

**Australian  
Migrant  
Resource  
Centre  
Annual  
Report  
Jan–Dec  
2017**



# Patrons

We acknowledge the Indigenous peoples of this land, the oldest continuing cultures in human history, and take this opportunity to move forward hand in hand.

## Multicultural Community Centres

Adelaide Multicultural Centre  
Northern Area MRC  
Mount Gambier MRC  
Naracoorte MRC  
Murraylands MRC  
Bordertown MRC  
Riverland Settlement Service

## Trade Names

MRC Works – Multicultural Employment Hub  
MRC Arts  
SA Refugee Week

Australian Migrant Resource Centre  
23 Coglein Street Adelaide 5000  
Tel (08) 8217 9510 Fax (08) 8217 9555  
Email [admin@amrc.org.au](mailto:admin@amrc.org.au)  
Website [www.amrc.org.au](http://www.amrc.org.au)  
Facebook [facebook.com/australianmigrantresourcecentre](https://facebook.com/australianmigrantresourcecentre)  
LinkedIn [linkedin.com/company/amrcsa](https://linkedin.com/company/amrcsa)

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AMRC



## Chief Patron



His Excellency, the Hon. Hieu Van Le, AC  
Governor of South Australia

## Patrons



The Hon. Christopher Kourakis  
Chief Justice of South Australia



The Hon. Amanda Vanstone



The Hon. Robyn Layton, AO, QC

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# Organisation Values

## Our Vision

Equal access, opportunity and participation for all South Australians.

## Our Purpose

We use a community development approach to support the effective settlement and participation of people from refugee and migrant backgrounds, particularly those who are new arrivals to South Australia. We support them to contribute effectively to South Australia's society, culture, economy and environment.

We will continue to do this by developing, maintaining and enhancing partnerships with all spheres of government, other service providers, communities and the private sector and by contributing to the development of public policy on settlement and migration matters.



## Our Values

As an organisation, we will continue to be known for our passionate commitment to social justice, our inclusive and responsive manner, our integrity in everything we do and our creative and innovative leadership. Our values represent our commitment to everyone we work with and to the wider South Australian community.

Our passionate commitment to social justice reflects our belief in the right of all people to participate equally in society and to receive access to all services and opportunities available to South Australians, regardless of their age, gender, country of origin, ethnicity, religion or ability. Social justice is about respect for the dignity of the human person, and seeks to reduce the gaps in opportunities between groups within society.

Our inclusive and responsive manner shapes the way we welcome everyone with whom we interact by being friendly, approachable and non-judgemental. We listen to people with open minds and hearts, and we act with them to develop practical strategies and create links that help them to meet their needs.

Integrity in everything we do means we act impartially, ethically and in the interests of the organisation and our clients. The key element of our integrity is the establishment and maintenance of trust by always respecting privacy and confidentiality, and never misusing information provided in that context. By acting with integrity, the Australian Migrant Resource Centre (AMRC) commits itself to being honest and truthful in our communications, consistent and principled in our decision-making, and trustworthy and faithful in our partnerships and use of the resources entrusted to us.

Creative and innovative leadership means the clients and members of the AMRC look to the organisation for leadership in translating creative ideas into programs and services, developing new relationships and continually responding to changes in the operating environment to better meet the needs of the individuals, families and communities we work with.

# Chairperson's Report



Members and friends, most of you will be aware of the major changes that have occurred in the way settlement and community services will be delivered across Australia, including in our own state.

Within the context of these changes, the Australian Migrant Resource Centre (AMRC) has broadened its programs to respond to the growing needs of new arrivals, and their new and establishing communities, in their first decade or two in South Australia.

We have an added focus in the areas of aged care, disability, women's empowerment and youth leadership and community development for our new arrival humanitarian entrants and new and establishing communities in Adelaide and regional South Australia.

I am constantly amazed and impressed by our staff's professionalism and energy, and their willingness to make changes to better meet the needs of our client groups. Our CEO, Eugenia Tsoulis, has worked closely with the Board, our staff, community leaders and our partners to progress changes that will enable the AMRC to continue to be a leading settlement and community services agency in South Australia. Congratulations to all staff for willingly taking part in this change.



I thank the 2015–2017 Board members, who have provided the AMRC with guidance and expert advice. Many of the members have nominated for re-election to be able to continue to provide support to the AMRC.

I also thank, and give our best wishes to, Angela Hazebroek and Marwa Shabbar, who will be leaving the Board. Their membership on the Board for more than a decade has been an outstanding contribution, and I am sure they will continue their volunteer association with the AMRC in the future.

I announce and congratulate the newly elected AMRC Board members for 2018–2020.

On behalf of our members and partners, thank you to our volunteers, who are the backbone of our activities. We look forward to our continuing close relationship in furthering the settlement of migrants and refugees in South Australia.

**Judge Rauf Soulio**  
Chairperson

# Chief Executive Officer's Report



It has been a whirlwind year of change that the Australian Migrant Resource Centre (AMRC) Board, staff and volunteers have navigated to better meet a number of challenges in service development, restructuring arrangements, partnership consolidations, and program diversification and expansion.

The AMRC is establishing new programs in the areas of aged care, disability under the National Disability Insurance Scheme, families and children, and employment, while expanding our programs in community and regional development. We are realigning our settlement services to continue with the Settlement Grants Program and Status Resolution Support Services, while partnering with AMES Australia to deliver parts of the new Humanitarian Settlement Program in South Australia.

Our current and prospective new partners are acknowledged in other sections of this report. However, I would particularly like to acknowledge the following partnerships that have worked with us to establish and/or consolidate innovation in supporting families and individuals in their settlement journey:

- Adult Migrant English Program and TAFE SA
- Department of Human Services
- Migration Council Australia for their collaboration on three initiatives—the Migrant and Refugee Women's Health Initiative, the Harmony Alliance, and the Friendly Nation Initiative—the latter also partnered by Spotless
- Myriad International Consulting Services for our three-year collaboration on the campaign against family violence and the co-production of the *Working with new and emerging communities to prevent family and domestic violence: Good practice resource* launched in November



- SA Department for Education and Child Development for the Positive Parenting Program
- SA Health, Northern Area Health Network and the Migrant Health Service
- SA Police
- Settlement Council of Australia for the National Settlement Services Outcomes Standards
- Shelter SA and the Community Housing Association providers
- Thomas Foods International, the Rural City of Murray Bridge and the National Meat Industry Training Advisory Council for the *Regional Sustainable Employment Pilot*
- The Hugo Centre for Migration and Population Research for the research on the Burmese in South Australia, the report to be launched in 2018, and the report *Murray Bridge: Blueprint for good migrant settlement*.

I also thank the following local government councils that have worked closely with us in 2017: the City of Adelaide, the City of Charles Sturt, the City of Marion, the City of Mount Gambier, the City of Playford, the City of Port Adelaide – Enfield, the City of Salisbury, the City of Unley, the City of West Torrens, the Naracoorte Lucindale Council, the Tatiara District Council and the Rural City of Murray Bridge.

I acknowledge the remarkable achievements of all AMRC staff and volunteers, who have worked tirelessly and passionately to take us through the changes and the restructuring of our programs. I also thank the AMRC management team for their active assistance and the Chairperson, Rauf Soulio, and Board members who have provided the supportive environment for the AMRC to move forward. We hope to be able to announce a number of new initiatives in the new year to ensure that new arrival refugees and other migrants and their establishing communities have the opportunity to participate in and contribute to our South Australian community.

Thank you.

**Eugenia Tsoulis, OAM**  
Chief Executive Officer



## Settlement Services

Settlement and participation has been the core business of the Australian Migrant Resource Centre (AMRC) for four decades. Our multilingual qualified case managers, caseworkers and volunteers are trained to provide individualised settlement support to families and individuals from the day they arrive until their transition to independence, employment and civic participation. For many new arrivals, this process begins with the Humanitarian Settlement Services program or the Community Proposal Pilot and continues through the Settlement Grants Program (SGP) and other Commonwealth- and state-funded projects. A very few new arrivals have also required Complex Case Support or the more recent Specialised and Intensive Services at difficult times in their settlement journey.

These services are provided through the Adelaide Multicultural Centre and our network of metropolitan and regional centres in the northern metropolitan area, on the Limestone Coast, in the Murraylands and in the Riverland.

Our settlement services work closely with our partner organisations and engage with collaborating local, state and federal government agencies, non-government organisations, and community groups. These include health, education, training and employment providers; social and recreation clubs and community groups; local government; religious, women's and youth organisations; ethnic groups; and community individuals. To ensure maximum ownership and use of available resources, we convene regular meetings of local area coordination committees in metropolitan and regional South Australia. With the participation of more than 40 organisations, these coordination committees assist service improvement, good practice and community capacity building. We also convene regular regional and metropolitan forums on specific issues arising from our action research, and these forums support service improvement and development.

Our settlement work is funded through various Commonwealth, state and private sources.

## Humanitarian Settlement Services

1 January to 29 October 2017

Contracted by the Australian Government Department of Social Services (DSS), the Humanitarian Settlement Services (HSS) assisted clients to develop the confidence to become independent in navigating their new environment and participating effectively in the Australian way of life.

The AMRC achieved effective settlement outcomes through an array of services and referrals that strategically assisted clients to move towards independence. These included an initial needs assessment, reception, property induction, accommodation services, structured case-management plans, education and health referrals, orientation, linkages to the community, social events and recreation activities. Regular reviews of service outcomes were conducted to ensure milestones and positive pathways to full participation were achieved.

In 2017, 326 cases (1426 individuals) exited the HSS program. The program effectively achieved 100% of its key performance indicators. Working with our partners and collaborating stakeholders, we were able to identify and address issues as they arose, particularly in relation to the changing cohorts and the needs of new arrivals. Young people were linked to services that provide recreation and education opportunities; women were linked to women's groups, mentors and the Positive Parenting Program; and HSS clients were linked to a wide range of services within their local community.

*We come into a new country, a new culture, a new way of life; HSS service helps us understand the way of life here, laws, behaviour, our rights and responsibility.*

Syrian client

## Complex Case Support

1 January to 29 October 2017

The AMRC provided Complex Case Support (CCS) to 39 families referred through DSS. The program case managed and coordinated strategies that required access to government and non-government services in health and mental health, disability and respite care, education and childcare, and domestic violence, involving the National Disability Insurance Scheme (NDIS), Guide Dogs SA/NT, Can:Do 4Kids, Disability SA, Deaf Can:Do, Housing SA and the Community Housing Association, SA Health, the SA Department for Child Protection and the Australian Department of Human Services.

The AMRC also worked with the extended families and communities of origin of the case-managed families to ensure appropriate ongoing support to enable the families to manage their situation independently.

## Humanitarian Settlement Program

30 October to 31 December 2017

The new Humanitarian Settlement Program (HSP) replaced the HSS and CCS programs on 30 October 2017. The AMRC successfully transitioned from the HSS and CCS programs to the HSP, which is managed by AMES Australia. The AMRC partners with AMES Australia as a Specialised and Intensive Services (SIS) provider in the Adelaide metropolitan area and as the HSP provider, including for SIS, in regional South Australia. The HSP model, which is in its infancy, assists clients to build the skills and knowledge they need to become self-reliant and active members of our society through a needs-based and case-management approach.



## Settlement Grants Program

The AMRC provides general settlement services through seven service centres in central and southern Adelaide (Adelaide Multicultural Centre), in northern Adelaide (Northern Area MRC), on the Limestone Coast (Mount Gambier, Bordertown and Naracoorte MRCs) in the Murraylands (Murraylands MRC), and in the Riverland (Riverland MRC), covering more than 20 local government council areas. Supported primarily by DSS and other funding sources, the AMRC was able to offer a wide variety of settlement services—especially referrals to community supports, general services and employment opportunities—to clients post-HSS and in their first five years of settlement.

In 2017, we provided case-management services to 1190 individuals, front-counter services to 10,734 individuals and 9227 telephone services. We made 13,652 referrals to partners and service providers and organised 63 formal training workshops and other forums that attracted more than 1670 participants.

Our *Building Community Program* co-organised training, recreation, cultural and education initiatives and events with participation from more than 20,000 people, including service providers, ethnic leaders, community stakeholders, local government, media, arts groups, young people, women and men.

All MRCs in metropolitan Adelaide and regional SA held regular conversational English classes using qualified and retired teachers as volunteers. (See section 'MRC Works'.)

The highlights for this year included:

- working in partnership with the Northern Health Network and the Lyell McEwen Hospital to convene the *Migrant and Refugee Health Forum* in the City of Playford, an event attended by more than 200 stakeholders
- supporting the national campaign against family violence through our training partnerships with Lifeline Australia's DV alert Program, White Ribbon Australia and the SA Department for Communities and Social Inclusion (DCSI) Stronger Families, Stronger Communities program, culminating in the launch of the *Working with new and emerging communities to prevent family and domestic violence: Good practice resource* by Andrew O'Keefe, AM, White Ribbon Ambassador
- engaging with employer groups and agencies, specifically the food and construction industries and the new Royal Adelaide Hospital; securing employment for our client groups through the Friendly Nation Initiative with Spotless; the National

Meat Industry Training Advisory Council (MINTRAC), Thomas Foods International and Rural City of Murray Bridge partnership to deliver the *Regional Sustainable Employment Pilot*; and *White Card Certificate* training—these are all examples of initiatives that delivered successful outcomes for participants. (See section 'MRC Works'.)

During the second half of 2017, the AMRC engaged with existing stakeholders and expanded new partnerships and collaborations that benefited client communities through the following initiatives:

- the SA Migrant Small Business Expo held at the Adelaide Town Hall to help new migrants and refugees to access information and advice from local business owners on how to start, build and grow a small business. This event was hosted by the City of Adelaide in partnership with the AMRC, Access Community Services, Settlement Services International, Community Corporate and Multicultural Youth SA (MUSA)
- the partnership with the SA Department for Education and Child Development (DECD) to deliver the *Positive Parenting Program* training to new and establishing communities
- the partnership with the City of Unley to deliver the *Migrant Internship Program* for refugee youth
- the strengthening of engagement with the West Beach Surf Life Saving Club and the Unley Swimming Centre to deliver water safety training for new communities
- the collaborative work with the National Harmony - Women's Alliance, Lifeline Australia, White Ribbon Australia and other agencies to support the development of the national CALD women's agenda.





## Community Proposal Pilot

The AMRC has collaborated with the Australian Department of Home Affairs (formerly the Department of Immigration and Border Protection) to successfully deliver, since its inception in July 2013, the Community Proposal Pilot. The pilot aimed to sponsor refugees from overseas and reunite them with family members living in Australia.

As an approved proposing organisation, the AMRC settled approximately 390 humanitarian arrivals and lodged 134 applications under the Refugee and Humanitarian visa (Class XB), Global Special Humanitarian visa (Subclass 202). The AMRC was responsible for ensuring the delivery of settlement support to successful applicants for a period of 12 months after their arrival in Australia. We also worked closely with the sponsor to prepare and lodge the application and to oversee the proposer's preparations for the arrival of their family members, and we monitored each family's settlement process and outcomes. In 2017, people arriving under this program were of Afghan, Burmese, Burundi, Congolese, Eritrean, Ethiopian, Iraqi, Iranian and Syrian backgrounds.

