



Community Migrant Resource Centre

ANNUAL  
REPORT  
2020

Community Migrant Resource Centre

Facilitating Settlement and  
Building Self-Reliance



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

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

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# Chairperson's Report

2020 will go down in history as a watershed year for our global community, as we continue to fight against the effects of COVID-19



Thevan Krishna  
Chairperson

In the midst of this Pandemic, glimmers of hope are emerging as vaccines are being tested and produced to combat and contain the effects. Despite these challenges, the Community Migrant Resource Centre rose and adapted to accommodate the needs and expectations of our community in our region. Today I present our twenty fourth Annual Report covering the 2019-2020 financial year to our valued members, stakeholders and friends.

In my second year as Chairperson I am pleased to report that under the leadership of our CEO, Melissa Monteiro, CMRC continues to deliver and serve our various communities in New South Wales. We are also blessed with a great management team and staff that continue to amaze us with their levels of resilience, commitment and dedication. I also want to thank our CMRC Board members who are as passionate and committed to our success as a community organisation.

The Australian Federal and State Governments have done an outstanding job in managing the uncertainty that COVID-19 has delivered. While striving to contain the spread, the effects on businesses and the economy have taken its toll. CMRC have managed to anticipate the requirements and adapted quickly to the changes required. We are seeing increasing levels of mental health issues, domestic violence and unemployment and I want to thank all of our team at the CMRC who went way beyond their call of duty during this time.

Our performance and achievements over the past year are summarised in the following pages of this Report. We had to cancel a number of our planned activities and functions to safeguard our community and staff, but we hope to resume these once circumstances permit.

## **Governance, Performance Evaluation and Upskilling**

Our Board is strongly focused on good governance, strategic formulation and direction. Our latest audit report gave us another clean bill of financial health in the 2019/2020 year, and we thank the finance team for their excellent work.

Moving forward, we envisage many changes in the environment and we are reviewing our short and medium term strategic plans to incorporate and reflect these changes. The reduction in migrant intake over the next 2 years is also expected to impact us negatively. However new opportunities are emerging as we focus on training, upskilling and employment matters.

We will also be conducting an audit on our entire Board and Leadership to determine if we are structured correctly and have the right fit and governance capability to optimize our performance.

## **Strategic Plan 2019-2021**

Our Board has agreed to review our current 3 year Strategic Plan as the environment has changed sufficiently for us to look at reviewing our focus as an organization, to embrace the current challenges and the effects this will have over the next 2 to 3 years. Melissa and her management team have completed an Environmental Scan which was presented to the Board last month and we will use this as a basis to help us compile a new 3 Year Strategic Plan.

## **Stakeholders**

We continue to receive support and funding from Local, State and Federal Governments during this very difficult period. However we are anticipating that the levels of funding in certain areas will be reviewed, especially immigration which is expected to be reduced dramatically over the next 2 years. CMRC's fee-for-service model is growing and we hope to increase our levels of concentration in this area to help us offset any reductions from government funds.

## **Outlook**

We are confident that the global communities will rally to fight off the effects of COVID-19 in 2021 and that we will return to some level of normality by early 2022. With a committed Board, effective CEO and a great Management team, I am confident that CMRC has adapted well to the new environment that we are operating in. Above all we are meeting the needs of the many communities we serve. We are aware that there are many challenges ahead in 2021 and we continue to monitor the social, economic and environmental challenges facing our communities.

## CEO's Report

2019-2020 has been an unprecedented financial year on the ground towards making the CMRC reach out to more disadvantaged, vulnerable client groups during COVID-19



Melissa  
Monteiro  
CEO

The Settlement landscape has changed in many ways and is still changing. However, the CMRC have shown agility all through the pandemic. COVID-19 had an impact on our face-to-face delivery of services in the early stages of the Pandemic and its restrictions. We were successful in navigating around various platforms to deliver our Employment Programs, held online community events and celebrations where we showcased the many ways that people engage with diversity in the year. For the first time we engaged with families with children 0-8 years via Zoom and our art classes, play-groups and mothers' supported groups were tested and accepted very soon.

Food for the Soul has partnered with The Addison Road Community Organisation. Slowly but surely a strong bond has been built and relationships have been strong. Our unique Multicultural Ambassadors Program (MAP) has been well embraced and successful in Ryde with over 40 Ambassadors. Our partnership with Wesley was strengthened in the last year and Towards Belonging will be launched soon.

Towards Belonging / Brighter Futures delivered by Wesley Mission, is an early intervention program that helps families with children

aged 0 to 9 years who are at high risk of entering or escalating within the child protection system. We were able to strengthen our collaboration between Wesley Mission and the Multicultural Support Workers Program (MSWP).

Since the launch of Beyond Diversity program in 2017, Beyond Diversity has successfully engaged and worked with government, corporates, health and community based not-for-profit organisations to enhance their capacity to better engage and communicate with people from various cultural backgrounds. Beyond Diversity presented an opportunity for a 'shift' in mindset, with a suite of services to transform practice, business and leadership. Beyond Diversity delivers migrant and refugee focussed cultural competency training, consultancy, mapping workshops and community engagement activities. The program employed facilitators and trainers from refugee and migrant backgrounds to share their insight and expertise to build greater understanding of the settlement experiences.

The Going Home Staying Home project, funded by Mission Australia, provided a pathway for real estate property managers operating in the Parramatta LGA and surrounding areas to identify

tenants who are struggling to meet their tenancy obligations, and to refer these tenants for advice and early intervention support to prevent failing tenancies.

Multicultural Business Connect has provided services to hundreds of businesses pre and during COVID-19. The team worked hard to meet KPIs despite many challenges through the year including the fires and floods and then COVID-19. Business Services were provided with additional webinars, the publication of case studies and sharing of information through social media updates and Departmental newsletter. It is our hope that these activities will be of help to these businesses in continually improving services, developing new innovations and forming new collaborations. In Prospect, the CMRC has played a leadership role working together with DCJ (Department of Communities and Justice) staff, key stakeholders and residents championing positive change and delivering a range of place based targeted community engagement programs activities in the Prospect Estate. I am proud that our partnership approach has enabled all stakeholders, including residents to play a key role in identifying local issues, priorities and in the planning and implementation of activities delivered.

I would like to say a heart-felt thank you to each one of the Managers and staff working with us on this journey to make CMRC a reputable, credible, outstanding

organisation. An organisation that has our people, our refugee & migrant communities, clients at the core and centre of our work. We are clearly a well governed and managed organisation. We have a strong board, well written constitution, strategic plans, mission, purpose and strategic goals.

I would like to express my sincere gratitude to our Chairperson, Thevan Krishna for leading the Board in a strategic manner. Thevan has shown great leadership as Chair providing strong governance to the CMRC during the last year especially during the Pandemic. I would like to thank every executive member for their invaluable contributions and hard work especially during these times. A big thank you to Reena Jethi - Deputy Chair, Umaru Binneh Conteh - Treasurer, Cornelia Ramsay - Assistant Treasurer and Nola Randall - Secretary.

To Managers Jaysshree Pather, Dijana Mackic, Priscella Mabor, Aurelia Rahman, Adrine Santos, Uma Menon, Christine Ianssen, Margarita Videla, Mira Mitrovic and Namita Dhorajiwala my sincere thanks for working as a team and collaborating, always keeping the interest of the organisation at the forefront. To all our volunteers, a big thank you. We could not achieve this great body of work without your dedication and commitment.

Our work would not be possible without the financial support of all levels of Government, whether it be Local, State or Federal Government. NSW Treasury, Department of Home Affairs, Department of Industry, Department of Communities and Justice, City of Ryde, Brighter Futures and SSI. To all our donors, we thank them for underpinning CMRC's work with the many refugee and migrant communities which we serve. I would also like to acknowledge and thank the other organisations in the community who we have partnered or collaborated with in the past twelve months. Special mention must be made of the local Councils in our catchment.

To our NSP (New South Wales Settlement Partnership) Consortium Partners and to SSI Settlement Services International for their leadership, partnership and collaboration with the MRCs and Ability Links. We look forward to consolidating the Specialised Intensive Program (SIS) in the year. I thank Violet Roumeliotis - CEO SSI and Esta Paschalidis-Chilas for bringing us together and leading the NSW Settlement Agencies.

Thanks also to Business Connect Partners and Businesses across the state and partner agencies including SSI, Elfa Moraitakis - CEO SydWest and Frank Zheng - CEO Auburn Diversity Services.

# Treasurer's Report

I am pleased to report that our 2019/2020 results were better than expected and this has led to CMRC being profitable



Umaru Binneh  
Conteh  
Treasurer

This is very positive news, especially in the current economic climate given, the challenges presented by the COVID-19 pandemic. Thanks for your hard work - Board of CMRC, CEO Melissa Monteiro, Dijana Mackic, Managers and Staff of CMRC in delivering such great results without compromising our service delivery to our clients and meeting our obligations to our stakeholders.

Despite the impact of COVID-19 we were able to finish well with a surplus of \$75,619 compared to \$16,421 in 2019 - an increase of 360.5%, which again helped to strengthen our Net Asset position (which is surplus funds carried forward) from \$483,401 to \$559,018. Total income from grant and other activities increased by 2.04%, whilst total expenditure increased by only 0.75%.

