

Australian Migrant Resource Centre Annual Report Jan–Dec 2020



We acknowledge the Indigenous peoples of this land who possess the oldest continuing cultures in human history, and take the 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

Trade Names

MRC Works – Multicultural Employment Hub
MRC Arts
SA Refugee Week

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AMRC



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Organisation Values

Our Vision

Equal access, opportunity, and participation for all South Australians.

Our Purpose

We use a community development approach to support the effective settlement and participation of people from refugee and migrant backgrounds, particularly those who are new arrivals to South Australia. We support them to contribute effectively to South Australia's society, culture, economy and environment. We will continue to do this by developing, maintaining and enhancing partnerships with all spheres of government, other service providers, communities and the private sector and by contributing to the development of public policy on settlement and migration matters.





Our Values

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

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

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

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

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

Chairperson's Report



I would like to begin by acknowledging that it has been a very difficult year amidst the COVID-19 pandemic.

I would like to commend you all, AMRC, financial members and our community client groups for progressing our multicultural agenda even in these COVID-19 times of uncertainty. I would also like to acknowledge the tremendous work of the AMRC management and staff this year.

Louise Aubin, UNHCR Regional Representative to Australia, New Zealand and the Pacific Islands recently visited the AMRC and I would like to read an extract from a letter she sent following her visit:

“If a city could demonstrate what global leadership can look like, Adelaide shows the way, simply and impressively, by doing things well at home. As an official Refugee Welcome Zone, the city proudly celebrates the diversity of its communities and the social, cultural and economic contributions that migrants and refugees make. The morning I spent discussing with refugee leaders and staff at the Australian Migrant Resource Centre was inspiring: the determination of newly arrived migrants joined with committed professionals form the basis for successful integration. The warm welcome I received from Lord Mayor Sandy Verschoor was in keeping with South Australia’s tradition of welcome. However short, my visit to South Australia will have had a lasting impression on what I believe makes the United Nations:



individuals and communities, helped by caring leadership, doing extraordinary things in support of one another.”

The Board has held an election by postal ballot and the election results will be announced for endorsement later in the program. We are really pleased to have some new members on board, and particularly want to acknowledge the contribution of outgoing members:

- Peter Ppiros representing the Riverland Multicultural Forum, who has brought a regional perspective to the Board
- Tung Shen Chin representing the Overseas Chinese Association, our long serving Treasurer
- Lillian Mwanri, for her wise advice and input to the AMRC
- Florina Fernandes, for her significant long-standing contribution to the AMRC for over 30 years.

Thank you for your contributions and we know that you will continue to support the work that we are doing with new Australians.

We regret having to cancel the forum part of the AGM as this is the time when we normally acknowledge our trainees, volunteers and, of course, our Youth Achievers. The AMRC will ensure that it organises a celebratory forum as soon as we are able to.

Judge Rauf Soulio
Chairperson

Chief Executive Officer's Report



Even in these times of the COVID-19 pandemic, AMRC staff, volunteers and stakeholders have never been busier in working with our clients, their families and communities to support their transition from lockdown, self-isolation and restrictions. We are indebted to the state government for financial support to work with isolated women, and most notably those in regional areas where the communities do not have adequate access to services and community supports.

Although we prepared for a number of annual projects and events, most of those had to be cancelled at the last minute. The SA Refugee Week Youth Poster Awards Exhibition, in partnership with the Department for Education, The Bob Hawke Prime Ministerial Centre at the University of South Australia and the SA Refugee Week Committee was launched 5 months later, to a brilliant reception. We hope some of you saw this inspiring exhibition before the gallery had to close again due to another round of COVID-19 restrictions.

With the help of both federal and state governments' Emergency Relief, as well as philanthropic donations, especially from the Australian Community Foundation, we were

able to particularly support women and other vulnerable migrants and refugees in both metropolitan and regional areas.

I would like to congratulate and acknowledge the staff and volunteers of the AMRC who have progressed their work under varying and often weekly changing conditions. We are weary, but look forward to a break over the New Year to re-energise and be ready to take on 2021.

Thank you also to the Board and to those board members who are outgoing, for their support of our work and for their assistance.

Eugenia Tsoulis, OAM
Chief Executive Officer



Governance

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

Chief Patron



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

Patrons



The Hon. Christopher Kourakis
Chief Justice of South Australia



The Hon. Amanda Vanstone, AO



The Hon. Robyn Layton, AO, QC

The Board

We take this opportunity to thank the following members of the current Board for their invaluable voluntary contributions, especially to the Australian Migrant Resource Centre's strategic planning and the development of a business plan for the next three years. We especially acknowledge our outgoing Board members, Associate Professor Lillian Mwanri, Mr Peter Ppiros and very long-term members and office bearers, Mr Tung Shen Chin and Ms Florina Fernandes.