A majority of the Community Proposal Pilot clients (200 individuals) are actively engaged in studies at school or university or are in the Adult Migrant English Program (AMEP) at TAFE SA. Some exited clients are working in various industry sectors, including aged care, hospitality, meat processing, pharmacy, and subcontract driving. We await the new tender outcomes.



# Status Resolution Support Services

The Status Resolution Support Services (SRSS) program is a policy initiative funded by the Australian Department of Home Affairs. This program provides services and support to asylum seekers—people who hold a Bridging visa while they await the resolution of their immigration status.

In 2017, the program case coordinated 1114 SRSS clients in metropolitan Adelaide and in eight regional locations. All AMRC clients have now submitted applications for Temporary Protection visa (TPV) or Safe Haven Enterprise visa (SHEV) status.

As SRSS clients receive TPV and SHEV status or find employment, the number in the program progressively reduces. During 2017, more than 300 AMRC clients received a TPV or SHEV, and 80 clients either obtained full-time employment or started a business and were exited from the program. In 2017, there were a number of initiatives and achievements under the SRSS program, including those delivered through the MRC Works – Multicultural Employment Hub:

- 80 clients gained employment in the building and construction, horticulture, viticulture, meatworks and hospitality industries
- a young Iranian man established his own business—InCar Audio Visual and Navigation Solutions—in the automotive industry and has partnered with Feature Tyre, Adelaide
- a young Afghan man, 20 years of age, received a scholarship to study at Rostrevor College and has published a storybook for children of primary school age called *Ahmad and his friends*
- an Iranian woman obtained a team leader position at Cara, one of South Australia's largest providers of disability services
- a young man successfully opened a barber shop in Adelaide and provided employment to other members of his community
- a single mother of two children who, prior to coming to Australia, had experienced severe domestic violence is now engaged in meaningful activities, such as studying French and English, and volunteering as part of SRSS. She has been working as a volunteer at the AMRC since December 2016 and was recently offered a job by DECD as a bilingual school service officer
- a recipient (aged 42) arrived in Australia with her husband (aged 55), with multiple health issues, and her young daughter in 2013. Since their arrival, she has been learning English at community classes while looking after her husband and daughter. After improving her English skills, she was determined to get employment and is now working as an Uber driver while her daughter is studying at The University of Adelaide on a full scholarship.





## Specialist Services

Clients with challenging issues or special needs are supported by a number of specialist services to ensure positive transition and settlement outcomes. These services are provided directly by AMRC staff and volunteers in central and regional centres across South Australia or are conducted in partnership with other organisations that are specialists in their field.

### Aged Care Services

In 2017, the AMRC became an approved provider for the Home Care Packages Program. Under this program, the AMRC provides home care to eligible elderly people, primarily from new and establishing communities, through referrals from My Aged Care, their families and communities, and other services.

This program helps older members of the community to live independently in their home and provides a subsidy towards a package of care, services and case management that meets the client's needs. There has been great enthusiasm and support from new and establishing communities for this service that is still in its establishment phase.

The AMRC is committed to the SA Carers Charter and has provided intensive training to community leaders, volunteers and its own staff as well as to carers themselves. This training has included the choices that carers have within their role; the importance of their health and wellbeing to their community; their critical role in maintaining the fabric of society; working in partnership with carers; all children, young people and other vulnerable community members have a right to enjoy life and reach their potential; and families, communities and carers need to know that resources are available to provide timely, appropriate and adequate assistance to carers.

*Our communities have grown older since we arrived 10 and 20 years ago. It is difficult to work, bring up children and look after our old. Our family carers need assistance.*

Ethnic Leader

## Information, Linkages and Capacity Building

Information, Linkages and Capacity (ILC) Building is an initiative of the National Disability Insurance Agency to create connections between people with disability and their communities and services. The AMRC works with collaborating organisations from new and establishing communities and specialist services to build innovative ways to increase the independence and social and community participation of people with disability.

The AMRC formed an ILC steering committee with community experts, people with a disability, carers and service providers, who will assist to develop programs and resources to ensure the inclusion of new and establishing communities.

Our goal is to create awareness and ensure the accessibility of disability services to assist people of migrant and refugee background. An important early outcome has been a partnership with the SA Department of State Development (DSD) to pilot Cultural Competence training for NDIS providers in South Australia and produce a training resource in 2018.

## Financial Management Education and Emergency Relief

With support from the DSS Emergency Relief Program and other partners, the AMRC delivers a range of services to assist families and individuals to practise good financial management and provides direct financial support in certain cases.

The program, which assists clients to navigate their finances independently, provides basic budgeting education and assistance, financial management strategies and referral to financial counselling.

This year, we assisted more than 1605 individual clients from metropolitan and regional areas who we referred on to relevant services. A total of 319 clients, who were unable to pay their bills due to crises such as domestic violence, sudden illness, family death or homelessness, received emergency financial assistance. We also provided financial assistance to a number of ethnic communities during community crises, where volunteers assisted families with funerals or a terminal illness. In collaboration with the Australian Taxation Office (ATO), our Tax Help program linked clients in the northern metropolitan area to ATO-trained tax helpers. Clients were assisted in understanding the Australian tax system and how to lodge their tax returns.

## Migration Services

The AMRC provided Migration Services, including information and advice on current Australian migration policy, visa eligibility, the obligations of sponsors and documentation requirements, making referrals and processing applications for refugee and family visas.

The AMRC Migration Services deliver to a diverse range of client groups, including Afghan, Bhutanese, Burmese, Burundian, Congolese, Eritrean, Ethiopian, Iranian, Iraqi, Liberian and Syrian. The AMRC offers advice on all family-stream visas and assists with applications for all family-based immigration visas—partner, parent, child, dependent aged relative and remaining relative—as well as for refugee and humanitarian visas. In 2017, we serviced 345 clients with information, advice and referrals, and we processed 63 visa applications for clients in Adelaide and the regional centres of Mount Gambier, Murray Bridge and Naracoorte.

The AMRC provides its Migration Services to individuals and families via phone, in face-to-face meetings or in group settings. Six community information sessions were conducted for client groups in metropolitan and regional areas of South Australia during 2017.





### Crèche Services

The AMRC Crèche Services provide quality developmental activities for children onsite while their parents are participating in interviews, counselling or group activities. Crèche services are available at the Adelaide Multicultural Centre as well as at the Northern Area, Murraylands and Mount Gambier MRCs. Our Crèche Services team consists of qualified staff and bilingual trainees, who are provided with an important pathway to further training and employment in childcare. Additionally, the services provided newly arrived

parents with important education sessions about the Australian childcare system, the significant role they play in their children's development and various parenting topics, including nutrition, school, employment and the legal system. Crèche Services also provide linkages to other specialised services and organisations.

In 2017, the services provided 100 crèche sessions for 760 children accompanied by 150 parents from 17 different ethnicities

### Family Relationships Counselling

The AMRC provided case management services to families at risk and to those in family violent situations. It does this working with SAPOL and relevant services, in both metropolitan and regional South Australia.





## Community Development and Engagement

The AMRC Community Development programs and initiatives assist to build community by supporting new and establishing communities to participate in their locality and in South Australia's civic, social, cultural and economic life. As well as assisting new and establishing communities to build their capacity, the AMRC works closely with established communities in metropolitan Adelaide and regional areas to assist their awareness and knowledge of new arrivals so that they may provide a welcoming environment for newcomers.

Achievements of the AMRC partnerships—local government, industry, local services and local service clubs—in enabling a sense of belonging for newcomers is evidenced in the sustainable settlement achieved in small regional towns and in the peaceful absorption of newcomers into our local metropolitan communities.

In delivering Community Development programs, the AMRC targets women and children, young people, the elderly, people with disability and ethnic leaders, and supports systems that address the needs of the above groups, especially those most vulnerable. Building community through strengthening families, intergenerational and cross-cultural connection and local community connection underpins this program.

## Women's Empowerment

The *Women's Empowerment Program* focused on strengthening families through family violence awareness and prevention; young women's empowerment; training women to be mentors and role models for women at risk; and opening opportunities for women to undertake training, work experience and civic engagement. It also consolidated its partnerships with the Women's Legal Service, Women's Information Service and the Office for Women.

### Stronger Families, Stronger Communities

The Stronger Families, Stronger Communities project Circles of Strength funded by DCSI was completed in June. It achieved the following outcomes for the target communities:

- strengthened community connections that enhance the wellbeing of families and communities
- facilitated information-sharing within communities and services that supported the wellbeing of families and children
- empowered clients and their communities
- reinforced awareness of the implications and prevention of gender-based violence in various communities.

We thank and acknowledge our partners in this project without whom it would not have been possible: the African Communities Council of SA (ACCSA), the Middle Eastern Communities Council of SA (MECCSA) and Multicultural Youth Link SA (MYLSA).

A new Stronger Families, Stronger Communities project called Connecting Women – Building Leadership commenced in July. The project engages Middle Eastern women and addresses their experience of isolation and marginalisation due to poor English language skills, their lack of understanding of Australian culture, and the

cultural stereotyping and lack of sensitivity to their Islamic religion practices on the part of others. The project reached 204 women in 14 events across four focus areas: community collaboration, leadership development, community capacity building and connecting women for social cohesion.

A number of participants have become mentors to the younger participants, contributing to improved social participation through stronger links with peers. The Young Arabic-Speaking Women's Voice project—initiated by Stronger Families, Stronger Communities—forms an essential part of the project, through which participants received appropriate supports and training to develop their ability to represent young people's voices and aspirations, as well their communities, in mainstream forums and other youth engagement activities.

*South Australia has a proud history when it comes to social cohesion. AMRC has been critical in their work to support refugees and new arrivals here in South Australia and has delivered exceptional outcomes over the last two decades.*

Premier, South Australia, 2017





## Women Connect

The Women Connect project aims to address the isolation of new arrival women by developing linkages among them and providing access to information and social support. A series of weekly learning and sharing workshops were held on various topics, including English skills, Australian culture and systems, and the Australian citizenship test. 149 community women from Afghan, Armenian, Bhutanese, Burmese, Congolese, Eritrean, Ethiopian, Iraqi, Sudanese and Syrian backgrounds attended the workshops.

Participants in the Women Connect project attended the launch of the national Harmony Alliance: Migrant and Refugee Women for Change at the Adelaide Town Hall. More than 200 women attended the event, including the federal and state ministers for women, where AMRC CEO Eugenia Tsoulis was recognised, in a surprise presentation, with the Inaugural Award for her lifelong achievement in empowering and supporting migrant and refugee women.

A forum for refugee and migrant women was held with a panel of women speakers from the Office for Women, the Women's Information Service and the Working Women's Centre. The aim of the forum was to inform migrant and refugee women from new and established communities of the services and resources available to women in South Australia. The forum attracted key women aged 21 to 62 years from Afghan, Burmese, Iraqi, Iranian, Kenyan, Syrian and Sudanese backgrounds. The women identified the challenges faced by women in their communities and the barriers to accessing services and employment for migrant and refugee women.

The group also recommended the need for a women's body to represent refugee and migrant women in South Australia and to provide input into the Harmony Alliance and other federal and state bodies that are engaged in developing a national women's framework.

## Young Arabic-Speaking Women's Voice

The Young Arabic-Speaking Women's Voice project attracted, across six sessions, 128 women from Ethiopian, Iraqi, Kurdish and Syrian backgrounds. The AMRC youth worker and a number of older women took on the role of mentors to the younger women. The project provided a forum for young women to share their concerns and experiences and provided opportunities for participants to experience a sense of empowerment. The groups participated, led and presented in various forums to:

- improve social participation through stronger links with their peers
- increase confidence by sharing their stories and settlement experiences in a public forum
- gain inspiration from speakers' stories about resilience, successes and achievements
- support young people in their communities
- increase awareness of issues affecting children and young people
- increase knowledge and understanding of women's rights.

*We wanted to reach out to all young women, whatever their ethnicity—Syrian, Armenian, Iraqi. The common thread was language.*

Volunteer coordinator,  
Young Arabic-Speaking  
Women's Voice project





### Family Violence Awareness and Prevention

In November, we launched the *Working with new and emerging communities to prevent family and domestic violence: Good practice resource* at the Tandanya National Aboriginal Cultural Institute. More than 300 participants from communities and service agencies attended the launch. The resource, which was developed in partnership with Myriad International Consulting Services as a result of the AMRC's work over the last three years, provides a model for working within multicultural community settings to prevent family and domestic violence. (See section 'MRC Works'.)

### Positive Parenting Program

The AMRC partnered with DECD to conduct workshops under the Positive Parenting Program (Triple P). The program addresses child behavioural and emotional problems by giving parents the proven tools and skills to build stronger families. AMRC staff attended accredited Triple P practitioner training in order to work in collaboration with DECD in delivering positive parenting training to new arrival families. The program can be delivered to groups or through one-on-one sessions in a culturally appropriate and non-threatening environment, supported by bilingual workers who speak the client's first language.

### Child Safe Environments Training

As well as providing training for its staff and volunteers, the AMRC conducted four Child Safe Environments training workshops for 78 women from new and established communities to enhance their understanding of child safe environments for their own children and for children of their various communities. (See section 'MRC Works'.)





## Youth Leadership

Through new and strengthened partnerships, the AMRC Youth Leadership Program continued to undertake innovative projects to address the needs of young people from diverse establishing communities. The highlights for this year included:

- working with the City of Unley to deliver the new *Migrant Internship Program*. Following the success of the first intake, the council is willing to open up new places for the engagement of young people in providing council services to constituents
- delivering youth engagement sessions to inform CALD components of the Youth Safety Strategy being developed by DCSI. By sharing their stories and experiences, young people had input into the policy direction of a statewide project, and their feedback was acknowledged in the report *A youth safety strategy for SA: A framework for action specifically for young Australians*
- working with MYLSA to provide educational and recreational activities—such as water safety, caring for the environment, cultural exchange with Aboriginal elders and young people—for our various client groups.

The AMRC held ongoing conversations with:

- Helen Connolly, Commissioner for Children and Young People
- Housam Abiad, Councillor, City of Adelaide
- Thomas Albrecht, Regional Representative for Refugees for Australia, New Zealand, Papua New Guinea and the Pacific.

Other engagement included participation at the United Nations Association of Australia (SA Division) charity event to celebrate World Humanitarian Day, input into the revised and redesigned Parenting SA's *Parent Easy Guides* and external presentations and representation in mainstream forums. This participation gave our youth leaders valuable experience in advocacy, representation and leadership. Our partners in the Youth Leadership Program included MYLSA; MECCSA; ACCSA; the YMCA; SA Police (SAPOL); the West Beach Surf Life Saving SA; the Unley Swimming Centre; MYSA; Tatchilla Lutheran College; Northern Youth Enterprise; Headspace; Northern Lights; the Australia Day Council SA; the Football Federation SA; and other recreation, sporting and service organisations.

