956	(23,777)	865,179
Statement of profit or loss and other comprehensive income			
Amortisation expense - right of use assets	-	159,582	159,582
Interest expense - lease liability	-	24,600	24,600
Rent	154,297	(154,297)	-
Venue hire	72,251	(20,226)	52,025
Loss for the year	170,778	9,657	180,435
Total comprehensive loss for the year	170,778	9,657	180,435

Community Migrant Resource Centre

Notes to the financial statements

For the year ended 30 June 2024

4. Critical accounting estimates and judgements

The responsible persons 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.

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.

Community Migrant Resource Centre

Notes to the financial statements
For the year ended 30 June 2024

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.

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.

Community Migrant Resource Centre

Notes to the financial statements
For the year ended 30 June 2024

5. Revenue and other income (continued)

a. Accounting policy (continued)

ii. Specific revenue streams (continued)

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

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.

Community Migrant Resource Centre

Notes to the financial statements
For the year ended 30 June 2024

5. Revenue and other income (continued)

a. Accounting policy (continued)

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

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.

iv. Grant revenue

Where grant income arises from an agreement which is enforceable and contains sufficiently specific performance obligations then the revenue is recognised when control of each performance obligations is satisfied.

Grant income arising from non-enforceable contracts or those without sufficiently specific performance obligations is recognised on receipt unless it relates to capital grants which meet certain criteria.

Enforceable capital grants received to enable the Association to acquire or construct an item of property, plant and equipment to identified specifications which will be controlled by the entity are recognised as revenue as and when the obligation to construct or purchase is completed.

- For construction projects, this is generally as the construction progresses in accordance with costs incurred since this is deemed to be the most appropriate measure of the completeness of the construction project as there is no profit margin.
- For acquisitions of assets, the revenue is recognised when the asset is acquired and controlled by the entity.

Community Migrant Resource Centre

Notes to the financial statements
For the year ended 30 June 2024

5. Revenue and other income (continued)

b. Revenue and other income details

	2024	2023
	\$	\$
Revenue from contracts with customers (AASB 15)		
Fee-for-service	185,467	203,343
Grants		
- Department of Communities and Justice (Commonwealth Government)	636,718	460,254
- Department of Home Affairs (Commonwealth Government)	1,410,263	1,410,263
- Department of Industry (Commonwealth Government)	-	283,242
- Cancer Institute NSW (State Government)	20,000	-
- Multicultural NSW (State Government)	5,000	35,000
- Service NSW (State Government)	470,400	678,062
- Transport for NSW (State Government)	149,000	180,500
- Mission Australia (Local Government)	53,433	51,128
- City of Ryde Council (Local Government)	-	18,800
- Parramatta City Council (Local Government)	-	10,000
- The Hills Shire Council (Local Government)	-	10,000
- Powerhouse Museum (Other)	8,000	-
- Realise Business Ltd (Other)	264,201	-
- Scanlon Foundation (Other)	-	16,225
- Settlement Services International (Other)	2,133,912	1,776,074
- Wenty Leagues Club (Other)	-	10,000
Other income	26,538	24,930
Revenue recognised on receipt (AASB 1058)		
Donations	16,528	7,922
Income recognised using effective interest method		
Interest	58,158	44,522
	5,437,618	5,220,865

6. Auditor's remuneration

Remuneration of the auditors of the Association for:

- audit of the financial statements	19,000	17,000
	19,000	17,000

Community Migrant Resource Centre

Notes to the financial statements

For the year ended 30 June 2024

7. Other financial assets

Current	2024	2023
	\$	\$
Bond	122,146	122,146
Term deposit	-	386,127
	122,146	508,273

8. Leases

a. Accounting policy

i. Lessee accounting

At the lease commencement, the Association recognises a right-of-use asset and associated lease liability for the lease term. The lease term includes extension periods where the Association believes it is reasonably certain that the option will be exercised.

The right-of-use asset is measured using the cost model, depreciated over the lease term on a straight-line basis and assessed for impairment in accordance with the impairment of assets accounting policy.

b. Leases - details

i. Right-of-use assets

Right of use assets	457,744	457,744
Accumulated depreciation	(347,999)	(188,417)
	109,745	269,327

ii. Lease liabilities

The maturity analysis of lease liabilities based on contractual undiscounted cash flows is shown in the table below:

< 1 year	88,207	176,333
1 - 5 years	58,489	146,697
Total undiscounted lease liabilities	146,696	323,030
Lease liabilities included in the statement of financial position	133,281	293,104

Community Migrant Resource Centre

Notes to the financial statements

For the year ended 30 June 2024

9. Trade and other payables

Current	2024	2023
	\$	\$
Trade payables	53,985	129,710
ATO payable	68,588	43,748
Other payables	31,790	19,793
	154,363	193,251

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.

10. Contract liabilities

Current	2024	2023
Grant received in advance	73,000	173,400

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
NSW Communities and Justice	73,000	150,000
Service NSW - Business Connect	-	12,400
	73,000	173,400

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

Notes to the financial statements

For the year ended 30 June 2024

11. Employee benefits (continued)

b. Employee benefits details

Current	2024	2023
	\$	\$
Provision for annual leave	158,883	123,995
Provision for long service leave	213,458	205,810
Provision for maternity leave	-	3,128
	372,341	332,933
<hr/>		
Non-current		
Provision for long service leave	38,256	18,056

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 \$987,535 (2023: \$988,787).

13. Contingencies

The Association has provided a bond or bank guarantee in favour of the respective landlords as security for the lease of premises located at Top Ryde and Parramatta. The bank guarantee is issued by the Association's bank in the amount of \$46,750 and the bond is in the amount of \$75,396. These amounts represent a contingency as the Association will only relinquish the bond or bank guarantee should it default on its obligations under the lease agreements.

There were no other contingencies at 30 June 2024 (2023: none).

14. 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 \$nil (2023: \$9,000). There were no other related party transactions.

15. Events occurring after the reporting date

The financial report was authorised for issue on 15 October 2024 by the Committee.

Community Migrant Resource Centre

Notes to the financial statements

For the year ended 30 June 2024

15. Events occurring after the reporting date (continued)

Subsequent to the reporting date, the Association entered into a new lease agreement for operating premises located at Parramatta. The lease is for a term of three years commencing on 1 December 2024, with an annual rental payment of \$181,615 (GST inclusive).

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

16. Statutory information

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

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

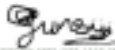
Community Migrant Resource Centre

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 Ogunsiji
Chairperson

Dated: 15 October 2024



Umaru Binneh Conteh
Treasurer



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Independent audit report to the members of Community Migrant Resource Centre

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report of Community Migrant Resource Centre (the Association), which comprises the statement of financial position as at 30 June 2024, 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 2024 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.

Responsibilities of the 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

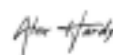
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee 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.

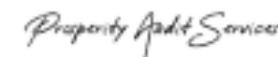
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

A handwritten signature in black ink, appearing to read 'Alex Hardy'.

ALEX HARDY

Director

15 October 2024

A handwritten signature in black ink, appearing to read 'Prosperity Audit Services'.

PROSPERITY AUDIT SERVICES

Sydney



Community Migrant Resource Centre



Head Office

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Ph: (02) 9858 1925


Hills Outreach

The Community Hub, Castle Towers

 facebook.com/CommunityMRC/

 linkedin.com/company/community-migrant-resource-centre

 twitter.com/CommunityMRC

 instagram.com/communitymrc/