We have continued to make tremendous gains in our fee-for-service grants, with income increasing by 37%. This is great news, as growing our fee-for-service model is an important part of our business strategy. I can see our momentum is starting to build as the Board is working very closely with the CEO and leveraging key learnings and strengths across CMRC line managers to develop a more aligned fee-for-service model that will continue to enable income growth in our organisation.

Our balance sheet is healthy with a total asset of \$1,419,608 and total liabilities of \$860,590 this financial year compared to 2019. Our current liabilities included provisions for our employee entitlements of \$488,346 which covers annual leave, long service leave, maternity leave and redundancy leave.

Ratio Analysis was employed to guide our financial activities for 2019/2020 financial year and I am pleased to report that all the ratios employed as per CMRC Budget Principles/ Policies shows favourable activities. It is therefore with great pleasure that I present to you the 2019/2020 Audited Financial Statements for the CMRC. I can confirm that the CMRC's Financial Statements were again professionally audited by the Behrens Rowley Chartered Accountants. The Audit was completed on 14 September 2020 and the auditor conducted test work on transactions and account balances and reviewed the internal control procedures. The signed Audited Report dated 23 October 2020 is attached to 2020 Balance Sheet and Income & Expenditure Accounts.

I look forward to continuing my extremely privileged work as the Treasurer in the interests of the Community Migrant Resource Centre.

# Board of Management

## Executive

<b>Thevan Krishna</b>	Chairperson
<b>Reena Jethi</b>	Deputy Chairperson
<b>Umaru Binneh Conteh</b>	Treasurer
<b>Cornelia Ramsay</b>	Assistant Treasurer
<b>Nola Randall</b>	Secretary

## Board

<b>Keith Hamilton</b>
<b>Olayide Ogunsiji</b>
<b>Kim Roots</b>
<b>Warren Schweitzer</b>



# Funding Bodies

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

Department of Home Affairs (DHA)  
Settlement Services International  
NSW Department of Communities and Justice (DCJ)  
NSW Department of Industry  
NSW Transport - Roads and Maritime Services  
Mission Australia  
City of Ryde Council  
Multicultural NSW  
Sydney Olympic Park Authority (SOPA)  
Stocklands

# Supporting Agencies & Partnerships

## **Government (Federal)**

Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)  
Department of Home Affairs (DHA)  
Department of Human Services

## **Government (State)**

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

## **Government (Local)**

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

Penrith City Council  
The Hills Shire Council  
Top Ryde Library

## **Health**

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

## **Youth**

Auburn Youth Centre  
Creating Chances  
PCYC Auburn  
Sadat Welfare Association

## **Employment**

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

## **Corporate Partners**

ANZ  
CBA  
Nutrimetics

## Media

ABC TV  
Fairfax Media  
SBS  
Triple H Community Radio

## Community Organisations / NGOs / Service Delivery Partners

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

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

## Ethno-Specific Community Partnerships

African Women's Group  
Association of Bhutanese in Australia  
Australian Afghan Hassanian Youth Association  
Australian Afghan Khorasan Association  
Australian Anatolian Community Services  
Australian Asian Chinese Association  
Australian Syrian Relief  
Australian Tamil Broadcasting Corporation  
Catholic Association of Sydney Tamils  
Harman Foundation  
Hills Korean Women's Group  
India Club  
Karen Association of Australia  
Karen Youth Organisation  
Multicultural Integration Community Support (MICS)  
Multicultural NSW

PCYC Waitara  
Saadat Association  
SAHELI, SEVA Inc.  
SEVA Inc  
Syrian Youth Group  
Tamil Women's Group  
Voice of Tamils

## Educational Institutions

Arthur Phillip High School  
Australian Catholic University  
EducAID  
Granville South Creative Arts and Performing High School  
Granville TAFE Outreach  
Greystanes High School  
Holroyd IEC/High School  
Holroyd School - Special Needs  
Kalsm  
Macquarie University  
Merrylands Public School  
Navitas English  
Parramatta East Public School  
Parramatta North Public School  
Parramatta West Public School  
TAFE - Meadowbank, Baulkham Hills and Hornsby  
TAFE SWiSi - TAFE Lidcombe, Granville, Nirimba, Blacktown, UTS  
West Ryde Public School  
Western Sydney University

## Networks

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

# Finance Report

It has been another good year for Community Migrant Resource Centre considering COVID-19 situation and great deal of uncertainty faced nationally and globally

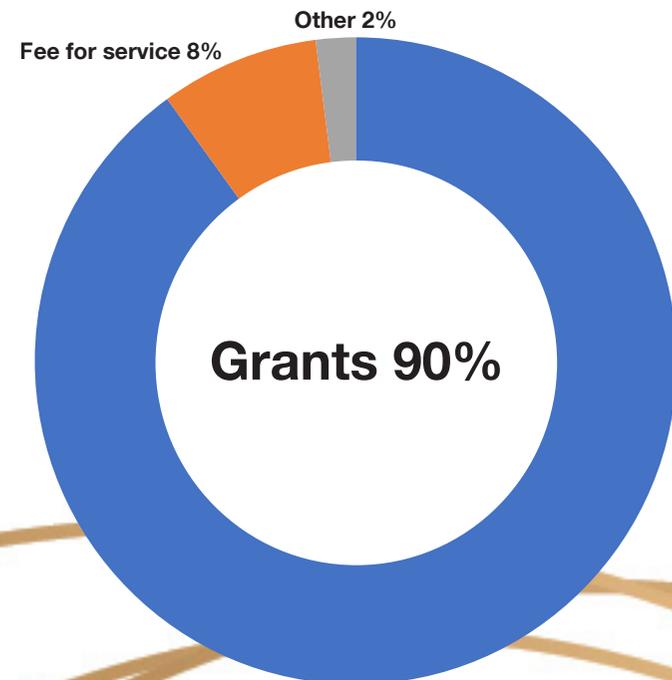
This year has showed strong underlying demand for our services in Western and Northern Region. We have continued to maintain a positive financial position without accessing Job Keeper program.

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

2019-20 reflects continued focus on sustainable income especially focus on fee for service income.

350K was raised through CMRC's various fee for service models which created stable income cash flow which assisted in investing the funds into non-funded projects and enhancing services to our clients.

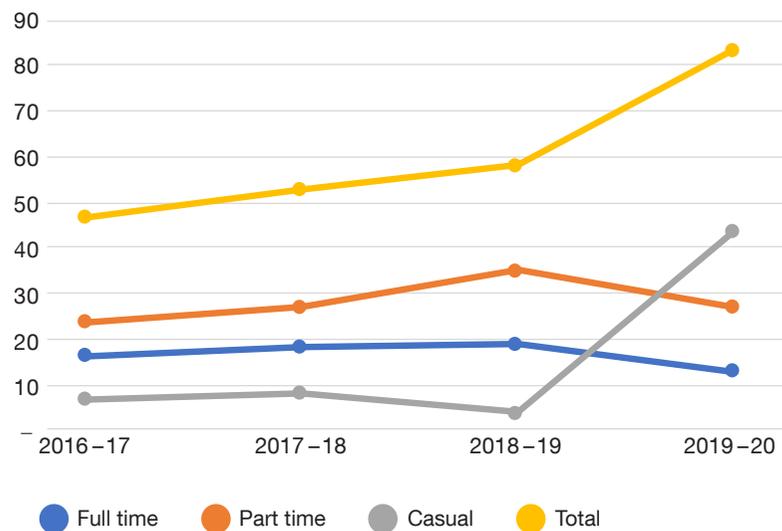
Total income for 2019-20 was \$4,671,057. Majority income in 2019-20 came from government and non-government grants.



Dijana Mackic  
Finance Manager

Community Migrant Resource Centre demonstrated sound fiscal management and accountability measures in 2019-20, as shown in the audit report prepared by Behrens Rowley Chartered Accountants. The Balance Sheet is strong which is reflected by total assets of \$1,419,608 and total equity of \$559,018. The CMRC has sufficient liquidity to meet the financial obligations of the organisation.

With regards to expenditure wages and on-costs continue to be our largest expense but staff employed also represent our greatest asset. Our skilled and experienced staff continue providing services from our head office in Parramatta and outreach offices in West Ryde and Castle Hill.



CMRC Board and Management have been conscious of the financial challenge community sector may face in a post COVID-19 environment and we will continue to generate income by diversifying funding sources.

CMRC focus for 2019-20 was to strengthen and enhance existing programs and continue providing services via number of fee for service models such as Beyond Diversity, Urban Activation, Towards Belonging etc.

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



**Adrine Santos**  
Business Development  
Manager

*During these challenging times of unpredictability, I am proud to say that I manage a wonderful, experienced and dedicated team and I am very appreciative of their significant contributions to our clients & CMRC successes.*

## Business Development Report

CMRC has continued to develop and support the diversification of business so that CMRC income increases and we continue to see further growth of the organisation

Both short and long-term organisational goals include:

- Developing growth strategies and plans
- Managing and retaining relationships with CMRC clients
- Increasing client base
- Writing project proposals
- Negotiating with a range of stakeholders
- Researching business opportunities and viable income streams
- Drafting and reviewing organisational policies and contracts
- Reporting on successes and areas needing improvements

### **Specialised Intensive Services (SIS)**

CMRC continues to successfully administer and deliver Tier 3 Specialised Intensive Case Management Services for the Humanitarian Settlement Services, which aims to build the skills and knowledge for social and economic wellbeing of humanitarian entrants to Australia through a tailored, needs based case management approach.

