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 Coglin Street Adelaide 5000
Tel (08) 8217 9510  Fax (08) 8217 9555
Email admin@amrc.org.au
Website www.amrc.org.au
Facebook facebook.com/australianmigrantresourcecentre
LinkedIn linkedin.com/company/amrcsa

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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. Social justice 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 us for leadership in translating creative ideas into programs and services, developing new relationships and continually responding to changes in the operating environment that meet the needs of the individuals, families and communities we work with.
Chairperson’s Report

I would like to welcome the Hon. Jing Lee, MLC, Assistant Minister to the Premier; other parliamentarians and distinguished guests; members and friends. In this 2018 Annual Report, the Australian Migrant Resource Centre (AMRC) has shifted to more broadly support the participation of migrants and especially those of refugee background.

We are doing this through settlement, specialist and community services and through capacity building in partnership with new communities in South Australia.

We have had input into national and state modelling and into discourse on settlement improvement and development through submissions, academic research and forums on youth and women’s empowerment, training and employment, regional development and service delivery to the most vulnerable members of the community.

I acknowledge the immense effort made by all AMRC staff and volunteers. I congratulate the CEO on surpassing our strategic goal—diversifying resources beyond our settlement services—by establishing programs effectively adding value to our core work. Our restructure and refocus has paid off, and the Board’s strategic plan for the next three years is well on the way to being achieved.
We congratulate the following Board members: Houssam Abiad, who this year was elected councillor of Adelaide and in the position of Deputy Lord Mayor; Erika Vickery, OAM, who was re-elected Mayor of Naracoorte Lucindale Council; and our long-time member Joseph Masika, OAM, who was elected councillor of the City of Marion.

As well, we thank Dr Felicity-ann Lewis, who has been a long-term Board member of the AMRC, and we wish her well on her retirement.

It is a great privilege to lead such an energetic, responsive and proactive organisation producing ground-breaking innovations to better transition new migrants and refugees to full participation.

Thank you to the staff, Board, volunteers, members and our partners and collaborating organisations. We rely on your ongoing active support to make change happen. We look forward to working with you in 2019 and beyond.

Judge Rauf Soulio
Chairperson
It has been a whirlwind year of change, which the Australian Migrant Resource Centre (AMRC) Board, staff and volunteers have navigated and addressed a number of challenges in service development, restructure arrangements, partnership consolidations and program expansions.

The AMRC established new programs in aged care, disability, families and children, and training and employment services, while expanding its community and regional development reach.

We are realigning our settlement services to continue with the Humanitarian Settlement Program, including Specialised and Intensive Services in partnership with AMES Australia, and the Status Resolution Support Services.

Our many current and prospective partners are acknowledged in this 2018 Annual Report. I would, however, particularly like to acknowledge the Migration Council of Australia for their collaboration on the Australian Women’s Health Alliance and National Harmony Alliance initiatives; the Settlement Council of Australia for collaboration on the National Settlement Services Standards; and Myriad International Consulting Services for our collaboration on the resource manual to counter domestic violence.

At the state level, we acknowledge partnerships with the South Australian Department for Education, particularly for the Positive Parenting Program (PPP); Office of the Commissioner for Children and Young People, for the Youth Symposium: Leading for Our Future, which engaged more than 300 participants and was facilitated by Andrew Cummings and Georgia Prattis; TAFE SA for their ongoing partnership in providing English classes for disconnected new arrivals; Fiona Mort and her team in the Office for Women for assistance with establishing the Council of Migrant and Refugee Women; Dr Helen Barrie of the Hugo Centre for Migration and Population Research at Adelaide University for several projects, including the recently launched report Decade of humanitarian settlement in South Australia: a case study of the Burmese community 2007–2017; the African Communities Council of SA (ACCSA) and the Middle Eastern Communities Council of SA (MECCSA) and the many new and emerging communities that have been critical to our strategic planning and service development.

We thank local councils that we have worked very closely with, including Tatiara District Council for the Migrant Community Action Plan with JBS Meatworks; Rural City of Murray Bridge for the Sustainable Employment Pilot Project with Thomas Foods International and the National Meat Industry Training Advisory Council; and the cities of Adelaide, Mount Gambier, Naracoorte/Lucindale, Salisbury, Unley, Playford, Port Adelaide Enfield, Marion, Charles Sturt and West Torrens.

This year, through our Youth Leadership Program, our young people have developed their confidence, their networks and their engagement with the broader community. They have
I would like to 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 program and who continually work with our client communities to assist, link and promote their achievements in building a new life in a new social, cultural and economic environment. Thank you to the management team for their active leadership, and the chairperson, Rauf Soulio, and the AMRC 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 arrivals and their communities have the opportunity to increase their participation in and contribution to our South Australian society, particularly in training and employment.

We look forward to working with all of you to enhance and promote the amazing contribution of our cultural diversity to our state.

Eugenia Tsoulis, OAM
Chief Executive Officer

presented to international, national and state forums, and they have achieved recognition for their civic contributions and their education outcomes.

Women from new and emerging communities have formed themselves into the Council of Migrant and Refugee Women to better provide input into state and national strategies to combat violence against women and to further women’s health and employment opportunities.

We have worked with community leaders to celebrate their communities’ achievements and to positively engage the wider public through the In Our Own Voices project with MECCSA; the African Festival with ACCSA; and the Student Poster Awards with the South Australian Department for Education, Multicultural Youth Link SA and our Youth Leadership Program.

We are pleased to announce that the AMRC and its partners ACCSA and MECCSA have been selected to deliver the Australian Government Department of Social Services Settlement Engagement and Transition Support for both client services and community capacity building. Thank you to our client communities, who have put their trust in our work. We are privileged to continue to support your engagement and empowerment work.
Governance

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

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
The Board

We take this opportunity to thank the following members of the current Board for their invaluable voluntary contribution, especially to the Australian Migrant Resource Centre’s strategic planning and the development of a business plan for the next three years.

We bid farewell to Dr Felicity-ann Lewis, who this year stepped down from the Board after many years as an active Board member. Mr Houssam Abiad leaves us to take on the role of Deputy Lord Mayor of Adelaide. We congratulate him and look forward to continuing to work closely with the Adelaide City Council. We also farewelled Jessica Jeeves, who recently accepted a position that would require regular intra- and interstate travel.

Board Members

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<tr>
<th>Name</th>
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<tr>
<td>Judge Rauf Soulio</td>
<td>Chairperson</td>
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<td>Ms Elizabeth Ho, OAM</td>
<td>Deputy Chairperson</td>
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<td>Ms Jessica Jeeves</td>
<td>Deputy Chairperson</td>
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<td>Mr Tung Shen Chin</td>
<td>Treasurer</td>
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<tr>
<td>Mr Houssam Abiad</td>
<td>Deputy Lord Mayor, City of Adelaide</td>
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<td>Mr Tarik Beden</td>
<td>Chairperson, Iraqi Community Cultural Association of SA</td>
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<td>Ms Florina Fernandes</td>
<td>Member, Strata Community Australia</td>
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<td>Mr Yasin Hassanyar</td>
<td>Chairperson, Multicultural Youth Link SA</td>
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<td>Associate Professor Lillian Mwanri, MD, MCN, PhD, FAFPHM</td>
<td>College of Medicine and Public Health, Flinders University</td>
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<td>Mr Mabok Deng Marial Mabok</td>
<td>Chairperson, African Communities Council of SA</td>
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<td>Ms Vahedeh Mansoury</td>
<td>Chairperson, Middle Eastern Communities Council of SA</td>
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<tr>
<td>Dr Felicity-ann Lewis, AM</td>
<td>Senior Lecturer, Flinders University (retired in 2018)</td>
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<td>Mr Peter Ppios</td>
<td>Chairman, Riverland Multicultural Forum Inc.</td>
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<td>Mr Hussain Razaiat, JP</td>
<td>Chairperson, Afghan United Association of SA</td>
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<tr>
<td>Ms Erika Vickery, OAM</td>
<td>Mayor, Naracoorte Lucindale Council</td>
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<tr>
<td>Ms Eugenia Tsoulis, OAM</td>
<td>CEO, Australian Migrant Resource Centre</td>
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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 case management and other support to families and individuals from the day they arrive until their transition to independence, employment and civic participation.

We provide state-wide settlement services for eligible client groups through various Commonwealth, state and private assistance, and through partnerships and collaborations with key stakeholders. These services include the Humanitarian Settlement Program, Settlement Grants Program and Community Support Program. These services are provided through our network of migrant resource centres in Adelaide, Salisbury, Bordertown, Naracoorte, Mount Gambier, Murray Bridge and the Riverland.

Humanitarian Settlement Services

We are contracted by the Australian Government Department of Social Services (DSS) to deliver the Humanitarian Settlement Program (HSP). Through our partnership with AMES Australia, we assist clients to build the skills and knowledge they require to become self-reliant, active members of the South Australian community through a needs-based and case-management approach. The AMRC manages the delivery of the HSP Case Management program in regional areas and the Specialised and Intensive Services (SIS) program in Adelaide and regional areas. The SIS program is provided to clients referred through DSS.

One of the highlights of 2018 in the SIS program was the Little Friends Scholarship awarded by Friends with Dignity, a national not-for-profit organisation that assists men, women and children displaced by domestic violence. Friends with Dignity provide biannual financial scholarships to children in Australia who have experienced domestic and family violence. These scholarships ensure children can further their education and/or participate in extracurricular activities, which would not otherwise be possible because of the financial impact of domestic and family violence within their family environment. The SIS program assisted a five-year-old, who had arrived with their mother in Australia, to apply for the scholarship to cover the cost of ballet classes. The outcome was successful, with the application one of two successful in South Australia. Since undertaking the classes, the child’s mental and emotional wellbeing has improved.

Another achievement was a number of SIS clients being approved for a Disability Support Pension through the National Disability Insurance Scheme (NDIS). These clients had previously received rejections for both the pension and NDIS before entering the program.
Community Support Program

The AMRC was selected as an approved proposing organisation contracted by the Australian Government Department of Home Affairs to help sponsor refugees from overseas, reuniting them with family members and assisting with settlement services.

As an approved proposing organisation, the AMRC was responsible for lodging visa applications, linking employers to prospective humanitarian applicants, ensuring provision and management of settlement services for humanitarian applicants following their arrival in Australia, and assisting entrants to become financially independent within the first 12 months of arrival.

The AMRC accepted expressions of interest from clients via the AMRC website, with applicants being of Afghan, Burmese, Eritrean and Ethiopian backgrounds. CSP information workshops were held in metropolitan Adelaide and regional South Australia, including in Bordertown and Naracoorte, to provide information on program requirements, including eligibility requirements for applicants and proposers.

Settlement Grants Program

The AMRC provides general settlement services through seven service centres in central and southern Adelaide, in northern metropolitan Adelaide, on the Limestone Coast, in the Murraylands and in the Riverland, covering more than 20 local government 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—to clients in their first five years of settlement.

In 2018, we provided case-management services to 860 individuals, front-counter services to 4057 individuals and 5136 telephone assistance services. We made 2874 referrals to partner agencies, and organised 102 formal training workshops and other forums that attracted more than 2464 participants.

From 1 January 2019, the Settlement Grants Program will be known as the Settlement Engagement and Transition Support (SETS) program. The AMRC will deliver the SETS program in both metropolitan Adelaide and regional South Australia via client services and community capacity building.

860 individuals provided with case-management services
5136 telephone assistance services provided
4057 people received information services
102 training workshops delivered
2874 referrals made

62 CPP and CSP applications, involving 245 individuals, lodged
Status Resolution Support Services

The Status Resolution Support Services (SRSS) program is a policy initiative funded by the Australian Government 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 2018, the SRSS program case-coordinated 700 clients in metropolitan Adelaide and eight regional locations. As SRSS clients receive Temporary Protection visa (TPV) or Safe Haven Enterprise visa (SHEV) status or find employment, the number in the program progressively decreases. During 2018, 160 clients of the Australian Migrant Resource Centre (AMRC) received a TPV or SHEV, and 110 clients either obtained full-time employment or started a business and were exited from the program. In 2018, there were a number of initiatives and achievements under the SRSS program, including those delivered through the MRC Works – Multicultural Employment Hub:

- Sixty-five clients gained employment in the building and construction, horticulture, viticulture, meatworks and hospitality industries.
- A Sri Lankan couple recently opened the first Indian and Sri Lankan restaurant and grocery store in Bordertown.
- An Afghan refugee residing in Naracoorte was a finalist for the 2018 Regional Showcase People’s Choice Award by Brand South Australia and a semi-finalist for the South Australian Community Achievement Award in customer service.
- One member of a Persian married couple from Iran completed the Certificate IV in Pathology and is now working in an SA Pathology centre, while the other member is studying for a Building Work Contractor’s Licence in South Australia, after working as a construction builder in his home country.
Aged Care – Home Care

The Australian Migrant Resource Centre (AMRC) is an approved provider for the Home Care Packages Program and provides home care to eligible elderly people aged 65 and over, primarily from new and establishing communities, through referrals from My Aged Care, family members 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. In 2018, the AMRC assisted families to lodge 150 referrals to My Aged Care. Assessments and referrals have been very slow but are now beginning to flow through.

To better identify the needs of elderly people from diverse cultures and backgrounds and engage them in recreational and social activities, the AMRC Adelaide office and Northern Area MRC held regular senior support groups and information workshops with various community groups. The aim was to inform and educate participants, including carers, about the program. The AMRC also participated in the Disability, Ageing and Lifestyle Expo presented by the Catalyst Foundation, where expo visitors learnt about the AMRC’s Aged Care and National Disability Insurance Scheme programs.

I look forward to participating in the different activities organised for the seniors group including bingo and yoga. The activities keep us engaged and stimulated both physically and mentally, and participants bond despite diverse interests and abilities.