## Youth Parliament

The AMRC supported and trained eight youth leaders to participate in the 2017 SA Youth Parliament coordinated by the YMCA. They were Narges Ghulam Rasool, Yousra Abdalla Geberabi, Marta Chorbajian, Arash Rezaei, Mansoor Sultani, Enoch Dahn, Bidhya Karki and Ibrar Ahmad. This comprehensive residential program supported participants to learn skills in public speaking and research, parliamentary debate and protocol, preparing and writing proposed bills on issues of interest to youth, and developing their social connections with other members of the project. The process also improved their verbal, written and social communication skills.

Taha Shabibi and Ibrahim Ali, former AMRC Youth Parliament Team participants, have become Youth Parliament mentors in recognition of their leadership, youth liaison, analytical and public speaking skills.



### **Multicultural Youth Link SA**

MYLSA is a registered association governed and managed by young people of refugee background and is auspiced by the AMRC. MYLSA has worked closely with the AMRC to network, advocate and provide leadership models and training to the vast refugee youth network and especially mentoring to young people at risk. Under this program, youth participants received training to become cultural ambassadors for their communities by presenting their personal experiences and challenges as new arrivals to mainstream schools, tertiary institutions, forums, events and committees. The chair of MYLSA was elected to the AMRC Board in November.

### **Australia Day Parade 2017**

A highlight of the Youth Empowerment and Leadership program in 2017 was the engagement of young participants and their families in the Australia Day Parade. Battling the soaring heat, the AMRC group marched proudly with the previous year's kangaroo-shaped banners painted with the colours of the flags of the newer communities.





## Educational Welcome Backpacks Children's Project

The successful *Educational Welcome Backpacks Children's project*, auspiced by DECD, continued in 2017. The project aims to provide a way for school students to better understand and welcome young primary school children of refugee background and to ease the transition period for children starting school in a new country. The project also equips students with practical learning to understand the needs of young dislocated people by preparing a backpack containing essential items, such as a water bottle, workbook, stationery, lunch box and soft toy.

To date, through teacher coordination and parent commitment, schools have donated more than 270 backpacks to refugee children who have arrived in South Australia.

The AMRC organised a gathering in the last quarter of 2017 for new arrival families from Afghan, Sudanese and Syrian backgrounds and the Australian families who kindly donated backpacks. The gathering was attended by Ms Crawley, who contributed backpacks from her grandchildren. Also attending were parents and student representatives from Trott Park

Kindergarten. The AMRC was delighted to accept for new arrival children of refugee background a generous number of backpacks from Tanunda Lutheran School, the Rotary Club of Edwardstown and St Dominic's Priory College.

Students composed letters and drew pictures to welcome children to their new home in South Australia. They enjoyed being part of the project and assisting children just like them. The project also provided an opportunity for discussion about cultural diversity.

A grandmother of seven discovered the backpack initiative through a newspaper article and decided to prepare backpacks with her grandchildren's help.

*My son loves the storybooks and colour pencils, and everything is so new and pretty. Australian children are so kind and welcoming, and we would like to thank them.*

New arrival parent

*It's an extremely important initiative because when the children look inside the bag, it shows them that people care about them and their family and want them to be happy and have an equal opportunity at school. My grandchildren had such fun going to Kmart. They chose so carefully, making sure nothing was scary and that even the books they chose did not mention any scary things. They understood how hard it must be starting in a new place with no school bag. It just goes to prove that young people can help us build a kind society with such understanding and empathy.*

Local grandmother

## Ethnic Leaders' Forum

Ethnic leaders provide constant input into the AMRC services and programs through formal and informal consultations, partnerships in managing large events, and forums of current interest. An ex-officio member of MECCSA's and ACCSA's management committees, the AMRC supports the two councils and their member organisations totalling 45 different ethnic groups, as well as other new and establishing communities, and specifically the Burmese, Bhutanese and Syrian communities. This collaboration has ensured shared knowledge and cross-cultural, interagency linkages supporting the building of communities. The forums serve as a clearing house of national and state information relevant to migrant and refugee communities and a capacity-building platform on participatory governance—legal, ethical, financial and managerial.

As importantly the AMRC provided governance, legal, financial and management training and information to support community capacity so as to increase the knowledge base and resources of new and emerging communities.

The highlights of this partnership in 2017 included:

- **Leaders' Forum** held at the Adelaide Multicultural Centre—with guest speaker from the Settlement Council of Australia (SCoA)—where community leaders provided input into national settlement development
- **Northern Communities Forum** held at the Northern Area MRC, with clients and community leaders from Afghan, Burmese, Bhutanese, Liberian and Syrian backgrounds, where new service developments were discussed
- **Employment Innovation Forum** for engagement between ethnic leaders, industry groups and jobactive on employment pathways for new communities
- **Forum on Government Support Programs** available to new and establishing communities, with a number of guest speakers including the South Australian Multicultural and Ethnic Affairs Commission.

Ethnic leaders met with the CEO of SCoA, Nick Tebbey, who presented on SCoA's current initiatives, future priorities and major achievements, including the development and launch of the National Settlement Services Outcomes Standards.

Paul Power from the Refugee Council of Australia consulted on the current refugee intake and the trends of the migration program. Participants expressed concerns about the long delay in processing offshore humanitarian applications for family members and the delay in getting citizenship certificates. Other discussions focused on a lack of recognition of overseas qualifications for the resettled skilled cohorts from the Middle Eastern groups and on the changes to the Australian citizenship application process and test. Key community people representing Afghan, Ahwazi, Burmese, Chin, Congolese, Eritrean, Ethiopian, Hazara, Iranian, Iraqi, Kurdish, Pashtun, Sudanese and Syrian communities attended.

**A Conversation with Thomas Albrecht, UNHCR Regional Representative for Refugees** for Australia, New Zealand, Papua New Guinea and the Pacific, on refugee flows and current settlement trends was facilitated for ethnic leaders. The session drew representation from the Afghan, Armenian, Bhutanese, Burmese and Syrian communities, as well as from established groups, such as the Ahmadiyya, Indian, Lebanese, Russian, Sikh and Turkish communities.



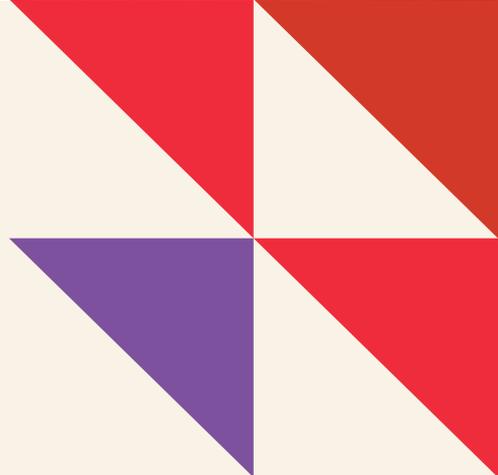
## Regional Development

Over the past decade, the AMRC Regional Development program has assisted thousands of new arrivals to settle or relocate to regional South Australia. Through the regional MRCs and their networks, the program has provided support for sustainable settlement and employment for more than 2000 people and hundreds of families across the Limestone Coast, the Murraylands, the Riverland and other regional areas. The AMRC's role is that of a facilitator, building partnerships between employer groups, local government, new settlers and the established local communities through the local migrant resource centres. The Limestone Coast has been one of the success stories of our work, with the Afghan community in Naracoorte and the Karen community in Mount Gambier celebrating more than 10 years of settlement and continuous increases in new settlers.

## Regional Multicultural Communities Council

The Regional Multicultural Communities Council is made up of a network of MRCs—the Northern Area MRC, the Riverland Settlement Service, the Murraylands MRC, the Bordertown MRC, the Naracoorte MRC and the Mount Gambier MRC—and local forums, including the Riverland Multicultural Forum, the Murraylands Multicultural Network, the Port Lincoln Multicultural Council, the Limestone Coast Afghan Community Association. The AMRC auspices the council, with which it consults to advance regional settlement. The council has not held any formal activities in the past few years but has worked to assist regional settlement through its membership. The council will hold a forum in the coming year to engage the broader regional community on sustainable regional settlement and service development for the future.







## Community Facilities

Approximately 14,800 people from new and establishing communities used MRC community facilities on a regular or occasional basis during business hours, after hours and on weekends. This number has been calculated from front-counter registrations for activities and events and from registrations for specific training and other forums. Approximately 50% of participants visited more than once to attend, for example, regular training, conversational English classes and their community management meetings.

### AMRC Multicultural Centre

Approximately 7600 participants from various cultural groups used the AMRC Multicultural Centre regularly, including the Armenian Community Association of SA for its dance rehearsals and committee meetings, the Filipino Settlement Coordinating Council of SA, the Iraqi Community Cultural Association of SA for regular workshops, visits by the Iraqi Embassy and for their executive meetings and the Sudanese community for youth meetings. The facility was also used for ethnic leaders' forums, orientation sessions for new arrivals, volunteer training/induction sessions, DV alert training, youth conversations with the Commissioner for Children and Young People, the AMRC Home Care information sessions, training for the Women Connect project, and arts and music functions.

The community groups ACCSA, MECCSA and MYLSA co-reside in the building. The MRC Works – Multicultural Employment Hub is also located at the centre. The centre has been used by government and not-for-profit organisations, including DCSI for workshops for community organisations applying for Multicultural SA grants; the Refugee Council of Australia for its annual consultations on refugees; DSS for the Humanitarian Client Focus Group; the Australian Human Rights Commission for a meeting with the Race Discrimination Commissioner, Tim Soutphommasane, and SCoA for the forum on the National Settlement Services Outcomes Standards.

## Northern Area MRC

Redevelopment of the Northern Area MRC (NAMRC) facilities was completed in mid-June 2017 to accommodate the increased use of the community facility by client groups living in the northern suburbs. In 2017, approximately 2450 participants used the NAMRC facilities. The Burmese Community Association of SA and the Bhutanese Community Association used the facilities for regular committee meetings. The NAMRC also held regular activities for young people, women and men for youth leadership, women's support groups, conversational English classes, AMRC Home Care information sessions and the 2017 Adelaide Fringe Festival event—Salisbury Secret Garden.

## Mount Gambier MRC

The Mount Gambier MRC Community Centre was used by approximately 1477 participants for Australian cultural awareness and citizenship sessions, senior life skills sessions, conversational English classes and road safety sessions. The facility houses the I Made It sewing enterprise pilot program, empowering Congolese and Karen women and men to make products and sell them at local markets and fetes.

## Naracoorte MRC

The Naracoorte MRC Community Centre was used by approximately 1144 participants, including for regular conversational English classes, women's support groups, parenting sessions, road safety sessions and cultural and social activities.

## Bordertown MRC

The Bordertown MRC Community Shed was used by approximately 1180 participants for regular education sessions on various topics, including migration, Australian legal and cultural systems, and the Australian school system. Information sessions conducted by SA Ambulance and regular conversational English classes were also held. The facility was used for social and cultural gatherings and consultations with government ministers.

## Murraylands MRC

The Murraylands MRC was used by approximately 894 participants for regular AMEP and conversational English classes, training for volunteers, career development sessions and DV alert training, information sessions for the AMRC and Thomas Foods International pilot program, and the Rotary garden project. The Murraylands Multicultural Network is a resident organisation in the building.

## Locating Community Space

The AMRC also linked groups and organisations to community venues in the city and suburbs, and assisted communities to use local government, church groups and other service agency facilities. It negotiated the hire of facilities and advised on contractual requirements, insurance, and funding assistance.

## Administrative Support to Communities

New and establishing communities were provided with administrative assistance, such as access to a computer and photocopier; and assistance with marketing, printing of materials and preparing and acquitting funding applications. Recipients of this assistance included Afghan, Armenian, Bhutanese, Burmese, Iraqi, Persian, Syrian, Sudanese and other community groups.





## MRC Works – Training and Employment

MRC Works, the AMRC's registered training arm, links with AMRC client services and programs by providing accredited and non-accredited training tailored to client settlement and employment pathways. MRC Works complies with all requirements and review processes, including the Australian Skills Quality Authority. In 2017, MRC Works delivered training to more than 500 participants, including certificate training in Child Safe Environments and training on combating domestic family violence.

Accredited and non-accredited training was provided to young people, women and men and to industry groups and employees through our partnerships with TAFE SA, Northern Futures, DSD, the Disability Employment Hub, Lifeline SA, Spotless, Construction Industry Council and other industry skills training authorities.

MRC Works provided Cultural Awareness training, Cultural Competence training, accredited White Card training for people wanting to work in construction, Certificate II in Community Services training for volunteers, Child Safe Environments training and First Aid training for staff and volunteers, DV-alert training to front line workers and English language non-accredited training.

## White Card Certificate Training

In partnership with the Construction Industry Training Board, the AMRC trained more than 100 clients in the health and safety requirements of working in the building and construction industry. Eighty-two of the participants achieved a White Card Certificate, which is required for workers who want to carry out construction work. The White Card training enhanced the participants' employability, with numerous clients gaining casual work in the construction or maintenance industry.

## Certificate II in Community Services Training

The Certificate II in Community Services provides an entry pathway into Certificate III, which includes units in Aged Care, Children's Services, Disability and Home and Community Care. MRC Works provided on-the-job training with specialised on-the-job coaching for experienced AMRC volunteers to further their employment goals. Participants who achieved the full certificate undertook an average of 300 training and work-based volunteer hours to complete the certificate.

The trainees were from Afghanistan, Armenia, Bhutan, Burma, Eritrea, Iran, Iraq, Pakistan and Syria. Of the attendees, 37% were male and 63% were female. Eleven per cent of the trainees achieved the full certificate, 24% withdrew or did not start, and 65% achieved an average of three out of the nine units of competency.

## Family Violence Awareness and Prevention

Through a partnership between the AMRC, Myriad International Consulting Services, DV alert and Lifeline, the AMRC co-delivered the Multicultural DV alert training to more than 76 frontline workers who work with new and establishing communities in South Australia and Western Australia. The training aimed to raise awareness of preventative and intervention responses to gender-based violence, women's rights under Australian laws, the *National plan to reduce violence against women and their children 2010–2022* and the range of support services in place to help women in need.

The *Working with new and emerging communities to prevent family and domestic violence: Good practice resource*, which has been informed by the training workshops, consultations and forums delivered to more than 1500 participants over the last two to three years, was finalised and launched in November.



## Child Safe Environments Training

Four Child Safe Environments training workshops were conducted for 88 participants, mostly women, from new and establishing communities to enhance their understanding of child safe environments for their own children and for children in their various communities. The training also provided an opportunity for participants to prepare or update their résumé for the purposes of jobseeking, work experience or volunteering. The training reminded participants that the child's best interests are crucial in all aspects of family life but particularly in child protection. Participants learned about the key services and how to contact those services to report any concerns about child abuse and neglect.

## Cultural Awareness Training

Cultural Awareness training was delivered to the community services sector and to established communities in metropolitan and regional areas to build their capacity to provide a welcoming environment for newcomers in their communities. This was achieved through partnerships with local government, industry, local services and local service clubs, including Rotary, the Football Federation SA and other recreation, sporting and service organisations.

