Australian Migrant Resource Centre
Annual Report
Jan–Dec 2019
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

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Organisation Values

Our Vision
Equality of access, opportunity and participation for all Australians.

Our Purpose
To support the effective settlement and participation of people from refugee and migrant backgrounds, particularly those who are new arrivals to South Australia, to contribute effectively to South Australia’s society, culture, economy and environment by maintaining and enhancing partnerships with all spheres of government, other service providers, communities and the private sector and to contribute to the development of public policy on settlement and migration matters.
It was a pleasure meeting the staff. Such a dedicated team. I thought you had good insight into the role, requirements and challenges, but the values of the organisation shone through most of all!

STANDARDS WISE TRAINING TEAM

Our Values

We are passionately committed to social justice, integrity in everything we do, and creative and innovative leadership.

Our Goals

In our work over the next three years we will:

- Continue to maintain a positive and powerful identity
- Grow our resources and protect our assets
- Increase our services and programs
- Create an enviable culture
- Engage strategically with partners
- Advocate for those we serve
- Use technology to our best advantage
We estimate that the Australian Migrant Resource Centre (AMRC) has, over its 40 years of service, directly settled over 100,000 new arrivals across South Australia.

Our membership is diverse and reflects the different cultural and ethnic groups that have arrived here over the past four decades, contributing to South Australia’s vibrant cultural diversity.

2019 was a year of program audits that provided us with benchmarks to review our work and assist us to continuously improve. We are always striving for excellence in meeting our goals.

I congratulate the Board, the Chief Executive Officer, the staff and the many volunteers and partners for your unceasing persistence, for your hard work and for the innovative solutions we have achieved in meeting the national settlement standards in servicing our diverse client groups.

This year we have again been rewarded, gaining the Service Excellence Certificate from the Australian Service Excellence Standards for the third time in nine years and the Service Excellence Award as leaders in the sector for the second time.

All AMRC staff completed the quite rigorous White Ribbon Workplace Accreditation Program with its fifteen Family Violence Registration Points, gaining an outstanding achievement for our work with new and establishing communities.
I also congratulate the staff and partners for a successful Registered Training Organization audit, thus retaining our registration until 2026 and for the positive Aged Care audit in this, our first year of establishing the service.

The Board has built up its infrastructure and partnerships to ensure ongoing service capability, and this is especially notable with its partnerships to develop innovative solutions in regional areas where the resources are miniscule.

Additionally, in partnership with Thomas Foods International, Murray Bridge, we were selected as finalists for the Business Inclusion category of the Australian Migration and Settlement Awards 2019.

Thank you to all for your contributions to, and support of, our work to promote and further cultural diversity and the participation of new arrivals to our state.

Judge Rauf Soulio
Chairperson
This year we celebrated 125 years of women’s suffrage in South Australia, hence many of our programs focused on empowering women, including the auspicing the Council of Migrant and Refugee Women of South Australia (CMRW). We convened the International Women’s Day Forum held in March and attended by 300 women. The report of that forum was recently launched and contains many stories of achievement and suggested strategies for furthering the forum recommendations. We celebrated the year through the Women’s Banner Project that decorated Victoria Square with portraits of women of diversity. And we finalised the Launch into Work initiative, as well as began Try, Test and Learn – Women’s Employment into Action. Both projects provided training, work experience and employment for 90 women, with at least one third already having gained employment. Our MRC Works Employment Hub continues to engage prospective workers with employer groups and industry training.

We partnered with the Department of Human Services through their Parenting and Family Support Program – Safer Family Program, following on from their Positive Parenting Program, and with Lifeline DV Alert to train front-line workers in combating domestic violence.

A number of our staff and board members sit on strategic national, state and local committees, thus ensuring the voice of our client groups and members is heard and contributes to policy development, service planning and improvement.

To ensure independent evidence for, and professional evaluation of, our work we partnered the University of SA, Adelaide University and MYSA in the recently launched project, Pathways to Active Citizenship: Refugee Youth and their Transition from School to Further Education, Training and Employment Research Report. We are also working in partnership with the Hugo Centre for Migration and Population Research, University of Adelaide, on the Living and Working in Regional South Australia project, the report of which will be launched in early 2020. We are collaborating with the Regional Australia Institute as well as the cities of Murray Bridge, Naracoorte, Bordertown and Whyalla to further population growth and sustainable employment in these regions.

Through MRC Arts, we were invited to present on the In Our Own Voices project at the International Conference on Diversity in Communities, Organizations and Nations in Europe, and the...
programs in the arts, sport and recreation, training and employment, youth leadership and women’s empowerment add value and enrich our core service work.

Of major significance and a focus of our work is our ongoing partnership with new and emerging communities - their women, men and young people - to combat family violence and to keep young people safe. And we are thrilled with the difference we have been told we have made to many NDIS and Aged Care clients’ lives, having established these services only 18 months ago.

I thank the staff, volunteers, the chair and other board members, our community partners, collaborating organisations and the donors that have contributed to the integrity and success of our services and sector.

Eugenia Tsoulis, OAM
Chief Executive Officer
Governance

We acknowledge our patrons for their support and guidance of our work to ensure its integrity. At the time of going to print we were delighted that the Hon. Amanda Vanstone was conferred an Officer of the Order of Australia (AO) in the 2020 Australia Day Honours for distinguished service to “the Parliament of Australia, to the people of South Australia, and to the community.” Congratulations to our patron.

And we take this opportunity to acknowledge members of the current Board for their invaluable voluntary contribution, especially to the Australian Migrant Resource Centre’s strategic planning and to the development of a business plan for the next three years. The Board engaged in a number of service quality audits and community consultations to inform the organizational strategic plan.

Ethnic leaders of partner organisations participated in our annual governance training and review of goals and also a round table consultation conducted with the Settlement Council of Australia which identified good governance structures and the practices required to improve the delivery of services to new and emerging communities.
## Board Members

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<th>Name</th>
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<tr>
<td>His Honour Judge Rauf Soulio</td>
<td>Chairperson</td>
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<td>Ms Florina Fernandes</td>
<td>Deputy Chairperson</td>
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<td>Ms Elizabeth Ho, OAM</td>
<td>Deputy Chairperson</td>
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<td>Mr Tung Shen Chin</td>
<td>Treasurer</td>
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<td>Mr Tarik Beden</td>
<td>Chairperson, Iraqi Community Cultural Association of SA</td>
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<td>Mr Yasin Hassanyar</td>
<td>Chairperson, Multicultural Youth Link SA</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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<td>Associate Professor Lillian Mwani, MD, MCN, PhD, FAFPHM</td>
<td>College of Medicine and Public Health, Flinders University</td>
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<td>Mr Peter Ppiros</td>
<td>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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<td>Ms Erika Vickyry, 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 and Community Services

Our services and programs targeted individuals, families and their new and establishing communities of migrant and refugee background through the following programs, mainly funded by the commonwealth with some assistance from the state government, and others through partnership arrangements.

5103 people received case management and case work services

5800 referrals were made

4200 telephone assistance services
Settlement Services

**Humanitarian Settlement Program (HSP)**  
Provided case management orientation and other on-arrival services to humanitarian entrants in regional South Australia.

**Specialised and Intensive Services (SIS)**  
Provided intensive case-managed services to clients at risk in metropolitan Adelaide and regional South Australia.

**Settlement Engagement and Transition Support (SETS), Client Services**  
Delivered case management and other settlement services to migrants of various eligible visa classes in their first five years of settlement across the whole of South Australia.

**Settlement, Engagement and Transition Support, Community Capacity Building**  
Built capacity and internal resources by working with partner organisations and community groups to both link and engage clients with mainstream local communities.

**Community Support Program (CSP)**  
As an Approved Proposing Organisation (APO) the AMRC assisted individuals and organizations to sponsor eligible refugees to be reunited with family and or community and settled in South Australia.

**Multicultural Community Services**  
This state funded service provided case management, case work and community capacity building to clients and their communities, falling outside the commonwealth’s settlement eligibility framework. These groups included many temporary protection visa holders, especially seasonal workers, sole men and other vulnerable individuals, and groups post their 5 years of settlement. They mainly resided in regional SA, but with a significant number in metropolitan areas.

**Statistics**

- 2622 attended 418 small group information workshops
- 940 clients attended training workshops
Specialist Services

Specialist services target and respond to people with special and/or emergency needs and assist and add value to our settlement programs. They are delivered by AMRC staff or are coordinated in partnership with other organisations that are specialists in their field.

Status Resolution Support Services (SRSS)
Statewide case-management services and support were provided to onshore asylum seekers while they waited the resolution of their immigration status.

Aged Care – Home Care
As a registered provider for home care assistance for people aged 65 years and over, in 2019 the AMRC underwent the first Aged Care Quality and Safety Audit, with positive outcomes outlined the report, even given the service is still in its establishment phase.

National Disabilities Insurance Scheme (NDIS)
The AMRC is a registered National Disability Insurance Scheme (NDIS) provider for services to children and adults and a member of the City of Adelaide Access and Inclusion Advisory Panel.

Financial Management Education and Emergency Relief
The AMRC delivered a range of services to assist families and individuals to practice good financial management, undertook consumer advocacy and provided direct financial support to eligible clients, as well as financial assistance to a number of ethnic communities during community crises.

Migration Information Services
The AMRC provided migration information services, including information on current Australian migration policy, visa eligibility, the obligations of sponsors and documentation requirements.
Crèche Services
The AMRC organised developmental activities for children onsite while their parents were participating in interviews, counselling, training and/or group workshops. Newly arrived parents joined in education sessions on navigating the Australian childcare/preschool education systems.