During the 2019-2020 financial year the SIS team has been working hard doing an impressive job engaging in meaningful work making a real difference in their lives of our clients, families, carers and communities. I would like to formally acknowledge and thank the SIS team for their hard work and commitment to our clients' families and community. The team has conducted comprehensive

needs assessments, developed individual case management plans and empowered our clients to overcome diverse and multiple barriers so they can reach their settlement goals. COVID-19 has forced the team to find new ways of working and they have risen to these challenges and continued during these trying times to achieve great outcomes for our clients:

- Securing affordable and safe housing for individuals and families at risk of homelessness and successfully negotiated several lease extensions.
- Assisting and supporting many of our clients living with a disability access to a disability pension, NDIS services, Jobseekers payments, access to emergency food aid, through Life links 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 referred to specialised mental health services.
- Facilitating access to early intervention programs and parent groups connecting them to a wide range of other community activities and social support networks.

SIS clients have been enrolled in numerous online TAFE courses, English classes and diverse employment pathways training.

## Settlement Engagement & Transition Support (SETS) Program

The Dept of Home Affairs newly funded SETS Program commenced 2019, and is delivered state-wide as part of the NSP Consortium (SSI-led)

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

Service planning and sector development has focused on social inclusion outcomes underpinning programming decisions around: language acquisition, education pathways and tailored employment support. Our new Enterprise & Employment Initiative **BELIEVE & ACHIEVE** has built 18 employer partnerships in 5 months. A large number of Armenian Syrian women with children have presented to our service in West Ryde, and Syrian and Iraqi families around Merrylands and Greystanes have connected through purposeful program design and individualised

casework support. CMRC's Community Connections initiatives support our newly arrived communities and the ongoing dispersed communities across the broader Sydney metropolitan area, as we have partnered across key calendar events such as International Womens Day, Harmony Day and Refugee Week.

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



Priscella Mabor  
Inclusion Strategy &  
Innovations Manager

# Settlement Engagement & Transition Support (SETS) Program (continued)

The **Towards Tomorrow Program** has provided service delivery to over 1,500 clients and more than 4,500 community members have benefited from our group work and capacity building programs. March 2020, COVID-19 changed the settlement landscape for everyone - families, communities and our staff. CMRC responded as an essential service provider and re-engaged with communities confronted with widespread closure of other services and programs. With agility and a more fluid approach (and digital literacy upskilling provided by our Youth Unit), our team provided blended service delivery modes across client support and group work programs.

All TT programs have been shaped and designed by our dedicated staff. A huge thank you goes to all of them.



Stay Home! Stay Positive! Video Series



# Northern Region Services

CMRC has seen a huge expansion of service delivery and client support in the Northern region

Our Social Inclusion and Partnership Officers ran multiple programs. We strengthened and reinvigorated long-standing partnerships and created new connections for CMRC.

This fantastic year in the Northern Region was made possible by our staff's dedication to local client communities. Many thanks go to the Team for their commitment and ability to create trust amongst our client groups.

## Projects

Involvement in health needs assessment for the Syrian Armenian community (Local Health District Northern Sydney). A consultation and survey to assess the health needs of the substantial Syrian (Armenian) refugee community in the Ryde area.

## Welcome to the Neighbourhood Program

Our first information session designed to attract clients to CMRC supports drew a group of 35. Since then, CMRC have been closely involved with a variety of programs and activities with this community. COVID-19 introduced Zoom to the groups, a challenging new form of service delivery. STARTTS support was delivered through this medium.

## Refugee Week

An event in partnership with Meadowbank TAFE in celebration of Refugee week, including performances of music, slam poetry, dance and food.

## Development of the Women's Shed, Hornsby Ku-Ring-Gai (WSHK) strategy

It was wonderful to be a part of the development of this brand new Women's Shed. CMRC continues to contribute its the Board.

## Creativity Unleashed at West Ryde Plaza

CMRC's Urban Activation Unit and Northern Region staff worked to showcase local client's creative works, in a market style event. The day was preceded by a masterclass in curating products and stalls.

## Night of Solidarity

An event held at historic Brush Farm House to acknowledge and show solidarity with the Armenian Community during the flare ups and ongoing conflict in Syria. The event included live music by local Armenian musicians, candle lighting and building a wall of flowers and notes of support.



**Christine  
Ianssen**  
Northern Region Program  
Manager

# Northern Region Services (continued)

## English classes for Mandarin Speaking Community

COVID-19 has produced some surprising discoveries: Zoom sessions are very useful for seniors, who may be less physically able to connect in person. Zoom meetings have proven to be very successful for our 5 Mandarin speaking seniors' groups, delivering social English classes, many information sessions, singing and even a handcraft group.

## Film Production

As part of a COVID-19 pivot, our two film student interns were invited to produce a short documentary which centred on the strengths that got our refugee communities through the lockdown. STARTTS delivered trauma informed training to the young film makers prior to the interviews.

## Stories of Resilience podcast series

In partnership with City of Ryde, we trained a group of young, CALD media enthusiasts to create a pilot podcast series, titled Stories of Resilience. Available on Anchor FM: <https://anchor.fm/storiesofresilience>

CMRC Northern Region will continue to develop our geographic imprint across the Northern Region of Sydney.





**Priscella Mabor**  
Inclusion Strategy &  
Innovations Manager

## Youth Transition Support Program

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

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

CMRC has delivered, in close consortia with our partner MRCs (ADSi and SydWest), a number of programs throughout the Western Sydney LGAs of Auburn, Holroyd and Blacktown. To support findings from the **Australian Institute of Health & Welfare** related to key health & wellbeing social indicators, we are committed to enhance young persons' ability to remain at high school, transition to further education, to recognize the skill sets and capacities of young people through Advantaged Thinking.

In order to improve their job readiness to enter the Australian workplace and culture, explore and most importantly to engage in dialogue with business and employers about the key benefits which will flow when supporting a diverse workforce. YTSP has been independently evaluated by *Synergistiq*.

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

This program has been shaped and designed by our dedicated staff. A huge thank you goes to the Youth Team working at the coalface across our three sites.

# Youth Transition Support Program (continued)

Our casual Youth Team also work alongside the staff in fostering a sense of justice, equity and inclusion with each participant in their programs.

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

## Real World Employment Pathways

**Syrian Innovators Hub** (CMRC) Investment in Syrian incubator for Syrian design thinkers and creatives. This program has identified unmet needs and opportunities for skill development: such as research on a Refugee Hub website, identified labour and business gaps in the market. Small business incubators have run to explore opportunities outside advertised job markets, strategies to approach recruitment

agencies and key vacancy spikes have resulted in retail focus for clients pre-Xmas. The program also initiated a Syrian Iraqi Family Connect Day, to bring together clients with their families and the wider Syrian community.

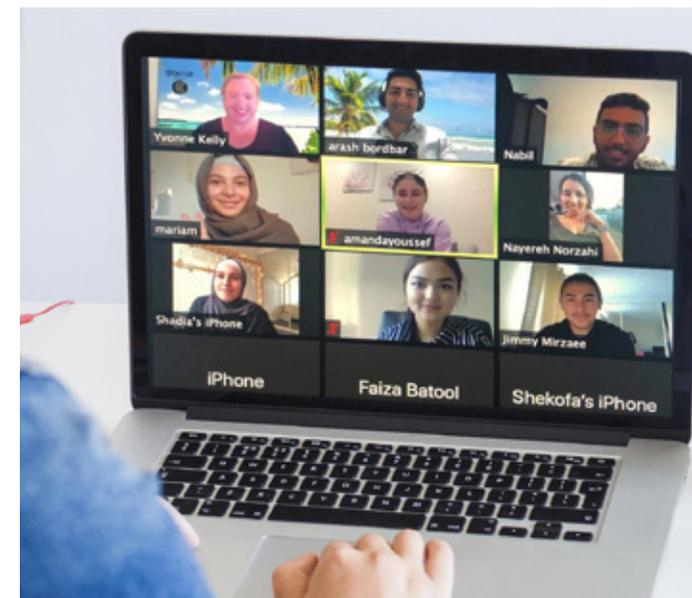
**Work Ready** (CMRC, SydWest, ADSi) Identify aspirations, reflect on learnings, achievable goal setting and job readiness self-paced learning groups. WR Driving Scholarship Program provides access to key determinant to wider employment and educational opportunities - subsidized driving lessons from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

## Education & Career Accelerators

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

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

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



# Youth Achievement Awards Night

Gala Event, Granville, December 2019

Hina, Arash and Anyier led 12 members of our Youth Team and 8 partner agencies in order to make this event a WIN WIN for all

48 nominees were shortlisted for Awards across Education, Employment, Creative Arts and Authentic Leadership categories. Our Consortium partners SydWest and ADSI codesigned the entire program.



## Capability Building / Enhancing Social Capital

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

**Virtual EIDs / Art 4 Good / Drama Drama / Fit 4 Life** (CMRC) Social inclusion programs to build connections during COVID-19, between clients, staff, families and the wider community.

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

## Vocational Guidance

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

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

## Sector Development

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

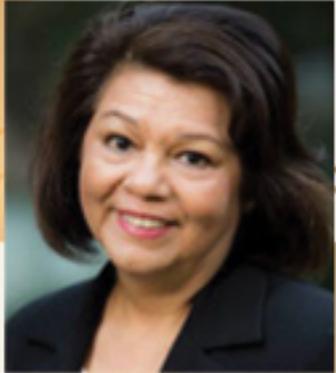
**Blacktown Employment Strategy:** (SydWest) The Blacktown Employment Strategy is a working group that comprises Jobactive service providers such as Job Prospects, MTC Work Solutions, as well as Blacktown Centrelink and TAFE. This working group has brokered employment pathway opportunities for clients.