## Volunteer Training

During 2017, formal training was conducted for 696 participants through 56 training workshops conducted in the metropolitan area. These workshops included How to Handle Media and Film Interviews, facilitated by Flinders University; Child Safe Environments training; Basic First Aid; working with client diversity; workplace induction; and event management. In addition, 35 volunteers received training as part of the DCSI SA Grants Information and Submission Writing Workshop, six AMRC volunteers obtained their Certificate II in Community Services, and 40 volunteers were awarded a Statement of Attainment for Certificate II in Community Services training.

The AMRC also encouraged its volunteers to independently seek out other opportunities to advance their qualifications, which prompted a great number of volunteers to return to TAFE or tertiary studies. In 2017, 49 volunteers successfully gained employment, including in administration, health care, courier services, hospitality, construction and tiling, retail, agriculture, horticulture, public services, and the community and settlement sector.

## Northern Area Women's Employment Pathways Training

More than 50 women were engaged in training and work experience in human services, as carers or bilingual workers. Another group of community women were trained to undertake social enterprise and small business activities in preparation for the Unmasked African Festival, the Chin 10-year anniversary and other public functions in the northern suburbs. The women of Burundi, Ghanaian, Liberian, Myanmar, Nigerian, Rwandan and Sierra Leonean backgrounds were trained in some aspects of hospitality, such as food presentation, food safety handling and practices, maintaining a clean workplace and event sales.

## Multicultural Employment Hub

MRC Works initiated the Multicultural Employment Hub in 2016 for humanitarian clients, to assist them in understanding the requirements of the industrial system to prepare them for finding employment. Working alongside an employment and training adviser, clients were able to plan individualised long and short-term employment goals. In 2017, the Multicultural Employment Hub package expanded to include workplace visits and links to work experience for clients who have completed their AMEP hours. In addition, industry pilots were established through the Friendly Nation Initiative with Spotless and with Thomas Foods International and MINTRAC. The Hub was put on hold in August due to lack of resources.





### **Thomas Foods International and Murray Bridge Employment Pilot Project**

In January, workshops were conducted with partners Murraylands City Council, Thomas Foods International and MINTRAC for clients wishing to work in the food industry. Continuous improvements and ongoing collaboration between the AMRC and the company led to a growing number of refugees from Afghanistan, Burma and Congo gaining employment with Thomas Foods. A total of 53 jobseekers registered and attended induction training for employment at Thomas Foods. There have been employment outcomes for those prepared to settle in Murray Bridge, to relocate with their families or to commute from Adelaide. The support provided by the Murraylands MRC has been crucial in relocating new and prospective employees of Thomas Foods to Murray Bridge and in developing their workplace understanding.



### Friendly Nation Initiative with Spotless – Royal Adelaide Hospital Project

Through the partnership with the Friendly Nation Initiative with Spotless and Workskil Australia, 30 prospective employees from new and establishing communities attended training at the AMRC and the Royal Adelaide Hospital. Twenty participants gained work in various service and maintenance areas at the hospital, and a number have completed six months on-the-job training.

Other highlights for this year included:

- linking HSS Syrian clients to adult apprenticeships, in which they undertook training and work experience at Clip Joint hairdressers—one has been employed
- assisting HSS Syrian jewellers to research employment opportunities with jewellery stores in Adelaide
- assisting On The Run with the recruitment of migrant workers in new sites
- supporting a skilled Syrian client to successfully gain employment in the automotive industry in Melbourne
- partnering with the City of Unley, through a formal memorandum of understanding (MOU), to place jobseekers of refugee background in work experience for two days a week in 10-week blocks.

## Volunteer Program

The AMRC volunteers play a vital role in assisting with the provision of essential settlement services while using this experience as a first entry into the workplace. The program includes in-house and formal training of hundreds of volunteers and trainees each year.

The self-funded bilingual program operates across the network of MRCs in metropolitan and regional South Australia, and provides volunteers with work experience to further develop and refine their skill set. As part of this program, all volunteers undergo a thorough recruitment, induction and training process to become better experienced in meeting the needs of humanitarian new arrivals. This year, the program continued to draw on its strength in sourcing suitable and qualified multilingual volunteers from various communities. Some volunteers are also members of our decision-making bodies and committees. Volunteers are from diverse ethnicities, and their expertise and willingness added immense value to the work of the AMRC.

Currently, the AMRC has 271 volunteers actively involved in supporting specific services, clients and projects, and assisting with events, such as the AMRC annual general meeting, employment expos, the launch of SA Refugee Week, Nowruz Festival, the African Festival at Victoria Square, the Australia Day Parade, Walk Against Domestic and Family Violence and In Our Own Voices.

Active and formally registered volunteers are acknowledged by name in the Acknowledgements section of this report. We thank all volunteers in metropolitan and regional South Australia, who have been extremely valuable in assisting our work.

*I want to inspire other women in particular in our community to also engage in volunteering to gain training, work experience and employment.*

AMRC volunteer





# MRC ARTs, Community Cultural Development and Recreation

The MRC Arts, Cultural Development and Recreation Program promotes the cultural traditions of refugee and new arrival community groups, particularly young people, affirming their identity and contribution to Australia's multiculturalism. The program provides opportunities for young people to participate in mainstream arts and employment in these fields, and promotes cross-cultural understanding and engagement. We have close partnerships with a number of arts institutions and sporting bodies and, through this collaboration, draw on considerable resources and expertise to further social and cultural participation of new and establishing communities.

## Harmony Day – In Our Own Voices

The annual Harmony Day concert, *In Our Own Voices – Rumi*, was presented at the Dunstan Playhouse, Adelaide Festival Centre, as part of a special collaborative project with MECCSA and the University of SA School of Art, Architecture and Design. The concert tells the stories of the migration and settlement achievements of South Australian refugees and migrants from the Middle East. Thirty people of diverse age, gender and cultural background have been interviewed in this project. Using the Persian Sufi poet, Rumi, as a linking point, we presented a cultural collaboration concert, bringing together music, dance, poetry, stories and images from Afghan, Armenian, Iraqi, Kurdish, Lebanese, Pakistani, Persian and Syrian performers. An ensemble of various musicians worked together to present a performance of powerful music and songs to support presentations by community dancers, readers, storytellers and poets. A number of cultural workshops, planning meetings and rehearsals were held, and the performance involved more than 60 people as performers and stage crew. A video of the concert has been produced. Performers were interviewed on ABC Radio as part of the media coverage of the event, which coincided with Harmony Day.

The interviews with participants in the *In Our Own Voices* project were completed during 2017, and a major photographic exhibition and book will be launched to coincide with a second concert, exhibition and a book of stories planned for March 2018 at the Adelaide Festival Centre.



### Nowruz Middle Eastern Cultural Festival

MRC Arts and MECCSA presented a successful Nowruz Festival in Bonython Park to celebrate the Middle Eastern New Year. This was the first time the event had been held in a Park Lands venue. The event brought together 60 performers from Middle Eastern communities, including the Afghan, Armenian, Iraqi, Lebanese, Persian, Syrian and Turkish communities, with 2000 people attending the festival. The festival highlighted the diverse cultures of Middle Eastern communities in South Australia through arts and crafts stalls, food stalls, music, fashion displays, dance and martial arts performances. The festival contributed to an enhanced understanding of the positive cultural contribution these communities make to South Australia's evolving multiculturalism. The AMRC is committed to presenting events in the City of Adelaide to support the engagement of new arrivals and making our events accessible to the general public.





## Unmasked African Festival

MRC Arts again partnered with ACCSA to celebrate the annual Unmasked African Festival, Adelaide's major celebration of African communities. This was the fourth year the event was hosted in Victoria Square. The Unmasked African Festival attracted around 4000 people who enjoyed a full day of African celebration. The festival planning committee met over a five-month period to plan and support the festival. More than 250 people from the various African communities participated by presenting African food and service stalls, crafts and a performance program featuring

20 groups from a wide span of African communities, including the Burundian, Congolese, Ghanaian, Kenyan, Liberian, Nigerian, Sierra Leonean, South African, Sudanese and Tanzanian communities. Volunteer and catering training sessions were held to support the festival. The Unmasked African Festival has become one of Adelaide's landmark multicultural community events, demonstrating the exceptional talents of South Australia's African communities and their contribution to the cultural life of Adelaide.

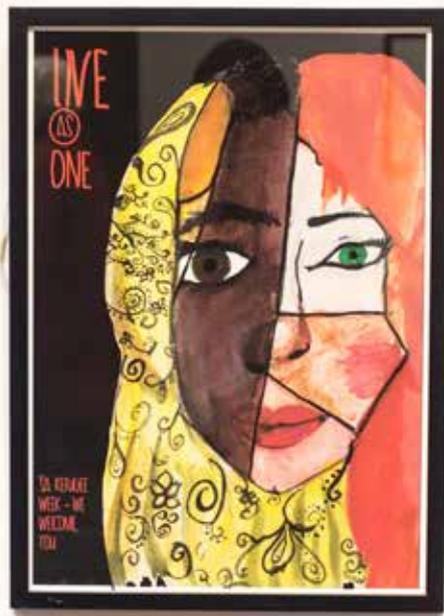


## SA Refugee Week

The AMRC convenes the SA Refugee Week Committee, which consists of a large network of organisations and groups. SA Refugee Week promotes and celebrates the contributions of refugees to South Australia; raises awareness of the issues encountered by refugees on a local, national and global scale; and encourages community engagement, partnerships, understanding, cultural harmony and positive media profiles. It is now a major event in the South Australian calendar. In 2017, 60 individual events involving over 100 organisations registered and presented as part of the official SA Refugee Week calendar of events.

The range of organisations that participated in events included schools, universities, TAFEs, local governments, churches, service organisations, welfare and charity organisations, and cultural and advocacy groups. Events included forums; exhibitions; cultural, social and welcome events; launches; open days; and many community access events— attracting an estimated attendance of more than 20,000 people. SA Refugee Week events were also held in the suburban centres of Playford, Salisbury, Onkaparinga and Charles Sturt, and in the regional centres of the Riverland, the Murraylands, Tatiara and the Limestone Coast.

SA Refugee Week is supported by volunteers, donations and through sponsorships from participating organisations. The event receives sponsorship from the Adelaide City Council, DCSI and DECD. It was officially launched at Government House by His Excellency, the Honourable Hieu Van Le, AC, Governor of South Australia. Media interviews were held at Radio Adelaide (5UV) and ABC Radio Adelaide, and a wide range of articles appeared in print and electronic media, raising awareness of SA Refugee Week and the stories of individual refugees who have made South Australia their home.



## SA Refugee Week Student Poster Awards and Exhibition

The seventh Refugee Week Student Poster Awards, supported by DECD, were coordinated and presented in partnership with the Bob Hawke Prime Ministerial Centre and the University of SA School of Art, Architecture and Design. This ongoing project provides primary, secondary and tertiary students the opportunity, through poster-making and design, to learn about the issues surrounding refugees and about their contribution to Australian society. Young refugee leaders were trained to present to schools to encourage the dialogue on human rights.

Every year, the project continues to attract more and more budding artists from a growing number of schools and tertiary institutions. In 2017, 350 entries from 44 schools and institutions were submitted, including state and private

schools in metropolitan and regional areas, such as Booleroo Centre, Mount Gambier, Murray Bridge and Port Augusta. The poster exhibition, held at the Kerry Packer Civic Gallery, was launched by the Minister for Education and Child Development. Awards and certificates were presented to participating students and their schools in the presence of more than 200 attendees.

The poster exhibition was also displayed at the Marion Council Civic Centre, the Woodville Community Library (City of Charles Sturt) and the Greenacres Library (City of Port Adelaide Enfield). In 2018, it will be displayed in Hughes Gallery (City of Unley).





### Sport and Recreation

The AMRC has partnerships with the Football Federation South Australia, Surf Life Saving SA, local government swimming centres and with various local sporting clubs, including volleyball and netball. It also supported several cross-cultural carnivals bringing young people, including young women together throughout the year.

### Linkages

In 2017, the AMRC supported artists from new arrival communities to supplement their income and to maintain and develop their skills by participating in mainstream and community events by referring them to a range of events, celebrations, council programs and independent activities. Musicians and dancers were linked into many events, conferences, forums, festivals and special events and launches taking place, including at the Marion Cultural Centre, Holy Trinity Church, the Playford Civic Centre, Adelaide Town Hall, Tandanya National Aboriginal Cultural Institute, the Goodwood Community Centre, the City of West Torrens, the National Wine Centre of Australia and the Nexus Arts Centre. MRC Arts programmed a highly successful multicultural performance for the Unley Gourmet Gala – Santos Tour Down Under. Free weekly guitar lessons for young people were presented for four months at the AMRC.



# AMRC Partner Agencies

## Northern Area MRC

The Northern Area MRC (NAMRC) is a multipurpose centre servicing newly arrived humanitarian entrants and other migrants residing in the Salisbury, Playford and Tea Tree Gully council districts and the inner northern rural areas. During 2017, the NAMRC caseload managed 730 clients, made 550 referrals to external local and specialist services and responded to 615 counter services, face to face and by phone. The NAMRC responded to the needs of clients from a range of backgrounds, including Afghan, Burmese, Bhutanese, Congolese, Iranian, Iraqi, Liberian and Syrian. The issues and service needs of clients have not changed for the new client groups. Front-counter services also provided advice and information to a range of service agencies and community groups, including Housing SA, hospitals, charities and church organisations, education providers, job service providers, local schools, community leaders of new and establishing communities advocating for members of their communities, and Australian neighbours wanting to help clients.

To meet client needs, the NAMRC also conducted 28 information sessions on women's health, tax help, mental health and family wellbeing, domestic violence, education, employment and volunteering, financial management, civic responsibility, housing, the Australian legal system and SAPOL, and Centrelink services.

**The Youth Leadership Program**, in partnership with the Salisbury Youth Enterprise Centre, the Fair Work Ombudsman, the City of Salisbury, Belgravia Leisure, YMCA Elizabeth, ACCSA, MECCSA, MYLSA and SAPOL, was delivered to 45 young people of Afghan, Bhutanese, Burmese, Congolese, Iranian, Iraqi, Liberian, South Sudanese and Syrian backgrounds living in the Playford, Salisbury and Tee Tree Gully local government areas. Participants were empowered to develop skills and knowledge with regard to leadership, employment opportunities, event management, civic participation, safety and wellbeing, mentoring, governance and advocacy. The program prepared the young people to be leaders, mentors and role models to their peers, especially those at risk, willing and able to assist other young people to navigate and participate in their local community and provide input into their community's governance and decision-making. Participants were also mentored to undertake public speaking engagements in schools.

**Water safety training** for newly arrived youth aged 12 to 25 was delivered in partnership with Playford Aquadome and Parafield Gardens Swim School. The program educated 80 young people on essential swimming skills and increased their confidence around water. We hope this training contributes towards the reduction of drowning incidents among new arrivals on South Australian beaches.

**Ethnic leaders' forums** were held regularly in partnership with key services and policy bodies to build community capacity to address identified needs and issues in areas such as migrant services, housing, employment, financial management, small business enterprise, parenting and family wellbeing, and countering domestic violence. Ethnic leaders also participated in critical programs, including the campaign against domestic violence, new arrival programs for children and parents, governance training and consumer education.