Family Relationships Counselling and Education
Early intervention case management services to families at risk and to those in family violence situations were increased, and involved working with the Women’s Safety Services (WSS), SA Police, the Courts and especially the Women’s Legal Service (WLS) and other relevant services in metropolitan and regional South Australia. This work is not funded, but it is critical that the provision of early intervention is conducted through a trusted community source.

Accommodation Assistance and Advocacy
The AMRC provided emergency accommodation, connecting clients at risk of being homeless with private community landlords and emergency accommodation in metropolitan Adelaide and regional SA. This service provided access to over 50 people, especially those in violent situations, and those arriving from interstate, not knowing anyone and those not able to afford rent.

3,862 clients, including children, received case management, referral coordination and other assistance from one or more of the specialist services.
Community Development and Engagement

The AMRC’s community development programs supported new and establishing communities to build their capacity to engage with, and participate in, South Australia’s civic, social, cultural and economic life. In delivering community development programs, the AMRC targeted women and children, young people, the elderly, people with disability, and ethnic leaders. We supported systems and initiatives that addressed the needs of those most vulnerable and built community by strengthening families, intergenerational and cross-cultural connections and local communities.

Over 130 partners and collaborating organisations and clubs

45 community groups

An estimated 24,000 people participated in forums, workshops and events and/or used the AMRC community centre’s facilities.
Women’s Empowerment Program

The AMRC supported the wellbeing of migrant and refugee women, working to advance 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 the Women’s Legal Service (SA), Women’s Information Service and Office for Women.

**Young Arabic Women’s Voices**

This project, geared towards women of Arabic background aged 15-25 years, continued to assist them receive training in public speaking through a series of workshops and involved them in volunteer and work experience programs.

**Connecting Women**

This program aimed at addressing 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 2019, more than 750 community women attended the workshops and other key events empowering women.

**The Council of Migrant and Refugee Women of SA (CMRW)**

Through this group, priority issues in areas of training and employment pathways for vulnerable women continued to be addressed. The main issues members of the Board are grappling with include access to health and domestic violence services, support for isolated women, particularly sole women and those in regional areas, services for skilled migrants and housing equity.

**International Women’s Day Forum**

The CMRW and the AMRC, in partnership with the Office for Women, the Middle Eastern Communities Council of SA (MECCSA) and the African Communities Council of SA (ACCSA) held an International Women’s Day (IWD) Forum in March 2019 at the Adelaide Festival Centre. The forum saw a remarkable unity of 300 women of migrant and refugee background coming together with service providers and other community women to celebrate their social and economic achievements. The IWD Forum Report was launched by The Honourable Jing Lee MLC, Assistant Minister to the Premier.
Family Violence Prevention Community Education Program

This program was delivered to families in new and establishing communities experiencing difficult relationship issues or domestic violence. Recipients were provided with intervention, mediation, counselling and linkages to other specialist service providers. DV-alert and Prevention Training was delivered to front line workers by accredited AMRC trainers in partnership with Lifeline Australia.

Speak Out Against Domestic and Family Violence Forum

A speak out was held as a follow up action from the Migrant Women’s Speak Out Forum and had a number of partners. Highlights were the launch of the Migrant and Refugee Women’s Forum Report by The Hon Jing Lee MLC and the announcement of AMRC’s successful completion on becoming an accredited White Ribbon Workplace.

Parenting and Family Support Program

The AMRC continued its partnership with the Parenting and Family Support Programs Team, DHS, delivering seminars to culturally and linguistically diverse (CALD) families in metropolitan and regional South Australia through trained AMRC staff. Sessions included Child Safe Environments Training to staff, volunteers and women, from new and establishing communities to enhance their understanding of providing safe environments for their own children and for children in their communities.
Youth Leadership Program

Young participants were engaged in an array of activities to support their settlement, skills and leadership development in their own communities and the broader South Australian community. Training included equipping participants to mentor other young new arrivals at risk, providing resource support to the governance and activities of their community groups and engaging in broader civic, recreational, training and employment activities. As part of the program young people participated in a variety of undertakings, including regional consultations on living and working in regional towns, a tour of Whyalla, Refugee Week presentations, Youth Poster Award coordination, participating in ethnic leaders forums, and volunteer work at all MRC branches. Traineeships were organized for several young women through the TTL project, and other trainees were employed in programs in metropolitan Adelaide and Mt Gambier.

Launch of Leading for our Future Youth Symposium Report

The Honourable David Pisoni MP, Minister for Industry and Skills, launched the Leading for our Future: Youth Symposium Report by the AMRC and the Commissioner for Children and Young People SA. The report outlines the key challenges and solutions to improve outcomes for migrant and refugee young people in their pathways to education, training and employment, as identified during the Youth Symposium held at the Adelaide Festival Centre in October 2018. The recommendations are being furthered through a number of employment, training and regional initiatives.

Youth Parliament

To coincide with the 125th anniversary of women’s suffrage in South Australia, the AMRC’s 2019 youth parliament team consisted of young women from backgrounds including Bhutanese, Syrian, Afghan, Eritrean and others. Participants included Shakila Orozgani, Alissar Aleid, Zainah Mohammadi, Wafaa Alsharee, Sara Omar, Fatima Salih and Kulshum Chapagai and mentored by Taha Shabibi, a previous participant in the AMRC Youth Parliament team and AMRC youth leader. Participants attended a one week residential leadership camp during the July 2019 school holidays and practiced in-house Parliament proceedings and activities to complete their involvement. Participants were very positive about the experience in developing their leadership skills.
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. MYLSA 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, young participants received training to become cultural ambassadors for their communities. In this role they presented their personal experiences and challenges as new arrivals to mainstream schools, tertiary institutions, forums, events and committees. MYLSA and the AMRC together conducted the *Telling My Story* project that provided youth speakers with an opportunity to improve their public speaking skills and promote their stories to the broader South Australian community.

Association of Australian Tertiary Students from Afghanistan (AATSA) Conference

MECCSA and the AMRC assisted the Association of Australian Tertiary Students from Afghanistan (AATSA) in its consultations to better understand the needs of Afghan youth in South Australia in areas of settlement, capacity building and youth empowerment. The consultations and culminating Adelaide conference explored key barriers Afghan young people encounter in their pathway to employment, and in establishing professional and industry networks and gaining the resources to conduct activities. Outcomes of the conference which was attended by 200 young people included an improved understanding of the issues that Afghan-Australians encounter and the development of strategies to resolve them.

AMRC and Football South Australia (FSA) Partnership

ACCSA was assisted with the African Nations Cup - South Australia Tournament, and in developing plans for funding of a sports project focusing on women, new arrivals and people with disabilities. The Gepps Cross Football Centre will be running by mid-2021 and, as part of this program, there will be pathways for people from migrant and new arrival communities in the areas of coaching, refereeing, playing and catering.

Congolese Youth Writing Development

In partnership with ACCSA, the Congolese Community SA Youth Group, held a grant writing workshop with Congolese youth leaders. Many Congolese families with young people have arrived as part of the new intake of humanitarian entrants to South Australia. A youth group was organised due to the need by these young people to feel a sense of belonging and responsibility in their new environment as well as to support other young people through a community project that would address some of the current issues facing them. The training focussed on young people’s writing skills as they collectively brainstormed how to translate their ideas into a grant application.

ASCSA’s In It Together: Palava

The AMRC has continued to assist the African Students Council of South Australia by presenting at their *In It Together* forum - which is now in its second year - to continue educating, motivating and encouraging students of African background to see the value of pursuing higher education, whilst creating beneficial and strong industry networks.
Information, Linkages and Capacity Building

Information, Linkages and Capacity Building (ILC), NDIA gave the AMRC the opportunity to collaborate with new and establishing communities and specialist services to build innovative ways to increase the independence and social and community participation of people with disability. The goal was to create awareness and to ensure that disability services are accessible to people of migrant and refugee background. The AMRC ILC Steering Committee and Migrant Communities Can Do – Migrant Communities and Disabilities Network continued to provide input into the development of NDIS services and resources to ensure the inclusion of new and establishing communities, and to identify issues and gaps in accessing NDIS. A number of network members were trained and involved in delivering information to mainstream providers, LAC providers and their own community. The AMRC also continued to engage in the ILC Strategic Collaborative Group established by the City of Playford, aiming to bring together culturally and linguistically diverse (CALD) ILC organisations to share ILC information.
Ethnic Leaders Forum

The AMRC facilitated regular forums with leaders and key representatives of new and establishing communities. These forums focused on information, consultation and engagement with mainstream civic, economic and social institutions and groups. They provided community members with an avenue to express any issues or concerns regarding the settlement and participation of their communities and to assist community leaders to develop strategies to address their needs. Governance, management and service development training was also provided to management committees of new and emerging communities.

Ethnic Leaders Governance Round Table

In partnership with the Settlement Council of Australia (SCoA), the AMRC convened a round table consultation facilitated by an external consultant who focused on benchmarking inclusive community management. Twenty six key ethnic leaders participated by contributing their advice to the Governance Toolkit for community organisations being developed by SCoA. The consultation also allowed participants to gain an enhanced understanding of what is required to have a strong organisation governance and management structure.