# Business Connect Multicultural Advisory Service

CMRC's Multicultural Business Connect Advisory Service is a dedicated and personalised NSW Government program that provides trusted advice to help multicultural businesses start or grow their small business

The service helps multicultural businesses on their journeys to greater business success in the state of NSW. Statistics show one third of NSW small business operators were born overseas (32%). As over 20,000 new small businesses created in NSW each year, our Multicultural Business Connect Advisory services of Arabic, Cantonese, Korean, Mandarin and Vietnamese advisors provide business

advisory services through latest technologies such as webinars, workshops, seminars in ethno-specific languages. Our target groups include new migrants, refugees, humanitarian entrants and support start-ups and already established businesses in their journeys to grow and make bigger profits.



Uma  
Menon  
Business Services and  
Partnerships Manager



This year the program extended workshops to cover numerous sector-based industries, including major events in metropolitan Sydney and in regional NSW. During the business month, the team made a successful trip to Tamworth and connected with numerous multicultural businesses. The team also delivered numerous language workshops in Bathurst and in Coffs Harbour.

The challenges the program face are varied and numerous depending on the type of support each ethno-specific group seek ranging from language barriers, apart from access to expert guidance to government grants, finding connective networks to potential buyers and sellers in specific industries, the legality and framework of new businesses. The greatest challenge in the second half of this year has been helping businesses affected by the COVID-19 pandemic. The delivery of services switched to on-line and the team continued to deliver webinars, seminars and workshops assisting businesses in change management to survive during the pandemic.

This year we are pleased to announce that the team was successful in being a finalist in the Western Sydney Awards for Business Excellence (WSABE) 2019 award from the Minister for Finance and Small Business. This award is a unique opportunity to showcase the finest businesses and business leaders that the Greater Western Sydney area has to offer. Again, this year, Eric Chan, our Cantonese Advisor won two consecutive case study awards at the Business Connect Annual Conference. We are also pleased to announce that we are funded again for another year to continue our good work in the economic development of NSW by providing excellent service to multicultural businesses in NSW.





**Margarita Videla**

**CALD Early Intervention and Perinatal Program And Prospect Tenant Engagement Program Manager**



# Early Intervention & Perinatal Program

The CALD Early Intervention and Perinatal Program (EIPP) aims to provide children from Culturally and Linguistically Diverse Communities with the best start in life

Funded by NSW Department of Community and Justice (DCJ), the program provides services to expecting parents and families with children aged up to 8 years old. The Program follows an evidence and strength-based child-centred approach.

EIPP team worked towards aligning its services with District priorities especially Children 0-3 years old, Young Parents (under 20 years) including local priorities like Family and Domestic Violence, Parents as Carers and CALD communities. Our work focused on families living in vulnerable areas including Merrylands, Granville, Wentworthville, Constitution Hill, Auburn, Guildford and Westmead while being mindful of existing ongoing EIPP services in these areas.

From February to June 2020 the Program pivoted the way the service was delivered due to COVID-19. Around 80% of the EIPP service provision moved to online services through Zoom, telephone calls, emails,

Facebook Supported Playgroups page and WhatsApp - EIPP families only. Home visits, emergency-release and the needs of children, babies and mothers' were undertaken face-to-face, adhering to NSW Health regulations. The focus of the program during the pandemic was to keep the families connected and engaged with the program.



## Highlights: July–December 2019

- Information Session on Skill Set Accredited Courses.
- Promoting Mental Health during Pregnancy Forum.
- Paint Parra Read Early Literacy and Storytelling Workshop.
- Information Session on Job Ready Skills.
- Annual Reading Day - Paint Parramatta Read, partnership with City of Parramatta Council.
- Children Health & Literacy Workshop, partnership with NSW Health, Parramatta Library, Step Statewide Eyesight Pre-schooler Screening, SIDS Kids and SDN.
- Mental Health Workshop - Mind Matters Holistic Approach, partnership with Westmead Hospital, Cumberland Women's Health Centre and Christian Community Aid.
- Triple P Level 5 Enhance Parenting Program. Five sessions addressing family factors that may impact upon and complicate the task of parenting.
- Mental Health & Perinatal Anxiety Depression Women's Workshop, partnership with Westmead Hospital and Christian Community Aid.
- Employment Boost & Community Services Forum in partnership with Cumberland Women's Health Centre and Granville TAFE.
- Reviewing NSW Health Maternity Resources for focus group participants.
- Domestic Violence Session - Cumberland Women's Health Centre.
- Readiness to school information for parents with Graduation to Kindergarten.

## Online 2020

- The program focused on the immediate needs of families (food hampers, winter clothing, baby needs, laptops for children, cots, assistance with electricity and water bills). Families were also connected to other service providers, including charity organisations.
- Assembled Craft Packs and delivered 85 packages on three occasions for children to be equipped and ready with resources to participate in Zoom sessions.
- 39 sessions were run through Zoom including Supported Playgroups, Young Mums group and Women's groups.
- 150 different posts through the Supported Playgroups' Facebook page, including health and wellbeing, healthy food habits, information for families to boost their immune system, awareness and prevention of diseases, craft activities, COVID-19 updates, Parenting Love - "Motherhood Giggles", Light exercise for children through Zoom and the like.
- 30 Baby Aid bags with essentials for pregnant young mums and new babies were distributed.
- 25 sessions were provided to individuals by phone. How to stay healthy, mental health, selfcare or having a chat with mums (isolation was a common topic).
- 36 home visits were provided to pregnant and new mums.
- Creative Story Telling - Self-Care Workshop.

# Early Intervention & Perinatal Program (continued)

## Supported Playgroup

Supported Playgroups were run focusing on enriching children's early learning and development and support the wellbeing of parents as well as building their capacity. From July to December 2019, CMRC ran Supported Playgroups across Cumberland and Parramatta LGAs. During this period information sessions and workshops were delivered to the different Supported Playgroups run at schools, community centres and community health. These sessions were tailored to the needs and in consultation with the attending parents.

Due to COVID-19, from March 2020 the Supported Playgroups were run through Zoom. Information was distributed through the groups' Facebook page and WhatsApp.



## Parenting Programs

Triple P Level 5 were undertaken with families experiencing complex issues regarding their children. The families were self-referred or by their Primary Care provider or a Case Worker from NSW Department of Community and Justice (DCJ).

In response to the large number of referrals from DCJ this year, the EIPP Family Worker delivered an increased number of Enhance Triple P Level 5 sessions through Zoom. Other parenting programs delivered this year include 123 Magic, Parenting Plus Women as Mothers.



## Sharing Parenting Stories

A program designed and run by mothers living in Westmead and Wentworthville was a collaborative effort with Western Sydney University, Boronia Multicultural Services and CMRC.

## Young Mums and Expecting Young Mums Drop-In Centre at Auburn Hospital

This is an initiative through Cumberland Linker Network as a collaborative approach to address the disconnection of CALD young pregnant mothers from service providers. The working group formed by early intervention providers developed and delivered strategies to address issues CALD young mums encounter during and after pregnancy.

## Home Visits

EIPP Home visits provide one to one support to parents with children from 0-2 years of age. CMRC EIPP receives referrals mainly from Westmead Hospital Midwives, Social Workers, Community Health Services, Family Referral Services and other services. The program conducted 75 home visits to CALD families with a newborn during this financial year.

During COVID-19 face-to-face Home Visits continued adhering to NSW Health regulations.

## Transition to School and Readiness to School

Children attending Supported Playgroups that will be enrolling in kindergarten attended Transition to School programs. The program helps prepare children for different school activities and routine at the school. Parents also become aware of the education system in Australia including rights and responsibilities.

The Readiness to School form part of the activities prepared every week by the Family Workers for the children attending the Supported Playgroups. These activities focus on stimulating brain and language development, enhancing motor and social skills, socialising and language development. This aims to ensure that the child is ready and able to cope and adjust easily into the school routine.

These activities continued through COVID-19 in order to maintain the connection and engagement with families during the Pandemic. The family workers put together Craft Packs for children to participate in activities on Zoom.

## Mothers of Many Societies Support Group

A main outcome for the women attending this support group is breaking isolation and developing social networks with other women going through the same experience. The program was run twice during July and December 2019. All sessions were developed and planned with topics relevant to the areas of needs of the new mothers. These new mothers were referred to the EIPP program by Early Childhood Nurses in the Cumberland and Parramatta Areas Social Workers and Maternity Liaison Officer from the Women's Health Clinic at Westmead Hospital. This is an ongoing partnership program with Westmead Hospital Maternity Liaison Officer and is targeted to new mothers from CALD backgrounds.



## Paint Parra Read – Annual Reading Day

CMRC in Partnership with City of Parramatta Library have been working in collaboration since 2010 on the Paint Parra Read Program. The Annual Reading Day was held in September 2019 at St John's Cathedral, Parramatta.

The Paint Parra Read program promotes early literacy and informs families about the importance of reading, talking, singing and rhyming from an early age including the importance of bilingualism.