Led by the Liberian Australian Service Foundation, a partnership between the AMRC, the Liberian Australian Service Foundation, ACCSA and MECCSA organised the second Walk Against Domestic and Family Violence, held on 4 November 2017. The walk, initiated by leading community men committed to growing the participation of people in their communities, commenced in Victoria Square and ended at Parliament House. The Minister for the Status of Women, the Honourable Zoe Bettison, MP, delivered key messages against family violence to the more than 100 members of the African communities, the Middle Eastern communities and the wider Australian community who attended.



**The NAMRC Community Centre** was extended and renovated with funding assistance from the state government, AMRC membership and philanthropic sources. The centre was used for community development activities as well as a meeting space for new and establishing communities in northern metropolitan Adelaide. In 2017, more than 4000 community members accessed the facilities, including the Salisbury Stitchers for conversational English classes; the Congolese Community Association for management meetings; the Burmese Community Association for regular youth meetings; the Bhutanese Community Association for youth meetings, citizenship meetings and fasting-festival planning meetings; and the Liberian community, including the South Eastern Liberian Association and the Liberian Australian Service Foundation, for fortnightly meetings. The facilities were also used by the Rwandan community for cultural practices and meetings, ACCSA for meetings to plan the African Festival, Samahan Filipino-Australian SA for meetings and cultural practices, and a number of other groups on a casual basis. It is envisaged that this use will triple in 2018 in line with the new purpose-built larger community centre, which can hold up to 80 people.

**Refugee Week** was celebrated with a cultural diversity and civic participation event for new and establishing communities in collaboration with local services in the north. The event brought together 200 individuals and services, including clients, volunteers and representatives of not-for-profit organisations, SAPOL, the Northern Community Legal Service and other mainstream services. Key speakers at the event were the Minister for Multicultural Affairs, the Honourable Zoe Bettison, MP; Her Worship the Mayor of Salisbury, Gillian Aldridge; and AMRC CEO, Eugenia Tsoulis.

**Taxation workshops** were delivered in partnership with the ATO to assist and educate new and establishing communities on how to manage their tax affairs in compliance with Australian taxation policy. By linking them to mainstream government services, 65 individuals who were identified as low-income earners were assisted to lodge their tax returns free of charge.

**Employment support** was provided by the NAMRC in partnership with the AMRC, Spotless, Workskil Australia and MYSA to recruit suitable clients for cleaning positions at the new Royal Adelaide Hospital through the Migration Council Australia's Friendly Nation Initiative. NAMRC bilingual workers assisted clients with their résumé preparation and completion of online application forms, and their training in Certificate II and III in Cleaning Operations, which focused on employability skills—communication, teamwork, problem-solving and various aspects of cleaning. As a result, five NAMRC clients gained employment with Spotless at the Royal Adelaide Hospital. Through continued employment support, such as résumé preparation and interview coaching, 15 clients gained employment with Farm House in Lewiston, Inghams Enterprises, Thomas Foods International and Assist HomeCare.

**Volunteer training** was provided to 15 placement students and 30 volunteers were trained in counter services, information exchange, individualised support for clients, referrals, support groups, and community and cultural events. This initiative provided volunteers with the opportunity to experience the Australian workplace for the first time and assisted 15 clients to gain employment with local businesses and services.

**Connecting Women – Conversational English classes** were held weekly in partnership with Salisbury Library Services, Salisbury Stitchers and volunteers for 50 women of Afghan, Bhutanese, Burmese, Syrian and other African backgrounds. These classes served multiple purposes: participants were able to better understand the Australian social environment, participate in sewing and arts and crafts activities, share their settlement experiences and provide emotional support to each other. Through these support group activities, key issues such as isolation and the need for emotional support and networking were addressed. The cross-cultural communication between the women improved their English language skills.

## Mount Gambier MRC

The Mount Gambier MRC provided case-management services to 86 families, 279 counter services, 269 referrals and 60 group sessions for 279 clients, supporting community capacity building in the settlement and participation of new arrival humanitarian entrants, the majority of whom were of Congolese and Karen backgrounds. The Mount Gambier MRC works in partnership with a diversity of services and community supports to maximise resources and outcomes. The key highlights of the year for the Mount Gambier MRC follow.

### Humanitarian Settlement Services

In 2017, the Mount Gambier MRC successfully managed the significant transition from the HSS program to the HSP. New clients arrived in Mount Gambier, and were welcomed by the Congolese and Karen communities. Three local area coordination meetings were held during the year, assisting the understanding of cross-cultural service and the coordination and continuous support of new settlement.

### Information and Training

**Conversational English classes** for up to 30 participants were held each week. These classes do more than teach conversational English to clients. Learning to be an Australian citizen in preparation for their citizenship test is a large part of the program, as is learning about life in Australia and the Australian workplace. Most participants had completed AMEP classes at TAFE in recent years but felt the need to improve their conversational English skills and their knowledge of the language. This program has assisted many new arrivals over the past few years, which has been made possible, in part, through the efforts of MRC volunteer Anne Pick, whose work was acknowledged through the Governor's Multicultural Awards.

**Seniors' Support** is a group for older migrants who meet weekly to socialise and interact. In the MRC's backyard, they planted vegetables, which they harvest for their own use. Volunteers took the participants on shopping excursions during which they were encouraged to ask for service from retail staff. They went for walks around town and visited places of interest. Participants had the opportunity to improve their conversational English skills and socialise with friends. Another advantage of Seniors' Support is that it gives the participants' carers the respite they need. Engaging with Seniors' Support gave MRC staff the opportunity to support the participants with a range of needs, including arranging flu vaccinations in winter and providing information on incontinence and general health practices. The older clients provided a supportive welcome to new arrivals by talking to them about how they adapted to a new culture.

**Gambling Awareness Information Sessions** on the effects of gambling were held for the MRC community. The sessions raised awareness among participants about gambling addiction and its financial and social consequences. Brochures and information on how to get help for gambling addiction were provided to participants. More information sessions will be delivered in 2018.

**Jobseekers' Information Workshops** were held in partnership with Centrelink to address clients who are struggling to look for work. Mature-age jobseekers aged 55 and over often struggle to look for work due to their age, health, disability and other barriers. Key community leaders attended the sessions, where they were provided with information on job plans, AMEP and the Skills for Education and Employment program, job seeking, volunteering and jobactive appointments. Although the information sessions were informative, no actual employment outcomes have been generated.

**Homebuyer's Information Workshop** had attendance from 22 migrants from Karen and Karenni backgrounds. Participants were very interested to learn more about the differences between the two options: building a new home and buying an existing home. Some people who attended are currently looking for houses to buy and felt encouraged to make an effort to secure stable and affordable long-term housing.

**A Tour of the Police Station and Courthouse** was organised for 24 key community leaders and other clients, where they learned about many important aspects relating to the Australian legal and justice system, including recovering and keeping stolen items; certifying documents; breath testing and drink driving; road rules, demerit points and fines, wearing helmets on bikes, driver's licence restrictions and conditions; underage sex and the seriousness of sexual offences in Australia; and sentencing and jail terms. These annual onsite tours provide migrants with a real-world context, which can be better than talking about services and expectations in a training room. People who have been fined or summoned to attend court also attended.



### Health Information and Intervention Workshops

were held on a range of topics. Congolese, Karen and Karenni migrants attended an information session on the NDIS. A Hearing Test with Australian Hearing delivered information on hearing problems and a hearing test to migrants in an environment where they felt comfortable. 19 migrants, supported by interpreters attended. For most participants, it was the first time they had received a hearing test. Breast Cancer Awareness and Mammograms were conducted with Breast Screen SA's mobile screening unit, which visits Mount Gambier every two years. The Mount Gambier MRC assists their visits by encouraging new clients aged 50 to 70 years to receive information on the early detection of breast cancer and free mammograms.

### Social Enterprises

**Mount Gambier Public Library's Swahili and Karen Collection** has addressed the need to make available much-needed Swahili and Karen language books and other resources at the library. The money raised at the Congolese Cultural Night was used by the Mount Gambier MRC to purchase Swahili books for the library, and the Mount Gambier Friends of the Library contributed to the purchase of Karen books. The collection was launched at the Mount Gambier Public Library on 30 November 2017, with children, the media and the mayor in attendance. At the launch, an MRC interpreter read from a children's book held in the collection to a group of students from Mount Gambier North Primary School. The children borrowed their first Swahili books after the launch. The Mount Gambier Public Library now has a good collection of Swahili and Karen books for the migrant community to borrow; these books have been catalogued and are available to libraries across the state.

**I Made It** is a sewing enterprise program for migrant women in Mount Gambier. This program enables six women to undertake a sewing course over a 12-week period, during which they learn to make clothes and to price and sell their items. At the end of the course, they graduate with a certificate, and each participant receives a donated sewing machine to take home, along with a start-up kit of fabric. In 2017, three elderly members of the Karen/Karenni community joined the program. They had never used sewing machines but enjoyed hand embroidery. They are now using their



donated sewing machines to embroider cushions and other items that will be sold in shops; they are also learning to make clothes. The program has been successful in helping women in the early phase of their settlement and in preventing isolation in their community. Thank you to St Martin's Lutheran College for their donation of sewing machines.

**The tailoring initiative** arose from the I Made It program because a male participant was a tailor in the Congo. The initiative gave him the opportunity to make and sell items for an income and to learn how to price and sell products in Australia. Since his participation in the initiative, he has made more than two dozen waistcoats for the Mount Gambier City Band, and he is now making made-to-order cushions for a local shop and clothes for the Congolese community.

**A Congolese mural artist** who arrived in Australia in October 2015 had learnt to paint murals and sculpt in the refugee camp. Since then, he has painted two murals in Mount Gambier—one at a school and another on a shop wall. He has also been commissioned to paint murals in a coffee shop that is currently being renovated. The MRC supported him to register for an Australian Business Number and linked him with a well-known local artist to teach him how to prepare quotations and invoices. The artist has also shown him how to sculpt with limestone and Australian wood. The Congolese migrant will hold his first solo exhibition at the Riddoch Art Gallery in Mount Gambier in March 2018.



## Community Engagement

A number of activities were organised to assist community interaction and social cohesion. These included a community welcome dinner for new families; the Congolese Cultural Night attended by 200 new and established Australians, where the documentary *Constance on the Edge* was screened to raise money to purchase Swahili books and DVDs for the Mount Gambier Public Library; a Christmas celebration barbecue in the MRC's backyard for new communities and members of the public, who kindly donated toys, baby and children's clothing, household items, linen and books. Foodbank SA donated large amounts of food to distribute to families, and hampers were donated to newer migrant families.

## Youth Engagement

**The Youth Health Day** provided information on youth health and wellbeing to 17 young people aged 15 to 25 from Congolese, Karen and Karenni backgrounds. In addition, six young people aged 15 to 24 from Burmese and Congolese backgrounds, who arrived in Mount Gambier between 2007 and 2016, participated in the City of Mount Gambier's consultation process for the development of the Youth Engagement Strategy. The Youth Life Skills Development Camp was held in October at Rendelsham, South Australia, with 20 young people from Congolese, Karen and Karenni backgrounds in attendance. Approximately 25 members of the MRC Youth Group, from the AMRC's HSS and SGP programs, attended a fun social day to Browns Beach, where the Christian Surfers gave them surfing lessons and swimming tips for the summer holiday period.

## Naracoorte MRC

The Naracoorte MRC facilitated a number of programs, projects and services to accommodate the needs of new and establishing communities and their members with a diversity of visa status, including some who arrived as HSS, CCS, SRSS clients, visa 457 and other visa holders.

### Settlement and Community Services

Case-managed services were provided to 89 clients, counter services to 138 clients, with 150 referrals and group sessions provided for 842 clients.

### Training

In 2017, training sessions were organised through partnerships, including road safety training with SAPOL, waste management training with Naracoorte Lucindale Council, management of utilities training with Uniting Care, First Aid training with St John Ambulance SA, and three workshops on parenting with DECD.

Conversational English classes were established by the Naracoorte MRC, due to demand following the closure of AMEP classes at TAFE SA Naracoorte Campus. Classes commenced in January 2017. Evening classes for men were conducted over a five-month period until seasonal work intervened. The women's classes have gone from strength to strength, with 20 Hazara women registered for two-hour classes each week. Twelve local volunteers from the wider Naracoorte community provided tutoring. About half the volunteers are teachers, and the results have been promising in respect to learning and social outcomes. Seven of the Hazara women and one man have since completed a basic computer course with Limestone Coast Training. A sewing group has also formed among the participants attending the English classes. The conversational English classes will continue in 2018 with the support of a grant from the Stand Like Stone Foundation.

### Community Engagement and Cohesion

*The Australian Bureau of Statistics 2016 Census* acknowledged Naracoorte as one of the most successful settlement places. Naracoorte was lauded as one of the most successful places for migrant settlement in Australia. In particular, Naracoorte was identified regionally as having a very high rate of volunteering. The Naracoorte MRC volunteers received a certificate of appreciation from the Naracoorte Lucindale Council during National Volunteers Week, and the Naracoorte MRC was interviewed by SBS about their volunteer program.

In 2017, the local Afghan community participated in Anzac Day commemorations for the first time and placed a wreath during the ceremony. A number of Hazara people are on school councils, and some are members of Rotary. A female Hazara youth leader was nominated for and named the Naracoorte Young Citizen of the Year. With funding from the Naracoorte Lucindale Council community chest, the Naracoorte MRC was able to purchase Afghan-style floor coverings and cushions to furnish the centre.

The Naracoorte MRC was involved in community-organised events, including Harmony Day, Eid celebrations and other family celebrations in the local migrant community. The centre also convened the Naracoorte Local Area Settlement Coordination Committee and participated in the Naracoorte Mental Health Services Roundtable.

In November, the mayor of Naracoorte Lucindale and chair of the South Australian Regional Organisation of Councils, Erika Vickery, OAM, was successfully elected for membership of the AMRC Board for the 2018–2020 period.





## Bordertown MRC

Bordertown MRC delivered 178 case-managed services, 436 counter services and 436 referrals for clients through Commonwealth, state and philanthropic funding. Comprehensive and complex case management was also provided to 11 women and children who arrived late in 2017 on partner visas to men who were working shifts at JBS Meatworks.

The migrant and refugee population of Bordertown has continued to be predominantly sole men from Afghanistan, Malaysia, Sri Lanka and various African countries. There has been stability among the CALD community as longer-term members have been fully employed by JBS Meatworks. However, most recently, there was an element of change among a smaller percentage of migrant and refugee community members. The majority of new arrivals this year were from Malaysia—approximately 70 Malaysians on Bridging visas A (BVA) and Partner visas arrived in Australia.

Of sustainable settlement significance and concern is that for the first time the small town of Bordertown received 11 Afghan families with children who were reunited with their husbands and fathers. These families all arrived on Partner visas (Subclass 100) in the last quarter of 2017. Due to their trauma, lack of English and considerable dislocation and isolation, these women and children required but were not eligible for HSP and SIS services.