African Communities Leaders Forum

The AMRC and ACCCSA jointly held an African Communities Leaders Forum represented by Sudanese, Eritrean, Congolese, Liberian, Sierra Leonean, Oromo, Kenyan, Ethiopian leaders. The event highlighted the achievements of ACCCSA and the African communities in 2019, including the initiatives that brought together a united South Sudanese Leaders Governance Committee. The ACCCSA used the event to recognise and thank key community people for their support for ACCCSA programs and to inform participants of proposed activities in 2020.
Community Facilities

Over 17,000 people from new and establishing communities used AMRC community facilities on a regular weekly, or occasional basis, during business hours and after hours, including on weekends, during 2019. Of those approximately 9,500 people used the Adelaide Multicultural Centre, including for ethnic forums, meetings, training, cultural and social activities and for welcoming new arrivals.

Community Organisations, ACCSA, MECCSA, MYLSA and CMRW all co-reside in the Adelaide building which also houses the MRC Works Multicultural Employment Hub. Over 5100 young people, women and men regularly used the Northern Area MRC Community Centre for youth leadership and women’s support groups, conversational English classes, forums, Refugee Week activities and other social or cultural activities. The Northern Multicultural Women’s Network resides in the centre.

The Mount Gambier MRC Community Centre was used by approximately 3650 participants for Australian cultural awareness and citizenship sessions, senior life skills sessions, conversational English classes, gardening groups and road safety sessions. The facility houses the I Made It women’s social enterprise project. 2200 people used the Naracoorte MRC Community Centre participants, including for weekly conversational English classes, health education sessions, focus groups, consultations, weekly ethnic schooling sessions and cultural and social activities.

The Bordertown MRC Community Centre was used by approximately 1740 participants for regular education sessions, conversational English classes and cultural gatherings. 2870 participants attended regular weekly AMEP and conversational English classes, information sessions and participated in the Rotary garden project at the Murraylands MRC Community Centre. The Murraylands Multicultural Network (MMN) is a resident organisation in the building.

Locating Community Space

The AMRC also linked groups and organisations to community venues in the city and suburbs, and assisted communities to use local government, church 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, Bhutanese, Burmese, Chinese, Iraqi, Persian, Syrian, Sudanese, Ugandan and other community groups.
MRC Arts and Cultural Development

The Arts and Cultural Development program promotes the cultural traditions of refugee community groups, particularly young people, by affirming their identity and sense of place. It provides opportunities for young people to participate in mainstream arts and gain training and employment in these fields. The AMRC has close partnerships with a number of arts institutions, and through these collaborations, draws on considerable resources and expertise to further the social and cultural participation of new and establishing communities.

It also provides women with opportunities for their pop-up small food and craft enterprises and during the Adelaide Fringe Festival AMRC’s Café Musica showcased new refugee talent. In 2019 the AMRC convened and partnered with 100 other organisations in both Harmony Day and SA Refugee Week celebrations. AMRC partnered with MECCSA in the Nowruz Middle Eastern Festival, in the launch of the In Our Own Voices Exhibition and Dr. Hamoudi Aldyni’s book, Twenty Winters, at the Migration Museum. For the SA Refugee Week Youth Poster Awards Exhibition it partnered the South Australian Department for Education, the Bob Hawke Prime Ministerial Centre, and the University of South Australia’s School of Art, Architecture and Design.

A record number of 50 schools took part in the SA Refugee Week Youth Poster Awards Exhibition which was launched at the Kerry Packer Civic Gallery and subsequently toured to metropolitan and regional galleries. Messenger Newspapers this year featured stories and photographs promoting SA Refugee Week in all their metropolitan free community newspapers. AMRC Arts auspiced and convened the SA Refugee Week Committee that delivered another successful SA Refugee Week with over 45 registered events.
Sport and Recreation

One of the AMRC’s goals is to promote refugee sports talent by linking young people and others into mainstream sporting venues and clubs to ensure continuing access to sport and recreation.

In 2019 the AMRC worked closely with local and statewide clubs to develop activities across various sports for young people, including women.

An AMRC and Adelaide United Football Club partnership identified issues for new arrival communities and proposed activities where Adelaide United could strategically assist. As a result a community football carnival was held in Naracoorte and others are being organized.

The AMRC assisted the Football Federation of SA to distribute a large number of footballs and team kits to a wide range of communities and provided input into the development of the Gepps Cross Sports Centre, specifically promoting access for girls. The AMRC is represented on the newly established Multicultural Cricket Advisory Committee of South Australia.
Established in 2009, MRC Works is the registered training arm of the AMRC and links with AMRC client services and programs by delivering accredited and non-accredited training tailored to staff, volunteers and clients, to engage with, and to support, client settlement and employment pathways. It also provides accredited training to employer groups, especially frontline workers. In 2019, this training to young people, women and men, and to industry groups and employees continued through partnerships with TAFE SA, disability providers, the South Australian Department for Industry and Skills, Lifeline SA, the Construction Industry Training Centre, and other industry skills training authorities. The AMRC was re-accredited until 2026 as part of the RTO auditing process from the Australian Skills Quality Authority (ASQA).

MRC Works – Training and Employment

400 volunteers assisting programs, services, events and special projects

61 gained work in a number of industries

255 gained accredited and non-accredited training

208 registered volunteers, work experience and trainees
Volunteer and Work Placement Program

AMRC bilingual volunteers play a vital role in assisting with the provision of essential services while also using these experiences as a first entry into the workplace and a pathway to future employment. In 2019 over 120 volunteers have trained as bicultural bilingual worker and others have been recruited to teach English and convene Life Skills Groups. Others have assisted with AMRC projects, including Harmony Day, Nowruz, community forums, crèche support, cultural awareness presentations, expos and recreation and sport. As a result, AMRC volunteers have gained employment in aged care, NDIS, catering, hospitality and other industries as well as in the settlement and community sector. A number of volunteers have also pursued higher education pathways. Volunteers were acknowledged with participation and/or accreditation certificates by the Assistant Minister to the Premier, the Hon. Jing Lee, at the AMRC AGM.

In line with other policies, the AMRC updated its Volunteer Induction and Training Manual to ensure compliance with current legislation in its policies and procedures. This is used to induct recruited volunteers and for their ongoing mandatory training and other professional development activities.
Adult Community Education Program (ACE)

In the absence of an Adult Migrant English Program (AMEP) in some regional areas, we continued to deliver English classes to approximately 150 clients in Naracoorte, Bordertown and Murray Bridge. In the second half of 2019, English classes were also delivered in Mt Gambier through ACE to complement the ongoing volunteer run classes for clients who have completed their AMEP course. These classes have been operating for the past decade.

Try, Test and Learn

Women’s Employment into Action (WEIA) is one of several AMRC initiatives to encourage refugee and migrant women in Adelaide with family responsibilities to pursue education and employment participation pathways. The WEIA program, supported by the Try, Test and Learn Fund is an opportunity for refugee and migrant women to participate in a program designed to build resilience, develop new skills in a culturally safe environment through tailored training and mentoring programs, taking into consideration the women’s family needs. AMRC partnered with aged-care and disability-care services to provide women with work experience, offering all host work places free cultural awareness training.

80 participants were engaged with the program in 2019 and within a couple of months 29 gained employment, 36 were enrolled in a Certificate III in Individual Support, and others were participating in work experience, job searching, volunteering and further training pathways. This process showed the importance of challenging cultural stereotypes and working with women to build their confidence and knowledge on how to embrace the professional development and career opportunities that are available to them while simultaneously supporting their growing families and caring for other family members. A visit from Senator the Hon. Anne Ruston, Minister for Families and Social Services, acknowledged the achievements of the initiative to date.

Cultural Awareness Training

The AMRC delivered cultural awareness training to various mainstream employers including to disability, aged care and housing providers and to public schools.

South Australia Migrant Small Business Expo (SAMSBE)

The AMRC partnered Community Corporate and Multicultural Youth SA (MYSA) in delivering this expo at the Adelaide University. Seventeen panellists shared their entrepreneurial stories in law, international trade, import and export, hospitality, engineering and the IT industry. AMRC provided participants from Asian, European, South American, Indian and other backgrounds with information on how to start, grow and manage a small business in South Australia, and shared some of the success stories of its clients starting their own businesses. Since the expo, AMRC and Northern Area MRC have provided information and support to clients interested in starting a business. Five AMRC volunteers were provided with training to participate in the expo and to convey the information back to their communities.
Industry partnership initiatives

Living and Working in Whyalla Forum and Tour

In partnership with Regional Development Australia Whyalla and Eyre Peninsula, the South Australian Department for Innovation and Skills, Unearth Whyalla, TAFE SA Whyalla, University of South Australia, Whyalla Aged Care and Chandler Macleod held a forum on Living and Working in Whyalla in July. With 110 participants comprised of community and ethnic members and leaders, service providers, government representatives, and young people of migrant and refugee background, forum’s purpose was to inform the community and ethnic members and leaders, including prospective workers and their families, of the various educational and employment opportunities available in Whyalla. It focused on showing and telling participants the lifestyle aspect of Whyalla with respect to education and training, sports and recreation, housing affordability, arts and culture and healthcare. The forum also aimed to link job recruiters with potential candidates and to build the confidence of participants to consider moving to Whyalla for work. A two day tour of Whyalla hosted by the partners followed this expo and the subsequent report regarding the forum and tour was produced to document opportunities, challenges and recommendations for living and working in Whyalla.