# Early Intervention & Perinatal Program (continued)

## Holroyd School

In late 2018, CMRC in partnership with Holroyd School established a Community Hub within the school premises to enhance access to services to the school community. From February 2019, CMRC started weekly outreach and initiated supported playgroup at the Hub for parents. Regular activities were also organised to support the well-being of families which were organised in collaboration with various agencies including Uniting, NDIS, Centrelink, Family Planning NSW, NSW Energy and Water Ombudsman and the Smith Family. The “2019 Connecting Parents and Carers with the Community Services Day” was run to provide a face-to-face information day between the parents and service providers.

The service was suspended in the second half of the financial year due to the Pandemic.

## Young Women’s Refuge

The project aims to provide educational and social support to improve the wellbeing of children and young mothers. The work with Parramatta Mission evolved inviting other services including Christian Community Aid, Parramatta Library Paint and Health in order to provide a more holistic approach to serve the young women. During COVID-19 the sessions were run through Zoom.

## Welcome Mums Program

A Supported Playgroup setting provides capacity building activities for asylum seeker and refugee mothers, in addition to learning opportunities for their preschool age children. This was in collaboration with House of Welcome and Children and Family Teams within Cumberland Council. These sessions were run from July to December 2019.

## Partnerships

CMRC EIPP is grateful to our partners and recognises that the partnerships with key service providers are the key to successful delivery of its projects and for positive outcomes for participating families. We appreciate their contributions and we are looking forward to their continued support in working towards the wellbeing of the children from CALD families in Parramatta and Cumberland Local Government Areas.

## Volunteers

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

## CALD EIPP Participation and Contribution

EIPP Workers actively participate and contribute to several innovative initiatives and meetings. These include Wentworthville Early Childhood Development Initiative, Multicultural Advisory Committee, Linkers Network and Multicultural Services Network.



# Multicultural Support Workers Program (MSWP)

We believe in relationships that are focussed on evidence based ethical practice, transparency and professionalism

Give a chance to parents, families & communities from cald backgrounds to participate in dialogues with the department of communities and justice, we stand by the use of collective wisdom, skills and courage to keep children safe.

Over two decades Community Migrant Resource Centre (CMRC) has been providing services tailored specifically to meet the needs of migrant and refugee populations arriving in NSW.

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



Namita  
Dhorajiwala  
Multicultural Support Workers  
Program Manager



# Multicultural Support Workers Project (MSWP) (continued)

## **The Positive Impact We Make On Communities**

Migrant families have to start from scratch when they arrive to a new country for a new beginning. This can be a daunting process with unfamiliar laws, education and health systems. To add to this there is a different language and culture and it can be a difficult transition. The trauma of having to move away from what is familiar and away from their extended family that is a supporting factor the trauma suffered in the process is compounded for the family.

### **The MSWP Team provides services to:**

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

## **Cultural Awareness and Practice & Group Work**

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

## **One On One Work & Collaborative Work**

Our MSWP Sessional workers assisted DCJ caseworkers on 102 occasions after receiving 128 referrals from 38 different DCJ community service centres around NSW. There were cultural and language support services provide to vulnerable CALD families and parents that were going through the child protection system with DCJ requiring support on observed child protection matters with concerns.

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

## **Permanency Planning, Restoration, Guardianship and Adoption**

We offer Cultural and Language support to DCJ caseworkers assisting with culturally appropriate solutions for CALD children in Out of Home Care by maintaining meaningful cultural connections with family, community, language, religion and culture. We support Birth families – Foster carers – OOH service providers by giving access to programs like Family Group Conferencing, Cultural consultations, Links to cultural connections, networks, programs, activities, events to ensure that CALD children and their families in the child protection system and in out of home care are supported and achieve positive outcomes.

### **Workshops**

We assist by running the following workshops to educate staff.

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

## Contributing to Government Policy

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

## 2019 – 2020 Achievements

DCJ and other NGOs that have partnered with MSWP have reported numerous ways in which they have observed CALD Families benefiting from this partnership approach:

This year MSWP delivered 10 child safety workshops and seminars in various locations around the state to a diverse range of families and communities. These were also done with the use of Zoom as well as face-to-face sessions with decreased numbers due to the COVID-19 crisis this year. Referrals came from a number of DCJ offices and districts in NSW.

The languages that MSWP provided cultural and language support include: Assyrian, Armenian, Arabic, Dinka, Juba Arabic, Kirundi, Chinese - Cantonese and Mandarin, Italian, Bangla, Farsi, Persian, Krio, Thai, Tagalog, Tamil, Rohingya, Vietnamese, Spanish, Hindi, Samoan, Iranian, Sudanese, Kirundi, Tagalog, Turkish, Belgium, Armenian, Spanish, Urdu and Macedonian.

## Positive Feedback From CALD Families

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

They felt respected and heard when their fears and feelings were acknowledged. They felt supported and felt that they could trust in services when they understood how things worked in Australia.

## Looking Forward

The MSWP workers are accredited:

- Triple PPP parenting programs providers and are available to deliver language and culture specific parenting programs, 'Parenting Between Cultures', 'Family Group Conferencing', 'Families in Cultural Transition' program provider.

- We have expanded our team and the team strength is now 40 Sessional workers who are fluent in over 45 languages and dialects to be able to service the growing number of referrals for the languages.

## Acknowledgements

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

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

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

## OTHER PROJECTS

# Prospect Tenant Engagement Program (PTEP)

The Prospect Tenant Engagement Program has been run for nearly two and half years

This engagement program is part of the funding body's Prospect Place Plan Project and its purpose is to set a platform for tenants (especially those from Culturally And Linguistically Diverse - CALD background) to engage and connect them with service providers around Blacktown Local Government Area (LGA).

The Prospect Tenant Engagement Worker engaged with residents through regular outreach activities to build trust and facilitate community connections. Also, the role is to have the opportunity to provide feedback about the Prospect Estate community including what can be done to improve liveability. The Program also identifies needs and gaps in service provision for individuals and families living at the Estate. Services are identified and residents are connected to relevant local service providers and agencies.



This report is a summary of activities that CMRC Prospect Engagement team carried out from July 2019 to June 2020. These activities included engagement with the Prospect Estate residents to build trust, engaging with relevant Services Providers and running community engagement activities at the Estate in Prospect in collaboration with other Services.

### Outreach

Outreach is the entry point to engagement and trust building. More than 56 site visits were done over twelve months to engage and build trust with tenants and residents. There were more than 468 active listening sessions and meaningful conversations as summarised in the following chart:

Period	Site visits	Number of conversations
July - December 2019	21	189
January - June 2020	35	279
Total	56	468

## Community Engagement Activities July – December 2019

The Team planned four Activities to run at the Estate in 2019 and three of them were delivered until December 2019. At least 291 residents attended, and more than 23 services participated and contributed to these community engagement activities as shown in the table below:

Date	Event	Number of attendees		Hampers
		Residents	Services	
10th July 2019	Pathways to Volunteering and Job Opportunities Day	100	11	40
9th October 2019	Youth and Children's Activities Day	116	12	60
10th December 2019	End of the Year Celebration Day	75	2	60

## Engagement with Tenants during COVID-19

From January to June 2020, we had planned to deliver one main community engagement event in addition to the regular face to face engagement site visits at the Prospect Estate. Unfortunately, in March COVID-19 struck and rapidly the PTEP team had to work and plan new strategies in order to maintain the engagement with the Tenants at the Estate. The challenges in this new context brought our attention to the individual needs as every person situation was affected differently.

New Strategies needed to be put in place and the team came up with new ways and tools for online engagement. These were via social media such as Zoom, Email, Facebook and over the phone. The door to door delivering of more than 60 hampers gave us an opportunity to keep connected with the families at the Estate.

The delivery of those hampers in April and May 2020 allowed us to reconnect with residents as well as connect with families we didn't have the opportunity to engage with previously.

More importantly, we thereafter promoted online engagement activities that we had to design due to the pandemic. We have since been running Community consultation meetings via Zoom fortnightly.

Each Community engagement event was a good opportunity for tenants to connect with service providers and have fun during each school holidays.

The contribution of the NSW Department of Community and Justice - Housing, Service providers, Prospect Tenant Engagement Team, other CMRC staff, Volunteers and the involvement of Tenants of the Prospect Estate continues to be crucial for the success of this Program.



# Going Home Staying Home Project

2019-20 has been another successful year of assisting tenants who are at risk of breaching their contractual agreements and default on their tenancies

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

Apart from linking clients and showing them pathways to long term accommodation, partnering with other service providers, the housing pathways worker is consistently working to organise housing workshops and information sessions in 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 are run in partnership with the Tenancy Advice and Rights Centre and Department of Communities and Justice's housing branch.

Apart from assisting tenants to maintain their accommodation and avoid blacklisting, the project also assists landlords save the costs of tribunal attendance, unpaid arrears and vacancies while replacement tenants are found. The focus of the project is to rehouse tenants on the private rental market.

We would like to thank Mission Australia for the opportunity to work with them and the guidance and constant support provided throughout the year.

Many thanks to the small but very committed and dynamic team of Going Home Staying Home. Together we are looking forward to new challenges and achievements in the year ahead.



# Road Safety

CMRC continues to provide road and safety programs to our CALD communities and in strong partnership with the RMS Road Safety Department to drive down the number of fatalities on NSW roads Towards Zero

The objective of the CALD RMS Road Safety Program is to raise awareness of Road Safety to cultural and linguistically diverse (CALD) communities, people with limited English language skills, and people who are newly arrived in Australia under refugee or other migrant programs living within the Greater Sydney area.