2020 Board Members

His Honour Judge Rauf Soulio	Chairperson
Ms Elizabeth Ho, OAM	Deputy Chairperson
Ms Florina Fernandes	Deputy Chairperson
Mr Tung Shen Chin	Treasurer
Mr Tarik Beden	Chairperson, Iraqi Community Cultural Association of SA
Mr Yasin Hassanyar	Chairperson, Multicultural Youth Link SA
Associate Professor Lillian Mwanri, MD, MCN, PhD, FAFPHM	College of Medicine and Public Health, Flinders University
Mr Mabok Deng Marial Mabok	Chairperson, African Communities Council of SA
Ms Vahedeh Mansoury	Chairperson, Middle Eastern Communities Council of SA
Mr Peter Ppiros	Chairman, Riverland Multicultural Forum Inc.
Mr Hussain Razaiat, JP	Chairperson, Afghan United Association of SA
Ms Erika Vickery, OAM	Mayor, Naracoorte Lucindale Council
Ms Eugenia Tsoulis, OAM	CEO, Australian Migrant Resource Centre



Inaugural Life Members

Three inaugural Life Members were appointed by the AMRC 2020 AGM to acknowledge their long-term passionate and continuous commitment and contribution to the AMRC, the people it serves and the settlement sector of which it is part. Their contributions in promoting and delivering multiculturalism have been outstanding.

Those Life members are:

- Florina Fernandes
- Tung Shen Chin
- Eugenia Tsoulis OAM

Address to the 2020 AGM by Florina Fernandes

It was a very long time ago that I heard about the MRC and its services. Being a migrant myself from India I experienced feelings of fear, isolation and every feeling that comes with being in a new country. And it was these feelings that set me on a path to find out how other migrants were managing or coping. It was the late 80's that I was introduced to the MRC and encouraged to join the management committee and when I did, I felt so at home. Suddenly I was able to talk to people who shared their stories and their aspirations and to hear about their settlement issues and accomplishments.

As a Board member with a background in the health and business sectors, I have contributed to the governance of an organisation that strives to be on the cutting edge of "Service Excellence". I have learnt much from the formal collaborations and partnerships with a diverse group of services, clubs, industry and commonwealth, state and local government. But most of all I have learnt from the communities that we serve. How important it is to have "your voices" heard.

The work at the AMRC is undertaken by the tireless and extraordinary efforts of its dedicated staff, the growing number of volunteers, placement students and the youth - under the guidance of CEO Eugenia. This year - the pandemic year - saw numerous safety restrictions imposed on how we do service delivery, yet despite this challenging operating environment the staff/organisation has continued to focus on meeting the changing needs of our clients and delivering services while providing safe and trusted environments for them. I wish to say a "special thank you" to a few of the long-standing staff with whom I have worked over the years - Cynthia Caird, Matti Spellacy and Michelle Dieu. You are so loyal to the organisation! To Eugenia I am thankful for everything you do for the AMRC and for the Industry as a whole. I cherish our friendship. To my colleagues on the Board, I have some fond memories of past board members, but the present board members are outstanding and passionate about making a difference in our South Australian community. This year, in 2020, I know as I depart from the Board, that I leave the AMRC in a sound position and with a strong focus on serving the communities under the leadership of Judge Rauf Soulio.

Settlement Services

Settlement and participation has been the core business of the AMRC for over four decades. Our multilingual qualified case managers, caseworkers and volunteers are trained to provide individualized settlement case management and other support to families and individuals from the day they arrive until their transition to independence, employment and civic participation.

We provided statewide settlement services for eligible client groups through various commonwealth, state and private assistance programs, and through partnerships and collaborations with key stakeholders. These services included the Humanitarian Settlement Program, Community Support Program, Settlement Engagement and Transition Support (SETS) Client Services and SETS Capacity Building Programs. Services to non-eligible clients through SETS were also provided through state funding and Emergency Pandemic Funding from state and various other sources. These services were provided through our network of migrant resource centres in Adelaide, Salisbury, Bordertown, Naracoorte, Mount Gambier and Murray Bridge.

COVID-19 Impact

Through our multilingual workforce and volunteers and by being flexible and in direct contact with the communities we assisted, we were able to work closely with the Department of the Premier, SA Health and other bodies as early as late March to put in place and deliver, through various forms of social media and face to face, a plan to minimize the risk for our clients, their families and communities. We concentrated our front line services on vulnerable client groups in isolation across metro and remote areas (the elderly, people with disabilities, those with health needs, women at risk with children, those with limited English skills, shift workers, those who lost their jobs etc). Eighteen languages were provided by MTS bilingual staff. They included Burmese, Chin Haka, Farsi/Persian, Arabic, Nepali, Swahili, Dinka, Vietnamese, Pashto, Chinese Mandarin, Karen, Tagalog, Bahasa Malaysia, Tamil, Armenian, Hindi and Dari/Hazaragi.

Humanitarian Settlement Program and SIS

We are contracted through the AMES Australia, Department of Home Affairs, to deliver the Humanitarian Settlement Program (HSP). The AMRC manages the delivery of the HSP Case Management program in regional areas and the Specialised and Intensive Services (SIS) program in Adelaide and regional areas. The SIS program is provided to clients referred through DSS.