The services in Bordertown to support new arrivals are limited, and the Bordertown MRC runs the only volunteer English classes. The MRC is also without on-arrival resources other than very limited general settlement resources. The Tatiara Council and JBS Meatworks

have been advocating family reunion for years as a means of building community through employment and settlement sustainability. Yet the lack of settlement resources for partners arriving under the Partner visa has translated into five of these families leaving Bordertown for Adelaide, where they will be able to receive greater support and Centrelink assistance because the sponsor will no longer be working. This lack of settlement resources for particular visa classes is contrary to regional development, settlement and employment sustainability.

The partnerships between the key stakeholders in local government, JBS Meatworks and the Bordertown MRC remain strong and crucial to successful outcomes continuing to be achieved.

Leadership from within the CALD community has been identified and fostered. Key figures from the various cultural groups are assisting with the planning of events and programs, and there is evidence of a sense of ownership of the Bordertown MRC building and space. Working relationships with local service providers, such as schools, hospital, medical clinics, real estate agents, community groups and sporting clubs, are proving to be invaluable to successful settlement and integration. Obvious gaps remain in availability of

services and include the lack of TAFE and adult English classes, no public transport, limited short-term housing options, no Medicare/Centrelink offices and no access to affordable reliable internet.

The highlights for the year for the Bordertown MRC included an Afghan man becoming a volunteer ambulance officer with the Bordertown branch of SA Ambulance. Others included the Eid celebration organised by the local community, a citizenship party and a soccer barbecue.

Many opportunities for community consultation occurred. The Bordertown MRC convenes local area coordination meetings, and facilitated and participated in various other community consultations, which included with the Tatiara Migrant Settlement Committee, the Tatiara Road Safety Committee, women's groups, local schools, employment forums, community groups and local business. The Tatiara community demonstrates a willingness to engage with refugees and migrants. This was evident at the many community events held during 2017 and in volunteer numbers and offers of assistance. Building social cohesion and ensuring that, as a community, we continue to move forward together continues to be a focus.



## Murraylands MRC and Riverland

### Settlement Services

The Murraylands MRC (MMRC) provided 71 individual case-managed services, 170 small group settlement services and 210 referrals for people across several local government areas from its main office located in Murray Bridge and its outreach office in Renmark, with a focus on broad community capacity building, partnerships and ongoing

engagement with local communities. To clients from Cambodian, Chinese, Congolese, Filipino, Iranian, Malaysian, Sri Lankan, Sudanese, Taiwanese, Thai and Vietnamese backgrounds, the MMRC provided assistance with accommodation; completing documentation, including citizenship applications; and employment and training.

Information sessions were held throughout the year, including with the SA Country Fire Service on bushfire dangers, preparing a bushfire safety plan and bushfire safety for travellers; SAPOL on the role of the police and driving responsibilities in Australia; the NDIS on the disability services available, eligibility and plans; and the International Organization for Migration on migration and loan assistance.





## Community Development and Engagement

The MMRC provided executive support to the Murraylands Multicultural Network, a group of key community leaders who meet regularly to share information and assist their community's integration. We were also represented on the Riverland Multicultural Council. The MMRC facilities were used for various meetings, community consultations, and information and training sessions, all designed to assist in successful settlement outcomes for our clients. The MMRC facilities were used throughout 2017 by AMEP and our volunteer English classes. The Murraylands Multicultural Network is a resident organisation in the building.

The MMRC partnered with the Rural City of Murray Bridge Council and the Hugo Centre for Migration and Population Research on the Welcoming Cities project. The report for this project will be launched in early 2018.

A partnership agreement was formalised between Thomas Foods International, MINTRAC, the AMRC and the Rural City of Murray Bridge to deliver an employment pilot in 2017. The pilot was successful in placing and relocating a number of clients into full-time permanent employment in the meat industry. In addition, the pilot led to the development of a resource manual for training on cultural diversity in the workplace and the production of a training video for use by the meat industry.

The Riverland service worked closely with the Riverland Youth Theatre, with numerous MRC clients benefiting from participation in a range of the theatre's programs, including training and workshops.

A number of employment-related information sessions were also conducted, including by:

- On The Run on employment opportunities at local service stations and at the new racetrack facility at Tailem Bend
- Thomas Foods International on employment opportunities at the Thomas Foods plant in Murray Bridge
- the New Enterprise Incentive Scheme on starting your own business. The scheme provides accredited training, business mentoring and support to individuals starting their own business.

Partnerships are vital to the work of the MMRC. In 2017, we consolidated our partnerships with the Rural City of Murray Bridge Council, the Rotary Club of Murray Bridge and Regional Development Australia Murraylands and Riverland.

The MMRC partnered with the Murray Bridge Regional Gallery and the Guildhouse Traditional Craft Skills Workshop program to deliver an eight-week course on traditional Eritrean basketry. The MMRC also partnered with the Early Learning Centre in

Murray Bridge to deliver an English class to parents of children under five, with free crèche facilities provided. This was in addition to close working partnerships with a range of employer groups, training organisations and other community support organisations.

The MMRC consolidated English classes delivered by well-qualified volunteer tutors. This free program runs four mornings a week with financial support from the Rural City of Murray Bridge and accepts students regardless of their visa status.

The MMRC played a key agency role in partnership with the Rural City of Murray Bridge, the Murraylands Multicultural Network and ac.care in holding the annual All Culture Festival at the Murray Bridge Town Hall in June as part of SA Refugee Week. The highlight of the day was an Australian Citizenship Ceremony, where individuals and family members, including a number of MMRC students and clients, pledged their loyalty to Australia and its people.

The Riverland service participated in the organisation of Harmony Day with other stakeholders in town and coordinated Eid gatherings to celebrate with communities in Renmark.



## Auspiced and Resident Partners

The AMRC provides office, training, meeting and administrative facilities for ACCSA and MECCSA in their work of settlement and community development with their respective client groups. Between them, the two councils represent more than 45 African and Middle Eastern ethnic groups, and each council elects a management committee biannually. The AMRC is privileged to be nominated as an ex-officio member on each management committee for the past 17 years. The AMRC has an MOU with each council regarding governance, financial, legal, and policy and technical advice and where required, training and other assistance. The three organisations are also partners in a number of activities, ensuring cross-cultural participation as a means of fostering social cohesion and harmony. This 17-year partnership has supported on-arrival and ongoing settlement and integration of African and of Middle Eastern refugees arriving in South Australia. It has used the collective community and professional expertise of all three organisations and their combined resources to support successful integration of new communities and has thus fostered social cohesion in South Australia.

MYLSA operates under the auspices of the AMRC, which provides the organisation with administrative support and office, social and training facilities. MYLSA represents a growing group of hundreds of young people of refugee background, who come together at forums, camps, training and social and cultural activities. They are also trained to take part in Youth Parliament and to present at public functions, at schools, and to other young people. The young people formed the organisation in their desire to learn about governance as the coming leaders of their community and to promote cultural diversity. MYLSA is managed by a management committee elected biannually and has a representative on the AMRC Board.

Encouraged by the establishment of the *National Harmony Alliance – Migrant and Refugee Women*, the AMRC has auspiced a number of meetings and round tables in Adelaide that initiated the *Council for Migrant and Refugee Women (SA)*. This Council will be formally launched during International Women's Day in March 2018.



# Advocacy, Research and Service Development

The AMRC's service improvement and development is based on an action research model that enables continuous consultation and service input from the client groups and other stakeholders. It is supported by evidence-based research using internal qualitative and quantitative data as well as external review by its client groups and academic research partners. Through this continuous and regular response to the needs and aspirations of our client groups, and the social environment in which they are received, the AMRC has been able to concentrate on piloting innovative models of good practice that build broad community capacity and empower our client groups to advocate on their own behalf. We use our evidence-based practice to input into key forums—national, state and local. We also deliver through our clearing house; our migration, settlement and allied information and resources; and our specialist services. We convene local area settlement coordination and planning committees, hold regular community consultations and share information with our client groups, diverse partners and other stakeholders.

## Stakeholder Consultations and Engagement

The purpose of the forums and pilots initiated in 2017 was to build community—to have a continuous dialogue with key stakeholders in building their awareness of cultural diversity and their knowledge of how to embrace and engage with it. For the community stakeholders, the aim has been to provide them with opportunities to participate in this dialogue and to further their knowledge and networks in their journey to full participation. This engagement was multifaceted and responded to the needs of our client groups, our partners and collaborating organisations and the members of the broader community who wished to be part of the settlement and integration process. The engagement also focused on implementing critical government policy, especially in relation to employment and training, women's health and wellbeing, and combating family violence.

A number of consultations were organised for key community people to discuss issues affecting them and to assist them to develop strategies to address their needs. Across all community groups, the most common discussion topics were family reunion, employment, intergenerational issues, and resources to support community capacity. Consultations were also held for SCoA to inform national policy on migration and settlement.

In September, we consulted with 80 ethnic leaders in Adelaide and held consultations in Mount Gambier and Naracoorte. We have convened a number of stakeholder committees and working groups. (See sections 'Committee Representation' and 'Committee Convenorship'.)



## Women and Health

The AMRC was a partner in the *Embracing Health and Diversity Migrant and Refugee Health Forum* held in March at the Playford Civic Centre, Elizabeth, with the Northern Health Network, the Northern Adelaide Local Health Network (NALHN) and the Migrant Health Service. The forum brought together more than 120 healthcare workers and community representatives to focus on best practice health care for migrants and refugees in South Australia.

The AMRC participated in the Migrant and Refugee Women's Health Partnership auspiced by the Migration Council Australia, to host two consultation sessions with women from refugee backgrounds on health literacy and health system knowledge, in addition to holding a medical practitioner roundtable. The consultations were held with 35 women from Armenian, Bangladeshi, Bhutanese, Burmese, Iraqi, Iranian, Kenyan, Liberian, Rwandan and Syrian backgrounds. The women shared their experiences of accessing the Australian health system and their knowledge of service gaps, and they gave feedback on areas for improvement. Both sessions and the roundtable were held as part of the Migration Council Australia's Migrant and Refugee Women's Health Partnership, which aims to work in conjunction with clinicians, healthcare services and health practitioners to recognise and respond effectively to the culturally diverse healthcare requirements of migrant and refugee women in order to ensure equal access and positive outcomes. The practitioner roundtable was attended by allied health professionals and general practitioners; it explored the challenges clinicians encounter when working with migrant and refugee women and the good practice strategies that can be implemented.



## Partnership Forums

The AMRC convened and/or participated in a number of forums.

**The Journalism Project review on CALD communities/groups** and their access to mental health services and programs was conducted by the University of Technology Sydney.

**The consultation with Medical Services NALHN** considered how SA Health could better communicate with their CALD patients, particularly in relation to outpatients and waiting lists.

The Women's and Children's Hospital roundtable looked at consumer feedback and proposals for health policy changes regarding people from CALD backgrounds.

**The Campaign to Prevent Family and Domestic Violence** was convened by the AMRC. This three-year pilot, working with men, women and young people as well as with frontline workers, in partnership with White Ribbon Australia, Lifeline's *DV alert* and Myriad International Consulting Services, culminated in the production of a resource manual. The AMRC's *Working with new and emerging communities to prevent family and domestic violence: Good practice resource* was launched by Andrew O'Keefe, AM, founding member of White Ribbon Australia, at the Tandanya National Aboriginal Cultural Institute. The launch attracted more than 300 representatives from government and non-government services and CALD families. The resource will provide a model for working within multicultural community settings to prevent family and domestic violence.

**The Employment Innovation Forum** was convened by the AMRC in partnership with SCoA, with participants from more than 70 organisations attending. Key speakers and panellists at the forum included Houssam Abiad, Deputy Lord Mayor of Adelaide; Jessica Jeeves, Director of Policy, Business in the Community with the Business Council of Australia; Veronica Ormerod, Senior Lecturer, Foundation Skills, TAFE SA; and Gary Brown, Senior Partner, Rising Teams Consulting. The forum discussed practical approaches to enhancing employment opportunities and outcomes for migrants and people of refugee background, and highlighted good practice case studies of employment initiatives.

**The Education and Effective Settlement Forum** was convened by the AMRC in partnership with the DECD English as an Additional Language or Dialect Program. The forum explored the services and achievements of DECD in the settlement of humanitarian and other migrant arrivals and identified areas that require further strengthening.

**The SA Migrant Small Business Expo** was a community event held in November in which the AMRC was a principal partner. Hosted by the City of Adelaide, the event aimed to help migrants and refugees access key information, advice and motivation from local business owners. We partnered Access Community Services, Settlement Services International, Community Corporate and MYSA. The expo included presentations, an expert panel, networking and special exhibitions from key federal, state and local government bodies and non-government agencies. Attendees were from 41 different ethnic backgrounds.





## Research and Service Development

The AMRC contributed to public policy and service development through strategic research, including with the following key partners.

Adelaide University's Hugo Centre for Migration and Population Research

- The Welcoming Cities project in Murray Bridge with the Rural City of Murray Bridge and the Murraylands MRC, funded by the Scanlon Foundation
- A study of Burmese 10-year settlement in South Australia in association with the NAMRC and Chin community and the Mount Gambier MRC and Karen/Karenni communities.

Adelaide University's School of Public Health

- Bushfire and heatwave information resources for CALD Communities, with funding provided by the National Emergency Management Projects program through the federal Attorney-General's Department.

University of South Australia

- The Australian Population and Migration Research Centre and Multicultural Youth SA on the project Pathways to active citizenship: Refugee youth and their transition from school to further education, training and employment
- The Sansom Institute for Health Research on the project Improving Intercultural Relations in Australia
- The School of Psychology, Social Work and Social Policy on the project Parenting Without a Home: An Intersectional Approach, which explores the perspectives of service providers on how parenting is affected by homelessness and service intervention in the context of homelessness.

Flinders University

- Southgate Institute for Health, Society and Equity on the research project Food Insecurity among Afghan Refugee Families in South Australia, which is focusing on Afghans who have migrated to Australia in the past 10 years.

## Presentations

Some examples of presentations to diverse networks are listed below.

- **2nd National Advancing Community Cohesion Conference**, Presentation on Community Cohesion and Regional Australia – *Facilitating Inclusion of Recent Arrivals in Regional South Australia*
- **Regional Summit 2017**, hosted by DSD and SA Primary Industries and Regions. Presented on the value of, and managing, cultural diversity to address workforce issues in the regions, Clare, South Australia.
- **Adelaide Metro Multicultural Services** Presented on recent profiles, needs and resources of the humanitarian program.
- **Settlement Action Network** meeting of the Australian Refugee Association. The AMRC, along with DSS, presented on the settlement outcomes and challenges for the latest cohort of new arrivals, including those from Syria.
- **Public Libraries Network**. Presented to representatives from various libraries across South Australia to update them on the language requirements of the current cohorts, and on collaborations in future events and activities that libraries organise, particularly during school holidays.
- **Uniting Communities – Consultation on DV and Asylum Seekers**. Presented on services and initiatives available to support asylum seekers to prevent and respond to possible domestic violence incidents.
- **St John's Youth Services – Youth Housing Conference**. Presented on the needs and challenges for new and establishing migrant youth. This covered national and state housing and other service providers.
- **TAFE SA's Community Services** – Diploma, final-year students. Presented on working with refugees and migrants from a community services perspective.
- **South Australian Multicultural and Ethnic Affairs Commission**. Presented on new arrivals and employment challenges and opportunities.