Thirty three information and support sessions commenced in December 2019 but was brought to a halt in March 2020 due to NSW Govt Health COVID-19 restrictions on group meetings. The 33 sessions undertaken by CMRC multilingual facilitators focused on the following four initiatives:

1. Safe Restraint of Infants & Children in Vehicles
2. Helping Learner Drivers become Safe Drivers through the Graduated Licensing Scheme
3. Driver Licensing & Safe Driving for Senior Drivers
4. Safe Behaviours for Senior Pedestrians

Preventative Road Safety initiatives as previously mentioned are particularly beneficial to:

- Reduce the number and severity of pedestrian crashes
- Improve drivers' and pedestrians' understanding of the vulnerability of pedestrians
- Increase compliance with pedestrian and driver road rules in the Sydney Region.

More than 700 CALD community members attended the 33 workshop sessions (equating to 21 attendees per session). Attendees represented 16 language backgrounds namely Arabic, Dari, Dinka, Farsi, Gujarati, Hazaragi, Kannada, Karen, Kirundi, Korean, Mandarin, Nepali, Punjabi, Swahili, Tamil and Vietnamese.

Feedback from attendees continue to be positive and RMS Road Safety knowledge tests confirm that attendees significantly increased their knowledge regarding road safety rules in NSW.



# Multicultural Ambassador Program

Multicultural Ambassador Program (MAP) is a capacity building project to develop and upskill a cohort of bilingual community ambassadors who are community based and accessible to CALD families and communities within City of Ryde and beyond

This is a collaborative initiative of City of Ryde and CMRC to develop referral pathways through trained ambassadors to a broad cross section of support services from the community and government sectors.

The community ambassadors are connectors who will link people in need of information to appropriate services according to the individual needs and issues. The Multicultural Ambassadors will be able to bridge the gap for their communities by raising awareness of services in their own language. In many cases, community leaders are already performing a similar role and this program assists them by providing structured training to enhance their knowledge, skills and expertise.

CMRC has coordinated the recruitment, induction and training of a group of 42 ambassadors who reflect the demographic diversity of the groups predominant in the City of Ryde area. The community ambassadors recruited represent a wide variety of cultural backgrounds and speaking collectively 36 languages.

We would like to acknowledge the City of Ryde for this initiative. Our thanks go to the community ambassadors and the wonderful engagement workers.





Mira  
Mitrovic  
Towards Belonging  
Program Manager



# Towards Belonging Program

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

Sense of belonging is not physical. It cannot be found by changing where we live or what we do. We carry it with us.

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

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

## Child Protection and Early Intervention Client Services

Client services collaboratively delivered by Towards Belonging multicultural case workers and partner agencies result in partner agencies case workers:

- **Increased Cultural Capability**

To work effectively with families, it is important to understand their unique perspectives and experiences. In a culturally capable environment, families' cultural identity is respected, and they feel comfortable being themselves and expressing their culture.

- **Deliver Trauma-informed services**

Many of the parents who are part of this partnered service will have significant experiences of trauma in their background or may still be experiencing trauma.



# Towards Belonging Program

- **Deliver Family focused services**

This is a way of working that recognises the importance of families in the lives of children.

- **Deliver Child Centred services**

This is the practice of considering a child's developmental needs, health, family dynamics, culture, identity and experiences in an assessment process. It emphasises the need to capture a child's voice in decision making.

- **Deliver Strength based approaches**

We are not naturally inclined to be good at identifying positives. We are, however, exceptionally good at identifying threats and negatives in the world around us. We work hard to counter this natural inclination, and to see the strengths and potential in the people we work with.

## **Discipline and Kids Safety**

We have designed and delivered number of workshops on utilising positive parenting strategies whilst taking into consideration specific cultural insights on values, practices and strategies in raising children and safely keeping families together.

## **Permanency Planning, Restoration, Guardianship and Adoption**

We create Cultural and Language support to culturally appropriate solutions for CALD children in Out of Home Care. We support their meaningful cultural connections with family, community, language, religion and culture. We assist and support OOHC service providers, birth families and Foster carers by providing them with an easy access to programs like Family Group Conferencing, Cultural consultations, Links to cultural connections, networks, programs, activities, events and other important aspects of maintaining the culture.

## **Workshops**

Workshops delivered to educate community workers on:

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

## **Cultural Representation on Towards Belonging Team**

South Sudanese (Dinka), Sudanese (Juba Arabic), Indonesian, Indian (Hindi & Punjabi), Thai, Pakistani (Urdu), Russian, Cambodian (Khmer), Burmese (Karen), Burmese (Rohyngian), Chinese-Mandarin, Sierra Leone (Krio), Turkish, Syrian (Arabic), Iranian (Farsi, Dari, Persian, Hazaraghi), Iraqi (Arabic), Korean, Philippine (Tagalog), Peruvian (Spanish), Sri Lankan (Tamil), Vietnamese, Fijian, Chinese-Cantonese, Chinese-Shanghainese, Afghani (Dari, Hazaraghi, Pashtu, Hindi, Urdu, Farsi), Iraqi (Assyrian), Iraqi (Arabic), Iraqi (Kurdish), Bangladesh (Bangla & Hindi), Armenian, Burundi (Kirundi, Swahili, French), Palestine (Arabic), Tibetan (Tibetan, Hindi, Nepali), Serbian, Croatian, Bosnian.

## **Contributing to Government Policy**

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

## 2019 – 20 Achievements

**Ryde Council community grant** was received for delivery of evidence based parenting program “Parenting Between Cultures” to Ryde communities.

In 2019-20 Towards Belonging Program partnership with Wesley Mission Brighter Futures (“Collective Impact”) was **nominated for ZEST Award**.

**Comprehensive Evaluation** of child protection early intervention partnership program between Towards Belonging (CMRC) and Brighter Futures (Wesley Mission) was undertaken by **Western Sydney University**. Key findings of this evaluation are:

**Positive outcomes** of the Collective Impact program were recognised across all of the stakeholders, including the CMRC workers, Wesley Mission caseworkers, and the CALD families. These included:

- Increased comfort, trust and feelings of support for CALD families.
- CALD families are provided with culturally tailored support, beyond language translation.
- Increased CALD family engagement in Brighter Futures.
- Increased cultural capability and shared cultural understanding between Wesley Mission caseworkers and CALD families.
- Increased understanding of positive parenting strategies and Australian child protection law for CALD families.
- Improved communication between CALD families and Wesley Mission caseworkers through the avoidance of external interpreters.

## Acknowledgements and Looking Forward

Referrals in 2019-20 came from various partner agencies cross NSW and ACT. Wesley Mission, Catholic Care, Relationships Australia, Barnardos, Creating Links, SSI, NSW Health, NSW Police and others. Much appreciation to all the partner agencies, especially Wesley Mission Brighter Futures managers Catherine Wood and Alison Bird (Cumberland, Blacktown, Penrith and Nepean) for the successful partnership in delivery of this valuable program.

I also wish to acknowledge and express my appreciation to the Council of City of Ryde, Department of Communities and Justice for the ongoing encouragement and support in setting up and delivery of Towards Belonging fee-for-services Program. My greatest appreciation going to Peter Prants, Echo Morgan, Belinda Pauline, Bernice Redman, Fatma Mohamed and Ozen Cemalli from DCJ. A big thank you to our CEO Melissa Monteiro, Jayshree Pather, Dijana Mackic, Namita Dhorajiwala and the rest of CMRC Executive team. Sincere and massive appreciation to my colleague Michael Kim for his dedication, ongoing input and support. To our 40 cultural and language support team members, other CMRC colleagues, volunteers and students on placement I would like to acknowledge your participation and contribution to making this a hugely successful year.

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

## Participants said:

*From the first session I was comfortable and I trusted them as I knew they are there for helping me...  
I was waiting for them to come back again.*  
(Persian Family)

*I've seen families just be more comfortable, to share more, or talk more.*  
(Wesley Mission)

*The CMRC worker was much more than an interpreter,  
she would explain many things.*  
(Persian Family)

*Two heads are better than one...we can get the nitty gritty of what their client's needs.*  
(CMRC)

*I think we're definitely keeping families who were from the  
different backgrounds engaged for a much longer.*  
(Wesley Mission)

*It gives me strength. They come and talk with me  
and also help me with my children.*  
(Burmese Family)

*Our families are provided with a deeper explanation of the issues  
we raise...engaging with CMRC has allowed us to share our concerns  
with families in a more meaningful way.*  
(Wesley Mission)

*Back home, we don't have a law to protect the children...  
so we need to widely explain it to the parents.*  
(CMRC)

*The conversation doesn't flow as well as compared  
to when we have someone there.*  
(Wesley Mission)



# Beyond Diversity

CMRC's Beyond Diversity Cultural Competency program takes the lead to build more inclusive and socially cohesive communities



**Aurelia Rahman**  
Stakeholder Engagement &  
Relations Manager

The program conducts workshops that engage participants in a journey to explore and expand their own knowledge, skills view about other cultures and the world. Beyond Diversity presents an opportunity for a 'shift' in mindset, with a suite of services to transform practice, business and leadership. Beyond Diversity program delivers migrant and refugee focussed cultural competency training, consultancy and mapping workshops and community engagement activities. The program employs facilitators and trainers from refugee, migrant and Indigenous backgrounds to share their insight and expertise to build greater understanding of their settlement experiences. In addition, the training program is customised to the unique challenges and needs of individual organisations, to maximise impact and bring about real change in attitude.