4,200
people provided
with settlement case
managed services

Settlement Engagement and Transition Support (SETS)

Client Services

General settlement services and capacity building was delivered through six service centres in central, southern and northern metropolitan Adelaide, the Limestone Coast and in the Murraylands, supported primarily by the Department of Home Affairs as well as other funding sources. The AMRC provided 1,900 case management services and 600 group sessions during the year, bolstered by an additional 1,800 emergency and information services provided through the Multilingual Telephone Service which operated from April to October.

Community Capacity Building

The AMRC community capacity building programs and projects continued in 2020, despite the challenges of the pandemic. The AMRC's focus this year was to further build the capacity of new and established communities in both metropolitan and regional areas, empower young people and also provide opportunities for women to build their skills through education and training through a time of lockdowns, social isolation and changing social environments. The AMRC assisted migrant communities and their community leaders to participate and engage with the broader community and interact with different levels of government on settlement issues. Throughout the year, over fifty leaders were trained to develop governance and project management and effective links and partnerships with key stakeholders who were integral to providing services during restrictions.

We worked with young participants, engaging them in an array of activities to support their settlement and leadership development within their own communities and the broader South Australian community. This work included equipping participants with the ability to mentor other young, new arrivals.

Women's empowerment was an integral part of AMRC's capacity building program, which provided women with opportunities through employment and training, mentoring sessions, English language classes (partnered with AMEP), civic participation classes, volunteering and consultative forums and events. The women also participated in roundtables, consultations and the International Women's Day forum to express their settlement challenges but also share their achievements with the broader community and government bodies. Various capacity building activities are highlighted throughout this report.

Community Support Program

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

The AMRC was responsible for lodging visa applications, linking employers to prospective humanitarian applicants, ensuring provision and management of settlement services for humanitarian applicants following their arrival in Australia and assisting entrants to become financially independent within their first twelve months. Humanitarian arrivals were of different ethnic backgrounds including Afghan, Iraqi, Syrian, Eritrean, Congolese, Burmese and Ethiopian.

A couple with two children, 9 and 3 years old, arrived in Australia under the Community Support Program a year ago. The father left Afghanistan and escaped to Pakistan in September 2000, fearing for his personal safety and security along with his entire family. Living in Quetta, Pakistan, was also very difficult and unsafe for this family. As soon as the family arrived in Australia the father joined the Unique Hydroponics Pty farm. Hydroponics farming is a method of growing plants in a water-based, nutrient-rich solution. The mother was on job training for the first three months and managed to obtain a full-time position at Unique Hydroponics Pty. This family are very happy in Australia, his wife attends English classes and the children go to the local primary school.

Community Services and Engagement

Through state funding the AMRC provided case management, capacity building and emergency services to 1,800 people across South Australia as well as to new settlers who were not eligible for commonwealth services due to their visa class and/or having been longer than five years in Australia. Many migrants continue to require culturally safe services and education and employment pathways past their five years of residency and/or while they hold temporary visas. These cohorts, especially in regional areas and in very small communities are isolated and vulnerable to changing employment situations.

Specialist Services

Status Resolution Support Services (SRSS)

In 2020, the SRSS program case-coordinated clients in metropolitan Adelaide and regional locations. As SRSS clients receive Temporary Protection Visa (TPV) or Safe Haven Enterprise Visa (SHEV) status, find employment or are no longer eligible for the SRSS program, the number of clients progressively decreases. Seventy seven clients of the AMRC received a TPV, PV or SHEV, and fifteen clients obtained employment through AMRC support services. The AMRC has worked closely with regional employers to assist clients gain jobs with a stable income to support themselves and their family. We also financially supported a large number of previous SRSS clients who lost their jobs due to the pandemic and were not eligible for government assistance.

“Thank you, for your help!”

“I thought that I could die...
Thank you for saving me!”

Aged Care - Home Care

The AMRC is an approved provider for the Home Care Packages Program and Commonwealth Home Support Program (CHSP). These programs assist older members of the community to remain living independently, safely and healthily in their own homes and provide required services and case management.

Since the COVID-19 pandemic started in March 2020 we reinforced a range of measures and actions that included infection control and prevention policies and procedures, regular home visits and phone contacts to check on the well-being of our senior clients.

“One day I got very sick. I got a severe asthma attack and the AMRC care worker came to the house to pick me up to do our regular shopping. She could see that I don't feel so good as I could not breathe properly. She immediately called the ambulance and explained everything to them. The ambulance took me to Modbury Hospital as the Lyell McEwin was very full. The care worker followed the ambulance. I felt so lost, alone and very scared but she was there with me. I feel so secured and happy that somebody was there for me as I don't have my family. She is a blessing, as I feel I'm not alone and I can rely on her. She only left the hospital when they put me in a room and she even picked me up when the hospital let me go home in late afternoon. She also went to get my prescriptions in the chemist and my other things that I needed. She is a very valuable care worker - she made me feel safe and not alone”.