– Senior support group participant
National Disability Insurance Scheme

The Australian Migrant Resource Centre (AMRC) is a registered National Disability Insurance Scheme (NDIS) provider. The AMRC partners with people with disabilities and their families and carers to raise awareness about disability services and accessible resources in their communities. Services are provided to children and adults with disabilities. Under the scheme, eligible participants with disability receive their own individual funding and NDIS plan to support them to achieve their specific goals and live their life in the way they prefer. The AMRC is providing services to an increasing number of NDIS clients.

In partnership with Northern Futures, Northern Adelaide Disability Workforce Hub – South Australian Department for Industry and Skills, and Myriad International Consulting Services, the AMRC delivered NDIS training workshops to 42 NDIS organisations in metropolitan Adelaide and regional South Australia, including in Mount Gambier.

The NDIS training resource Culturally responsive services: a resource for NDIS service providers was published and launched by the Hon. Jing Lee, MLC, Assistant Minister to the Premier, to more than 100 NDIS service providers, other services, government representatives, people with disability, carers and community leaders. The resource is the product of a partnership between the AMRC, the South Australian Department for Industry and Skills, Northern Futures and the Disability Workforce Hub, and the result of considerable consultation with NDIS recipients and their families of migrant and refugee background. The resource aims to enhance the service provision of NDIS providers for people from culturally and linguistically diverse backgrounds.

Information, Linkages and Capacity Building

Information, Linkages and Capacity Building (ILC) 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 with specialist services to build innovative ways to increase the independence and social and community participation of people with disability. Our goal is to create awareness and ensure that disability services are accessible to people of migrant and refugee background.

The AMRC formed an ILC steering committee consisting of community experts, people with disability, carers and service providers, with the aim of developing programs and resources to ensure the inclusion of new and establishing communities. The ILC steering committee led to the ‘Migrant Communities Can Do’ – Migrant Communities and Disabilities Network, comprising community members from a diversity of backgrounds and cultures. This network aims to assist new and establishing communities to understand and access the NDIS by identifying any issues and gaps in, and pathways to, participation in the NDIS.
Other Specialist Services

Our specialist services address the more challenging issues or special needs of some of our client groups. These services are provided directly by Australian Migrant Resource Centre (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. Specialist services include accommodation assistance and advocacy, family violence prevention counselling and community education, crèche services and positive parenting program, financial management education and emergency relief, migration services, and mental health education and advocacy services.

Financial Management Education
and Emergency Relief

With support from the Australian Government Department of Social Services Emergency Relief Program and other partners, the AMRC delivers a range of services to assist families and individuals to practise good financial management, provides consumer advocacy and direct financial support to eligible 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 and referred to relevant services more than 1166 individual clients from metropolitan and regional areas. A total of 330 clients who were unable to pay their bills due to crises, such as sudden illness, homelessness, or domestic violence or death of a family member received emergency financial assistance. We also provided financial assistance to a number of ethnic communities during community crises, during which volunteers assisted families with funerals or terminal illnesses.

In collaboration with the Australian Taxation Office (ATO), our Tax Help program linked clients in the Adelaide and northern metropolitan area to ATO-trained tax helpers. At the weekly Tax Help sessions held from July to October 2018, clients learnt about the Australian tax system and how to lodge their tax return.

The AMRC participated in the 2018 Health and Housing Expo with Shelter SA held in October at Whitmore Square. The expo provided an opportunity for the AMRC to learn about other programs and services relevant to health and housing matters. The expo allowed for information sharing and potential collaborations between services such as Tennis SA, Aboriginal Health Service – Closing the Gap, Housing SA, Marion Life, Catalyst Foundation, St John’s Youth Services, Hepatitis SA, the Australian Government Department of Human Services, Dementia Australia, Relationships Australia – Gambling Help Service, and Street to Home.
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 delivers 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 2018, we serviced 220 clients with information, advice and referrals.

Family Relationships Counselling

The AMRC provided case management services to families at risk and to those in family violence situations. An increasing number of these services involved working with SA Police, legal and other relevant services in metropolitan and regional South Australia. This work goes unfunded, but it is critical that the provision of early intervention is conducted through a trusted community source such as AMRC staff.

Crèche Services

The AMRC Crèche Services provide quality developmental activities for children onsite while their parents are participating in interviews, counselling or group workshops. Crèche services are available at the Adelaide Multicultural Centre, Northern Area MRC, Murraylands MRC and Mount Gambier MRC. 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 provide newly arrived parents with education sessions about the Australian childcare system and positive parenting.

In 2018, the Adelaide Multicultural Centre and Northern Area MRC together provided 242 crèche sessions for 1092 children accompanied by 348 parents from more than 14 different ethnicities, including the following client groups: Afghan, Ahwazi, Armenian, Bangladeshi, Bengali, Bhutanese, Burundian, Congolese, Eritrean, Ethiopian, Indonesian, Iranian, Iraqi, Liberian, Malaysian, Myanmar, Nepalese, Pakistani, Rohingya, South Sudanese, Sri Lankan, Syrian, Tamil and Vietnamese.

Children received gifts donated by Variety the Children’s Charity, Kmart Australia, Health Performance Council, Saint Ignatius’ College Junior School and other support services, charities and individuals.

As part of SA Refugee Week (17–23 June 2018), the AMRC organised a day where children and parents shared their stories in celebration of Refugee Week. In April 2018, parents and children of Afghan, Ahwazian, Albanian, Ethiopian, Filipino, Iranian, Sudanese and Vietnamese backgrounds also participated in a parenting session, facilitated by Parenting SA, on the topic of handling media. The AMRC and Northern Area AMRC also organised the distribution of gifts at the End of Year event to newly arrived families with children aged 12 and under.
220 migration information and application services provided

242 crèche sessions provided to 1092 children and 348 accompanying parents
Community Development and Engagement

The Australian Migrant Resource Centre’s (AMRC’s) community development programs support the development of new and establishing communities and build their capacity to engage with and participate in South Australia’s civic, social, cultural and economic life. Our programs include the Women’s Empowerment Program, Family Violence Prevention Community Education Program, Youth Leadership Program and Ethnic Leaders Forum. As well as assisting new and establishing communities to build their capacity, the AMRC also works closely with established communities in metropolitan Adelaide and regional areas to increase their awareness and knowledge of new arrivals so that they may provide a welcoming environment for newcomers.

In delivering community development programs, the AMRC targets women and children, young people, the elderly, people with disability, and ethnic leaders, and we support systems that address the needs of these groups, especially for those most vulnerable. Building community by strengthening families, intergenerational and cross-cultural connections and local community connections underpins this program.
Women’s Empowerment Program

The AMRC supports the wellbeing of migrant and refugee women and advances their social, economic and cultural participation through its Women’s Empowerment Program. This program aims to connect women from a diversity of cultures through a series of projects, workshops and partnerships, most notably its partnerships with the Women’s Legal Service (SA), Women’s Information Service and Office for Women.

Young Arabic Women’s Voices

The Young Arabic Women’s Voices project, tailored towards women aged 15–25 years of Arabic background, continued in 2018. The young women received training in public speaking, which facilitated stronger links with other young women, enhanced their confidence through sharing their stories and settlement experiences, gained inspiration from other participants’ stories regarding resilience, successes, achievements and challenges, supported other young women in their communities, raised awareness of issues impacting children and young people, and enhanced their knowledge and understanding of women’s rights. As part of this initiative, participants engaged in the Arabic Speakers’ Roundtable facilitated by Dr Nina Maadad, a senior lecturer with the University of Adelaide, to discuss settlement challenges and successes as part of the university’s research. Participants also participated in a series of education, health and wellbeing workshops (Zumba dance classes). Members of the Young Arabic Women’s project are on the Council of Migrant and Refugee Women of SA and participate in MRC Works – Training and Employment projects.

Connecting Women

This 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 focusing on English language skills, citizenship preparation, and Australian systems and culture. During 2018, 430 community women from Afghan, Armenian, Bhutanese, Burmese, Congolese, Eritrean, Ethiopian, Iraqi, Sudanese and Syrian backgrounds attended the workshops and other key events empowering women.

Workshops were delivered at the AMRC and Northern Area MRC. These included Conversation on Women’s Health, delivered in partnership with the Migrant Health Service and SA Health, and Ask Maria Project, a workshop on women’s legal rights, delivered in partnership with the Women’s Legal Service (SA); Multicultural Aged Care; and regional MRCs, including Bordertown, Mount Gambier and Naracoorte.

I am so happy that I can learn about Australian culture and language. Gaining citizenship is very important to me because I want to belong here.

– Connecting Women participant

430 women participated in the Connecting Women project
Harmony Alliance: Migrant and Refugee Women for Change

In 2018, the AMRC became an alliance member working for the advancement and inclusion of migrant and refugee women. This year marked the first anniversary since the launch of the alliance at the Adelaide Town Hall last year. The AMRC hosted more than 20 key community women leaders from a diversity of backgrounds including Afghan, African, Burmese, Bhutanese and Syrian, who participated in a consultation with Iona Roy, representing the National Harmony Alliance: Migrant and Refugee Women for Change.
The Council of Migrant and Refugee Women of SA (CMRW) was launched to coincide with International Women’s Day on 9 March 2018, an event organised in partnership with the African Communities Council of SA (ACCSA) and the Middle Eastern Communities Council of SA (MECCSA). The launch and forum attracted more than 120 participants from a diversity of backgrounds. The CMRW is auspiced by the AMRC, as part of the Women’s Empowerment Program. In 2018, the CMRW also became a member of the National Harmony Alliance.

CMRW members are women of migrant and refugee backgrounds who have extensive experience in working on women’s issues and who have contributed their expertise to achieve the council’s objectives while engaging and mentoring women from new and emerging communities in South Australia. The CMRW aims to bring together strong community voices with institutional reach and policy advocacy networks to facilitate opportunities for migrant and refugee women to engage in driving positive change at state and national levels. The CMRW has addressed priority issues in a range of areas, such as training and employment pathways for vulnerable women; access to health services and domestic violence services; support for isolated families, particularly in regional areas; services for skilled migrants; and housing equity.

Vanessa Swan, a recognised women’s advocate, was appointed honorary chair. CMRW members include Laura Adzanku, a community support officer and financial counsellor at PEACE Multicultural Services – Relationships Australia SA; Reyhana Akhy, a teacher; Hiba Alwani, a Syrian youth leader; Quyen Hoang, who has experience in aged care and South East Asian communities; Dr Annette Osei-Kumah, the manager of ACCSA, who has a background in women’s health; Vahedeh Mansoury, chairperson of MECCSA and a domestic violence case manager for the Southern Adelaide Domestic Violence Service – Women’s Safety Services SA; Shingi Mapuvire, a public relations officer with the African Students Council of SA; Serajum Munira, a community information officer at the Women’s Information Service – Office for Women; Zita Adut Deng Ngor, the chief executive officer of the Women’s Legal Service (SA); and Shreshtha Kumar, a new arrival migrant with a background in women’s empowerment in her country of origin. Eugenia Tsoulis, Fiona Mort and Cynthia Caird represent the AMRC as Ex Officio members.

In June, the CMRW held a roundtable on the topic ‘Matters That Concern Us’ at the Adelaide Multicultural Centre. The roundtable was hosted by the AMRC in partnership with the Office for Women, MECCSA, the Women’s Legal Service (SA) and the Working Women’s Centre SA. The roundtable, facilitated by Fiona Mort, Director, Office for Women and CMRW Honorary Chair Vanessa Swan, addressed an array of topics that affect women of migrant and refugee background, including women’s health, the justice system, employment and education. Attended by more than 100 participants, the roundtable, held as part of SA Refugee Week celebrations, aimed to demonstrate the CMRW’s commitment to being an effective voice for migrant and refugee women in South Australia; to advancing migrant and refugee women’s participation in economic, social, cultural, civil and political life; to adopting strategic approaches across policy areas; and to contributing to other peak bodies working on women’s rights and empowerment. Attendees participated in discussion groups to identify and collate their views on the issues that matter most to them and to share information, experiences, concerns and aspirations on an assigned topic. A summary of these discussions was presented to the forum.

In September, to further its aims and objectives, the CMRW also held its Governance Strategic Planning Workshop at the Adelaide Multicultural Centre. In attendance were the CMRW Honorary Chair and Board members, and guest speaker Iona Roy, representing the National Harmony Alliance: Migrant and Refugee Women for Change.
Families in new and establishing communities experiencing difficult relationship issues or domestic violence are provided with intervention, mediation, counselling and linkages to other service providers. The AMRC facilitates community education to support stronger families.

DV-alert and prevention training was delivered by accredited AMRC trainers in partnership with Lifeline Australia to support frontline workers working with new and emerging communities to understand culturally and linguistically diverse (CALD) issues and provide information on early identification, responses, intervention and linkages to specialist services. These workshops were delivered in metropolitan Adelaide and regional South Australia, including in Mount Gambier and Renmark. AMRC trainers also undertake annual training to maintain and enhance their knowledge as DV-alert trainers.

We partnered in the third Walk Against Domestic and Family Violence held in November and coordinated by the Liberian Australian Service Foundation in collaboration with the ACCSA, the Liberian Men of SA and Shamshir – A Human Rights Campaign. Participants marched in Adelaide from Victoria Square to Parliament House, North Terrace.

The AMRC is currently working through the required steps to achieve White Ribbon Australia Workplace Accreditation. The AMRC was a member of the White Ribbon Australia CALD Reference Group until mid 2018, when the group was disbanded.
Positive Parenting Program

The AMRC is a Positive Parenting partner with the South Australian Department for Education, delivering Triple P seminars to CALD families in metropolitan and regional South Australia through AMRC trainers. The program encourages strong, healthy, positive relationships and supports parents and caregivers to learn about strategies to cope with various parenting situations. The program also helps to address child behavioural and emotional problems by providing parents with tools and skills to build stronger families.