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

While this year has been very challenging for many due to COVID-19, our team has worked intensively to find solutions in order to continue to deliver our Beyond Diversity programs. We have changed our mode of production to meet the current digital stage and have continued to use all the platforms to engage with individuals and organisations through online programs. We will continue to evaluate our programs in order to continue servicing and engaging our partners.

Here is some feedback we have received through the Beyond Diversity program evaluation:

*"We recently had the opportunity to work with Anyier Yuol from Beyond Diversity to create a short video to help our provider become more inclusive in their services. her energy and passion is infectious and we can't wait to see the end product and share it with our providers".*

Kamilla Haufort: Council on the Ageing NSW

*"Wonderful, informative and engaging course".*

Anonymous (From our online cultural competency training)

*"I look forward to other training sessions face to face. I think bringing people together from diverse cultural backgrounds provides rich material for learning. A group environment which is face to face, will foster this more than zoom. But in a pandemic, zoom is a good solution and I appreciated the opportunity".*

Anonymous (From our online cultural competency training)



# Urban Activation



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

Urban Activation steers a new direction for our centre, and the communities we serve. Urban Activation asks the question: how satisfied are we, with the neighbourhoods in which we live? Do we expect more than:

- so-called convenience stores
- free wifi
- and skinny mocha franchises

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

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

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

This year we have begun working in close collaboration with the Sydney Olympic Park Authority (SOPA) where we have helped transform public spaces in SOPA precincts into vibrant constellations of authentic communal connection. We activated spaces for corporate residents like NRMA, students from the WSU campus, tourists and for social isolated families in the apartment blocks. Including our two month

**KOOL Xmas Festival** and for-purpose day events (featuring our Food Safari Stalls, Artist Bazaar, Keeping It Real- On The Catwalk parade, dance battles and 9D Cinema) were fun and engaging, and provided a platform for chefs, entrepreneurs, performers, artists and artisans from refugee backgrounds to shine.

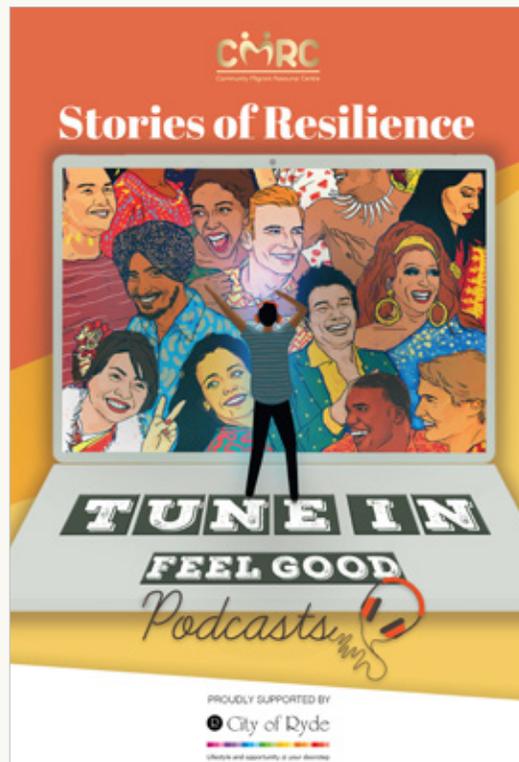
CMRC's online Podcast shows have been beaming life back into the lives of everyone who is increasingly being asked to be physically distant, in a world where everyone craves human connection.

This exciting Podcast program provided a platform for a localized lens to be applied during COVID-19 with content sourced from local communities, services, businesses, students and artists directly impacted. Local stories driving the conversation and the debate - what are the issues, what are the solutions, what is connecting the dots for people in the Ryde LGA, hearing from creatives and most important all, listening to the music and words of artists who affirm the social contract we all share, which is to express our collective needs and desires.



# Bilingual Inclusion Unit

**MARCH 2020: COVID-19** asked us the question - How do we respond when overnight all Urban Activation bookings were placed in hibernation? Suddenly 2020 saw our communities taking cover indoors and remote became the new go-to phrase. Our UA Lead, Sharon Garrard, rebooted and launched our **Tune In! Feel Good! Podcast Series**. Ryde Council funded the first series.



In 2019, CMRC's Bilingual Inclusion Unit was launched in line with CMRC's diversification of revenue streams

This unit provides bicultural / bilingual contract teams for engagement and participation packages for clients. In late 2019, Stocklands funded CMRC to engage with youth in the Holroyd LGA. So with our partner agency, the Social Outfit, we designed and delivered the **Create Up Project** based around creative arts workshops weekly. BIU Lead Faiza Batool worked closely with female participants from diverse countries such as Iran, Afghanistan, Pakistan and Syria. The workshops allowed the girls to be in a safe and creative space where they could freely express themselves and create a textile mural that was later hung in the playroom at Stockland Merrylands.

COVID-19 halted plans for our April 2020 project with Stocklands but we look forward to new opportunities arising in the new "normal" world of 2021.



# Building Capabilities

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

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

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

Our target groups included those who were currently:

- volunteering in a formal capacity within ethno-specific community associations
- undertaking social work degrees at University or TAFE
- in entry level positions in the community sector

Six programs operated this year. **Upskill Yourself** (Leadership Program),

**Financial Counselling**, **Accidental Counselling Training for Community Leaders** and three **Mentorship Programs** from our dedicated Industry Experts.



# The Parallel Lives of Women

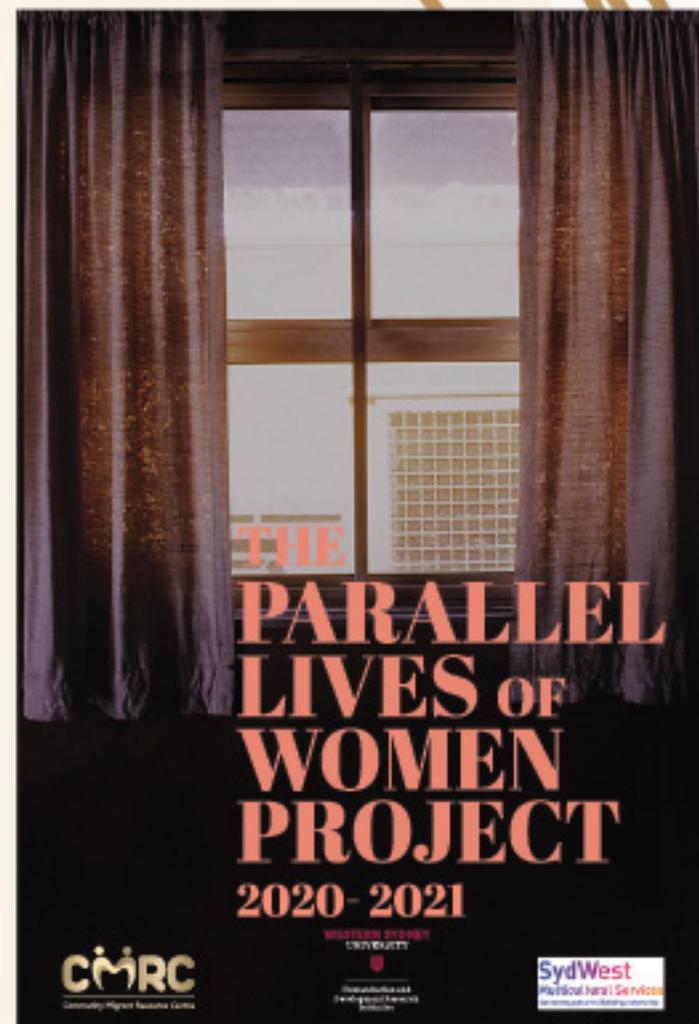
The Parallel Lives of Women Project (PLWP) is a two year creative arts therapeutic intervention and comparative study looking at health and wellbeing outcomes for Sri Lankan Tamil Women who arrived up to 8 years ago and Syrian women who have arrived in the last 5 years

Planning started in March 2020, with one end goal - **to reset the scales of justice and restore access to basic human rights for women.**

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

Our wonderful team is led by Consila Jerome Emilianus (CMRC) and Mervat Altarazi (SydWest), with lead partner WSU's **Humanitarian & Development Research Initiative**. Stage One has been supported by Om Dhungyel and his building capabilities team. Together, we have 65 women and 6 community associations building our advocacy platforms: Our Next Australian Citizens and Women To Watch.