2200

clients were provided
with financial support

National Disability Insurance Scheme

The AMRC is a registered National Disability Insurance Scheme (NDIS) provider and partners with people with disabilities and their families and carers to raise awareness about disability services and accessible resources in their communities. Services are provided to children and adults with disabilities by fifty NDIS experienced support workers who speak a multitude of languages. Many have been recruited through our Launch into Work and Try Test and Learn women's training programs. This year, the AMRC participated in a number of NDIS related forums and presented to various organizations to improve understanding regarding access and engagement of CALD people with disabilities.

The AMRC is a member of the Access and Inclusion Advisory Panel (AIAP), established by the City of Adelaide and, in spite of the pandemic, successfully completed a comprehensive audit through the NDIS Quality and Safeguards Commission and was recognized as the benchmark service provider in terms of quality working with CALD people with disabilities.

Information, Linkages and Capacity Building

The AMRC ILC provides information, linkages and referrals to connect people with disabilities, their families and carers, with broader systems of support. It facilitates capacity-building supports for people with disabilities, their families and carers as well as promoting collaborations and partnerships with community and government services to increase inclusivity and accessibility. This year the AMRC focused on delivering the program to CALD communities, with program participants from a range of countries including Bhutan, Nepal, Burma, Afghanistan, Syria, Iraq, Iran, Vietnam, and Eritrea. Whilst it was delivered across the Adelaide metropolitan area, most participants were from the northern suburbs. The program also focused on four regional towns with significant refugee and humanitarian migrant populations: Mt Gambier, Naracoorte, Bordertown, and Murray Bridge. Data collected throughout the program helped identify the many challenges and barriers that people from CALD communities who live with disability face. COVID-19 is having a serious impact on high-risk CALD communities in Australia (Dalzell 2020; Spinks 2020), and this was seen during our project among CALD people with disabilities. The pandemic heightened pre-existing communication issues, language barriers, lack of use of technology, past trauma, and further isolation. Resources in multiple languages were made available by government and peak bodies early in the pandemic but there remains a need to provide information in a cultural context that is understood and in different formats, not just online. The AMRC established communication strategies to deal with the pandemic, nevertheless many families do not have access to online platforms or do not have the skills to access them, or do not trust them, so considerable resources were used to make regular contact through face-to-face connections.



Families and Children's Safety and Support

Families in new and establishing communities experiencing difficult relationship issues or family violence were provided with intervention, mediation, counselling and linkages to other service providers. The AMRC facilitated community education sessions to support stronger families. DV-Alert and prevention training was delivered by accredited AMRC trainers in partnership with Lifeline South Australia to support frontline workers, especially those working with new and emerging communities, to understand the cultural considerations in addressing domestic and family violence in those communities. AMRC trainers also undertook annual training to maintain and enhance their knowledge of the DV-Alert Program, including the delivery of virtual training due to COVID-19 restrictions.

Partnering the Parenting and Family Support Program, South Australian Department of Human Services, we delivered workshops to culturally and linguistically diverse (CALD) families in metropolitan and regional South Australia through trained AMRC trainers. This program encourages positive, healthy, strong relationships and supports parents and caregivers to learn about strategies to cope with various parenting situations, including child behavioural and emotional problems, by providing parents with the tools and skills to build stronger families. The AMRC also linked families with Parenting SA to be actively involved in the revised Parent Easy Guides (PEGs) which featured families of new and emerging communities in English and relevant translations.

Early Intervention Family Counselling was provided to individuals and families at risk and/or those who had domestic and family violence (DFV) experiences. It was provided by a team of trained and experienced bilingual staff who linked clients to the FRS network consisting of Women's Safety Services (WSS), domestic violence services, SA Police, the

Legal Services Commission, the Women's Legal Service (WLS) and other relevant services in metropolitan and regional South Australia. This work goes unfunded, but it is critical that the provision of early intervention is conducted through a trusted community source such as the AMRC. Referrals to the service have also come from former and existing clients.

Financial Management, Education and Emergency Relief

The AMRC ER services increased exponentially in 2020, mainly due to COVID-19 which resulted in a loss of, or reduced, employment for many clients of refugee and migrant background. Together with other collaborating NGO's we provided various resources to vulnerable groups and individuals to offset the impact of the pandemic. With support from the Australian government's Department of Social Services Emergency Relief and the state government's Department of the Premier and DHS, Australian Communities Foundation and other partners, the AMRC delivered a range of services to assist families and individuals to manage financially, provided consumer advocacy and direct financial support to eligible people. This year we assisted, resourced and referred to relevant collaborating services more than 2,200 clients from metropolitan and regional areas. The need for ER assistance tripled during the pandemic and continues to be high. We also provided financial assistance to a number of migrant communities during crises and mobilized volunteers to assist families with safety issues, funerals, terminal illness and other community emergencies, including people in, and coming out of, quarantine. The AMRC reviewed its ER processes to ensure that clients requiring our services were assisted immediately according to their specific needs. Thank you to state and commonwealth and philanthropic funding bodies.