## Committee Representation

- ACCSA Management Committee
- Adelaide Community Consultative Group
- Ambulance Services SA Community Advisory Committee (Chair)
- Australian Partners of Religious Organisations (APRO)
- Adelaide Secondary School of English Board of Council
- Department for Education and Child Development – Orion partnership, New Arrivals Committee
- Department of Human Services Multicultural Advisory Committee
- Department of Home Affairs, Community Reference Group and SRSS Reference Group
- MECCSA Management Committee
- Migration Council Australia, Migrant and Refugee Women's Health Partnership
- Migration Council Australia, Harmony Alliance Governance Committee
- Northern Health Network
- SA Settlement Planning Committee
- Settlement Council of Australia Board
- White Ribbon Australia CALD Reference Group
- Women's and Children's Hospital Health Network

## Committee Convenorship

- MRC Works RTO Quality Assurance Committee
- Mount Gambier Local Area Settlement Coordination Committee
- Murraylands Multicultural Network
- Regional Multicultural Communities Council
- Adelaide Local Area Settlement Coordination Committee
- SA Refugee Week Coordinating Committee





# Governance

## Patrons

We acknowledge our patrons for their support and guidance of our work to ensure its integrity.

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His Excellency, the Hon. Hieu Van Le, AC  
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### Patrons

The Hon. Christopher Kourakis  
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The Hon. Amanda Vanstone

The Hon. Robyn Layton, AO, QC  
Adjunct Professor, School of Law  
University of South Australia

## The Board

We take this opportunity to thank the following members of the current Board for their invaluable volunteer contribution, especially to the AMRC's strategic planning. Board elections were held and announced at the AMRC AGM in November. The new Board for 2018–2020 will commence in January 2018.

## Board Members

Judge Rauf Soulio	Chairperson
Ms Florina Fernandes	Deputy Chairperson
Ms Elizabeth Ho, OAM	Deputy Chairperson
Mr Tung Shen Chin	Treasurer
Councillor Houssam Abiad	Councillor, City of Adelaide
Mr Tarik Beden	Chairperson, Iraqi Community Cultural Association of SA
Ms Angela Hazebroek	Director, Urban and Regional Planning Solutions
Ms Jessica Jeeves	Director of Policy, Business in the Community, Business Council of Australia
Dr Felicity-ann Lewis, AM	Senior Lecturer, Flinders University
Mr Mabok Deng Marial Mabok	Chairperson, African Communities Council of SA
Ms Vahedeh Mansoury	Chairperson, Middle Eastern Communities Council of SA
Associate Professor Lillian Mwanri	College of Medicine and Public Health, Flinders University
Mr Hussain Razaiat, JP	Chairperson, Afghan United Association of SA
Ms Marwa Shabbar	Multicultural Youth Link SA
Ms Eugenia Tsoulis, OAM	CEO, Australian Migrant Resource Centre



## AMRC Management Staff 2017

Eugenia Tsoulis, OAM	CEO
Alex Parken	Legal Counsel, Manager, Corporate Services
Biljana Zubcevic	Manager, Finances
Cynthia Caird	Manager, Community and Specialist Services
Mirsia Bunjaku	Manager, Disability and Aged Care Home Care Services
Dilky Wijeyekoon	Manager, Humanitarian Settlement Services and Community and Specialist Services (January–October)
	Humanitarian Services Program/Specialised and Intensive Services (from November)
Quyen Hoang	Manager, Status Resolution Support Services
Prue Hemming	Manager, Training and Employment (January–August)
	Consultant (August–December)
Michelle Dieu	Manager, Volunteer and Community Participation Program
Zeleka Habtegiorgis	Manager, Migration Services and Community Proposal Pilot
Anelia Blackie	Manager, Mount Gambier MRC
Reagan Bledde	Manager, Northern Area MRC

# Member Organisations

## Full Members

Adelaide City Care	Hazara Foundation of SA	Samahan Filipino-Australian SA Inc.
Adelaide Mosque Islamic Society of SA	Hungarian Caritas Society in SA Inc.	Serbian Australian Senior Citizen Club Inc.
Afghan United Association of SA	Hungarian Veterans Association of SA	St Nicholas Romanian Orthodox Parish of Adelaide
African Communities Council of SA	Inclusive Directions	Shelter SA (reciprocal)
African Women's Federation	Iraqi Community Cultural Association of SA	Sierra Leonean Community of SA
Ahmadiyya Muslim Association Australia	Iraqi Women's Voice of SA	St John's Youth Services
Ahwazian Community of SA	Islamic Society of SA	Somali United Community Association of SA
Andnat Ethiopian Community of SA	Iraqi Sports Association of SA	South Sudanese Community of SA
Armenian Cultural Association of South Australia	Jewish Community Service Inc.	Sudanese Community of SA
Association of Burundian Community	Kurdish Australian Association of SA	Survivors of Torture and Trauma Assistance and Rehabilitation Service
Association of Ukrainians in SA Inc.	Lakes Community Welfare Association of SA	Tanzanian Community Association of SA
Australian Druze Community of SA	Liberian Australian Service Foundation Inc.	Tartar Bashkurt Association in Australia Inc.
Australians for Syria SA	Liberian Community of SA	The Adelaide Mosque Islamic Society of SA
Baba Gur Gur Community Australian Turkman Association Inc.	Middle Eastern Communities Council of SA	The Association of the Burundian Community of SA
Bhutanese Australian Association of South Australia (BAASA)	Multicultural Communities Council of SA (reciprocal)	The Croatian Club Adelaide Inc.
Bosnia and Herzegovina Council of SA	Multicultural Youth Link SA	The Ethnic Schools Association of SA Inc.
Bosnia and Herzegovina Muslim Society in SA	Multicultural Youth SA	Togolese Community of SA
Ceylon Tamil Association of SA	Murraylands Filipino Australian Association	Turkic People Association of Australia
Chin Community of SA	Murraylands Multicultural Network	Turkish Association of SA
Congolese Community of SA	Muslim Women's Association of SA	Uganda Community of SA
Coober Pedy Multicultural Community Forum Inc.	Naracoorte Afghan United Association of SA	Uzbek Association of Australia
Croatian Club Adelaide	Oromo Community Association of SA	Vietnamese Community in Australia – SA Chapter
Ethiopian Community Association of SA	Overseas Chinese Association of SA	Working Women's Centre SA Inc.
Eritrean Community of SA	Persian Cultural Association of SA	Youth Affairs Council of SA
Filipina Network SA	Port Lincoln Multicultural Council	Zambian Association of SA
Filipino Aged Care of SA	Regional Multicultural Communities Council	Zomi Community Adelaide (SA)
Filipino Settlement Coordinating Council of SA	Riverland Multicultural Forum	
Football Federation SA	Rotary Club of Edwardstown	
Greek Orthodox Community of SA Inc.	Rotary Club of Murray Bridge	
	Rwandan Community of SA	

## Associate Members

Kazem Abhary	Aida Garcia	Nkewto Nkamba
Houssam Abiad	Mayor Kris Hanna	Evelyn O'Loughlin
Juma Abuyi	Genevieve Haskett	Alexandra Parken
Zita Deng Agor	Angela Hazebroek	Moss Politis
Nicholas Begakis AO	Andrew Hill AM	Patricia Rios
Judge Katrina Bochner	Yianni Hill	Simon Schrapel, AM
Lina Caporaso OAM	Elizabeth Ho OAM	Gosia Skalban, OAM
Miriam Cocking	Ibrahim Jabateh	Judge Rauf Soulio
Helen Connolly	Jessica Jeeves	Lisa Teburea
Sam Cozens	Eva Kannis-Torry	Jacinta Thompson
Claudia Cream OAM	The Hon Chief Justice Christopher Kourakis	Peter Tsokas
Danyon De Buell	Stan Lewinski	Eugenia Tsoulis, OAM
Mayor Graham Excell	Felicity-ann Lewis	Mayor Erika Vickery, OAM
Florina Fernandes	Joseph Masika OAM	
George Fomba	Lilian Mwanri	



# Acknowledgements

The AMRC Board and management thank all volunteers who invested their time in providing valuable and extraordinary voluntary services throughout the year. The following volunteers have been actively volunteering in a number of programs and projects.

## Volunteers – Adelaide Metropolitan

Abdul Hamid Barakat	Dania Naji	Hiba Alwani	Mohammad Sadeque
Abdul Samad Alef	December Paw	Hamido Almasri	Mohan Bhattarai
Abdulaziz Rahman	Deeqa Ali	Hashem Qannadian	Mothi Maya Rai
Abdulrahman Alkhoja	Denise McEvoy	Hoori Abdoli	Moufadal Ibrahim
Abdalla Geberabi	Dil Kumari Karki	Ibrar Ahmad	Mousa Shannon
Aghdas Ahmadzadeh	Mohammad Lotfollahi	Ibrahim Ali	Mahbooba Sarwani
Ahammed Hossain Bhuiya	Dup Kip Cuai Savung	Jacob Aguer Deng	Mansoor Sultani
Ahmad Sadik	Eghbal Shabibi	Jasmine Rawat	Manzoor Qasimi
Alex Hadchiti	Emilia Ghignola	Jo Yee Lum	Marta Chorbajian
Almansori Salah	Elizabeth Rualhleng	Kazem Abhary	Mohammad Abdulkaker
Andrew Hill, AM	Ehsan Shekofteh	Karam Sarsam	Mustafa Elsayed
Anna Amirkhanyan	Elias Alavi	Karen Ros Wong	Narges Ghulam Rasool
Aishan Naiseerding	Esther Hniang	Karun Karma Karki	Mahboobeh Abbaspoor
Akhtar Esmail-Zadeh	Esther Nichun	Kedar Chapagai	Marta Chorbajian
Ali Reza Abiyat	Enkenyakesh Haile	Kefayeh Doraghi Ahmadi	Mohamad Sadik
Ali Sameer Hamid	Enoch Dahn	Kenny Trinh	Moktar Panahi
Alia Azimi	Esther Nichun	Khaled Sidawi	Muthana AL Boufradi
Ananias Nshangalume	Fatima Tlaa	Khalid Said	Murtaza Sarwari
Aram Rafaat	Feliza Guertz	Khashayar Zabihian	Muzafar Ali
Arash Rezaei	Joy Goodridge	Kim Hlikhin	Narges Imee
Arezoo Khanzadeh	Letty dela Cerna	Krishna Luitel	Nawed Rezaei
Ashour Sayahi	Lorena Gomez	Lawuo Mama Peewee	Noyan Maqsoudi
Aya Alnabis	Fadumo Boorjif	Leyla Mazraeh	Nader Ahmadi
Aya Alnakib	Farzana Islam	Lian Sian Sing Gualnam	Naira Tandilyan
Azizah Ali	Fateme Khodadadi	Luqman Safi	Naiyer Fatema Khanom
Bahaa Hijazi	Fatima Al Mansoury	Maan Albadeen	Najma Najma
Basbibbi Zaheer	Fatima Tlaa	Madan Kumari Khapangi	Naqibullah Hakim
Balkees Al Hamad	Florence Lalrammuani Fanchun	Makur Majak	Nazifa Safi
Baraah Sourani	Francois Tshiaba	Margaret Amoo Taban	Nujoud Karawani
Beverley Newberry	Fahim Shahimi	Maryam Yazdani	Omar Al Barakat
Bidhya Karki	Farhan Shah	Mehala Sivakumara	Pari Moradi
Caroline Gray	Farid Drokshshan	Michael Coventry	Parastoo Rohani
Cielo Divina Waghorne	Gohar Khachatryan	Ming De Leom	Pau Lian Naulak
Cynthia Vallejo	Gul Gordon	Moh Hung Ngoi	Prakash Basnet
Bugay Hser	Habibi Zasari	Mohammad Arif Cena Alizada	Rana Knefati
Claudia Cream, OAM	Hadieh Abiyat	Mohammad Reza Hassani	Ranjut Nepal
Dana Sayoof	Hania Agha Hussaini	Mohammad Reza Mohammadi	Reza Gul Yaqubi

## Volunteers – Regional

Rania (Zaffit)	Van Fambawl	Ali Jan Rasooli	Josephine Sieh
Sam Rabgar	Van Nun Mawi Khuplian	Ann Pick	Josephine Uwamariya
Satomi Ohnishi	Vanik Derharoutian	Baby Po	Josephus Paye Dolopei
Shaheen Drokshshah	Yasin Hassanyar	Baindu Tamba	Joy Goodridge
Shedrick Yarkpai	Yazan Almasri	Barbara Burgemeister	Kary Pearson
Sara Farizeh	Yazdan Jawshani	Barbara Minge	Kebeh Koroma
Sabaratnam. Nadarajah	Yodit Weldeslassie	Brian Rainey	Lawuo Mama Peewee
Sabrina Al Mansoury	Yoke Chin Yam	Cat Atwood	Leela Nepal
Sahar Khajani	Yousr Abdalla Geberabi	Chaneline Kakule	Lesley Murray
Saif Alddin Almassri	Yusra A Hameed	Debbie Lawrence	Lizar Lee
Salam Alwani	Yvette Mbombo Nyangiule	Debrina Cazzolato	Lorna Gilmore
Samandar Khan Sediqi	Zahra Sasani	Denis Russell	Lorraine Barrett
Sarah Rezaee Ghavamabadi	Zing Te	Denise McEvoy	Lyn Schenkle
Saya Mohammad	Zahra Khani	Tom Haig	Mang Sin Sung
Sebastian Dieu	Zahir Zakhariah Nadji	Erica Andrews	Maria Goodridge
Seham Habib		Erica Sieh	Maria Van Gangelen
Sevan Mourad		Geeta Ghimirey	Marie Davies
Seyed Aghil Nejad Fazel		Gini Tidy	Marion Orton
Shahrzad Esfandiari		Graham Coulter	Michelle Hajek
Shamsolmolok Salari		Guna Bhandari	Mimona Bashir
Shazia S. Choudhry		Gwen Fisher	Mohammad Yaseen Hakimi
Sibtain Ali Mohsini		Heather Edwards	Ngun Musu
Sonia Amuli		Heather Zeck	Pabitra Gautam
Souad Al Delaimi		Hei Chri Say	Pam Copping
Suhir Tawfiq		Helen Childs	Pauline Byllaardt
Sui Bom Chuak		Helen Lynch	Rannie Pewee
Taha Shabibi		Ione Ford	Robyn Talbot
Taj Mohammad Saeed		Janine Potts	Rose Dahlitz
Tara Hasan		Jen von Stanke	Roshan Chamlagai
Tarik Beden		Jenny Ward	Sima Muhammadi
Tirhas Desta Legese		Jill Guy	Stephanie Yoannidis
Tony Albchara		Jill Jones	Sue van der Veen
Torialy Torialy		Jillian Snigg	Sui Hlawn Cinzah
Trang Lam Ngoc thuy		Jo Hart	Ursula Riggs
Tsige Girmay		Joannah Love	Van Thang Lian
Uzra Karimi		John Scarvelis	Ventia Bator
Valerie Gatabazi		Jolie Hirwa	

## Partnerships and Collaborations

We thank the following organisations with which we have formal partnerships and agreements, and/or we have collaborated with to deliver services, programs and events during 2017. We look forward to working with you in 2018. We apologise if we have missed including any organisations.