AMRC staff attended accredited Triple P practitioner training at the South Australian Department for Education Centre. Positive parenting sessions were delivered to new arrival families through seminars, discussion groups and one-on-one sessions conducted in a culturally appropriate and non-threatening environment and supported by trained bilingual workers who speak the first language of clients. Triple P resources were presented to participants. Topics of focus during these sessions included raising confident and resilient children. After the seminars and discussion groups, one-on-one sessions were provided on parenting strategies and tips to parents who required it.

The Triple P team in Adelaide, working across a number of AMRC programs, delivered 21 Triple P seminars to small groups of parents and caregivers of Afghan, Bhutanese, Burmese, Congolese, Eritrean, Iranian, Karen, Karenri, Sri Lankan and Syrian backgrounds in Adelaide and Mount Gambier. A total of 156 people participated in the seminars.

Outcomes of the program included parents and caregivers gaining a better understanding of raising children in Australia and, in turn, achieving enhanced parenting styles. Participants reported that they also learnt about the government’s role providing services for families through income support, childcare entitlements, dental and general health services, the educational system, and children- and youth-specific support services. A summary of the parent satisfaction survey indicated that 81 per cent of participants rated the delivery of the program positively.

I learnt many things—it will help me to be a better parent.
– Positive Parenting participant

I am happy that the meeting was also in my language, so it was easy for me to share my ideas.
– Positive Parenting participant

Child Safe Environments Training

As well as providing training for its staff and volunteers, the AMRC conducted four Child Safe Environments training workshops for more than 90 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 communities. Topics covered during these sessions included values and attitudes, and child safe environments – definitions and indicators, responding to the child, and deciding to report.
Youth Leadership Program

The AMRC worked with young participants aged 15–25 years, engaging them in an array of activities to support their settlement, skills and leadership development in their own communities and the broader South Australian community. This work included equipping participants to mentor other young new arrivals. As part of the program, young people participated in the following activities.

Youth Symposium: Leading for Our Future

The Youth Symposium: Leading for Our Future, which was held at the Adelaide Festival Centre in October 2018, was a partnership between the Commissioner for Children and Young People SA and the AMRC. Officially opened by the Hon. Jing Lee, MLC, Assistant Minister to the Premier, the symposium was attended by 300 young people from a diversity of backgrounds, government representatives, service providers, community leaders, policymakers, industry and employer groups, and educational and training institutions.

The symposium aimed to provide young people from migrant and refugee backgrounds with a platform to use their voice and discover solutions for their future training and employment aspirations. Keynote speakers Denis Yengi CPA, a financial consultant with the South Australian Department of Primary Industries and Regions, and Kbora Ali, a private with the Australian Defence Force, shared their personal experiences of employment barriers and how they had overcome those challenges.

Young panel presenters included Obey Chingorivo, a student at Swinburne University of Technology; Valérie Baya, president of the African Students Council of SA; Sam Seo, a PhD researcher at the University of South Australia; Karam Sarsam, a computer engineer and the founder of Extra Cloud; Ahmad Sorani, a student at Thebarton Senior College; Homere Mulami, a worker at Jubilee Highway Sawmill, Mount Gambier; and Zahra, a volunteer with Michelle DeGaris Memorial Kindergarten, Naracoorte.

A pre-symposium workshop facilitated by Andrew Cummings and Georgia Prattis was held at the end of September 2018 to prepare facilitators, note takers, chairs and panel presenters for the symposium. The report on the symposium will be launched in early 2019.

It was good to hear that other young people living in the city also encounter similar barriers to employment, as those living in the regional areas.

– Regional youth participant
Youth Roundtables

The AMRC hosted a youth consultation in March 2018 at the Adelaide Multicultural Centre. The consultation was facilitated by Andrew Cummings, a youth trainer with extensive experience working with young people from refugee and migrant communities gained from his previous roles with the Settlement Council of Australia, the Australian Youth Affairs Coalition, the European Confederation of Youth Clubs and the Multicultural Youth Affairs Network of NSW. More than 20 young people representing seven migrant and refugee communities participated in the consultation, which was delivered in partnership with Multicultural Youth Link SA. The consultation aimed to address and explore topics that affect young people of migrant and refugee background, including education, family relationships, and employment and training opportunities.

The second roundtable was held at the end of September 2018, with guest speaker Luke Davis, a magistrate at the Adelaide Youth Court, presenting on the Youth Court and its services. Participants were provided with an opportunity to express any concerns about the youth justice system and to discuss ways in which young people can participate safely in the South Australian community.

Youth Parliament

The AMRC supported eight youth leaders to participate in the 2018 South Australian Youth Parliament coordinated by the YMCA. The leaders, who were from a diversity of backgrounds, included Arash Rezaei (Iranian), Elizabeth Rual Hleng (Burmese), Nasir Hakay (Eritrean), Khina Maya Bhattarai (Bhutanese), Aryana Almohammadian (Iranian), Mokhtar Panahi (Afghan), Alissar Aleid (Syrian) and Mercy Ngun Ceu (Burmese). The team was mentored by Taha Shabibi, a previous participant in the AMRC Youth Parliament team and AMRC youth leader, who contributed his knowledge and experience to guide participants. This comprehensive residential program supported participants to further build and refine their skills in public speaking, research, parliamentary debate and protocol, preparing and writing proposed bills on issues of interest to youth, and developing networks with other project members. The AMRC Youth Parliament team presented the Affordable Electricity Bill at Parliament House. The Bill focused on reducing electricity prices and energy costs in South Australia.

Multicultural Youth Link SA

Multicultural Youth Link SA (MYLinkSA) is a registered association governed and managed by young people of refugee background and is auspiced by the AMRC. MYLinkSA has worked closely with the AMRC to network, advocate and provide leadership models and training to the vast refugee youth network and especially to young people at risk. Under this program, youth participants received training to become cultural ambassadors for their communities. In this ambassadorial role, they present their personal experiences and challenges as new arrivals to mainstream schools, tertiary institutions, forums, events and committees. In collaboration with the AMRC, MYLinkSA held the event Telling My Story at the Adelaide Multicultural Centre to coincide with SA Refugee Week. At the event, young people of refugee background were provided with an avenue to share their challenges and successes in settling in Australia. In partnership with the AMRC, MYLinkSA also held numerous résumé writing workshops for participants of migrant and refugee background. Participants were able to learn how to write an effective résumé, tailor their résumé to specific job openings, highlight their diverse skill set and make a good first impression.
The African Students Council of SA was launched in collaboration with the AMRC in February 2018 at the Adelaide Multicultural Centre to more than 70 participants. The council aims to address unemployment among graduates of African background by creating opportunities for networking and pathways to equal access to the workplace. The council was created to facilitate a stronger link between universities (University of South Australia, University of Adelaide and Flinders University), as well as mentoring and empowering young people of African background by promoting tertiary education as a valuable choice.

A highlight of the Youth Leadership Program in 2018 was the engagement of young participants and their families in the Australia Day Parade march to Elder Park. Joining more than 40,000 South Australians, AMRC staff, volunteers and clients proudly marched, holding aloft kangaroo-shaped banners painted with the colours of the flags of the newer communities.

Water safety education delivered in partnership with West Beach Surf Life Saving Club on staying safe during the summer months with young people of Afghan, Bhutanese, Burmese, Iranian, Malaysian and Syrian backgrounds. This water safety training also equipped young people with orientation skills in using public transport to access beaches, and also encouraged and supported them to explore and pursue pathways to becoming a swimming instructor and a member of a surf life saving club. Water safety training also aims to reduce the numbers of new arrival refugees and migrants who drown on South Australian beaches. AMRC Youth Leader Arash Rezaei graduated as a swimming instructor and became a member of the West Beach Surf Life Saving Club. He has worked collaboratively with the AMRC to deliver these sessions to young people.

A memorandum of understanding with the Football Federation of SA has resulted in a wider participation in football for many new communities, including assistance to form a Syrian team.

Road safety and transport training was held in the Adelaide central business district. Young people were able to learn about road rules and their obligations as road users.

Presentations at schools throughout the year and during SA Refugee Week provided AMRC youth leaders with a platform to share their personal journeys and achievements, and promote their community’s stories to the broader South Australian community. Presentations to schools included Tatachilla Lutheran College, Brighton Secondary School, Mount Barker High School and Kidman Park Primary School.

I would love to teach everybody how to swim. I don’t want anyone to drown at the beach. Everyone needs to learn how to swim, especially refugee people.

– Arash Rezaei, quote courtesy of The Advertiser, January 17 2018.
Connecting Settlement and Community Services

This year, the AMRC broadened the purpose and membership of the Local Area Coordination Committee, which it has convened in Adelaide and on the Limestone Coast for the past 15 years, into Connecting Settlement and Community Services (CSCS). This network aims to further the connections between settlement and community services, working with new and establishing communities to maximise the knowledge, engagement and participation of mutual client groups.

During 2018, the AMRC held three CSCS meetings in Adelaide. Each was attended by more than 100 non-government organisations, government service providers, and community and ethnic leaders, who directed questions on the Humanitarian Settlement Program and Specialised and Intensive Services; AMES Australia (SA); Foundation Skills, the Adult Migrant English Program, TAFE SA; the Migrant Health Service; Disability Workforce Projects, Northern Futures; Community Health and Wellbeing, the City of Salisbury; Adelaide Primary Health Network; Intensive English Language/New Arrivals Program, South Australian Department for Education; Adelaide Secondary School of English; Thebarton Senior College; Ingles Farm Primary School; and the AMRC.

The Community Connect Roundtable for Ethnic Leaders was held in April 2018 and facilitated by Georgia Prattis, diversity specialist and senior partner at Myriad International Consulting Services. More than 50 ethnic and community leaders, carers and people with disability participated in the roundtable to identify issues, recommend pathways to access disability services and ensure full participation in the National Disability Insurance Scheme (NDIS).

The Northern Area MRC Community Reference Group was established consisting of 16 key ethnic and community leaders from Bhutanese and Sudanese backgrounds. The purpose of this reference group is to enhance the knowledge of participants regarding AMRC’s new programs and services—including the Aged Care program, the NDIS, and Information, Linkages and Capacity Building (ILC)—and to share this information with their communities.

The ‘Migrant Communities Can Do’ – Migrant Communities and Disabilities Network was established as part of the ILC program.

The Afghan Embassy Community Meeting, co-hosted with the Afghan United Association of South Australia and MECCSA in October 2018, was attended by more than 200 participants throughout the day.

The launch of the Recommended National Standards for Working with Interpreters in Courts and Tribunals was hosted by the Courts Administration Authority SA in partnership with the AMRC and opened by the Hon. Christopher Kourakis and His Excellency the Hon. Hieu Van Le, AC, AMRC Chief Patron at the Sir Samuel Way Building in Adelaide. The launch was attended by the Hon. Jing Lee, MLC, Assistant Minister to the Premier, community and ethnic leaders, AMRC clients, staff and Board members; Aboriginal justice officers and elders; members of the magistrates and district courts; service providers; and representatives of government departments.
Community Facilities

Approximately 15,500 people from new and establishing communities used AMRC community facilities on a regular or occasional basis during business hours, after hours and weekends. This number has been calculated from front-counter registrations for non-AMRC activities and events and from registrations for specific training and other forums.

The AMRC Multicultural Centre was used regularly by 8200 participants from various cultural groups this year. Examples include the Armenian Community Association of SA for its committee meetings, the Filipino Settlement Coordinating Council of SA, the Filipina Network of SA, the Iraqi Community Cultural Association of SA for regular workshops, visits by the Iraqi Embassy and for their executive meetings, a visit by the Afghan Ambassador, a visit by the High Commissioner for the Republic of South Africa and the Ugandan Community of SA. The centre was also used for the Ethnic Leaders Forum, orientation sessions for new arrivals, volunteer training/induction sessions, Child Safe Environments training, the AMRC Home Care information sessions, the workshop Preparing for the NDIS: Culturally Responsive Services for CALD Clients, training for the Launch into Work pre-employment project, the launch of the Migrant and Refugee Women’s Committee, and for arts exhibitions and music functions (Café Musica).

The community groups ACCSA, MECCSA and MYLinkSA 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 the Refugee Advocacy Service of SA and Justice Net; the Survivors of Torture and Trauma Assistance and Rehabilitation Service; the Council of Migrant and Refugee Women of SA – Women’s Speak Out; the Australian Government Department of Home Affairs meeting with the Malaysian community; the Unmasked African Festival Committee; and the launch of the South Australian Living Artists Exhibition.

The Northern Area MRC facilities were used by approximately 3890 participants. The Burmese Community Association of SA, Bhutanese Community Association and Samahan Filipino Dance Group used the facilities for regular committee meetings. Various communities used the facilities for events and regular activities for young people, women and men. These included

15,500 people used AMRC community facilities
youth leadership activities, women’s support groups, conversational English classes, AMRC Home Care information sessions, the Ethnic Leaders Forum – Electoral Education, the Refugee Week Multicultural Open Day, water safety education and the Exploring Employment and Volunteer Opportunities session.

The Mount Gambier MRC Community Centre was used by approximately 2350 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 program, which empowers Congolese and Karen women and men to make products and sell them at local markets and fetes.

The Naracoorte MRC Community Centre was used by approximately 1210 participants, including for regular conversational English classes, women’s support groups, parenting sessions, road safety sessions, and cultural and social activities.

The Bordertown MRC Community Shed was used by approximately 2140 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.

The Murraylands MRC Community Centre was used by approximately 2360 participants for regular Adult Migrant English Program classes and conversational English classes, social and cultural activities, training for volunteers, career development sessions, DV-alert training, information sessions for the AMRC, and the Rotary garden project. The Murraylands Multicultural Network is a resident organisation in the building.