We like playing
 “What time is it, Mr
 Tiger?” and “We are
 going on Bear Hunt,
 I’m not scared.”



Crèche Services

The AMRC organised play-based developmental activities for children on site while their parents were participating in internal interviews, training and group workshops. Newly arrived parents joined in education sessions on navigating the Australian childcare/preschool educational systems. Our crèche services operated on weekdays across six outlets: Adelaide, Salisbury, Murray Bridge, Mt Gambier, Naracoorte and Bordertown. We registered a total of 540 crèche sessions with 950 individual children from January to December. The crèche supported 700 parents and 350 group activities.

Children’s ages were from 0 to 12 years old, and their backgrounds included Afghan, Syrian, Iranian, Bhutanese, Burmese, Congolese, South Sudanese, Guinea, Pakistani, Chinese, Liberian, Karen and Nepali.

Due to COVID-19 restrictions, crèche services were put on hold from April to June, when all safety practices were reviewed to meet COVID-19 requirements. Emergency procedures were implemented at each crèche site, with play safe conditions displayed in different languages in the crèche area. Parents were also supported with Multilingual Telephone Services, emergency relief financial aid, referrals and essential food/hygiene packs drop-offs for affected families. It was noted that parents and children were using more English to communicate with staff.

A spike in demand was noted, in particular, during the COVID-19 recovery stage, when a weekly educational program consisting of diverse play-based activities for children was put in place. The AMRC organized a distribution of gifts to children during its Family Fun Day event pre-Christmas in December 2020. Thank you especially for gifts donated by Pinnacle

College, Variety the Children’s Charity, Refugee & Asylum Seeker Toy Drive, Australia Wide Recycle, Kmart Australia, and other support services, charities and individuals.

When May first came to join the AMRC crèche she was very quiet. She was 3 years old and attended crèche two days a week. Her parents speak little English and she is the only child. Her mother attended AMEP English class while May stayed in the crèche. May gradually opened up and started enjoying the group activities. She liked designing her own mask with stickers and story time. She now participates actively in the story time and speaking short sentences.

At the end of the day,
 we sing Pack-up Song.
 “Clean up, clean up, it’s
 time to clean up...”

Community Development and Engagement

The AMRC's community engagement programs support the development of new and establishing communities to build their capacity to participate in South Australia's civic, social, cultural and economic life. Our program areas include Women's Empowerment, Youth Leadership, Regional Development, Community Leaders Forum, Community Facilities and Resources, MRC Arts and Cultural Development and Sports and Recreation. As well as assisting new and establishing communities to build their capacity, the AMRC also works closely with established communities in metropolitan Adelaide and regional areas to increase their awareness and knowledge of new arrivals so that they may provide a welcoming environment.

In delivering community development programs, the AMRC targets women and children, young people, the elderly, people with disability and community leaders as well as other key community people in any service location. Building community by strengthening families, intergenerational and cross-cultural connections and local community connections underpins this program.





Women's Empowerment Program

Entitled Connecting Women this program linked women from a diversity of cultures through projects, workshops and partnerships with key stakeholders, including the Women's Legal Service (SA), Women's Information Service, Office for Women and women's community organizations.

The program yielded significant results for participants in facilitating social and cultural connections amongst community women, developing linkages and improved access to information, services and practical supports. A series of weekly learning and sharing workshops were held, focusing on English language skills, citizenship preparation, and Australian systems and culture. They connected women to key services through speakers on financial education, employment, health and wellbeing and other priority areas identified by participants. Community women from Afghan, Iranian, Bhutanese, Burmese, Congolese, Eritrean, Ethiopian, Iraqi, Sudanese, Pakistani and Syrian backgrounds attended the workshops and other key events. The Connecting Women group organized personal hygiene products and other necessary goods and delivered them to over 500 women at risk throughout regional and metropolitan areas in tote bags that some of them made.

Child Safe Environments Training

Training workshops for forty participants consisted mostly of women, from new and establishing communities to enhance their understanding of child safe environments for their own children and for children in their communities. Topics covered during these sessions included child protection in the context of values, attitudes and legislative obligations when working with children (including screening obligations), risk and harm, abuse related trauma, online grooming, sexual abuse, responding to disclosures, child safe environments and reporting suspicion of risk and harm.

Council of Migrant and Refugee Women (CMRW)

Within COVID -19 restrictions, CMRW continued to address priority issues across a range of areas, such as training and employment pathways for vulnerable women, access to health services and domestic violence services, support for isolated families, particularly in regional areas, and services for families of skilled migrants and housing equity.