Naracoorte Regional Employment Opportunities

In partnership with Naracoorte Migrant Resource Centre, Teys Naracoorte conducted a guided bus tour, with the aim of introducing new Teys employees to Naracoorte services, sporting and education facilities, family centres, the business and retail sector and cultural and religious life. Clients enjoyed the introduction to the Naracoorte community and learning about the services available. Teys Australia and Regional Workforce Management (RWM) held both a consultation and a welcome for new Teys employees from the Pacific Islands, including those of Fijian backgrounds.
Northern Area MRC

The Northern Area MRC is a multipurpose centre servicing newly arrived humanitarian entrants and other migrants residing in the Salisbury, Playford and Tea Tree Gully council districts. Its focus is on community capacity building, assisting the reception and participation of new arrivals through collaboration with a diversity of stakeholders.

Northern Area Multicultural Women’s Network (NAMWN)

The Northern Multicultural Women’s Network was established in 2018, focusing on empowering women’s social and leadership skills, and engaging them in training and creative social enterprise workshops. As part of this network, 55 members aged 18-65 from Bhutanese, Burmese and African backgrounds participated in a total of 30 sessions. Topics of training included Induction into the Workplace, English for Understanding Civic Responsibilities and Australian Values, Women’s Health, Event Management and Reporting Child Abuse. Members volunteered at the Northern Area MRC’s créche, seniors group and women’s health workshops. Key women leaders also represented the network during the Connecting Settlement and Community Services (CSCS) meetings, International Women’s Day Forum 2019, DriveAbout App launch, Speak Out Against Domestic and Family Violence Forum, the Migrant and Refugee Women Banners launch celebrating 125 years of women’s suffrage in South Australia, SA Migrant Small Business Expo 2019, Walk Against Domestic and Family Violence, Safework SA’s Health and Safety Training, Northern Area MRC’s 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 conducted home visits to the elderly.

The Northern Area MRC continued its partnership with local services, with members participating in the launch of the International Women’s Day Forum Report 2019 in November at the Adelaide Multicultural Centre and an outing to the adult learning and child care centre at the Community Hub in the St. Augustine Parish. A positive outcome from this network includes at least ten members of the network being recruited as trainees of the Women Employment in Action, part of the Test, Try and Learn program. Two of the members had their portraits chosen for display on the banners in celebrating 125 years of women’s suffrage in South Australia.

English Conversational Language Classes were held regularly at the NAMRC Centre and involved citizenship preparation, learning about Australian culture, as well as connecting women health workshops. Participants of Afghan, Bhutanese, Burmese, Syrian and African backgrounds gained an enhanced understanding of their citizenship obligations and rights, were able to share their settlement experiences and provide emotional support to each other. They also participated in weekly educational sessions presented by the Royal Automobile Association (RAA) and the Department of Human Services (DHS) regarding access online services. Workshops were held with several other mainstream partners, including SAPOL who presented on home and personal safety, the Australian Taxation Office who presented on managing personal tax affairs and TAFE-SA who spoke on training and employment pathways.

NAMRC volunteers participated in the SA Migrant Small Business Expo. As a result of attending this expo, five participants have launched their own business in mechanics, painting and decorating, Uber driving, construction work and food truck catering. At least twenty were linked with White Card training to learn about the health and safety requirements of working in the building and construction industry.
Mount Gambier MRC

The Mount Gambier MRC provides humanitarian and settlement transition services to mainly Yazidi, Karen, and Congolese refugees. It assisted the settlement of the first Yazidi families and by December more than 40 individuals had settled in the regional city, with many more families due to arrive in the future.

Conversational English Classes were coordinated each week to meet the needs of those who had completed AMEP classes at TAFE in recent years but felt the need to improve their conversational English skills and their knowledge of the language. This program has assisted many new arrivals over the past years, through the efforts of MRC volunteers Deb Prescott and Anne Pick whose work was acknowledged through the Governor’s Multicultural Awards. A Language Café was established in partnership with the Mount Gambier City Council through the public library. With four dedicated MRC volunteers leading the Language Café, new arrival refugees learned to use new English words when shopping for food and household items, fill a prescription at the pharmacy and access a range of public services. Participants also learned how to be part of the Christmas Parade and how Christmas is celebrated in Australia every year.

A Seniors Lifeskills Group was organised for older migrants who met weekly to socialise and interact. In the MRC’s backyard, they planned and developed a community vegetable garden. The process taught them about sustainable gardening and the use of a rainwater tank, where and how to shop for garden supplies, planting times in Mount Gambier for various vegetables and how to plan a project systematically. MRC volunteers also took the participants on shopping excursions during which they were encouraged to ask for service from retail staff. They went for walks around town and visited places of interest, including local art galleries and war memorials. Participants had the opportunity to improve their conversational English skills through the vegetable garden project and other activities.

Employment initiatives included Get Ready for Work workshops held to support clients understand employment in Australia. These workshops provided information on a range of topics including what employers expect from workers, why we pay tax, what is Super and the role of Job Actives.

The I Made It social enterprise enabled six different women to undertake a twelve week sewing course during which they learnt to make clothes and to price and sell their items. At the end of the course they graduated with a certificate and each participant received a sewing machine to take home, along with a start-up kit of fabric.

A Congolese mural artist who arrived in Australia in October 2015 had learnt to paint murals and sculpt in the refugee camp. Since then, he has painted several murals in public spaces in Mount Gambier. In 2019 the MRC engaged him to paint murals on the MRC premises, workshopping young people and children through the commonwealth Fostering Integration fund. The mural will be launched during 2020 harmony celebrations.

Justice education workshops were organised and included tours of the Police Station and Courthouse where participants learned about many important aspects relating to the Australian legal and justice system.

Community Capacity Building

Several initiatives encouraged migrant communities to participate in local mainstream activities and events including an Australia Day Breakfast and an Australia Day awards ceremony in which young migrants gave singing and dancing performances on stage. Refugee Week was celebrated in the City Hall with refugees from various cultures, and Aboriginal, Dutch and Middle Eastern cooks giving food demonstrations while talking about their traditions and practices. The Mount Gambier Christmas Parade was held with all new arrival refugee school students included in a float while their parents watched on proudly as they learned how Christmas is celebrated in Australia. Multicultural dinners were held at the MRC on a regular basis with Rotarians and other community groups attending to enjoy food, music and stories of refugees from differing backgrounds. A Commemoration Service was held with the new Yazidi community in August during which they remembered those who had lost their lives at the hands of ISIS, as well as those who are still missing. About thirty representatives from various agencies in Mount Gambier attended the ceremony to pay their respects and support the Yazidi families.
Naracoorte MRC

The Naracoorte MRC facilitated a number of programs, projects and services to accommodate the needs of new and establishing communities and their members with a diversity of visa status including some who arrived as SETS, HSP, SRSS clients, Safe Haven Enterprise, Temporary Protection Visa and Permanent Visa clients.

Settlement and Community Services

Naracoorte MRC provided SETS case-management services to eligible clients and case managed services through state funding to non-eligible SETS clients.

Training and Employment

In 2019 training sessions were organised which included women’s health sessions with the SA Department of Health covering a variety of topics including reproductive health, a women’s consultation with the Ask Maria Project, a part of the Women’s Legal Service, training and project planning to organise the Refugee Week Ethnic Fashion event.

Conversational English classes were ongoing throughout 2019, building on the model established in previous years, with the first quarter of 2019 classes funded by ACE. The Circle of Volunteers group gained some funding from the Stand Like Stone Foundation to continue classes. Afghan, Chinese, Brazilian and Sri Lankan participants on a range of visas attend a two hour weekly session, facilitated by volunteers who provide one-on-one tutoring.

Community Engagement and Cohesion

The Naracoorte MRC engaged in planning and consultation with local ethnic communities, Naracoorte Lucindale Council and other stakeholders to organise Harmony Day events. The consultation resulted in increased participation of a diversity of groups, including the Chinese community and has led to a greater involvement of the broader community. The local Afghan community was assisted for the second time to participate in Anzac Day commemorations and to place a wreath during the ceremony. The Lao community was also assisted in inviting the broader community to their Lao New Year celebrations.

Refugee Week

The Naracoorte MRC secured a Community SA grant to host Ethnic Fashions in collaboration with Afghan, Lao, Thai and Chinese female participants. Special thanks to go to Carolyn Menzel, Naracoorte Council’s Volunteer Coordinator, and the Young CWA. Approximately 150 women, youth and children attended the event, which was catered for by Gather On Gordon. The various cultural groups who participated ensured this was a very successful event, guaranteeing its continuation in 2020.

Sport and recreation

Limestone Coast Multicultural Soccer Carnival, funded by the Fostering Integration grant, was hosted and sponsored by the Naracoorte Lucindale Council, Naracoorte United Soccer Club, Football Federation South Australia, Football Victoria, Naracoorte United Soccer Club and Naracoorte MRC at the Naracoorte and District Sports Centre. The Naracoorte MRC helped conceive the project with the support of the Naracoorte Soccer Club president, Jon Thurlow. They also participated on the planning committee and facilitated ethnic community connections and participation in the event, including catering.

Service Development

Two CSCS meetings were held in 2019, which featured both local and regional stakeholders to discuss issues and share information regarding the migrant community in Naracoorte and emerging issues such as housing. The MRC also facilitated engagement between the Department of Home Affairs’ Refugee, Citizenship and Multicultural Programs Division and representatives from the Hazara community, who were able to further the Department’s understanding of settlement experiences, concerns and issues affecting communities.