ABC International Translating and Interpreting Services	Department for Education and Child Development	Mental Illness Fellowship of South Australia (MIFSA)
ac.care	Department of Child Protection	Metropolitan Fire Service, Mount Gambier
Adelaide City Council	Department of Home Affairs	MGA Insurance Brokers
Adelaide City General Practice	Department of Human Services	Michelle de Garis Kindergarten
Adelaide Festival Centre	Department of Industry and Science	Migrant Health Service
Adelaide Fringe	Department of Social Services	Migration Council Australia
Adelaide Institute of Business and Technology	Department of State Development	Mission Australia
Adelaide Secondary School of English	Disability Employment Hub	Modbury Hospital
AMEP English Language Services, TAFE SA	District Council of Grant	Mount Gambier City Council
AMES Australia	Diversity Hub, Naracoorte	Mount Gambier High School
Amnesty International SA/NT	Early Childhood and Child Care, Department of Education and Training	Mount Gambier Lions Club
Anglicare SA	Elders Real Estate	Mount Gambier North Primary School
Australian Bureau of Statistics	Epilepsy Foundation of South Australia	Mount Gambier Property Management
Australian Red Cross	Families SA Intercountry Service	Multicultural SA
Australian Refugee Association	Fimmels Real Estate	Murray Bridge High School
Australian Taxation Office	First National Keatley Real Estate	Murray Bridge North Schools
Baptist Care	First National, Bordertown	Murray Mallee Community Health Service
Barry Maney Group	Flinders University	Murraylands Multicultural Network
Big Idea Giant Puppets	Football United	Muslim Women's Association of SA
Birthline	Gateway Housing	Myriad International Consulting Services
Boandik Lodge	Geared 2 Drive	Nanny SA
Bob Hawke Prime Ministerial Centre	Girl Guides SA	Naracoorte Diversity Hub
Brahma Lodge Primary	GP Axis Clinic	Naracoorte First National Real Estate
Business SA	Headspace	Naracoorte High School
CAMHS	Healthy Communities, Riverlife	Naracoorte Lucindale Council
Camp Coorong	Hearing Australia	Naracoorte South Primary School and Principal
Career Development Centre	Hepatitis SA	National Australia Bank
Centacare	Home Energy Saver Scheme (HESS)	Northern Adult Crisis Intervention Care
Centrelink	HomeStart Finance	Northern Community Mental Health Service
Chaffey Community Centre	Housing SA	Northern Futures Inc.
Chest Clinic	Hugo Centre for Migration and Population Research	Northern Women's Community Health Centre
City of Adelaide	Kincraig Medical Clinic	Oasis Community Children's Centre
City of Playford	Legal Services Commission	Ottoson Partners Real Estate
City of Port Adelaide – Enfield	Leveda Incorporated	Our Lady of the Sacred Heart College
City of Salisbury	Lifeline Australia	Paralowie High School
City of Tea Tree Gully	LJ Hooker Real Estate	Parenting SA
City of Unley	Lutheran Community Care,	PD Skills Consulting
City of West Torrens	Lyell McEwin Hospital	Pines Primary School
Community Foodies SA	Magdalene Centre	Playford Primary Health Care Service
Complete Real Estate	Malseeds Real Estate	Port Lincoln Council
Construction Industry Training Centre	McLaren Vale Primary School	Primary Industries and Regions SA
Country Health SA Local Network	Medicare Australia	Regional Development Australia, Murraylands and Riverland
Denison Centre, Mawson Lakes	Men's Shed, Mount Gambier	Relationships Australia
Department for Communities and Social Inclusion		River Murray Training Pty Ltd

Riverland Multicultural Forum Inc.	School of Arts, Architecture and Design, University of South Australia	The University of Adelaide, School of Dentistry
Riverland Youth Theatre	SERCHS—Community Health Service Skills SA	Thomas Foods International
Rostrum SA	Settlement Council of Australia	Underdale High School
Rotary Club of Edwardstown	Shop Front Salisbury	United Nations Association of Australia SA Branch
Rotary Club of Mobilong	Sir Robert Helpmann Theatre	University of South Australia
Rotary Club of Murray Bridge	Skills for All in Regions	Variety the Children's Charity SA
Rotary Club of Naracoorte	Soccer Federation of SA	Vicki Quinn Real Estate
Royal Automobile Association of SA	Soroptimist Club of Adelaide	Volunteering SA/NT
Ruhinda Bichengu	Spotless	Wattle Range Council
Rural City of Murray Bridge Council	St Vincent de Paul Society	White Ribbon Foundation
SA Health	Stand Like Stone Foundation	Women Safety Services
SA Natural Therapies Medical Centre	STTARS	Women's and Children's Health Network
Safe Work SA	Surf Life Saving SA	Women's Health Statewide
Saint Martin College	TAFE SA	Women's Legal Services
SAL Real Estate	Tandanya National Aboriginal Cultural Institute	Workskil Inc., Salisbury
Salisbury North Primary School	Tatachilla Lutheran College	YMCA
Salisbury Primary Health Care Service	Tatiara District Council	
Salisbury Primary School	Tenison Woods College	
Salisbury Youth Enterprise Centre	The Advertiser	
Salvation Army, Murray Bridge	The Border Watch	
SAPOL	Thebarton Senior College	

## Philanthropic and General Donors

We thank the following donors for their donations and sponsorship of AMRC activities. They add so much value to our work. We also thank many individuals and organisations not listed, for their invaluable donations of money and goods.

Australia Wide Recyclers	Highwire	Tanunda Lutheran School
Beverly Newberry	Iraqi Women's Voices	Trott Park Kindergarten
Bikes for Refugees SA	Kamina Hill	Unley Gardeners Plant Rescue
City of Adelaide, Duck Library	Mary MacKillop College	Variety the Children's Charity
Department of Education and Training	Meredith Scottney-Turbill	Violi Family
Di-Monty Training Solutions	Nazareth Catholic Community	Zomi Community of SA
Dymocks Children's Charities	St Dominic's Priory College	Zonta Club of Adelaide
Edwardstown Rotary Club	Stand Like Stone Foundation	ZONTA Club of Para District Area Inc.

# Treasurer's Report

The 2016/2017 Financial Statements were audited by Di Nino and Co Chartered Accountants.

In the 2016/2017 period, the Australian Migrant Resource Centre received funds for the following:

## From the Department of Social Services for:

- Humanitarian Settlement Services
- Settlement Grants Program
- Complex Case Support Services
- Emergency Relief

## From the Department of Home Affairs for:

- Status Resolution Support Services
- Community Proposal Pilot

## From the Department for Communities and Social Inclusion for:

- Core funding
- Stronger Families, Stronger Communities

## From the Department of Education and Training for:

- Child Care Services (JET)

Other one-off funding and philanthropic donations were received from various Commonwealth and state departments, local government and private sources. We thank all funding partners and donors.

I recommend Di Nino and Co Chartered Accountants as the AMRC-preferred auditor for the period 2017/2018.



A handwritten signature in blue ink, which appears to read 'Tung Shen Chin'.

**Tung Shen Chin**  
Treasurer

**Migrant Resource Centre of South Australia Inc.**  
**ABN 42 131 904 410**

**Financial Statements for the year ended 30 June 2017**

**Income and Expenditure Statement for the Year ended 30 June 2017**

Income		2016
SRSS	- Anglicare Corporate Fee/Recipient Management Fee	225,650
	- AMRC - Services	3,415,429
		3,641,079
HSS	- Anglicare SA - Client Accommodation	2,832,273
	- AMRC - Services	1,844,621
		4,676,895
SGP		894,128
AMRC - Other Grants/Income		2,413,744
<b>Total Income</b>		<b>11,625,846</b>
Expenditure		
Program Costs	- Salary & On Costs	3,952,029
	- Other Program Costs	1,737,643
Total Program Costs		5,689,672
Accommodation Expenses - HSS/SRSS Programs (Anglicare)		3,058,506
Administration, Facilities & Utilities		1,067,516
<b>Total Expenditure</b>		<b>9,815,695</b>
<b>Change in Net Assets Resulting from Operations</b>		<b>1,810,151</b>
- Less Amounts set aside to Redundancy Reserve for current year surplus		615,716
- Less Amounts set aside for Creche upgrade		25,000
<b>Net Movement in Retained Earnings</b>		<b>1,169,435</b>

**Migrant Resource Centre of South Australia Inc.**  
**ABN 42 131 904 410**

**Financial Statements for the year ended 30 June 2017**  
**Consolidated Balance Sheet as at 30 June 2017**

2017

**Members' Funds and Reserves**

Retained Earnings	9,443,743
Reserves	
- Reserves for Facilities Redevelopment/ Refurbishment	751,000
- Redundancy Reserve	1,115,716
- IT upgrade Reserve	200,000
- Refugee Assist Fund Reserve	54,933
- Creche Upgrade	25,000
<b>Total Members' Funds and Reserves</b>	<b>11,590,392</b>

Represented by:

**Current Assets**

Cash at Bank	7,270,306
Debtors	324,799
	7,595,105

**Non Current Assets**

Land & Buildings & Improvements	6,340,681
Plant & Equipment	103,621
	6,444,302

**Total Assets**

14,039,407

**Current Liabilities**

Creditors & Payroll Liabilities	361,447
Accrued Expenses	18,000
Employee Entitlements	318,795
CPP Client Bond/Migration Advice	341,761
Program Balances carried forward	370,953
	1,410,956

**Non Current Liabilities**

Provisions	759,622
Employee Entitlements	278,437
	1,038,059

**Total Liabilities**

2,449,015

**Net Assets**

11,590,392

**Migrant Resource Centre of South Australia Inc.**  
**ABN 42 131 904 410**

## **Financial Statements Declaration for the year ended 30 June 2017**

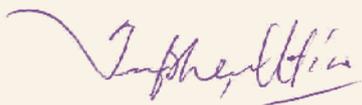
The signatories have determined that the organisation is not a reporting entity. The signatories have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The signatories of the organisation hereby declare that:

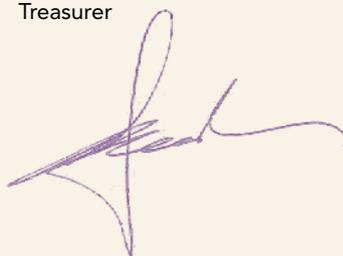
The accompanying financial statements and notes of the organisation as at 30 June 2017:

- a) present a true and fair view of the organisation's financial position as at 30 June 2017 and its performance for the year ended on that date in accordance with the accounting policies as described in Note 1 of the financial statements.
- b) comply with Australian Accounting Standards as detailed in Note 1 of the financial statements.

This declaration is made in accordance with a resolution of the Board.



**Tung Shen Chin**  
Treasurer



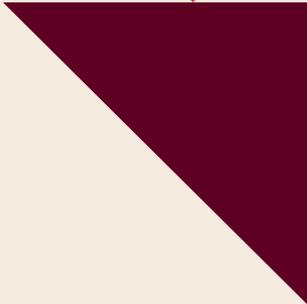
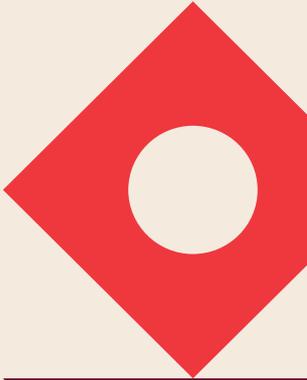
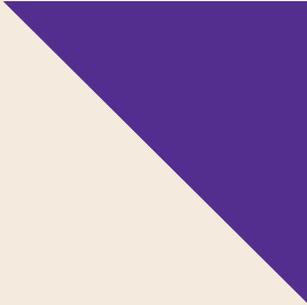
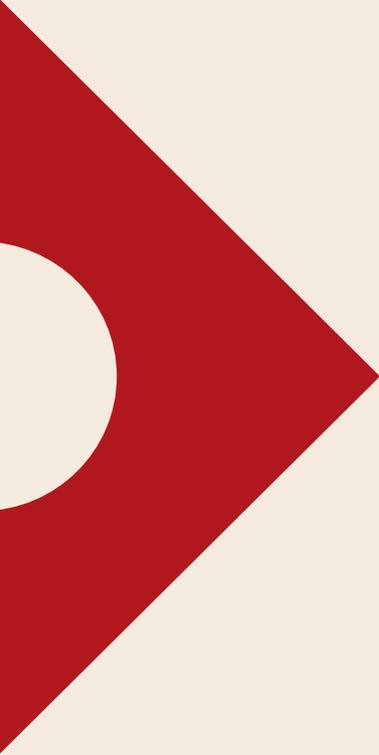
**Judge Rauf Soulio**  
Chairperson

Dated this 4th day of October 2017

# Acronyms and Abbreviations

<b>ABC</b>	Australian Broadcasting Service
<b>ACCSA</b>	African Communities Council of South Australia
<b>AMEP</b>	Adult Migrant English Program
<b>AMRC</b>	Australian Migrant Resource Centre
<b>ATO</b>	Australian Taxation Office
<b>CALD</b>	culturally and linguistically diverse
<b>CCS</b>	Complex Case Support
<b>DCSI</b>	Department for Communities and Social Inclusion
<b>DECD</b>	Department for Education and Child Development
<b>DSD</b>	Department of State Development
<b>DSS</b>	Department of Social Services
<b>DV</b>	domestic violence
<b>HSP</b>	Humanitarian Settlement Program
<b>HSS</b>	Humanitarian Settlement Services
<b>ILC</b>	Information, Linkages and Capacity Building
<b>MECCSA</b>	Middle Eastern Communities Council of South Australia
<b>MINTRAC</b>	National Meat Industry Training Advisory Council
<b>MMRC</b>	Murraylands MRC
<b>MOU</b>	memorandum of understanding
<b>MRC</b>	Migrant Resource Centre
<b>MYLSA</b>	Multicultural Youth Link South Australia
<b>MYSA</b>	Multicultural Youth SA
<b>NALHN</b>	Northern Adelaide Local Health Network
<b>NAMRC</b>	Northern Area MRC
<b>NDIS</b>	National Disability Insurance Scheme
<b>NGO</b>	non-government organisation
<b>SA</b>	South Australia
<b>SAPOL</b>	SA Police
<b>SBS</b>	Special Broadcasting Service
<b>SCoA</b>	Settlement Council of Australia
<b>SGP</b>	Settlement Grants Program
<b>SHEV</b>	Safe Haven Enterprise visa
<b>SIS</b>	Specialised and Intensive Services
<b>SRSS</b>	Status Resolution Support Services
<b>TAFE</b>	Technical and Further Education
<b>TPV</b>	Temporary Protection visa
<b>UNHCR</b>	United Nations High Commissioner for Refugees





AMRC