Locating Community Space

The AMRC 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, Ugandan and other community groups.
MRC Arts and Cultural Development

This program promotes the cultural traditions of refugee community groups, particularly young people, affirming their identity and sense of place. It provides opportunities for young people to participate in mainstream arts and employment in these fields. It also provides women with opportunities for their pop-up small food and craft enterprises. We convened and partnered with other organisations in Harmony Day and SA Refugee Week. We partnered in the Middle Eastern festival Nowruz with MECCSA; the Unmasked African Festival with ACCSA; the In Our Own Voices project with MECCSA; and the Student Poster Awards with the South Australian Department for Education, the Bob Hawke Prime Ministerial Centre, and the University of South Australia School of Art, Architecture and Design. We have close partnerships with a number of arts institutions and sporting bodies, and through these collaborations, we draw on considerable resources and expertise to further the social and cultural participation of new and establishing communities.
In Our Own Voices Launch, Exhibition and Concert

In Our Own Voices is a unique project, initiated by MECCSA and the AMRC. In Our Own Voices tells the stories of people from countries in the Middle East, including their migration journey, settlement, challenges, accomplishments and contributions to South Australia’s society, culture, economy and environment. It engaged the broader South Australian community to better understand the issues encountered by refugees and migrants of Middle Eastern background and to tell a counter narrative about people from the Middle East to that portrayed by negative stereotyping in the media. It built pride in their identity and achievements and highlighting their positive and effective contribution to South Australia’s society, culture, economy and environment. This was achieved through the settlement stories of South Australian men and women from the Middle East through an exhibition, book, videos and street banners. The banners were displayed in King William Street, Victoria Square and Rundle Street as part of 2018 SA Refugee Week, which furthered the community and public reach of the project.

The three-year project was launched by MECCSA and the AMRC at the Dunstan Playhouse – Adelaide Festival Centre in March 2018. The launch attracted 600 people, who enjoyed an exhibition of photos, followed by a concert of music, songs, dance, poetry and stories from people of Afghan, Iranian, Iraqi, Kurdish, Lebanese and Syrian backgrounds. In 2018, the exhibition was displayed at the Migrant Health Service. It will move to the Migration Museum in Adelaide in early 2019 as part of the Adelaide Fringe Festival and Harmony Day.

Four In Our Own Voices Middle Eastern artists—Salah Al Mansori, Zuhir Naji, Farhan Shah and Yassin Al Mansori—showcased their talents in the lead-up to the launch by performing during an evening session on ABC Radio Adelaide. Two storytellers who participated in the In Our Own Voices book, Rania Zakhour of Lebanese background and Arash Rezaei of Iranian background, also featured on the ABC Radio Adelaide ‘Evenings with Peter Goers’ Program, with project initiators Andrew Hill, AM and Hussain Razaat to promote the project and explain its origins and significance to the wider Australian community.

The In Our Own Voices exhibition was presented to the International Metropolis Conference 2018 in Sydney, and it has been accepted for presentation to the Nineteenth International Conference on Diversity in Organizations, Communities and Nations to be held in June 2019. The exhibition will also tour in 2019.
Unmasked African Festival

MRC Arts again partnered with ACCSA, the City of Adelaide, SALT and the Australian Government Department of Human Services to celebrate the annual Unmasked African Festival, Adelaide’s major celebration of African communities. This was the fifth year that the event was hosted in the heart of the city—Victoria Square. The festival attracted 3250 people, who enjoyed a full day of African celebration. The festival planning committee met fortnightly over a three-month period to plan and support the festival. More than 250 people from the various African communities participated, presenting African food and service stalls, crafts and a performance program featuring 20 groups from a wide range 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 in preparation for the festival, which has become one of Adelaide’s landmark community events, demonstrating the exceptional talents of South Australia’s African communities and their contribution to the cultural life of Adelaide.

SA Refugee Week

Since 2001, the AMRC has convened SA Refugee Week, bringing together more than 100 organisations and thousands of individuals to present multiple events to coincide with UNHCR World Refugee Day on 20 June. This major event 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 and cultural harmony. In 2018, 60 individual events, involving more than 100 organisations, were registered and presented as part of the official SA Refugee Week calendar of events.

Participating organisations 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. A number of key councils participated in this year’s Refugee Week by hosting events, including the City of Adelaide, City of Playford, City of West Torrens, City of Salisbury, Rural City of Murray Bridge, Tatiara District Council and City of Mount Gambier.

SA Refugee Week is supported by volunteers and donations, and through sponsorships from participating organisations. The event receives sponsorship from the City of Adelaide, South Australian Department of Human Services through the Multicultural Grants Program, Office of the Minister for Education, the Australian Government Department of Home Affairs and the City of Adelaide through the Office of the Lord Mayor.

SA Refugee Week was officially launched at the Adelaide Town Hall by His Excellency the Hon. Hieu Van Le, AC, Governor of South Australia and supported by the Hon. Jing Lee, MLC, Assistant Minister to the Premier and by the Lady Mayoress of Adelaide, Genevieve Theseira-Haese.

Media coverage of this year’s SA Refugee Week included print and online articles, which raised awareness of SA Refugee Week and shared the stories of individual refugees who have made South Australia their home. This coverage included publications such as The Naracoorte Herald; The Border Watch; Multicultural SA Quick News; Office for Women eNews; SALife; and the Settlement Council of Australia’s newsletter Settlement eNews as well as The Advertiser and the Messenger. The AMRC also promoted Refugee Week through its website, social media channels (Facebook and LinkedIn) and bimonthly newsletter AMR Connect.
SA Refugee Week Student Poster Awards and Exhibition

The eighth Refugee Week Student Poster Awards, supported by the South Australian Department for Education, were coordinated and presented in partnership with the Bob Hawke Prime Ministerial Centre and the University of South Australia School of Art, Architecture and Design. This annual project encourages students from primary, secondary and tertiary institutions to raise awareness, through art making, of the issues affecting refugees and of the valuable contributions that refugees make to Australia’s social, cultural and economic development. The project also educates young people on themes such as multiculturalism, human rights and cultural diversity.

The project has continued to attract a growing number of schools and tertiary institutions. In 2018, 325 entries from 41 schools and institutions were submitted, including from state and private schools in metropolitan and regional areas. Around 1200 students participated. An exhibition of the finalists’ posters was showcased at the Kerry Packer Civic Gallery, where participating students and their schools receiving awards and certificates from the Hon. Jing Lee, MLC, Assistant Minister to the Premier in the presence of 200 attendees.

To coincide with International Human Rights Day in December 2018, the Courts Administration Authority’s Art and Justice Committee, in collaboration with the AMRC, held a reception exhibiting the students’ posters. The exhibition will tour to community galleries, including the Barossa Regional Gallery, Hughes Gallery and sites across the City of Charles Sturt.
This year the AMRC introduced Café Musica, a free-entry café-style project celebrating the multicultural and diverse music, arts, crafts and food of South Australia's new arrival CALD communities. The project aimed to support the profile and development of performers from African, Middle Eastern and South Asian backgrounds and create event management opportunities and pathways for performers to showcase and contribute their talents to South Australia’s arts and cultural scene by recommending them to a range of mainstream and community events, such as conferences, forums, festivals and launches. Café Musica was also held in conjunction with a number of events during the year. These included the launch of the South Australian Living Artists Exhibition Damascus – Thinking of You, an exhibition of artworks by Syrian sisters Dania and Hala Najj; Alissar Aleid’s first exhibition of drawings and paintings, which was held at the Adelaide Multicultural Centre in August 2018; and, in partnership with the Persian Cultural Association of SA in September 2018, an event at which more than 100 participants enjoyed Persian music and artworks. The Box Factory Community Centre was utilised for musician workshops in preparation for these events.
Sport and Recreation

In partnership with the Football Federation of SA Multicultural Program and Surf Life Saving SA, the AMRC organised school holiday and other sport and recreational activities with various partners, including local government swimming centres and sporting clubs. This year, the Northern Area MRC school holiday program included water safety education at the Salisbury Recreation Precinct, a picnic at the St Kilda Adventure Playground and tennis skills at the Playford City Tennis Centre. The AMRC both encourages and partners with specific community sports organisations such as Surf Life Saving Club, Football Federation South Australia (FFSA) and the South Australian Cricket Association (SACA) to engage community groups in football, volleyball, swimming, netball and other sporting activities.

A highlight of this year’s sporting initiatives was our participation in a sports tournament hosted by the Afghan United Association of SA. AMRC CEO Eugenia Tsoulis was honoured to be invited as guest speaker at the launch of the Afghan Sports Tournament. The tournament, held over four days in December, was patronised by more than 5000 young people and their elders from all Australian states and New Zealand. It was an impressive gathering of sporting talent, with young women composing 50 per cent of the participants across all sports.
Established in 2009, MRC Works is the registered training arm of the Australian Migrant Resource Centre (AMRC). MRC Works links with AMRC client services and programs by providing and delivering accredited and non-accredited training tailored to staff and volunteers, and to client settlement and employment pathways. We also provide accredited training to employer groups and especially frontline workers.

In 2018, we continued to provide accredited and non-accredited training to young people, women and men, and to industry groups and employees through our partnerships with TAFE SA, Northern Futures, the Disability Workforce Hub, the South Australian Department for Industry and Skills, Lifeline SA, the Construction Industry Training Centre, the Construction Industry Council and other industry skills training authorities.

In 2018, MRC Works also continued to deliver Cultural Awareness training; accredited White Card training for people wanting to work in construction, Child Safe Environments training and First Aid training for staff and volunteers, DV-alert training to frontline workers and English language non-accredited training on all AMRC sites.

AMRC accredited trainers also undertook a Child Safe Environments refresher course conducted by the Child Safe Environments Team from the South Australian Department for Education.

Family Violence Awareness and Prevention

Through a partnership between the AMRC, DV-alert and Lifeline, the AMRC co-delivered Multicultural DV-alert training to 95 frontline workers who work with new and establishing communities in South Australia and Western Australia. The training aimed to raise awareness of preventive and interventional 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.

Launch into Work Pre-Employment Project

This pre-employment project commenced at the beginning of November 2018 with the recruitment and training of 10 bilingual participants from migrant and refugee backgrounds. The participants were recruited from a pool of 96 applicants. The intensive training project delivered to jobseekers a Certificate III in Individual Client Care with TAFE SA alongside work experience and mentoring. Eight of the trainees have since been employed by the AMRC to provide culturally appropriate home-based care to NDIS, Aged Home Care and to other clients with intensive needs.

Employment Training Sessions

At the Adelaide Multicultural Centre, numerous prevocational training sessions were held on real estate traineeships and employment pathways and opportunities.
Adult Community Education Program

In 2018, the AMRC delivered the Adult Community Education program in the regions. This program aims to further develop foundation skills in language, literacy, numeracy, computing and personal skills for people from migrant and refugee backgrounds in Bordertown, Naracoorte and Murray Bridge. More than 80 learners enrolled in and attended the Adult Community Education classes, which were delivered by volunteers and tutors in the local community. The program will continue into 2019 in each of the regional areas.

Try, Test and Learn

The co-design of this project was finalised in partnership with Australian Government Department of Social Services. The Refugee Women’s Employment into Action project aims to provide training, qualifications and employment-related support for 80 women of refugee background living in South Australia. Participants will be trained to provide home-based care to the elderly, people with disability and people with other special needs residing in the Adelaide metropolitan area.
Volunteer and Work Placement Program

Australian Migrant Resource Centre (AMRC) volunteers play a vital role in assisting with the provision of essential services while also 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 add immense value to the work of the AMRC.

Currently, the AMRC has 186 registered and trained volunteers actively involved in supporting specific services, clients and projects. They also assisted with the coordination and management of events, such as the AMRC AGM, employment expos, the launch of SA Refugee Week, the Unmasked African Festival at Victoria Square, the Australia Day Parade, the Walk Against Domestic and Family Violence, and the In Our Own Voices project.

Volunteers undertook training in Child Safe Environments and Food Handling and Safety in preparation for the 2018 Unmasked African Festival. Volunteers also participated in the SA Migrant Small Business Expo hosted by the University of Adelaide in partnership with Community Corporate, Multicultural Youth SA, the AMRC and Access Community Services Ltd. This expo provided participants with information on how to start, grow and manage their own small business in South Australia.

The AMRC also encouraged its volunteers to seek other opportunities to advance their qualifications, which prompted a great number of volunteers to return to TAFE or tertiary studies. In 2018, 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.

Many of our volunteers experienced individual achievements in 2018. Highlights include:

- a volunteer of Afghan background established a cricket team to assist, through participation in sport, the settlement of 14 new arrival children aged 5–10 years
- a volunteer of Pashtun-Afghan background started their own Uber business
- a volunteer of Iranian background established their own design and construction firm in Adelaide
- an Iraqi volunteer formed two soccer teams, comprising 50 members from Afghan, Iraqi and Syrian backgrounds and is teaching participants essential soccer and teamwork skills.

I was able to professionally upskill myself after undertaking work placement. Thank you to the AMRC for transferring its knowledge and skills, and for giving me an opportunity to gain first-hand experience in the workforce.

–Iranian work placement student
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. We focus on client services delivery and community capacity building, assisting the reception and participation of new arrivals and their new and establishing communities through collaboration with a diversity of stakeholders. In 2018 we farewelld our manager, Reagan Bledee, who has now joined the South Australian Department for Child Protection. Michelle Dieu took on the role of manager in May.

Launch of the Northern Area MRC Community Centre

The NAMRC Community Centre was launched this year in March by the Hon. Zoe Bettison, MP, former Minister for Multicultural Affairs, and attended by all communities who use the centre frequently.