CMRW and the AMRC, in partnership with the Office for Women, Middle Eastern Communities Council of SA (MECCSA) and African Communities Council of SA (ACCSA) held an International Women's Day (IWD) Forum in March 2020 at the Adelaide Festival Centre. The forum saw a remarkable unity of 300 women of migrant and refugee background coming together to share with other women and to celebrate their social and economic achievements for International Women's Day. The women voiced their challenges and opportunities in their pathway to education, training and employment during roundtable sessions. Speakers included The Honourable Jing Lee MLC, Assistant Minister to the Premier, Fiona Mort, Director, Office for Women, Christine Deegan, Department of Home Affairs, Mary Patetsos, Chairperson, Federation of Ethnic Communities' Councils of Australia and Dr Romy Wasserman, Research Associate, Hugo Centre for Migration and Population Research.

Outcomes of the forum were documented in a report jointly produced by the AMRC and CMRW and included key recommendations proposed by women participants in regard to their settlement transition, education and training. The AMRC and CMRW are busy organising the 2021 International Women's Day Forum to celebrate women's resilience and unity which have been showcased so acutely over the past year. We acknowledge the contribution of Vanessa Swann as Interim Chair and wish her well in her retirement.



Youth Leadership Program

Supporting youth engagement has been an integral part of the work of the AMRC. During the pandemic young people were considerably impacted as many became the communication channels between authorities and their families and communities. Additionally, a significant number were quarantined due to a couple of clusters. The AMRC held youth roundtable workshops throughout the year to update on COVID-19, to identify the ongoing impact on young people and how any risk could be mitigated or minimised. These roundtables were held through partnerships with the Office of the Commissioner for Children and Young People, Department of Innovation and Skills, TAFE SA and the three universities - Flinders University, University of South Australia and Adelaide University. The AMRC has also embarked on a tri-partnership with the United Nations Association of Australia (SA Division) and the Adelaide Institute of Commercial Cookery for an exciting project in 2021. The most recent roundtable indicated that the effects of COVID-19 on refugee and migrant youth were mixed. Some participants found the experience of isolation as something that had positive impacts on their lives, and others found it more difficult. They spoke about it being a challenging time but an opportunity to make life better and change things that aren't working. Participants shared that they believe that COVID-19 will change everyone's behaviour. The consensus amongst participants was that job security, the economy and employment are of greatest concerns to them and their families. As a result of a number of challenges identified, MYLSA and the AMRC, working in partnership with key stakeholders, have organized a Youth Symposium to be held in January 2021 to celebrate youth resilience and to identify career pathways during the transition and post the pandemic.

“COVID-19 has impacted me in many ways and opened up my eyes to several things. I do feel as if most communities have been there for each other but in the future, or after COVID, I hope ALL communities are inclusive and supportive of all backgrounds, cultures and religions.”

19 YEAR OLD CLIENT.

Youth Parliament (YP)

Eight young leaders were selected in the AMRC Team for the 2020 YP Project. The revised annual program commenced in September 2020. YP has been an ongoing initiative to ensure that young migrants and refugees, together with their other Australia peers, have an equal opportunity to understand, and have a practical experience of, the parliamentary system in South Australia. A long-term outcome is that young people become active participants in community life. The project allowed easier engagement of young people in civic, recreational, social, cultural and educational activities, as well as assisting them to transition from being at risk to becoming confident youth representatives of their own communities. The project is an initiative of the Office for Youth through YMCA. The AMRC Team was composed of young women and men of Afghan, Syrian, Bhutanese, Burmese and Venezuelan background.



Community Leaders Forum

Throughout the pandemic the AMRC continued to work with community leaders in furthering governance training and decisionmaking to be a resource for their communities during lockdowns, social isolation and transition out of the pandemic.

Leaders Forums were held in metro Adelaide and regional outlets where participants shared information and discussed challenges, learnings and opportunities during COVID-19. They were attended by representatives from new and emerging communities, including interest groups representing local government and service agencies as well as SA Health personnel. The AMRC worked closely with Professor Nicola Spurrier's team as well as with the Premier and his department to ensure timely information, resources and ongoing consultation commencing as early as late March.

In the 75th anniversary of the UNHCR, the AMRC was delighted to host a Conversation with Community Leaders with Ms Louise Aubin, UNHCR Regional Representative. We hope to continue this conversation as we work together in unity to further human rights. Participants expressed their concerns regarding family reunion put on hold during the pandemic, and gained a better understanding of the complexities of the humanitarian program, especially in a COVID-19 context.

In addition, the AMRC assisted two umbrella organisations, the Middle Eastern Communities Council (MECCSA) and the African Communities Council of South Australia (ACCSA), to communicate with their diverse membership, organise their AGM and elections. Congratulations to their new management committees who have started to develop strategic plans to identify and prioritise their member's needs.

We assisted the governance process of the Limestone Coast Multicultural Network as it gained registration as an Association and we continued to auspice the Murraylands Multicultural Network and the Northern Area Women's Multicultural Network. Congratulations to the new management committees. These groups have direct links to small and very diverse communities who face considerable isolation during the several phases of the pandemic. With them, the AMRC was able to convey timely and factual messaging and practical support through social media, the Multilingual Telephone Service and the Emergency Support Service.