Highlights for this branch in 2019 included Afghan refugee Hafeezullah Haidari reaching the finals of the Australian Small Business Champion Awards, which were held in Sydney. The MRC assisted the nomination of Farzana Rezaie who received South Australia’s Award for Leadership in Languages and Cultures during Australia Day 2019. The AMRC Youth Achievement Award was awarded to Zahra Zahra for her volunteer and interpreting work with Hazara migrants in the Naracoorte community, including during the weekly Hazara Ethnic Schooling sessions.
Bordertown MRC

Settlement Services

Services were provided to eligible visa holders, especially women re-uniting with their partners. Unfortunately local funding was not continued to the MRC beyond 30th June hence the service was severely compromised.

Training

Weekly English classes were convened in the absence of access to AMEP. These were held mainly for women to develop their oral communication skills and to provide them with a forum for socialising and cross-cultural information sharing. Community volunteers continue to run these classes.

Service Development

Bordertown MRC facilitated a number of programs and projects to meet the needs of new and emerging communities. In the first half of the year a round of consultations and meetings were held in Bordertown, including CSCS meetings that continued through to November. The MRC presented at the Tatiara Business Association and participated in the Housing Working Group furthering accommodation matters in the Limestone Coast.

Community development and engagement

The Afghan Cultural Festival was held at the Tatiara District Council Hall in partnership with Country Arts SA, and a Women’s Welcome event was held at the Highway Christian Centre. His Excellency, the Afghan Ambassador, was a special guest at the celebration of the 50th Anniversary of Diplomatic Relations between Afghanistan and Australia, hosted by Bordertown MRC in partnership with the AMRC and Middle Eastern Communities Council of SA (MECCSA).
Murraylands MRC

Settlement and Community Services

In 2019 the Murraylands Migrant Resource Centre delivered settlement services to eligible clients through the commonwealth SETS, HSP and state funded programs. It also received assistance from the City of Murray Bridge to address some of the needs of the growing number of clients in need.

Training and Employment: English Pathways

Assisted by funding from the Rural City of Murray Bridge the MMRC has continued to deliver English classes one day per week at the MMRC and a day per week at the Early Learning Centre. In 2019, approximately 65 enrolments were registered with the student profile being approximately 70% female and 30% male and ages ranging from the early 20s up to 70 years old. The lessons move from an emphasis on grammar and pronunciation to English for everyday activities such as banking and shopping and English for navigating various government and community services. Teachers also delivered additional lessons aimed at preparing students to look for, and secure, employment. Twelve students gained both full-time and part-time employment in the region. An additional six students went on to further education in child care, aged care and business at TAFE SA. Two students enrolled at university to update their current degrees in accountancy in order to meet Australian standards.

Homework Group

Homework group is run one afternoon per week during term time at the MMRC Centre with between five and ten children regularly attending.

Community Capacity Building

Several initiatives engaged migrant communities to participate in local mainstream activities. In May 2019 Murraylands MRC supported and attended the Connecting to Culture event at the Sturt Reserve. Activities included a welcome to country and smoking ceremony, basket weaving, dance workshop and art display. Murraylands MRC also coordinated the Regional Jobs and Migration in SA - Regions Rising event, held the Multicultural Legislative Review Community Forum and facilitated a number of meetings with ethnic leaders and community members to meet with the researchers from Flinders University who are researching the experiences of migrants and refugees with the health system.

MMRC hosted Connecting Settlement and Community Services meetings and continued to provide executive support to the MMN, a group of key community leaders who meet regularly to share information, advocate on behalf of community concerns and facilitate events to engage with the wider community. The MRC partnered with the Rural City of Murray Bridge, and the Murraylands Multicultural Network to run the All Cultures Fest as part of Refugee Week with 300 people attending the event at the Town Hall.

An Ethnic School was opened at the center through a partnership with the Overseas Chinese Association, and a Chinese Elders group was established in June 2019 with a ten-week cooking class held at the new MMRC facility. Participants cooked a different meal each session, related to the region they originated from. The Women’s Empowerment group ran a number of information sessions, including women’s health sessions with Community Health, parenting sessions with the Early Learning Centre and a legal session as part of the Ask Maria project in partnership with the Women’s Legal Services SA.

Community Engagement and Cohesion

One of the most important works of Murraylands MRC is to support the participation of migrants in mainstream events. In May 2019 Murraylands MRC supported and attended the Connecting to Culture event at the Sturt Reserve. Activities included a welcome to country and smoking ceremony, basket weaving, dance workshop and art display. Murraylands MRC also coordinated the Regional Jobs and Migration in SA - Regions Rising event, held the Multicultural Legislative Review Community Forum and facilitated a number of meetings with ethnic leaders and community members to meet with the researchers from Flinders University who are researching the experiences of migrants and refugees with the health system. The MMRC also supported the Waitangi Day held by the local Maori and Ngarrindjeri communities.
Auspiced and Resident Partners

The AMRC provides office, training, meeting and administrative facilities for ACCSA and MECCSA in their work of settlement and community development with their respective client groups. Between them, the two councils represent over 45 African and Middle Eastern ethnic groups. The AMRC has been an ex-officio member on each management committee for the past seventeen years during which time the partnership has supported the on-arrival and ongoing settlement and integration of African and Middle Eastern refugees to South Australia. The AMRC has used the collective community and professional expertise of all three organisations and their combined resources to support the successful integration of new communities and has thus fostered social cohesion in this state.

AMRC auspices MYLSA providing the organisation with administrative support and office, social and training facilities. MYLSA represents a growing group of hundreds of young people of refugee background, who come together for forums, camps, training and social and cultural activities. Young people are also trained to take part in Youth Parliament and to present at public functions, at schools, and to other young people.

CMRW continued to be auspiced by the AMRC, providing the Board with Executive support and co-partnering in a number of women’s round tables and other forums to engage migrant women in understanding and networking with key systems and services to advance their civic participation and citizenship.

The Murraylands Multicultural Network is hosted by the Murraylands MRC and provides the MRC with considerable volunteer assistance and mainstream and community connections and resources. Mr John Scarvelis, an active Rotary member, currently chairs the Network.
Service Development, Advocacy and Research

The Australian Migrant Resource Centre (AMRC) contributes to public policy and service development through our participation on national, state and local committees, our convenorship of community consultative forums, and through strategic research with key academic partners, and with a diversity of new and emerging community organisations.

Benchmarking

In 2019 the AMRC participated in, and was awarded, White Ribbon Workplace Accreditation. Through the program, in its assessment, the AMRC was commended for its work, as can be seen in the following quotation,

“The Australian Migrant Resource Centre has proactively led violence prevention initiatives to assist in the work of White Ribbon and other community providers through their expertise in supporting migrant emerging communities. This work is over and above the standard required to meet this criterion and as such is recognised as an outstanding achievement.”

The AMRC successfully gained re-accreditation for the certificate and award levels in the Australian Service Excellence Standards (ASES) for the second time. To achieve the ASES certificate level organisations must demonstrate that they are actively applying sound management to meet legislative, industrial and governmental guidelines and that they have effective communication, strong partnerships and a safe and healthy environment for staff and consumers. The ASES award level aims to create excellence through the standards of leadership, continual improvement and organisational learning with the results evaluated for business, consumers and community. The assessor noted:
“AMRC continues to go from strength to strength in supporting new and emerging communities in South Australia. …AMRC provides a high level of client focus, supporting a diverse range of people often with complex needs, is agile, professional and staffed by passionately committed and personable staff and volunteers”

“Overall AMRC is to be commended for its commitment to good governance, teamwork and openness to feedback and reflection.”
Service Development:
Some Highlights from 2019

A number of MRCs were invited to contribute to various consultations and to deliver formal submissions into parliamentary inquiries.

The Consul-General of the People’s Republic of China in South Australia, Ms He Lanjing, visited the AMRC to express her gratitude for the AMRC’s work in supporting new Chinese communities, especially those in regional areas.

Hana Foundation Visit

Six members of the Hana Foundation from Korea visited the AMRC to gain a better understanding of the AMRC’s programs and services assisting people of migrant and refugee background to achieve full participation and contribution in the South Australian society. They took away resource materials that will inform their work in establishing a refugee service.

Young Migrant Achievers Awards

The Australian Chinese Medical Association SA Foundation and the AMRC recognised four young people in both metropolitan Adelaide and regional South Australia for their academic and civic achievement, as part of the Young Migrant Achievers Award project. Recipients and finalists were presented with a certificate by Dr Evelyn Yap, Trustee and Secretary, Australian Chinese Medical Association SA Foundation during the AMRC’s Annual General Meeting. Finalists included Alisajad Nazari, Shakila Orozgani and Qilu Xie. Award recipients included Anifay Verviela Kayumba, Thang Cung Kingbawl, Zahra and Ko Grah, who received a generous donation from the Chinese Medical Association SA Foundation.

Australian Migration and Settlement Awards 2019

The AMRC and its partners Thomas Foods International and the Rural City of Murray Bridge were selected as a finalist for the Business Inclusion Award category of the Australian Migration and Settlement Awards 2019. Accepting the award were Morna Young from TFI, Florina Fernandes from the AMRC and Heather Muirhead from the Murraylands MRC.

Research Partnerships

The AMRC has a research partnership with the University of Adelaide’s Hugo Centre for Migration and Population Research through the Living and Working in Regional South Australia Research Project.