Northern Area Multicultural Women’s Network

The Northern Multicultural Women’s Network was established in 2018. The network, which focuses on empowering women’s social and leadership skills, engages women in training and creative social enterprise workshops to learn sewing techniques. Forty-five network members aged 18–65 from African, Bhutanese and Burmese backgrounds participated in 49 sessions this year. Session topics included induction into the workplace, English for understanding civic responsibilities and Australian values, women’s health, event management, and reporting of child abuse. Members volunteered at the NAMRC crèche, seniors group and women’s health workshops. Key women leaders also represented the network during the women’s consultation with the National Harmony Alliance, Connecting Settlement and Community Services meetings, the Youth Symposium: Leading for Our Future, the SA Migrant Small Business Expo 2018, the Unmasked African Festival, the Walk Against Domestic and Family Violence, the Northern Area MRC Community Reference Group and the City of Salisbury’s Refugee Week event Our Stories: Celebrating the Valuable Contribution of Refugees to Salisbury. Members of this network also made home visits to the elderly.

I have always wanted to sew, but never had the chance. Now I have the opportunity to learn and make new friends. I feel very proud to say something about what women need as part of this network.

–Northern Multicultural Women’s Network members

Employment Pathways through Volunteering and Training

The NAMRC also held a workshop on exploring employment and volunteer opportunities, during which participants heard from the Lyell McEwin Volunteer Association’s volunteer manager about the association’s work in supporting the Lyell McEwin Hospital and the northern metropolitan area of South Australia. Participants also learnt about the application process to become a volunteer in one of the association’s program areas. As a result of this workshop, six participants were recruited as volunteers at the hospital. Subsequent to their volunteering role, these six participants gained employment or undertook further training.

NAMRC volunteers also participated in the SA Migrant Small Business Expo, to learn about navigating the obligations and requirements associated with running a small business in South Australia. These volunteers were also provided with an opportunity to network with key exhibitors, including federal, state and local government bodies and non-government agencies, such as Business SA, the South Australian Small Business Commissioner and the South Australian Department for Industry and Skills. Twenty-five participants of Afghan, Bhutanese, Chinese, Filipino, Iranian, Malaysian and Pakistani backgrounds participated in the expo. As a result of attending the expo, five participants have launched their own businesses, including in automotive mechanics, painting and decorating, Uber driving, construction work and food truck catering. Induction and preparation for White Card training was held for nine participants at the NAMRC Multicultural Centre. Fourteen participants of Afghan and Burmese backgrounds from the NAMRC undertook White Card training, delivered by the Construction Industry Training Centre in December 2018. Participants learnt about the health and safety requirements of working in the building and construction industry.
Conversational English classes and Understanding Civic Responsibilities sessions were held regularly at the NAMRC. These sessions involved citizenship preparation and learning about Australian culture. During the sessions, women were connected to health workshops. Participants of Afghan, African, Bhutanese, Burmese and Syrian backgrounds not only gained an enhanced understanding of their citizenship obligations and rights but were also able to share their settlement experiences and provide emotional support to each other. As part of these weekly sessions, participants engaged in a Conversation with the Department of Home Affairs and the Department of Human Services in April 2018 regarding accessing Centrelink online services and interpreter services, and the changes to childcare payments.

Taxation workshops were delivered weekly between July and October 2018 in partnership with the Australian Taxation Office to assist and educate new and establishing communities on managing their tax affairs in compliance with Australian taxation policy. By linking them to mainstream government services, we assisted 20 individuals identified as low-income earners to lodge their tax returns free of charge.

Water safety training was provided to young people aged 12–25 from new and emerging communities. The program—delivered in partnership with Playford Aquadome in Elizabeth as part of the school holiday program—educated young people about essential swimming skills and enhanced their confidence in the water.

Refugee Week

The Refugee Week celebration was bright and colourful, with the NAMRC holding a Multicultural Welcome Day that brought together more than 200 individuals and services, including clients, volunteers, representatives of government and not-for-profit organisations, SA Police and other mainstream services. Key speakers at the event included the Hon. Jing Lee, MLC, Assistant Minister to the Premier, and City of Salisbury Mayor Gillian Aldridge, OAM.
In 2018, the Mount Gambier MRC provided counter services to 1924 clients, delivered 1055 case-management services to 829 clients, made 411 referrals to 20 service providers and delivered 290 group sessions to 3568 clients. Our work this year supported 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.

Settlement and Community Services
In 2018, the Mount Gambier MRC successfully managed the significant transition from the Humanitarian Settlement Services (HSS) program to the Humanitarian Settlement Program (HSP). Forty-six HSS clients were transferred to the HSP, and an additional 41 clients arrived under the HSP in Mount Gambier. They 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.

An example of the settlement work in Mount Gambier is a client of Karen background who, after being diagnosed with a mental illness and an intellectual disability, was approved for the National Disability Insurance Scheme (NDIS) following lodgement of the NDIS referral by the MRC. Through the assistance of the Mount Gambier MRC and Disability SA, the client gained employment at Bedford, which provides a range of NDIS support services, including employment opportunities and social participation activities. The client’s family members have also been empowered with improved knowledge of both the client’s disability and the services available.

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 the citizenship test is a large part of the program, as is learning about life in Australia and the Australian workplace. Most participants had completed Adult Migrant English Language classes at TAFE in recent years, but they 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.

The Seniors Life Skills Group is for older migrants who meet weekly to socialise and interact. In the MRC’s backyard, the group members planned and developed a community vegetable garden. The process taught them about sustainable gardening, the use of rainwater tanks, where and how to shop for garden supplies, appropriate vegetable planting times in Mount Gambier and how to plan a project systematically. MRC volunteers took the participants...
on shopping excursions during which participants were encouraged to ask for service from retail staff. Participants had the opportunity to improve their conversational English skills through the vegetable garden project and other activities. The group’s role expanded in 2018 with the intake of clients isolated because of disability. Their participation has not only built their confidence but also provided their carers with respite. Engaging with the Seniors Life Skills Group gave MRC staff the opportunity to support the participants in a range of ways, including arranging flu vaccinations for participants in winter and providing them with 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.

**A tour of the police station and courthouse** was organised for 25 key clients. They learnt about many important aspects about 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; drivers 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.

**Community Development and Engagement**

**Connecting Settlement and Community Services**

Meetings were held during 2018. Local and regional stakeholders discussed issues and shared information regarding the migrant community in Mount Gambier. The meetings were well attended by other service providers, government and local organisations.

**Community Event included;** a Family Fun Day, The Australia Day Breakfast, the Fringe Festival, with a Congolese artist providing art workshops for children, Australian Cultural Day, SA Refugee Week when a large, public event attracted 300 migrants and Australians to a traditional dance, music and food festival, and the launch of the Report on a decade of Burmese settlement in South Australia, compiled by the Australian Migrant Resource Centre during 2017, by Jane Sansom, Regional Director of the Department of Home Affairs at the time.
Employment and Social Enterprise

Get Ready for Work workshops were held to support clients in developing their understanding of employment in Australia. The workshops provided information on a range of topics, including how to look for work, what employers expect from workers, why we pay tax, what superannuation is, and the role of Jobactive.

A sheep shearing demonstration was attended by 42 migrants from Burmese and Congolese backgrounds, where they were able to learn about potential employment in the sheep farming industry. The event was held in October after the MRC became aware that there was a shortage of shearsers in the local region and that no refugees were employed in the industry. The event included an information session about training and employment in the industry, and a visit to a historic woolshed, where an Australian picnic was enjoyed by attendees.

I Made It is a sewing-enterprise program for migrant women in Mount Gambier. This program enables a new group of six women to undertake a sewing course every 12 weeks, during which they learn to make clothes and to price and sell their items. At the end of the course, participants graduate with a certificate, and each receives a sewing machine to take home, along with a start-up kit of fabric.

Two Group Training Employment (GTE) apprentices, one of Karen background, won Apprentice of the Year awards in Mount Gambier. The Mount Gambier MRC has worked with GTE to continue opening pathways to employment for people of migrant and refugee background. Seven men of Karen and Karenni background are currently employed by GTE as apprentices. Another Karenni youth was supported by the MRC to gain full-time employment at an auto-dismantling business.

A Congolese mural artist, who arrived in Australia in October 2015, had learnt to paint murals and sculpt in the refugee camp. Since his arrival, he has painted two murals in Mount Gambier—one at a school and the other 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 local artist has also shown him how to sculpt with limestone and Australian wood. The Congolese migrant held his first solo exhibition at the Riddoch Art Gallery in Mount Gambier in March 2018.

Youth Leadership

Youth Health Day provided information on youth health and wellbeing to 17 young people aged 15–25 from Congolese, Karen and Karenni backgrounds. Six young people aged 15–24 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 MRC Youth Group for people aged 15–25 engaged in a range of activities throughout the year, including water safety awareness and surfing lessons, paintball, tenpin bowling and a volleyball competition. Ten youth from Mount Gambier also travelled to Adelaide for the Youth Symposium: Leading for Our Future held in the Adelaide Festival Centre on 12 October, where they participated in roundtable discussions on ways to overcome barriers to employment.
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 Settlement Grants Program, Humanitarian Settlement Program, Specialised and Intensive Services and Status Resolution Support Services clients.

Settlement and Community Services
The Naracoorte MRC provided 131 case-management services to 46 clients, 292 information services to 258 clients, 329 referrals to 25 service providers and 27 group sessions to 479 clients.

Women’s Empowerment
In 2018, training sessions were organised through partnerships, including four women’s health sessions with Community Health SA covering a variety of topics, an information session with SA Police, an education session on cyber and IT safety with South East Community Legal Service; two parenting sessions with the South Australian Department for Education; a women’s legal session as part of the Ask Maria Project in partnership with the Women’s Legal Service (SA) and a community consultation with the South Australian Department for Child Protection - Multicultural Services.

Increasing numbers of Afghan women are gaining their drivers licence, and more undertook advanced computer courses this year. The sewing group bought a sewing machine with funds from the Stand Like Stone Foundation grant, and the women are now producing their own clothes.

Conversational English classes continued throughout 2018, building on the model established in 2017 with one-on-one volunteer tutoring in a classroom setting. Funding was secured through a Stand Like Stone Foundation grant that enabled volunteers to create resources. Afghan, Chinese and Japanese participants on a range of visa types attended a two-hour weekly session facilitated by volunteers who provided one-on-one tutoring. Half the volunteers are schoolteachers, and the results have been promising in respect to learning and social outcomes.

Another highlight in 2018 for the Naracoorte MRC was the English classes for new arrivals being featured on ABC Radio South East SA. These classes, which have been running for more than 18 months, have experienced an increase in the number of students from Chinese, Japanese and Thai backgrounds. Participants have also gained the confidence to obtain their drivers licence and undertake study at TAFE. The classes originally focused on conversational English, but they have shifted to literacy, with many women enhancing their reading and writing skills to achieve better integration into the community. The continuation of classes into 2019 is supported by funding from the Adult Community Education program.

Employment
The Naracoorte MRC also engaged with Teys Australia and Regional Workforce Management to assist new arrival migrants moving into the Naracoorte community. We have strengthened our work with new employees in the region, and we are involved with the provision of information sessions to current Teys employees and the induction of new employees at Teys. We also organised a community consultation with the Afghan community regarding employee retention.
Connecting Settlement and Community Services meetings featuring both local and regional stakeholders were held in 2018 to discuss issues and share information regarding the migrant community in Naracoorte. The Naracoorte MRC also facilitated engagement between the Australian Government Department of Home Affairs and representatives from ethnic communities, including the Cambodian, Chinese, Filipino, Hazara, Lao and Thai communities. This engagement allowed the department to gain an enhanced understanding of the communities’ settlement experiences, concerns and issues.

The Naracoorte MRC facilities were utilised for Eid al-Ghadir, Muḥarram and other religious observances; informal ethnic schooling classes; community consultations; conversational English classes; and community celebrations.

Highlights this year include Afghan refugee Hafeezullah Haidari being a finalist for the 2018 Regional Showcase People’s Choice Award by Brand South Australia and a semifinalist for the South Australian Community Achievement Award in customer service. Another highlight was Hazara refugee Zahra being a finalist for this year’s Vocational Student of the Year Award category in the South Australian Training Awards hosted by the Training and Skills Commission.

SAPOL Information Workshop

In 2018, there was also an increased engagement between the Naracoorte MRC, SA Police (SAPOL) and the local migrant community. SAPOL officers from Naracoorte, Mount Gambier and Adelaide met with 20 residents in June to expand the residents’ understanding and knowledge of Australian law and the role of police officers in the community. Questions from the audience flagged issues such as language barriers, disputed fines, and residents’ rights and responsibilities.

We thank SAPOL officers coming here tonight. It was a good night—there was so much information.

– Didar Ali, Hazara community leader

We would like this to be the first in a series of similar engagements.

– Sergeant Andy Stott, Crime Prevention Unit in the Limestone Coast area

Community Event Highlights

On Australia Day, Sima Gul Muhammadi was awarded Young Citizen of the Year during Australia Day celebrations in Naracoorte. Sima volunteers her time interpreting for Hazara migrants in the Naracoorte community, including in the Naracoorte MRC’s conversational English classes.

This award was not only for me but for everyone who volunteers in the community.


Harmony Day events were planned by the Naracoorte MRC in consultation with the local migrant community, Naracoorte Lucindale Council and other stakeholders. This consultation with ethnic communities resulted in an increased participation of a diversity of ethnic groups, including 50 men of Afghan background, who had not attended these events previously.

Anzac Day was again observed by the local Afghan community, who participated in Anzac Day commemorations for the second time and placed a wreath during the ceremony.

Persian New Year was celebrated at the MRC by around 150 Hazara community members.

Lao New Year was acknowledged in Naracoorte, and for the first time, the Naracoorte MRC’s community services coordinator was invited to attend the celebratory function. Because of this community engagement, the number of Lao clients seeking services from the MRC has increased.

For SA Refugee Week, the Naracoorte MRC, in partnership with Naracoorte Lucindale Council, held a multicultural lunch with more than 80 participants, including members from the local migrant community, MRC volunteers, representatives from the Australian Government Department of Home Affairs, and housing and mental health service providers.

A musical soirée, organised by Chinese and Hazara participants in the MRC’s conversational English classes, was attended by more than 40 participants. This event included a singing performance by Naracoorte Primary School.