Connecting Settlement and Community Services

Complying with COVID-19 safety measures, the AMRC held a number of CSCS forums during 2020 in metropolitan and regional SA. Altogether over 180 participants attended, focusing on challenges, learnings, opportunities, initiatives and achievements during COVID-19. Education and employment as well as English Language training continued as major issues. Presentations were delivered by migrant leaders, women and youth as well as a number of stakeholders from health, education, employment and training, local government and housing. These very valuable forums, that bring communities and services together to share challenges and to collaborate on solutions, will be resumed in 2021.

Regional Engagement and Development

Through five regional MRCs, covering the lower north, Murraylands and Limestone Coast, we are providing humanitarian settlement services, settlement and capacity building services, specialist services and training and employment programs.

Northern Area MRC

The NAMRC, as well as servicing the vast northern Adelaide area, is delivering to new client cohorts who, through lack of cheap housing, are renting in the outer suburbs, and also to seasonal workers in the Barossa, Riverland and other northern regions. Many of these workers have arrived from interstate and require information and support as well as social interaction. We have started to put strategies in place to deliver assistance to them within our resource boundaries. The NAMRC also provides a range of settlement and community services to clients in the north and runs the crèche service across all outlets. In partnership with AMEP, it holds accredited English language classes, life skills workshops and provides a forum for inter-cultural interaction between different client groups and local services. Due to humanitarian entrants being housed mainly in the north, the NAMRC delivers the largest number of settlement and community services to individuals and families at risk.



Mount Gambier MRC

The Mount Gambier MRC has been compromised due to lack of new humanitarian arrivals over the past ten months. While a cohort of humanitarian entrants remain as clients, funding is not available to service them. In such a situation the settlement program resources have been challenged. The MRC has concentrated on initiatives including English language classes in partnership with the Mount Gambier City Council Library, a Seniors Lifeskills Group for older migrants, Get Ready for Work workshops and the Social Enterprise Project, I Made It, which continues to engage women to up-skill.

Connecting Settlement and Community Services forums were held, focusing on employment and training, with a number of young people gaining jobs in the forestry, construction and human services industries. The MRC engaged a Congolese mural artist who had arrived in Australia in October 2015 as community artist in residence to work with young people and children to paint a mural entitled The Great Wall of Cultures. This tremendous community effort, brilliantly realised, twice had its launch celebrations cancelled due to lockdowns.



Naracoorte MRC

In spite of COVID-19, NMRC managed to relocate to new premises, recruited new staff and, in partnership with local government, TAFE SA AMEP and key employers, established the new facility. They organised and hosted English language classes, facilitated by the Circle of Volunteers group which is part of the Community Care Network (CCN). Additionally, in partnership with AMEP, NMRC established accredited English classes. They also linked a considerable number of prospective workers with employers.

The NMRC organised a soccer carnival in partnership with council, the local soccer club, Naracoorte United, and the Limestone Coast Multicultural Network. Several community consultations and information workshops were held to keep the communities informed of COVID-19 precautions and developments.

Naracoorte MRC also facilitated engagement between the Department of Home Affairs (Refugee, Citizenship and Multicultural Programs Division) and representatives from the Hazara community, to understand the concerns and issues of this community.



Limestone Coast Multicultural Network (LCMN)

The AMRC and the Naracoorte MRC helped local multicultural community members work towards establishing a formal organisation, the Limestone Coast Multicultural Network (LCMN). This initiative emerged from migrant residents of Naracoorte who wanted to formally represent their diverse community. Now, with registration in order, the first order of business for the LCMN was on the planning committee of the Multicultural Soccer Carnival held in November. The official launch, scheduled for late 2020, was postponed due to COVID-19 and local health directives.



Bordertown MRC

2020 saw a shift of some services from face-to-face to being delivered by telephone. BMRC continued to support the most vulnerable people, in their own languages. In Term 4 of 2020, the AMRC/TAFE SA AMEP partnership established accredited English classes, supported by long term BMRC volunteers. To provide opportunities to women who would normally be in the home, BMRC established crèche services to cater to those with young children. Two crèche workers attend to the children, and provide them with stimulating activities and games.

The year saw two CSCS meetings, held with BMRC, Tatiara Council, volunteers and other local services. Items on the agenda included employment, education, health, housing, and women and families in isolation. Bordertown soccer enthusiasts travelled to Naracoorte in November to participate in the second Multicultural Soccer Carnival. Tatiara Council continued to see steady numbers receiving their citizenship throughout the year, however there were fewer newcomers to Bordertown due to the downturn in migrant and refugee programs, as well as reduced interstate migration.



Murraylands MRC

The Murraylands MRC delivered to approximately 3400 participants, with regular conversational English classes, training for volunteers, employment programs and women's information sessions and consultations. Additionally the MMRC hosts the Murraylands Multicultural Network. Through funding from the Rural City of Murray Bridge the MMRC has continued to deliver English classes one day per week at the MMRC and one day per week in partnership with the Early Learning Centre for parents with children under 5 years' old who are provided with free child care. The students themselves came from a wide range of countries including China, Taiwan, Sri Lanka, Vietnam, Lebanon, South Sudan, Cambodia, Philippines and the Congo. Ten students secured employment in the region with Big River Pork, Costa Mushrooms, Thomas Foods International and various local farms. In addition, one student secured employment at the Bend Motorsport Facility. An additional ten students went on to further education.