Living and Working in Whyalla Report

The Whyalla Expo and Forum was initiated in partnership with the Whyalla Council, RDA Whyalla, University of South Australia Whyalla campus, TAFESA and industry partners in order to introduce community leaders, investors and job seekers in Adelaide to opportunities in living and working in Whyalla. A tour of Whyalla for forty stakeholders occurred in October and further strategies are being developed to advance the initiative in 2020.

The Pathways to Active Citizenship Research Report 2019, was launched during Refugee Week and was a collaboration between the University of South Australia’s School of Psychology, Social Work and Social Policy, UniSA’s Centre for Workplace Excellence, the University of Adelaide’s Hugo Centre for Migration and Population Research, Multicultural Youth South Australia and the AMRC.

The AMRC also partnered with the Council of Migrant and Refugee Women SA and Myriad International Consulting Services to compile the International Women’s Day Forum Report 2019.
Partnership Forums and Roundtables

The AMRC convened and/or collaborated in a number of forums and roundtables, including the following:

- AMRC, Regional Development Australia Whyalla and Eyre Peninsula, South Australian Department for Innovation and Skills, Unearth Whyalla, TAFE SA Whyalla, University of South Australia, Whyalla Aged Care and Chandler Macleod for the Living and Working in Whyalla Expo in July 2019 and the Whyalla Tour in October 2019.
- In partnership with Ambrose Solutions and the state Premier’s Department, the AMRC launched the Drive About App Project in September 2019.
Presentations

Staff, Board and volunteers delivered presentations to diverse forums and networks, including the following:

- **Cultural Awareness Education for Allied Health Workers** to Lyell McEwin health professionals
- **Services Available to the South Sudanese Equatorial Community across Australia** to the FECAA 4th Annual National Conference in Adelaide in 2019
- **In it together - Community Capacity Building** to the African Students Council of SA and University of Adelaide African Student Association forum
- Presentation to the Diompillor Kisia Australia National Convention on the **Importance of Good Governance Practice** in November 2019
- Presentation on **Supporting New and Expectant Fathers from Migrant and Refugee Backgrounds** to the Fathering Across Cultures national launch.
- Presentation to the Community of Australian Tertiary Students from Afghanistan (AATSA) National Conference on **Effective Early Refugee Settlement** in December 2019
- Presentation at the **Limestone Coast Regional Leaders’ Forum** on health needs and barriers for new arrival refugees and migrants in Mount Gambier in September 2019
- Presentation to the **Housing and Homeless Strategy Forum** about barriers and solutions for migrant housing in Naracoorte, including economic, social and cultural considerations in August 2019
- At the **Transformation Forum** organised by the Department of Human Services (DHS), the AMRC presented on a future service delivery model of DHS with respect to the AMRC’s current client groups, and new and emerging communities regarding DHS services and access to them to ensure easy and equal access.
- Presentation at the **NDIS Innovation and Strategy Forum** on gaps to NDIS pathways for CALD clients to support improved NDIS service delivery
- The AMRC presented at the **Humanitarian Settlement Program (HSP) and Settlement Engagement and Transition Support (SETS) Providers Forum** organised by AMES South Australia
- Presentation at the **Local Multicultural Service Provider Forum** organised by the Department of Human Services on the needs of different client groups for legal services and advice, and offered durable solutions
- AMRC contributed perspectives and ideas on the Department of Home Affairs’ social cohesion programming at its **Focus Group Forum** in October 2019
- AMRC presented on **Being a Muslim in Australia** at a DHS staff training workshop as part their cultural awareness focus.

Committee Convenorship

- Council of Migrant and Refugee Women of SA (auspiced)
- Connecting Settlement and Community Services – Adelaide and Regional
- 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
- Multicultural Youth Link (auspiced)

Committee representation includes

- ACCSA Management Committee
- Adelaide Secondary School of English, Board of Council
- Ambulance Services SA, Community Advisory Committee (CAC)
- Attorney-General’s Department, Stop Racism Task Force Committee
- Department of Home Affairs (DOHA), Stakeholder Reference Group and SRSS Reference Group
- Department of Human Services (DHS), Centrelink Multicultural Network
- Emergency Relief Network
- Humanitarian Settlement Program (HSP) Subcontractors Committee
- MECCSA Management Committee
- Migration Council Australia, Harmony Alliance Governance Committee
- Migration Institute of South Australia, Professional Development Network
- Multicultural Cricket Advisory Committee of South Australia
- Settlement Council of Australia (SCoA), Board
- Women’s and Children’s Hospital Health Network (WCHN)
Acknowledgements

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

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Neda Karam Maghadam
Odette Mukumunana
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Jarnila Mansoun
Joyce Neema
Mon Maya Tamang
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Rashma Magar
Sancha Maya Rai
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Manjola Lusha
Mariam Haq
Min Li
Monita Mongar
Naina Kala Ghaley
Nayfe Bachnak
Shahana Ilyas
Thagi Maya Gurung
TumEng
Hashi Phul Maya Subba
Mariama Sow
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Maw Mo Myar Lu Dee
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Sui Born Chuak
Swee Wah Yew
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Nabila Naureen
Nema Kwa
Nirmala Siguadebisawakarma
Rama Chaudharni
Senait Teklemarnam
Thim Ding Tuimuk
Za Nuam Hoi Khuplian
Aghdas Ahamad Zadeh
Sedigheh Zarosht
### 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
- Ahwazi Community of SA
- Andnat Ethiopian Community of SA
- Ariana Farsi School
- Armenian Cultural Association of SA Inc
- Association of Ukrainians in SA Inc
- Australian Druze Community of SA
- Australians for Syria SA
- Baba Gur Gur Community Australian Turkman Association Inc.
- Bhutanese Australian Association of SA (BIAASA)
- 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.
- Iraq Community Cultural Association of SA
- 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
- Libyan 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 Bashkurt Association in Australia Inc.
- The Association of the Burundian Community of SA
- The Croatian Club Adelaide Inc.
- Togolese Welfare Association SA
- Turkic People Association of Australia
- Turkish Association of SA
- Ugandan 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 Caporaso, OAM
- Miriam Cacking
- Helen Connolly
- Sam Cozens
- Claudia Cream, OAM
- Danyon De Buell
- Graham Excell
- Florina Fernandes
- George Fomba
- Aida Garcia
- Kris Hanna
- Genevieve Haskett
- Angela Hazebroek
- Andrew Hill, AM
- Yanni Hill
- Elizabeth Ho, OAM
- Ibrahim Jabateh
- Eva Kannis-Tory
- Christopher Kourakis
- Stan Lewinski
- Felicity-ann Lewis, AM
- Joseph Masika, OAM
- Lillian Mwanni
- Nkpete Nkambu
- Evelyn O'Loughlin
- Alexandra Parken
- Moss Politis
- Simon Schrapel, AM
- Eva Kannis-Tory
- Christopher Kourakis
- Stan Lewinski
- Felicity-ann Lewis, AM
- Joseph Masika, OAM
- Lillian Mwanni
- Nkpete Nkambu
- Evelyn O'Loughlin
- Alexandra Parken
- Moss Politis
- Simon Schrapel, AM
- Manwa Shabbar
- Gosia Skalba, OAM
- Raul Soulio
- Lisa Teburea
- Jacinta Thompson
- Peter Tsokas
- Eugenia Tsoulis OAM
- Erika Vickery, OAM
- Matthew Woodward
- Denis Yengi CPA
Volunteers – Adelaide Metropolitan

Hiyam Masoud Abdu  
Kefayeh Doraghi Ahmadi  
Wissam Al Farhan  
Wafaa Al Sharei  
Allisar Aleid  
Osman Salah Ali  
Ghadr Al-Mardi  
Tantie Amuli  
Hiyoba Asgedom  
Alia Azimi  
Lyn Bermudez  
Ray Caird  
Kulshum Chapagai  
Saison (Claire) Chen  
Merhawie Desta  
Sebastian Dieu  
Akhatar Esmaeelzadeh  
Simin Ferdosian  
Isra Hajay  
Andrew Hill  
Yianni Hill  
Jawid Hussain  
Malak Ibrahim  
Dil Kumar Karki  
Madan Kumar Khapangi  
Dr Mohammad Lotfollahi  
Berivana Mohamed  
Zainab Mohammad  
Sabaratnam Nadarajah  
Beverley Newberry  
Tamman Obieid  
Sara Omar  
Shakila Orazani  
Janine Pierce  
Deepa Rai  
Shamsolok Salari  
Fatima Salih  
Eghbal Shabibi  
Hossein Shariyat  
Wayne Turnbull  
Kerri Turnbull  
Joe Violi  
Tammy Violi  
Christa Walkinshaw  
Yo Chen Yam  
Isra Heggi  
Zainab Al Hamad  
Yassir Al Mansori  
Kushum Chapagai  
Tuga Al Ani  
Dania Najib  
Zuhrour Najibi  
Ibrahim Mohamed  
Enke Haile  
Tahir Razai  
Mohammad Jawid  
Niran Alghizzi  
Anifay Kayumba  
Cui Sian (Vanessa) Lim  
Qinyu Shi  
Magdy Salah  
Seyed Masoud Fakhrizadeh  
Yasin Hassanpour Rateb Al Khalil  
Hari Chhetri  
Haysam Al Hariri  
Tum Eng  
Lin Li  
Deo Maya Dakal  
Mon Maya Tamang  
Krishna Adhikari  
Aluel Akok  
Salaam Al Awami  
Rahima Ali  
Beena Basnet  
Asha Basnet  
Guna Nath Bhandari  
Phauda Bhandari  
Puspita Kumbhar  
Bhakti Bista  
Ganga Maya Bista  
Ekta Chhetri  
Dambur Chhetri  
Indira Chhetri  
Acot Cikom  
Yani Dhalu  
Bishnu Dhalu  
Maw Mo Myer Lu Dee  
Eshaq Farahmand  
Nafisa Feizi  
Geeta Ghimire  
Puma Gurung  
Chandra Gurung  
Adiba Tasimi Hauque  
Leila Hosseini  
Neda Karami  
Thang Khan Khual  
David Dennis King  
Thang Cung Kingbawl  
Prem Kumari Kuttal  
Ashely Hongyi Liang  
Krishna Luitel  
Dr Saadia Mahmud  
Chandra Majhi  
Agum Isaac Manjuwan Madeem  
Monica Mayen  
Monita Monga  
Edward Nitenganya  
Jane Nyaketcho  
Jesika Nyiramaana  
Omar Omar  
December Paw  
Lowuwo Mama Pewee  
Rannie Pewee  
Renuka Rai  
Jasmin Rawat  
Amanullah Rezaei  
Sophia Saidi  
Sushila Shrestha  
Lily Li Li Sie  
Rosy Siyem  
Upenda Subedi  
Lian Thang  
Ngala Thang  
Kausila Thapa  
Kimi Khuang Thilu  
Paul Van Gangel  
Natalie Witkin  
Bethanie Yik  
Khashayar Zabiri  
Nelly Zahinda  
Xueyu Zhao  
Shakiba Jafar  
Ethan Trinh