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



# Financial Report

Financial Statements  
for the year ended 30 June 2020

## COMMUNITY MIGRANT RESOURCE CENTRE INC

### CMRC Consolidated Statement of Financial Performance For the Year ended 30 June 2020

	2020	2019
<b>INCOME</b>		
Admin Contribution	-	917
Asquith Leagues Club	-	1,000
ATO Covid19 cashboost	50,000	-
Books Sale	-	200
Car Sale	-	4,545
City of Ryde Council	33,000	19,110
Collective Impact Contribution	-	4,717
Department of Communities and Justice	567,070	-
Department of Family & Community Services	-	467,882
Department of Home Affairs	1,306,412	-
Department of Industry	-	485,000
Department of Social Services	-	1,340,000
Donations	12,070	5,552
Fee-for- Service	351,013	256,237
Hornsby RSL Club	-	4,000
Interest received	9,718	18,448
Membership fees	1,309	2,382
Mission Australia	45,448	44,539
Multicultural NSW	-	26,000
NSW Treasury	413,705	-
Program Contributions	-	52,634
Project Management	-	12,338
Reimbursement	5,161	-
Rent Received	5,387	4,667
Roads and Maritime Services	56,408	45,440
Scanlon Foundation	21,000	-
Settlement Services International	1,747,249	1,769,684
Sponsorships	11,409	1,000
Stall Fee	2,900	1,818
Sundry income	715	881
Tickets	9,794	7,811
Towards Belonging Contribution	656	-
Workers compensation refund	20,633	897
<b>Total income</b>	<b>4,671,057</b>	<b>4,577,698</b>
<b>EXPENDITURE</b>		
Accommodation	5,111	4,085
Annual General Meeting	231	985
Audit	15,135	12,197
Bank Charges	3,101	2,851
Board of Management expense	6,301	15,972
Bookkeeping & Accounting Fees	4,513	4,601

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

Books	125	711
Brokerage service	39,595	53,579
Catering	58,122	97,352
Childcare	-	140
CI Contribution	-	4,717
Cleaning/Recycling	19,854	18,945
Computer Costs & upgrades	59,144	46,701
Commission Fee	1,250	-
Contractors/Consultancy Fee	64,742	139,369
Donation expense	14,610	7,640
Electricity	16,560	14,252
Equipment/furniture	36,999	47,675
Facilitators	72,535	68,585
Filing Fees	196	194
Gifts and appreciation	8,382	8,355
Insurance & Workers compensation	87,840	72,481
Job advertisements	-	1,900
Materials/ resources	2,022	3,591
Mini bus costs	8,252	7,809
Motor vehicle expenses	-	2,274
Office Expenses	4,948	5,499
OHS	409	-
Police Check	-	453
Postage/PO Box hire	353	949
Printing, photocopying & stationery	2,206	5,853
Program costs	247,938	292,409
Provisions for leave	41,193	42,366
Publicity/promotion	57,618	99,944
Refund	165	-
Rent	165,811	155,968
Repairs/Maintenance - Equipment	347	872
Repairs/Maintenance - Premises	905	840
Salaries & Wages	3,043,610	2,789,807
Security	660	520
Small Business Month	2,473	-
Special Event	-	13,999
SSI Fees	3,947	1,397
Staff amenities	187	206
Staff training, Conferences & Seminars	9,594	36,278
Subscriptions & Memberships	6,148	7,409
Superannuation Guarantee	286,552	266,874
Telephone & internet costs	33,693	24,588
Towards Belonging Contribution	656	-
Translation & Interpreting	2,265	-
Travel	54,317	52,900
Transport	-	3,762
Venue Hire	73,699	98,759
Webinars	20,500	-
Workshop expenses	10,625	22,662
<b>Total expenditure</b>	<b>4,595,438</b>	<b>4,561,277</b>
<b>NET SURPLUS (DEFICIT)</b>	<b>75,619</b>	<b>16,421</b>
Surplus Funds Repaid	-	-
<b>NET SURPLUS (DEFICIT) FOR THE YEAR</b>	<b>75,619</b>	<b>16,421</b>
<b>ADD BALANCES CARRIED FORWARD</b>		

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

Funds Brought Forward From Prior Year	483,399	466,979
<b>TOTAL BALANCES CARRIED FORWARD</b>	<u>483,399</u>	<u>466,979</u>
<b>COMMITTED AND ONGOING FUNDS</b>	<u>559,018</u>	<u>483,399</u>

## COMMUNITY MIGRANT RESOURCE CENTRE INC

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	Note	2020	2019
<b>CURRENT ASSETS</b>			
Cash & Cash Equivalants	2	787,323	814,213
Goods & Services Tax	3	2,051	-
Bonds		75,396	89,886
Investments	4	384,682	380,759
Prepayments/Debtors		<u>170,156</u>	<u>81,433</u>
<b>TOTAL CURRENT ASSETS</b>		<u>1,419,608</u>	<u>1,366,291</u>
<b>TOTAL ASSETS</b>		<u>1,419,608</u>	<u>1,366,291</u>
<b>CURRENT LIABILITIES</b>			
Creditors & Borrowings	5	88,818	173,445
Goods & Services Tax	3	-	8,690
Payroll Liabilities		105,830	70,330
Employee Entitlements	6	488,346	452,688
Grants in Advance	7	<u>177,596</u>	<u>177,736</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u>860,590</u>	<u>882,890</u>
<b>TOTAL LIABILITIES</b>		<u>860,590</u>	<u>882,890</u>
<b>NET ASSETS ( LIABILITIES )</b>		<u>559,018</u>	<u>483,401</u>
<b>EQUITY</b>			
Net Surplus (Deficit) for the Year		75,619	16,421
Surplus Funds Carried Forward		<u>483,399</u>	<u>466,979</u>
<b>TOTAL EQUITY</b>		<u>559,018</u>	<u>483,399</u>

**COMMUNITY MIGRANT RESOURCE CENTRE INC**

**STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 30 JUNE 2020**

	Note	2020
		\$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Grants received		4,583,040
Payments to suppliers and employees		(4,619,648)
Distributions Received		-
Interest Received		9,718
Net Cash used on operating activities		<u>(26,890)</u>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of investments		-
Payment for property, plant & equipment		-
Net Cash provided by (used in) investing activities		<u>-</u>
Net increase/(decrease) in cash held		(26,890)
Cash and cash equivalents at the beginning of the financial year		<u>814,213</u>
Cash and cash equivalents at the end of the financial year		<u>787,323</u>

**COMMUNITY MIGRANT RESOURCE CENTRE INC**

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2020**

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

The financial statements were authorised for issue on 19 October 2020 by the members of the committee.

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

**Basis of Preparation**

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

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

**(a) Income Tax**

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

**(b) Cash on Hand**

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

**(c) Revenue and Other Income**

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

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

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

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

Donations and bequests are recognised as revenue when received.

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

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

COMMUNITY MIGRANT RESOURCE CENTRE INC

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

(d) **Accounts Payable and Other Payables**

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

(e) **Employee Benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

(f) **Provisions**

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured using the best estimate of the amounts required to settle the obligation at the end of the reporting period.

COMMUNITY MIGRANT RESOURCE CENTRE INC

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2020

	2020	2019
	\$	\$
<b>2. Cash &amp; Cash Equivalants</b>		
ANZ	135,795	222,530
ANZ Cash Management Account	651,528	591,683
	<u>787,323</u>	<u>814,213</u>
<b>3. Goods &amp; Services Tax</b>		
GST Collected	65,502	82,663
GST Paid	(67,553)	(73,873)
	<u>(2,051)</u>	<u>8,790</u>
<b>4. Investments</b>		
Term Deposit	384,682	380,759
	<u>384,682</u>	<u>380,759</u>
<b>5. Creditors &amp; Borrowings</b>		
Trade Creditors	50,318	110,987
Sundry creditors	38,500	62,460
	<u>88,818</u>	<u>173,446</u>
<b>6. Employee Entitlements</b>		
Provision for Annual Leave	102,683	91,830
Provision for Long Service Leave	241,457	218,638
Provision for Maternity Leave	9,770	7,784
Provision for Redundancy	134,436	134,436
	<u>488,346</u>	<u>452,688</u>
<b>7. Grants in Advance</b>		
City of Ryde Council - Art Ground	5,000	-
City of Ryde Council - Parenting across Cultures	5,000	-
Department of Industry	-	125,000
Ecstra Foundation	100,000	-
Multicultural NSW - Taste of Diversity	3,000	-
Multicultural NSW - Everyday Essentials	5,000	-
NSW Treasury	43,750	-
Prospect Tenant Engagement Program	-	52,736
SSI - Digital Literacy and Language Support Program	9,483	-
The Hills Shire Council	6,364	-
	<u>177,596</u>	<u>177,736</u>

**COMMUNITY MIGRANT RESOURCE CENTRE INC**

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

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

- a. We are members of the board of The Community Migrant Resource Centre Inc.
- b. Presents a true and fair view of the financial position of The Community Migrant Resource Centre Inc. as at 30 June 2020 and its performance for the year ended on that date.
- c. We are authorised by the attached resolution of the board to sign this certificate.
- d. This annual statement was submitted to the members of the association at its annual general meeting.



Thevan Krishna  
Chairperson



Reena Jethi  
Deputy Chairperson

Dated: 23 October 2020

**COMMUNITY MIGRANT RESOURCE CENTRE INC**

**STATEMENT BY MEMBERS OF THE BOARD OF MANAGEMENT**

The board has determined that the association is not a reporting entity and this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the board the financial report:

1. Presents a true and fair view of the financial position of The Community Migrant Resource Centre Inc. as at 30 June 2020 and its performance for the year ended on that date in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) of the Australian Standards Board and the requirements of the Associations Incorporations Act 2009
2. At the date of this statement, there are reasonable grounds to believe that The Community Migrant Resource Centre Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the board and is signed for and on behalf of the board by:



Thevan Krishna  
Chairperson



Umbaru Binneh-Conteh  
Treasurer

Dated: 23 October 2020



## Community Migrant Resource Centre

Facilitating Settlement and Building Self-Reliance

### Head Office:

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

PO Box 1081, Parramatta NSW 2124

Telephone: 02 9687 9901

Fax: 02 9687 9990

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

### Northern Region Office:

West Ryde

### Hills Office:

Castle Hill

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