Youth Leadership

Five young people from Naracoorte attended the Youth Symposium: Leading for Our Future held in Adelaide on 12 October. The symposium focused on employment, education and training, and pathways to employment for young people from migrant and refugee backgrounds. The symposium provided an opportunity for young people from across the Limestone Coast to meet, share information and represent youth from the region.
Bordertown MRC

Settlement and Community Services

The Bordertown MRC provided case-management services to 169 clients and information services to 413 clients, made 145 referrals to service providers and delivered 10 group sessions to 220 clients.

As figures from the Australian Bureau of Statistics show, we have a wide range of ethnic backgrounds represented in the district, with most people having come here for employment. The major ethnic groups have changed over time. In 2018, the main groups employed in local businesses and industries were from Afghan, Filipino and Malaysian backgrounds, followed by Chinese, Ethiopian and Sri Lankan. Migrants include those on Bridging visas, Temporary Protection visas and various types of permanent visas, as well as sponsored skilled overseas workers and working holiday visa categories.

Youth Leadership

Forty-five children who were not born in Australia are currently enrolled in Bordertown Primary School and 39 in Bordertown High School. Most of the migrants employed at JBS Meatworks are single or living in Bordertown without their families. An exception is the cohort from the Philippines, who have 22 primary school aged children and 10 high school aged children attending school.

During 2018 the impact of the arrival of 12 Afghan women and 31 children, who have been reunited with their husbands and fathers, has been felt, and this cohort too is experiencing notable change. Bordertown is experiencing a growing number of children and young people, as families reunite.

Community Development and Engagement

The Tatiara community demonstrates a willingness to engage with refugees and migrants. The Migrant Community Action Plan developed by the Tatiara District Council in partnership with the Australian Migrant Resource Centre provides a tool for individuals, community, business and organisations to collaborate on making the Tatiara an even better place to live for all of us. This action plan came into effect during 2018.

The partnerships between the key stakeholders in local government, JBS Meatworks and the Bordertown MRC remain strong and are crucial to a continuation of successful outcomes. Given the changing demographics of Bordertown, with more women and children living in the town, partnerships with schools; sporting and recreational groups; and health services, such as school dental clinics and medical centres, are also crucial.

Connecting Settlement and Community Services meetings were held in 2018 to share information and discuss issues regarding the migrant community in Bordertown. The local service providers require support and guidance to achieve positive outcomes for clients. The Bordertown MRC is the vital link between these services and the migrant and refugee population, ensuring the best outcomes are achieved. In 2018, the Bordertown MRC facilitated and participated in various community consultations and regularly participated at meetings, including with the Tatiara Road Safety Committee, women’s groups, local schools, employment forums, community groups and local businesses.

The highlights for 2018 were the opening of a kebab shop by a Tamil family, the integration of young people in our community at local football, netball, basketball and soccer clubs, integration at various civic functions, the migrant swim and survive program delivered at the local pool and the provision of opportunities to meet the religious needs of the community by providing a space for prayers at the Bordertown MRC.

The challenges of minimal English language teaching options remain a major concern. The Bordertown MRC continued to attempt to fill the gap with conversational English classes run by volunteers. In Term 4, the Adult Community Education program funded these classes. The Bordertown MRC also continued to assist clients to access external online language providers. This is a difficult and time-consuming process because a level of digital literacy is required. A lack of digital literacy affects not only English language learning but also inhibits access to many services provided through myGov and other online directories. The most obvious challenges for our clients relate to family reunification, applications for citizenship and visa applications. These challenges affect the mental and physical health of clients; however, the Bordertown MRC is well positioned to encourage clients to practise patience, hope, resilience and distraction in dealing with these challenges.
Murraylands MRC and Riverland

Settlement Services

Together, the Murraylands MRC (MMRC) and Riverland MRC provided case-management services to 152 clients and information services to 108 clients, made 128 referrals to 20 service providers, and delivered 10 group sessions to 118 clients.

The clients accessing the various services at the MMRC come from a diverse range of cultural backgrounds. These include clients from Cambodia, the Congo, Iran, Malaysia, the Philippines, Sri Lanka, Sudan, Taiwan, Thailand and Vietnam. The most recent group to settle in Murray Bridge has been the Chinese. The majority are skilled workers employed at Thomas Foods International. However, many also work at the local mushroom farm, and others have opened a number of new businesses.

The MMRC has provided a significant number of casework services, including assistance with housing, health, training pathways, advocacy with utility companies, migration-related client services, Centrelink queries and referrals, and citizenship applications.

A number of information sessions were held throughout the year with partners including Diabetes SA, the SA Country Fire Service, the SA Police, the National Disability Insurance Scheme, Legal Aid and Home Start.

Community Development and Engagement

The MMRC continued to provide 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 Murraylands Multicultural Network and the Chinese Community Association Murray Bridge are resident organisations in the building.

Conversational English classes continued to be offered by the MMRC four mornings per week, assisted by funding from the Murray Bridge City Council. A phonics class for children and a conversational English class for adults were delivered on Saturdays with Adult Community Education funding.

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. This utilisation included the Chinese Community Consultation, the Overseas Chinese Association barbecue and introduction to opening an ethnic school, MMRC volunteer meetings, a children’s phonics class, the Adult Community Education Program and English classes.

The MMRC continued our partnership with the Murray Bridge City Council, Regional Development Australia, the Rotary Club of Murray Bridge and various service providers and employers. The MMRC also continued to partner with the Early Learning Centre in Murray Bridge to deliver an English class to parents of children under five, with free crèche facilities provided.

A number of cultural events were held this year, including the Chinese Moon Cake Festival, the fifth Punjabi Virasat Cultural Mela, and the annual All Culture Fest at the Murray Bridge Town Hall in June as part of SA Refugee Week, and, in the Riverland, Harmony Day and Eid gatherings.

Murray Bridge is expected to see a major growth in population in the next 12 months. Thomas Foods International will commence rebuilding their processing plant that was destroyed in a fire early in 2018, and has indicated that an additional 2000 workers will be needed. The Costa Adelaide Mushrooms farm, Big River Pork and Ingham’s have expanded their operations and are in the process of recruiting additional staff. The Bend Motor sport Park is also employing hospitality staff. The future of Murray Bridge as an attractive settlement area for new arrivals is assured with low-cost housing and employment opportunities. The MMRC will continue to be at the forefront of settlement services delivery to meet the needs of all new arrivals.
Auspiced and Resident Partners

The Australian Migrant Resource Centre (AMRC) continues to provide office, training, meeting and administrative facilities for the African Communities Council of SA and the Middle Eastern Communities Council of SA to support their work in settlement and community development with their respective client groups. Between them, the two councils represent more than 45 African and Middle Eastern ethnic groups. The AMRC is an ex-officio member on each council’s management committee and has been for the past 17 years. The AMRC has a memorandum of understanding with each council regarding governance, financial and legal matters, 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 Middle Eastern refugees arriving in South Australia. The partnership has utilised 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. The partnerships will continue through the Settlement Engagement and Transition Support program.

Multicultural Youth Link SA operates under the auspices of the AMRC, which provides the organisation with administrative support and office, social and training facilities. Multicultural Youth Link SA 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 and schools and to other young people.

The Northern Multicultural Women’s Network is auspiced by the AMRC, and resident in, the Northern Area MRC.

The Council of Migrant and Refugee Women of SA is auspiced by the AMRC and resident at the Adelaide Multicultural Centre.

Murraylands Multicultural Network is auspiced by the AMRC and resides in the Murraylands MRC.
Advocacy, Research and Service Development

The Australian Migrant Resource Centre (AMRC) contributes to public policy and service development through our participation on national, state and local committees and through strategic research with key partners, including the Hugo Centre for Migration and Population Research and the School of Public Health at the University of Adelaide; the Southgate Institute for Health, Society and Equity at Flinders University; the School of Psychology and the Sansom Institute for Health Research at University of South Australia; and Australia’s National Research Organisation for Women’s Safety.

In 2018, the AMRC contributed to public policy and service development through strategic research, including through partnerships with a diversity of new and emerging community organisations, including the African Communities Council of SA (ACCSA), the Middle Eastern Communities Council of SA (MECCSA), Multicultural Youth Link SA and the Murraylands Multicultural Network.
Research Partnerships

The University of Adelaide’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: Murray Bridge: a blueprint for good migrant settlement.
• A study of Burmese 10-year settlement in South Australia in association with the Northern Area MRC and the Chin community and the Mount Gambier MRC and the Karen/Karenni communities: Decade of humanitarian settlement in South Australia: a case study of the Burmese community 2007–2017. This report was launched by the Hon. Jing Lee, MLC, Assistant Minister to the Premier, at the AMRC AGM held at the Adelaide Festival Centre in November 2018.

University of South Australia

• Pathways to Active Citizenship. In 2018, the AMRC continued with phase 2 of the Pathways to Active Citizenship project in partnership with the University of South Australia, the Hugo Centre for Migration and Population Research (University of Adelaide) and Multicultural Youth SA. This study aims to provide a deeper understanding of the education and employment achievements of young Australians with a refugee background. The study also aims to identify the barriers to a successful transition from school to higher education and employment. More than 20 young people aged 15–25 years of Afghan, African, Bhutanese, Burmese and other backgrounds from the Northern Area MRC participated in phase 2, which involved being interviewed on the barriers to pathways in employment and education, and their achievements in overcoming them. This interview process also featured more than 15 parents participating in this study. During the Northern Area MRC’s end-of-year celebration, young participants in this study were presented with a certificate by head researchers from the University of South Australia, Dr Tahereh Zaian and Dr Teresa Puvimanasinghe.
• Rural and regional mobilities: exploring the impact of (im)mobilities on rural and regional communities report, Hawke EU Centre, University of South Australia.

Australia’s National Research Organisation for Women’s Safety

• The MuSeS Project: a mixed methods study to increase understanding of the role of settlement and multicultural services in supporting women experiencing violence in Australia.

Partnership Forums and Roundtables

The AMRC convened and/or partnered in a number of forums and roundtables in 2018:

• International Women’s Day Forum in partnership with ACCSA and MECCSA
• Youth Roundtable in partnership with Multicultural Youth Link SA
• ‘Matters That Concern Us’ Roundtable in partnership with the Council of Migrant and Refugee Women of SA.
• Telling My Story in partnership with Multicultural Youth Link SA
• SA Migrant Small Business Expo in partnership with the University of Adelaide, Community Corporate, Multicultural Youth SA and Access Community Services Ltd
• Youth Symposium: Leading for Our Future in partnership with the Commissioner for Children and Young People SA.
Presentations

Examples of presentations to diverse networks include the following:

- **Cross-Cultural Awareness Training Day** hosted by the City of Marion and their sister city, Kokubunji, Japan.

- **Domestic Violence Training Forum for Volunteers**, St Vincent de Paul Society (SA). AMRC Community Services Manager Cynthia Caird presented on the AMRC’s campaign against domestic and family violence in new and emerging communities.

- **Our Stories: Celebrating the Valuable Contribution of Refugees to Salisbury, City of Salisbury.** AMRC settlement officers Deng Enoch Manyuon and Chhali Mainali presented on their life before coming to Australia, their reasons for coming to Australia and their settlement experience.

- **Professional Development for Adult Migrant English Program Teachers**, TAFE SA. AMRC Humanitarian Settlement Program and Specialised and Intensive Services Manager Dilky Wijeyekoon and Syrian youth leader Hiba Alwani presented on the Syrian cohort, including experiences of working with clients of Syrian background, their settlement challenges, concerns and struggles; and the cultural differences between the Syrian and Australian education systems.

- **SBS Community Advisory Committee.** AMRC CEO Eugenia Tsoulis presented to the committee and to the **Governor’s Leadership Foundation 2018. Leadership and Social Cohesion: A Refugee and Migrant Perspective.**

- **Diversity and Inclusion Summit 2018** by Konnect Learning. AMRC CEO Eugenia Tsoulis presented on an innovative workforce, nurturing migrant talent.

- **International Metropolis Conference 2018** convened by Settlement Services International, the Australian Multicultural Foundation and Multicultural NSW. Presentation titled ‘Strength in Languages, Cultures and Stories through the In Our Own Voices Project: Stories of Journey and Resettlement from the Middle East to Australia’. Presented by Eugenia Tsoulis OAM, Hussain Razaat and Adjunct Professor Andrew Hill AM.

- **Brighton High School and Kidman Park Primary School**. AMRC youth leaders shared their settlement stories.

- **Mount Barker High School.** AMRC Youth Leader Atif Ali launched his play Boy overboard, about the journey to Australia by refugees fleeing from war zones.

- **St Peter’s Girls’ School.** AMRC Settlement Officer Mercy Ngun Ceu shared the challenges she experienced during her settlement process, how these challenges were overcome and how others can get involved in AMRC programs and initiatives.

- **3rd CALD and Disability Symposium convened by the Centre for Cultural Diversity in Disability.** AMRC National Disability Insurance Scheme (NDIS) and Aged Care Services Manager Mirsia Bunjaku presented on the AMRC’s NDIS and Information, Linkages and Capacity Building (ILC) programs, the issues more likely to impact communities from refugee backgrounds, the challenges for these communities in accessing support, and the ILC program’s key achievements.