Volunteers – Regional Services

Pauline Bylliaardt  
Susan Clarke  
Lorna Gilmore  
Jo Hart  
Fran Kirby  
Kerry Nitschke  
Ann Pick  
Janine Potts  
Deb Prescott  
Amena Siddique  
Carole Thomson  
Sure Van Der Veen  
Jen Von Starke  
Bec Whetham  
Esmatullah Ahmad Zadah  
Meredith Beck  
Deanna Butler  
Gwen Fisher  
Jenny Kilic  
Barbara Minge  
Arden Ali Mohamed  
Pam Murch  
Khatere Rezaei  
Niran Alghizzi  

Australian Migrant Resource Centre Annual Report January – December 2019 | 47
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 2019. We look forward to working with you again in 2020. We apologise if we have missed any organisation.

<table>
<thead>
<tr>
<th>Partnerships and Collaborations</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC International Translating and Interpreting Services</td>
</tr>
<tr>
<td>ac.care</td>
</tr>
<tr>
<td>Adelaide City Council</td>
</tr>
<tr>
<td>Adelaide City General Practice</td>
</tr>
<tr>
<td>Adelaide Dental School, University of Adelaide</td>
</tr>
<tr>
<td>Adelaide Festival Centre</td>
</tr>
<tr>
<td>Adelaide Fringe</td>
</tr>
<tr>
<td>Adelaide Institute of Business and Technology</td>
</tr>
<tr>
<td>Adelaide Secondary School of English</td>
</tr>
<tr>
<td>African Communities Council of SA</td>
</tr>
<tr>
<td>AMEP English Language Services, TAFE SA</td>
</tr>
<tr>
<td>AMES Australia</td>
</tr>
<tr>
<td>Amnesty International SA/NT</td>
</tr>
<tr>
<td>Anglicare SA</td>
</tr>
<tr>
<td>Australian Bureau of Statistics</td>
</tr>
<tr>
<td>Australian Government Department of Home Affairs</td>
</tr>
<tr>
<td>Australian Government Department of Human Services</td>
</tr>
<tr>
<td>Australian Government Department of Social Services</td>
</tr>
<tr>
<td>Australian Red Cross</td>
</tr>
<tr>
<td>Australian Refugee Association</td>
</tr>
<tr>
<td>Australian Taxation Office</td>
</tr>
<tr>
<td>Baptist Care</td>
</tr>
<tr>
<td>Barry Maney Group</td>
</tr>
<tr>
<td>Big Idea Giant Puppets</td>
</tr>
<tr>
<td>Birthline</td>
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<tr>
<td>Boandik Lodge</td>
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<tr>
<td>Bob Hawke Prime Ministerial Centre</td>
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<td>Brahma Lodge Primary</td>
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<td>Business SA</td>
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<tr>
<td>Career Development Centre</td>
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<tr>
<td>Centacare</td>
</tr>
<tr>
<td>Centrelink</td>
</tr>
<tr>
<td>Chaffey Community Centre</td>
</tr>
<tr>
<td>Chest Clinic</td>
</tr>
<tr>
<td>Child and Adolescent Mental Health Services</td>
</tr>
<tr>
<td>City of Adelaide</td>
</tr>
<tr>
<td>City of Playford</td>
</tr>
<tr>
<td>City of Port Adelaide Enfield</td>
</tr>
<tr>
<td>City of Salisbury</td>
</tr>
<tr>
<td>City of Tea Tree Gully</td>
</tr>
<tr>
<td>City of Unley</td>
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<tr>
<td>City of West Torrens</td>
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<tr>
<td>Community Foodies SA</td>
</tr>
<tr>
<td>Complete Real Estate</td>
</tr>
<tr>
<td>Construction Industry Training Centre</td>
</tr>
<tr>
<td>Country Health SA Local Network</td>
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<tr>
<td>Denison Centre, Mawson Lakes</td>
</tr>
<tr>
<td>Disability Employment Hub</td>
</tr>
<tr>
<td>District Council of Grant</td>
</tr>
<tr>
<td>Elders Real Estate</td>
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<tr>
<td>Epilepsy Foundation of South Australia</td>
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<tr>
<td>Families SA Intercountry Service</td>
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<td>Fimmels Real Estate</td>
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<td>First National Keatley Real Estate</td>
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<td>First National, Bordertown</td>
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<tr>
<td>Flinders University</td>
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<tr>
<td>Football United</td>
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<tr>
<td>Gateway Housing</td>
</tr>
<tr>
<td>Geared 2 Drive</td>
</tr>
<tr>
<td>GP Axis Clinic</td>
</tr>
<tr>
<td>Headspace</td>
</tr>
<tr>
<td>Healthy Communities, Riverlife</td>
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<tr>
<td>Hearing Australia</td>
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<tr>
<td>Home Energy Saver Scheme</td>
</tr>
<tr>
<td>HomeStart Finance</td>
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<tr>
<td>Housing SA</td>
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<tr>
<td>Hugo Centre for Migration and Population Research</td>
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<tr>
<td>Kincraig Medical Clinic</td>
</tr>
<tr>
<td>Legal Services Commission</td>
</tr>
<tr>
<td>Leveda Incorporated</td>
</tr>
<tr>
<td>Lifeline Australia</td>
</tr>
<tr>
<td>Life Without Barriers</td>
</tr>
<tr>
<td>LJ Hooker Real Estate</td>
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<tr>
<td>Lutheran Community Care</td>
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<tr>
<td>Lyell McEwin Hospital</td>
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<tr>
<td>Magdalenе Centre</td>
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<td>Malseeds Real Estate</td>
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<tr>
<td>McLaren Vale Primary School</td>
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<tr>
<td>Medicare Australia</td>
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<tr>
<td>Men’s Shed, Mount Gambier</td>
</tr>
<tr>
<td>Mental Illness Fellowship of SA</td>
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<tr>
<td>Metropolitan Fire Service, Mount Gambier</td>
</tr>
<tr>
<td>MGA Insurance Brokers</td>
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<tr>
<td>Michelle de Gans Kindergarten</td>
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<tr>
<td>Middle Eastern Communities Council of SA</td>
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<tr>
<td>Migrant Health Service</td>
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<tr>
<td>Migration Council Australia</td>
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<tr>
<td>Mission Australia</td>
</tr>
<tr>
<td>Modbury Hospital</td>
</tr>
<tr>
<td>Mount Gambier City Council</td>
</tr>
<tr>
<td>Mount Gambier High School</td>
</tr>
<tr>
<td>Mount Gambier Lions Club</td>
</tr>
<tr>
<td>Mount Gambier North Primary School</td>
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<tr>
<td>Mount Gambier Property Management</td>
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<tr>
<td>Multicultural SA</td>
</tr>
<tr>
<td>Murray Bridge City Council</td>
</tr>
<tr>
<td>Murray Bridge High School</td>
</tr>
<tr>
<td>Murray Bridge North School</td>
</tr>
<tr>
<td>Murray Mallee Community Health Service</td>
</tr>
<tr>
<td>Murrayslands Multicultural Network</td>
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<tr>
<td>Muslim Women’s Association of SA</td>
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<tr>
<td>Mynad International Consulting Services</td>
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<tr>
<td>Nanny SA</td>
</tr>
<tr>
<td>Naracoorte Diversity Hub</td>
</tr>
<tr>
<td>Naracoorte First National Real Estate</td>
</tr>
<tr>
<td>Naracoorte High School</td>
</tr>
<tr>
<td>Naracoorte Lucindale Council</td>
</tr>
<tr>
<td>Naracoorte South Primary School</td>
</tr>
<tr>
<td>National Australia Bank</td>
</tr>
<tr>
<td>Northern Adult Crisis Intervention Care</td>
</tr>
<tr>
<td>Northern Community Mental Health Service</td>
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<tr>
<td>Northern Futures Inc.</td>
</tr>
<tr>
<td>Northern Women’s Community Health Centre</td>
</tr>
<tr>
<td>Oasis Community Children’s Centre</td>
</tr>
<tr>
<td>Ottosson Partners Real Estate</td>
</tr>
<tr>
<td>Our Lady of the Sacred Heart College</td>
</tr>
<tr>
<td>Paralowie High School</td>
</tr>
<tr>
<td>Parenting SA, Families and Children</td>
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<tr>
<td>PD Skills Consulting</td>
</tr>
<tr>
<td>Pines Primary School</td>
</tr>
<tr>
<td>Playford Primary Health Care Service</td>
</tr>
<tr>
<td>Port Lincoln Council Primary Industries and Regions SA</td>
</tr>
<tr>
<td>Regional Development Australia, Murrayslands and Riverland Relationships Australia</td>
</tr>
<tr>
<td>River Murray Training Pty Ltd</td>
</tr>
<tr>
<td>Riverland Multicultural Forum Inc.</td>
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<tr>
<td>Royal Automobile Association of SA</td>
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<tr>
<td>Rural Fire Service South Australia</td>
</tr>
<tr>
<td>Salvos St Vincent’s Care Services, Salisbury</td>
</tr>
<tr>
<td>Salisbury Primary School</td>
</tr>
<tr>
<td>Salisbury Youth Enterprise Centre</td>
</tr>
<tr>
<td>Salvation Army, Murray Bridge School of Arts, Architecture and Design, University of South Australia Skills SA</td>
</tr>
<tr>
<td>Settlement Council of Australia</td>
</tr>
<tr>
<td>Shopfront Youth Health and Information Service, Salisbury Sir Robert Helpmann Theatre Skills for Jobs in Regions</td>
</tr>
<tr>
<td>Soccer Federation of SA Soroptimist Club of Adelaide</td>
</tr>
<tr>
<td>South Australian Department for Child Protection</td>
</tr>
<tr>
<td>South Australian Department for Education</td>
</tr>
<tr>
<td>South Australian Department for Industry and Skills</td>
</tr>
<tr>
<td>South Australian Migration Museum South East Regional Community Health Service Spotless St Vincent de Paul Society Stand Like Stone Foundation Surf Life Saving SA</td>
</tr>
</tbody>
</table>
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.