- **Scholarship recipients on Bridging visas, Temporary Protection visas or Safe Haven Enterprise visas**, hosted by University of Adelaide. AMRC Status Resolution Support Services (SRSS) Manager Quyen Hoang and AMRC Senior Case Coordinator Yazdan Jawshani presented on the SRSS program.
Committee Convenorship

• Connecting Settlement and Community Services – Adelaide and Regional South Australia
• Council of Migrant and Refugee Women of SA
• ‘Migrant Communities Can Do’– Migrant Communities and Disabilities Network
• MRC Works RTO Quality Assurance Committee
• Murraylands Multicultural Network (Murraylands MRC auspiced)
• Regional Multicultural Communities Council
• SA Refugee Week Coordinating Committee

Committee Representation

• ACCSA Management Committee
• Adelaide Secondary School of English, Board of Council
• SA Ambulance Service, Community Advisory Committee
• Attorney-General’s Department, Stop Racism Task Force Committee
• Settlement Action Network
• Australian Government Department of Human Services and Department of Social Services, SA Settlement Planning Committee
• Australian Government Department of Home Affairs, Stakeholder Reference Group and Status Resolution Support Services Reference Group
• Australian Government Department of Human Services, Centrelink Multicultural Network
• Emergency Relief Network
• Harmony Alliance: Migrant and Refugee Women for Change Governance Committee
• Humanitarian Settlement Program Subcontractors Committee
• MECCSA Management Committee
• Migration Council Australia
• Migration Council of Australia, Women’s Health Strategy Sub Committee
• Migration Institute of South Australia, Professional Development Network
• Settlement Council of Australia Board
• White Ribbon Australia, CALD Reference Group (to June 2018)
• Women’s and Children’s Hospital Health Network
## Acknowledgements

The Australian Migrant Resource Centre (AMRC) Board and management thank all staff and volunteers who invested their time in providing valuable and extraordinary voluntary services throughout the year.

### AMRC Management Staff 2018

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eugenia Tsouliis, OAM</td>
<td>CEO</td>
</tr>
<tr>
<td>Luci Lovelock</td>
<td>Director</td>
</tr>
<tr>
<td>Alex Parken</td>
<td>Legal Counsel, Manager, Corporate Services</td>
</tr>
<tr>
<td>Biljana Zubcevic</td>
<td>Manager, Finances</td>
</tr>
<tr>
<td>Cynthia Caird</td>
<td>Manager, Community Services</td>
</tr>
<tr>
<td>Mirsia Bunjaku</td>
<td>Manager, NDIS and Aged Care Services</td>
</tr>
<tr>
<td>Dilky Wijeyekoon</td>
<td>Manager, Humanitarian Settlement Program</td>
</tr>
<tr>
<td></td>
<td>and Specialised and Intensive Services</td>
</tr>
<tr>
<td>Quyen Hoang</td>
<td>Manager, Status Resolution Support Services</td>
</tr>
<tr>
<td>Prue Hemming</td>
<td>Manager, MRC Works – Training and Employment</td>
</tr>
<tr>
<td>Michelle Dieu</td>
<td>Manager, Northern Area MRC</td>
</tr>
<tr>
<td>Zeleka Habtegiorgis</td>
<td>Manager, Migration Services and Community Support Program</td>
</tr>
<tr>
<td>Anelia Blackie</td>
<td>Manager, Mount Gambier MRC</td>
</tr>
</tbody>
</table>

### AMRC Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sara Al Kufish</td>
<td></td>
</tr>
<tr>
<td>Hiba Al-Akwan</td>
<td></td>
</tr>
<tr>
<td>Maria Corazon Allessa</td>
<td></td>
</tr>
<tr>
<td>Bahareh Amin saremi</td>
<td></td>
</tr>
<tr>
<td>Anna Amirkhanyan</td>
<td></td>
</tr>
<tr>
<td>Adam Beik</td>
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<tr>
<td>Sunshine Carumba</td>
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<tr>
<td>Simon Cinzah</td>
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<tr>
<td>Tilak Ghaley</td>
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<tr>
<td>Tracey Grosser</td>
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<tr>
<td>Firas Habib</td>
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<tr>
<td>Yazdan Jawoehani</td>
<td></td>
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<tr>
<td>Kuganesan Kanagratnam</td>
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<tr>
<td>Jyotshna Karki</td>
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<tr>
<td>Josephine Mahoney</td>
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<tr>
<td>Chhali Mainali</td>
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<tr>
<td>Nadia Makdadi</td>
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<tr>
<td>Deng Enock Manyon</td>
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<tr>
<td>Denise Mercader</td>
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<tr>
<td>Heather Munhead</td>
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<tr>
<td>Vang Chin Sung (Mercy)Ngun Ceu</td>
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<tr>
<td>Ibrahim Nowrozi</td>
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<tr>
<td>Keith Preston</td>
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<td>Ameila Ramcilovic</td>
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<td>Alma Ramcilovic</td>
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<td>Atoosa Akhavan Rezayat</td>
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<tr>
<td>Dunya Sardar</td>
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<td>Feriel Shabibi</td>
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<td>Mohammad Dawood Shalify</td>
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<td>Matti Spellacy</td>
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<td>Jennifer Stirling</td>
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<tr>
<td>Van Bawi Tinhlawng</td>
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<tr>
<td>Wah Ree Paw</td>
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<tr>
<td>Lene Zefi</td>
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</table>

### AMRC Casual Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Purna Bahadur Basnet</td>
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<tr>
<td>Yogu May Bhatrai</td>
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<tr>
<td>Dhan Kumari Bista</td>
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<tr>
<td>Barbara Burgemeister</td>
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<tr>
<td>Tluang Chin Cinzah</td>
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<tr>
<td>Carolina Gray</td>
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<tr>
<td>Delfina Hobson</td>
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<tr>
<td>Vafa Pour Ahmari Kermani</td>
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<tr>
<td>Barankabaga (Claude) Kulimushi</td>
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<tr>
<td>Mercidita Layugan</td>
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<tr>
<td>Januka Majhi</td>
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<tr>
<td>Leonie Mbuyi</td>
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<tr>
<td>Joselina Nahayo</td>
<td></td>
</tr>
<tr>
<td>Aimerance Nyamahoro</td>
<td></td>
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<tr>
<td>Devi Subedi</td>
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<tr>
<td>Zing Te</td>
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</tr>
</tbody>
</table>
Member Organisations

Full Members

Adelaide City Care
Afghan United Association of SA
African Communities Council of SA
African Students Council of SA
Ahmadiyya Muslim Association Australia
Azerbaijan Community of SA
Andrat Ethiopian Community of SA
Ariana Farsi School
Armenian Cultural Association of SA Inc.
Association of Ukrainians in SA Inc.
Australian Druze Community of SA
Australian for Syria SA
Baba Gur Gur Community Australian Turkman Association Inc.
Bhutanese Australian Association of SA (BAASA)
Bosnia and Herzegovina Council of SA
Bosnia and Herzegovina Muslim Society in SA
Ceylon Tamil Association of SA
Chin Community of SA
Congolese Community of SA
Coober Pedy Multicultural Community Forum Inc.
Eritrean Community Inc. in SA
Eritrean Muslim Community Inc.
Ethiopian Community Association of SA
Filipina Network SA
Filipino Aged Care of SA
Filipino Association of SA Inc.
Filipino Settlement Coordinating Council of SA
Greek Orthodox Community of SA Inc.
Hungarian Caritas Society in SA Inc.
Hungarian Club of SA
Hungarian Veterans Association of SA
Igbo Community of SA
Iranian Women Organisation SA Inc.
Iraqi Community Cultural Association of SA
Iraqi Sports Association of SA Inc.
Iraqi Women’s Voice of SA
Islamic Society of SA
Kurdish Australian Association of SA
Kurdish Community of SA
Middle Eastern Communities Council of SA
Migrant Women’s Lobby Group
Moroccan Community of SA
Multicultural Youth Link SA
Muslim Women’s Association of SA
Overseas Chinese Association of SA (OCA)
Persian Cultural Association of SA
Port Lincoln Multicultural Council
Riverland Multicultural Forum Inc.
Rotary Club of Murray Bridge
Samahan Filipino-Australian SA Inc.
Serbian Australian Senior Citizen Club Inc.
Sierra Leonean Community of SA
South Australian Bangladeshi Community Association
St Nicholas Romanian Orthodox Parish of Adelaide
Tatar Bashkirt Association in Australia Inc.
The Association of the Burundian Community of SA
The Croatian Club Adelaide Inc.
Togolese Welfare Association SA
Turkish People Association of Australia
Turkish Association of SA
Uganda Community of SA
Uzbek Association of Australia
Vietnamese Community in Australia – SA Chapter
Zomi Community Adelaide (SA)

Associate Members

Kazem Abhary
Juma Abuyi
Zita Deng Agor
Nicholas Begakis, AO
Katrina Bochner
Lina Caparoso, OAM
Miriam Cackling
Helen Connolly
Sam Cozens
Claudia Cream, OAM
Danyon De Buell
Graham Excell
Florina Fernandes
George Fomba
Kris Hanna
Genevieve Haskett
Angela Hazebrook
Andrew Hill, AM
Yianni Hill
Elizabeth Ho, OAM
Ibrahim Jabateh
Eva Kannis-Torry
Christopher Kourakis
Stan Lewinski
Felicity-ann Lewis, AM
Joseph Masika, OAM
Lillian Mwanri
Nikveto Nkamba
Evelyn O’Loughlin
Alexandra Parken
Moss Politis
Simon Schrapel, AM
Manwa Shabbar
Gosia Skalban, OAM
Rauf Soulia
Lisa Teburea
Jacinta Thompson
Peter Tsokas
Erika Vickery, OAM
Matthew Woodword
Denis Yengi
Mahboobeh Abbaspoor
Hadieh Abiyat
Volunteers – Adelaide Metropolitan

Alireza Abiyet
Krishna Adhikari
Kefayeh Doraghi Ahmadi
Elias Alavi
Squad Al-Delaimi
Alissar Aleid
Zainab Al-Hamad
Deeqa Ali
Elias Alavi
Souad Al-Delaimi
Ibrahim Ali
Muzafar Ali
Aryana Alimohammadian
Yazan Almasri
Abdul Hamid Almasri
Saif Alldinn Almasri
Andrew Hill, AM
Joel Amoaka
Behnoosh Aryanapad
Magdy Awad
Ala Azim
Farab Babaa
Asha Basnet
Beena Basnet
Adam Beik
Guna Nath Bhandari
Khina Maya Bhattarai
Puspa Kumari Bhattarai
Muthana Al Bufradi
Kushum Chapagai
Kedar Chepagai
Dambar Chhetri
Hari Chhetri
Khina Maya Dahal
Yani Dahal
Enoch Dahn
Sebastain Dieu
Tashi Dolma
Ahmad Farid Drokhshan
Shaheen Drokhshan
Shahrzad Esfandiari
Sherry Esfandiari
Akhtar Esmaizadeh
Essad Farahand
Firooz Fadsai Fard
Hina Farman
Simin Ferdosian
Gai Gai
Maria Van Gangelen
Paul Van Gangelen
Pabitra Gautam
Geeta Ghimirey
Alex Hadchiti
Adiba Tasmim Hague
Enkenyelah Haile
Ibrahiim Ali
Nasir Hakay
Sara Al Hamad
Nafis Almad
Farahn Said Hashimi
Mohammad Reza Hassan
Yasin Hassaryar
Andrew Hill, AM
Elizabeth Raul Hleng
Fatmah Hosseini
Haya Hussam
Nabla Hussam
Yazdan Jawshani
Pampha Maya Kadariva
Dil Kuman Karhi
Majid Ali Khan
Mada’am Kumari Khapang
Saraswat Khatiwada
Sahar Khazani
Rana Knefati
Wirhas Legese
Lizar Lizar
Dr Mohammad Lotfollahi
Krishna Luitel
Neda Karani M.
Agum Isaac Manyuan Madeem
Ding Mai Cang Mah
Aly Yassin Al Mansori
Salah Al Mansori
Noyan Maqsoodi
Monica Mayen
Fatima Moradi
Pari Moradi
Sabaratnam Nadarajah
Marzieh Naemi
Dania Naj
Hala Naj
Thuraya Naj
Zahir Zakariah Naj
Le Nat Naw
Beverley Newberry
Leya Namita
Sotomi Ohnishi
Sara Omar
Mokhtar Panahi
December Paw
Lawwo Mama Pewee
Rannie Pewee
Deepa Rai
Narges Ghulam Rasool
Jasmine Rawat
Arash Rezaei
Mohammad Sadeque
Luoeman Sai
Mohammad Zubair Sai
Uzair Sai
Khadi Abdella Said
Shamsolmolok Salari
Bijan Samimi
Karam Sarsam
Zahra Sasani
Samandar Khan Sediqi
Taha Shalibi
Farhan Shah
Hossein Shariat
Ehsan Shekofteh
Ahmad Sorani
Mansoor Ahmad Sultan
Tulku Rimpoche Kezang Tamang
Lian Thang
Ngala Khat Thang
Fatima Tlaa
Natalie Witkin
Yok Chin Yam
Reza Gul Yaqubi
Khashayar Zabihian
Volunteers – Regional Services
Christen Adams
John Ballinger
Venita Bator
Julie Burdett
Barbara Burgemeister
Pauline Byllaardt
Zhi Jian (Jenny) Chen
Vickery, OAM
Paul Copping
Graham Coulter
Rose Dahlitz
Bob Daniels
Caroline Drew
Heather Edwards
Gwen Fisher
Lorna Gilmore
Joy (Maria) Goodridge
Dr Tom Haig
Jo Hart
Jolie Hinwa
Janette Jarred
Kenny Killicoat
Debbie Lawrence
Jo Love
Bao Luo
Helen Lynch
Pat Martlew
Susana Masinadian
Barbara Minge
Elen Monica
Hornere Mulami
Pam Murch
Lesley Murray
Dalida Mwenebatu
Kung Maung Pei
Jean Nitschke
Marion Orton
Ann Pick
Janine Potts
Brian Rainey
Ursula Riggs
Denis Russell
Hei Chi Say
John Scarvelis
Lyn Schickel
Fauzia Shaheen
Jagtar Singh
Jen von Stanke
Robyn Talbot
Bob Taylor
Carole Thomson
Gini Tidy
Josephine Uwamariya
Sue van der Veen
Erika Vickery, OAM
Diana Vine
Jenny Ward
Liz Yelland
Ematullah Ahmad Zadar
Bing Zhu

Volunteers – Adelaide Metropolitan

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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 2018. We look forward to working with you in 2019. We apologise if we have missed including any organisations.