Kmart Australia, Adelaide Rundle Mall
Rotary Club of Adelaide
Syrian Druze Community of South Australia
Variety, the Children’s Charity
Kingcraig Medical Centre
Naracoorte Lion’s Club
Naracoorte Rotary Club
Naracoorte Soroptimist International
STTARS
Young Country Women’s Association
Rotary Club of Murray Bridge
Rural City of Murray Bridge
The Murray Bridge United Lodge, No. 44 (Masonic Lodge)
Pedare Christian College
We’re Open
ABC Heywire
ZONTA International
Salvation Army
Australia Wide Recyclers
Treasurer’s Report and Financial Statement


Income of $6,433,228 was received from sources including:

Department of Home Affairs for the:
Humanitarian Settlement Program (HSP) and
Specialised Intensive Services (SIS) (through partnership with AMES Australia)
Settlement Grants Program, and
Settlement Engagement and transition Support (SETS)
  - Clients Services and Capacity Building
Status Resolution Support Services (SRSS)
Community Support Program (CSP)

Department of Social Services for:
Emergency Relief
Budget Based Funding (Crèche)

Department for the Premier and Cabinet for:
Core Funding

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

Funding was used for

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Salaries</td>
<td>$3,490,201</td>
</tr>
<tr>
<td>Other Program &amp; Operations Costs</td>
<td>$1,353,945</td>
</tr>
</tbody>
</table>

Resulting to a change in net assets from operations $1,589,082

I recommend that:

Tung Shen Chin
Treasurer
## Income and Expenditure Statement for the Year ended 30 June 2019

<table>
<thead>
<tr>
<th>Income</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receipt of Income for:</td>
<td></td>
</tr>
<tr>
<td>- Commonwealth</td>
<td>5,321,8858</td>
</tr>
<tr>
<td>- State Government</td>
<td>194,994</td>
</tr>
<tr>
<td>- Local Government</td>
<td>15,000</td>
</tr>
<tr>
<td>- Philanthropic</td>
<td>26,782</td>
</tr>
<tr>
<td>- Other Income &amp; Once off Project Grants</td>
<td>874,567</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>6,433,228</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenditure</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Payments and Accrual of Expenses for:</td>
<td></td>
</tr>
<tr>
<td>- Salaries &amp; On Costs</td>
<td>3,490,201</td>
</tr>
<tr>
<td>- Other Program Costs</td>
<td>690,412</td>
</tr>
<tr>
<td>- Administration, Facilities &amp; Utilities</td>
<td>663,533</td>
</tr>
<tr>
<td><strong>Total Expenditure</strong></td>
<td>4,844,146</td>
</tr>
</tbody>
</table>

**Change in Net Assets Resulting from Operations**

1,589,082
Financial Statements for the year ended 30 June 2019
Consolidated Balance Sheet as at 30 June 2019

<table>
<thead>
<tr>
<th>Members’ Funds and Reserves</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retained Earnings</td>
<td>12,179,517</td>
</tr>
<tr>
<td>Reserves</td>
<td></td>
</tr>
<tr>
<td>- Reserves for Facilities Redevelopment/ Refurbishment</td>
<td>1,050,000</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>100,000</td>
</tr>
<tr>
<td>Total Members’ Funds and Reserves</td>
<td>14,645,233</td>
</tr>
</tbody>
</table>

Represented by:

<table>
<thead>
<tr>
<th>Current Assets</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash at Bank</td>
<td>9,694,296</td>
</tr>
<tr>
<td>Debtors</td>
<td>225,733</td>
</tr>
<tr>
<td></td>
<td>9,920,029</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non Current Assets</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Land &amp; Buildings &amp; Improvements</td>
<td>6,757,129</td>
</tr>
<tr>
<td>Plant &amp; Equipment</td>
<td>21,007</td>
</tr>
<tr>
<td>Motor Vehicles</td>
<td>44,164</td>
</tr>
<tr>
<td></td>
<td>6,822,300</td>
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</tbody>
</table>

| Total Assets | 16,742,329 |

<table>
<thead>
<tr>
<th>Current Liabilities</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Creditors &amp; Payroll Liabilities</td>
<td>84,709</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>15,500</td>
</tr>
<tr>
<td>Employee Entitlements</td>
<td>309,686</td>
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<tr>
<td>CPP Client Bond/Migration Advice</td>
<td>173,311</td>
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<tr>
<td>Program Balances carried forward</td>
<td>586,077</td>
</tr>
<tr>
<td></td>
<td>1,169,283</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non Current Liabilities</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Provisions</td>
<td>575,000</td>
</tr>
<tr>
<td>Employee Entitlements</td>
<td>352,813</td>
</tr>
<tr>
<td></td>
<td>927,813</td>
</tr>
</tbody>
</table>

| Total Liabilities | 2,097,096 |

| Net Assets | 14,645,233 |
The signatories have determined that the organisation is not a reporting entity. The signatories have determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

The signatories of the organisation hereby declare that:

The accompanying financial statements and notes of the organisation as at 30 June 2019:

a) present a true and fair view of the organisation’s financial position as at 30 June 2019 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

Dated the 18th day of September 2019

Judge Rauf Soulio
Chairperson
## Acronyms and Abbreviations

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACCSA</td>
<td>African Communities Council of South Australia</td>
</tr>
<tr>
<td>ACE</td>
<td>Adult Community Education Program</td>
</tr>
<tr>
<td>AGM</td>
<td>Annual General Meeting</td>
</tr>
<tr>
<td>AMEP</td>
<td>Adult Migrant English Program</td>
</tr>
<tr>
<td>AMRC</td>
<td>Australian Migrant Resource Centre</td>
</tr>
<tr>
<td>APO</td>
<td>Approved Proposing Organisation</td>
</tr>
<tr>
<td>ASQA</td>
<td>Australian Skills Quality Authority</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 South Australia</td>
</tr>
<tr>
<td>CSCS</td>
<td>Connecting Settlement and Community Services</td>
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<tr>
<td>CSP</td>
<td>Community Support Program</td>
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<tr>
<td>CWA</td>
<td>Country Women’s Association</td>
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<tr>
<td>DHS</td>
<td>Department of Human Services</td>
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<td>GTE</td>
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<tr>
<td>ILC</td>
<td>Information, Linkages and Capacity Building</td>
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<tr>
<td>IWD</td>
<td>International Women’s Day</td>
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<tr>
<td>MECCSA</td>
<td>Middle Eastern Communities Council of South Australia</td>
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<tr>
<td>MMN</td>
<td>Murraylands Multicultural Network</td>
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<tr>
<td>MMRC</td>
<td>Murraylands Migrant Resource Centre</td>
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<td>Migrant Resource Centre</td>
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<td>MYLinkSA</td>
<td>Multicultural Youth Link South Australia</td>
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<tr>
<td>MYSA</td>
<td>Multicultural Youth South Australia Incorporated</td>
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<tr>
<td>NAMRC</td>
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<td>NAMWN</td>
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<td>Royal Automobile Association</td>
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<td>Regional Australia Institute</td>
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<td>South Australia</td>
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<td>Safe Haven Enterprise Visa</td>
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<td>Specialised and Intensive Services</td>
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<td>Temporary Protection Visa</td>
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<td>Try, Test and Learn</td>
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<td>UNHCR</td>
<td>United Nations High Commissioner for Refugees</td>
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<td>University of South Australia</td>
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