ABC International Translating and Interpreting Services
ac care
Adelaide City Council
Adelaide City General Practice
Adelaide Dental School, University of Adelaide
Adelaide Festival Centre
Adelaide Fringe
Adelaide Institute of Business and Technology
Adelaide Secondary School of English
AMEP English Language Services, TAFE SA
AMES Australia
Amnesty International SA/NT
Angicare SA
Australian Bureau of Statistics
Australian Government Department of Home Affairs
Australian Government Department of Human Services
Australian Government Department of Social Services
Australian Red Cross
Australian Refugee Association
Australian Taxation Office
Baptist Care
Barry Maney Group
Big Idea Giant Puppets
Birthline
Boandik Lodge
Bob Hawke Prime Ministerial Centre
Brahma Lodge Primary
Business SA
Camp Coorong
Career Development Centre
Centacare
Centrelink
Chaffey Community Centre
Chest Clinic
Child and Adolescent Mental Health Services
City of Adelaide
City of Playford
City of Port Adelaide Enfield
City of Salisbury
City of Tea Tree Gully
City of Unley
City of West Torrens
Community Foodies SA
Complete Real Estate
Construction Industry Training Centre
Country Health SA Local Network
Denison Centre, Mawson Lakes
Disability Employment Hub
District Council of Grant
Diversity Hub, Naracoorte
Early Childhood and Child Care, Department of Education and Training
Elders Real Estate
Epilepsy Foundation of South Australia
Families SA Intercountry Service
Fimmels Real Estate
First National Keatley Real Estate
First National, Bordertown
Finders University
Football United
Gateway Housing
Geared 2 Drive
Girl Guides SA
GP Axis Clinic
Headspace
Healthy Communities, Riverlife
Hearing Australia
Hepatitis SA
Home Energy Saver Scheme
HomeStart Finance
Housing SA
Hugo Centre for Migration and Population Research
Kincraig Medical Clinic
Legal Services Commission
Leveda Incorporated
Lifeline Australia
LJ Hooker Real Estate
Lutheran Community Care
Lyell McEwin Hospital
Magdalene Centre
Malseeds Real Estate
McLaren Vale Primary School
Medicare Australia
Men’s Shed, Mount Gambier
Mental Illness Fellowship of SA
Metropolitan Fire Service, Mount Gambier
MGAA Insurance Brokers
Michelle de Gans Kindergarten
Migrant Health Service
Migration Council Australia
Mission Australia
Modbury Hospital
Mount Gambier City Council
Mount Gambier High School
Mount Gambier Lions Club
Mount Gambier North Primary School
Mount Gambier Property Management
Multicultural SA
Murray Bridge City Council
Murray Bridge High School
Murray Bridge North School
Murray Mallee Community Health Service
Murraylands Multicultural Network
Muslim Women’s Association of SA
Myriad International Consulting Services
Nanny SA
Naracoorte Diversity Hub
Naracoorte First National Real Estate
Naracoorte High School
Naracoorte Lucindale Council
Naracoorte South Primary School
National Australia Bank
Northern Adult Crisis Intervention Care
Northern Community Mental Health Service
Northern Futures Inc.
Northern Women’s Community Health Centre
Oasis Community Children’s Centre
Ottoson Partners Real Estate
Our Lady of the Sacred Heart College
Paralowie High School
Parenting SA
PD Skills Consulting
Pines Primary School
Playford Primary
Health Care Service
Port Lincoln Council
Primary Industries and Regions SA
Regional Development Australia, Murrayslands and Riverland
Relationships Australia
River Murray Training Pty Ltd
Riverland Multicultural Forum Inc.
Riverland Youth Theatre
Rostrum SA
Rotary Club of Edwarstown
Rotary Club of Mobilong
Rotary Club of Murray Bridge
Rotary Club of Naracoorte
Royal Automobile Association of SA
Ruhinda Bichengu
SA Health
SA Natural Therapies Medical Centre
SA Police
Safe Work SA
Saint Martin College
SAL Real Estate
Salisbury North Primary School
Salisbury Primary Health Care Service
Salisbury Primary School
Salisbury Youth Enterprise Centre
Salvation Army, Murray Bridge
School of Arts, Architecture and Design, University of South Australia
Skills SA
Settlement Council of Australia
Shopfront Youth Health and Information Service, Salisbury
Sir Robert Helpmann Theatre
Skills for Jobs in Regions
Soccer Federation of SA
Soroptimist Club of Adelaide
Philanthropic and General Donors

We thank the following donors for their donations and their sponsorship of AMRC activities. They add so much value to our work. We also thank many individuals and organisations for their invaluable donations of money, goods and/or in-kind support.

Courts Administration Authority of SA
David Tye, Tye’s Plumbing Services
Eastern Domestic Violence Service
Guna Bhandari
Health Performance Council Secretariat
Highway Christian Centre, Bordertown
Iraqi Women’s Voices
Julian Mattay, private donor
Kmart Australia, Rundle Mall
Maria and Paul van Gangelen
Murray Bridge United Lodge, No. 44 (Masonic Lodge)
Rosie Antenucci
Rotary Club of Murray Bridge
Rotary Club of Adelaide
Rural City of Murray Bridge
Saint Ignatius’ College Junior School, Norwood
Salvation Army
Trudi Shelton, Four Reasons Why
Variety the Children’s Charity

Vicki Quinn Real Estate
Volunteering SA/NT
Wattle Range Council
White Ribbon Foundation
Women’s Safety Services SA
Women’s and Children’s Health Network
Women’s Health Statewide
Women’s Legal Service (SA)
Workskil Inc., Salisbury
YMCA

South Australian Department for Child Protection
South Australian Department for Education
South Australian Department for Industry and Skills
South Australian Migration Museum
South East Regional Community Health Service
Spotless
St Vincent de Paul Society
Stand Like Stone Foundation
Surf Life Saving SA
Survivors of Torture and Trauma Assistance and Rehabilitation Service
TAFE SA
Tandanya National Aboriginal Cultural Institute
Tatachilla Lutheran College
Tatiara District Council
Tension Woods College
The Advertiser
The Border Watch
Thebarton Senior College
Thomas Foods International
Underdale High School
United Nations Association of Australia, SA Branch
University of Adelaide
University of South Australia
Variety the Children’s Charity SA

Watten Range Council
White Ribbon Foundation
Women’s Safety Services SA
Women’s and Children’s Health Network
Women’s Health Statewide
Women’s Legal Service (SA)
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Saint Ignatius’ College Junior School, Norwood
Salvation Army
Trudi Shelton, Four Reasons Why
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Vicki Quinn Real Estate
Volunteering SA/NT
Wattle Range Council
White Ribbon Foundation
Women’s Safety Services SA
Women’s and Children’s Health Network
Women’s Health Statewide
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South Australian Department for Child Protection
South Australian Department for Education
South Australian Department for Industry and Skills
South Australian Migration Museum
South East Regional Community Health Service
Spotless
St Vincent de Paul Society
Stand Like Stone Foundation
Surf Life Saving SA
Survivors of Torture and Trauma Assistance and Rehabilitation Service
TAFE SA
Tandanya National Aboriginal Cultural Institute
Tatachilla Lutheran College
Tatiara District Council
Tenison Woods College
The Advertiser
The Border Watch
Thebarton Senior College
Thomas Foods International
Underdale High School
United Nations Association of Australia, SA Branch
University of Adelaide
University of South Australia
Variety the Children’s Charity SA
The 2017/2018 Financial Statements were audited by Di Nino and Co. Chartered Accountants.

The Australian Migrant Resource Centre (AMRC) received contracts from the following sources:

**Australian Government Department of Social Services for:**
- Humanitarian Settlement Program
- Specialised and Intensive Services (through partnership with AMES Australia)
- Settlement Grants Program
- Settlement Engagement and Transition Support – Client Services and Capacity Building
- Emergency Relief
- Crèche

**Australian Government Department of Home Affairs for:**
- Status Resolution Support Services
- Community Proposer Pilot
- Community Support Program

**South Australian Department of Human Services for:**
- Core funding
- Stronger Families

**South Australian Department for Education for:**
- Positive Parenting Program

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 that the Financial Report for 2017/2018 be accepted.


Tung Shen Chin
Treasurer
## Income and Expenditure Statement for the Year ended 30 June 2018

### Income

<table>
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<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Commonwealth/State/Local Government &amp; Philanthropic</td>
<td>5,801,358</td>
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<td>Subcontracted Programmes for Accommodation</td>
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<td>Other Income</td>
<td>185,515</td>
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<tr>
<td><strong>Total Income</strong></td>
<td>7,334,192</td>
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### Expenditure

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<tbody>
<tr>
<td>Salaries &amp; On Costs</td>
<td>3,521,647</td>
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<tr>
<td>Other Program Costs</td>
<td>611,265</td>
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<tr>
<td>Subcontracted Programmes (Accommodation)</td>
<td>1,347,026</td>
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<tr>
<td>Administration, Facilities &amp; Utilities</td>
<td>513,968</td>
</tr>
<tr>
<td><strong>Total Expenditure</strong></td>
<td>5,993,906</td>
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### Change in Net Assets Resulting from Operations

<table>
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<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets Resulting from Operations</td>
<td>1,340,287</td>
</tr>
</tbody>
</table>
Migrant Resource Centre of South Australia Inc.  
ABN 42 131 904 410  
Financial Statements for the year ended 30 June 2018  
Consolidated Balance Sheet as at 30 June 2018

<table>
<thead>
<tr>
<th>Members’ Funds and Reserves</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retained Earnings</td>
<td>9,859,028</td>
</tr>
<tr>
<td>Reserves</td>
<td></td>
</tr>
<tr>
<td>- Reserves for Facilities Redevelopment/ Refurbishment</td>
<td>1,700,000</td>
</tr>
<tr>
<td>- Redundancy Reserve</td>
<td>1,115,716</td>
</tr>
<tr>
<td>- IT upgrade Reserve</td>
<td>200,000</td>
</tr>
<tr>
<td>- Refugee Assist Fund Reserve</td>
<td>54,935</td>
</tr>
<tr>
<td>Total Members’ Funds and Reserves</td>
<td>12,929,679</td>
</tr>
</tbody>
</table>

Represented by:

### Current Assets
- Cash at Bank: 8,083,083
- Debtors: 235,851

**Total Current Assets:** 8,318,934

### Non Current Assets
- Land & Buildings & Improvements: 6,332,053
- Plant & Equipment: 25,506

**Total Non Current Assets:** 6,357,559

**Total Assets:** 14,676,493

### Current Liabilities
- Creditors & Payroll Liabilities: 100,759
- Accrued Expenses: 15,800
- Employee Entitlements: 302,622
- CPP Client Bond/Migration Advice: 227,056
- Program Balances carried forward: 240,233

**Total Current Liabilities:** 886,470

### Non Current Liabilities
- Provisions: 518,284
- Employee Entitlements: 342,059

**Total Non Current Liabilities:** 860,343

**Total Liabilities:** 1,746,813

**Net Assets:** 12,929,680
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:

a) present a true and fair view of the organisation’s financial position as at 30 June 2018 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 the 21st day of August 2018
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCSA</td>
<td>African Communities Council of SA</td>
</tr>
<tr>
<td>AMRC</td>
<td>Australian Migrant Resource Centre</td>
</tr>
<tr>
<td>ATO</td>
<td>Australian Taxation Office</td>
</tr>
<tr>
<td>CALD</td>
<td>culturally and linguistically diverse</td>
</tr>
<tr>
<td>CMRW</td>
<td>Council of Migrant and Refugee Women of SA</td>
</tr>
<tr>
<td>CSCS</td>
<td>Connecting Settlement and Community Services</td>
</tr>
<tr>
<td>CSP</td>
<td>Community Support Program</td>
</tr>
<tr>
<td>DSS</td>
<td>Department of Social Services</td>
</tr>
<tr>
<td>GTE</td>
<td>Group Training Employment</td>
</tr>
<tr>
<td>HSP</td>
<td>Humanitarian Settlement Program</td>
</tr>
<tr>
<td>HSS</td>
<td>Humanitarian Settlement Services</td>
</tr>
<tr>
<td>ILC</td>
<td>Information, Linkages and Capacity Building</td>
</tr>
<tr>
<td>MECCSA</td>
<td>Middle Eastern Communities Council of SA</td>
</tr>
<tr>
<td>MMRC</td>
<td>Murraylands MRC</td>
</tr>
<tr>
<td>MRC</td>
<td>Migrant Resource Centre</td>
</tr>
<tr>
<td>MYLinkSA</td>
<td>Multicultural Youth Link South Australia</td>
</tr>
<tr>
<td>NAMRC</td>
<td>Northern Area MRC</td>
</tr>
<tr>
<td>NDIS</td>
<td>National Disability Insurance Scheme</td>
</tr>
<tr>
<td>SA</td>
<td>South Australia</td>
</tr>
<tr>
<td>SAPOL</td>
<td>SA Police</td>
</tr>
<tr>
<td>SBS</td>
<td>Special Broadcasting Service</td>
</tr>
<tr>
<td>SETS</td>
<td>Settlement Engagement and Transition Support</td>
</tr>
<tr>
<td>SHEV</td>
<td>Safe Haven Enterprise visa</td>
</tr>
<tr>
<td>SIS</td>
<td>Specialised and Intensive Services</td>
</tr>
<tr>
<td>SRSS</td>
<td>Status Resolution Support Services</td>
</tr>
<tr>
<td>TAFE</td>
<td>Technical and Further Education</td>
</tr>
<tr>
<td>TPV</td>
<td>Temporary Protection visa</td>
</tr>
<tr>
<td>UNHCR</td>
<td>United Nations High Commissioner for Refugees</td>
</tr>
</tbody>
</table>