Sister Act: Women into Employment Program was an MMRC collaboration with service providers and industry including Regional Development Australia, Women in Business, Regional Network, Rural City of Murray Bridge, TAFE SA, Monarto Safari Park, tourist operators, Holmesglen Institute (NEIS program), Fourth Sector Solutions and other partners. It was designed to give participants as much information as possible on employment opportunities, of which there are many in the Murraylands.

A number of community consultations were held this year with various groups. Issues raised included employment, isolation of elders and activities to counteract social isolation due to COVID-19 restrictions. These consultations fed into the Hugo Research Report Living and Working in Regional South Australia: a case study of three towns. One of two launches of the report took place in Murray Bridge by the Honourable Jing Lee, Assistant to the Premier, and hosted by the Rural City of Murray Bridge Mayor, Brenton Lewis, in the Council Chambers in May 2020.

The MMRC continues to provide executive support to the Murraylands Multicultural Network, a group of key community leaders who meet regularly to share information, advocate on behalf of community concerns and to facilitate events to engage with the wider community. The MMN also strives to develop leaders within the different ethnic communities in the Murraylands and is a valuable volunteer resource to the MMRC's work.



Community Facilities and Resources

In spite of lockdowns and social isolation, approximately 17,350 people from new and establishing communities used the six MRC community facilities on a regular or occasional basis during business hours, after hours and on weekends. This number has been calculated from front-counter registrations.

Over thirty-five groups and organisations used the facilities for meetings, practices, training, cultural/social occasions, prayer and for administrative assistance. We assisted community groups to locate and access a number of local venues and facilities such as local government, church and other service agency spaces, to negotiate the hire of facilities and advised on contractual requirements, insurance, and funding assistance. Administrative support was provided to new and establishing communities to access computers and photocopiers, assistance was provided with marketing, printing of materials and preparing and acquitting funding applications. A number of community groups received administrative support including Afghan, Bhutanese, Burmese, Chinese, Columbian, Iraqi, Persian, Syrian, Sudanese, Ugandan and other community groups.

The AMRC provides office, training and meeting rooms and administrative facilities for ACCSA and MECCSA in their work of settlement and community development with their respective client groups. The two councils represent over forty-five African and Middle Eastern ethnic groups. The AMRC is an ex-officio member on each management committee and has been for the past seventeen years. The AMRC has a Memorandum of Understanding (MOU) with each council regarding governance, financial, legal, policy and technical advice, and where required, training and other assistance. The three organisations are also partners in a number of activities, ensuring cross-cultural participation as a means of fostering social cohesion and harmony.

This year both councils in partnership with AMRC and SA Health worked really hard in ensuring the community groups were given timely, clear and accurate information and

messaging around COVID-19. Several videos were recorded in a number of languages to assist with correct messaging and MECCSA was also involved in supporting the SA Health and community families in quarantine as a result of the Thebarton Cluster. These partnerships have been pivotal in ensuring our communities' safety and wellbeing in South Australia.

Multicultural Youth Link SA (MYLSA)

MYLSA operates under the auspices of the AMRC, which provides the organisation with administrative support and office, social and training facilities. MYLSA represents a growing group of hundreds of young people of refugee and migrant background, who come together at forums, camps, training, social and cultural activities. They are also trained to take part in the Youth Parliament and to present at public functions, at schools, and to other young people. The organisation is also a forum for experiential governance, assisting young people to become leaders of their communities.

Council of Migrant and Refugee Women of SA (CMRW)

The CMRW is governed by women members of migrant and refugee background, aiming to bring together strong community voices with institutional reach and knowledge in women's policy, at the state as well as national level, to help facilitate opportunities for migrant and refugee women to directly engage in driving positive change. The council's role entailed sharing information and knowledge to address priority issues in areas such as training and employment pathways for vulnerable women, access to health services, domestic violence services, support for isolated families particularly in regional areas, services for skilled migrants and housing equity. Restrictions due to the pandemic put on hold a number of activities that had been organised. These activities will be resumed in 2021.



MRC Arts and Cultural Development

This program promotes the cultural traditions and innovations of refugee and new arrival communities, particularly young people, thus affirming their identity and sense of place. It provides opportunities for young people to participate in mainstream arts and create employment pathways in tourism, hospitality and the arts. The community festivals we coordinate also provide women with opportunities for event organisation, marketing and pop-up small food and craft enterprises.

In 2020 over 200 people were involved in organising a strong program of arts and cultural activities with various partners. These included a Nowruz festival in Veale Gardens, an African concert at the Festival Centre, Refugee Week celebrations spread over fifty events, Café Musica performances in the Adelaide Fringe and the annual Youth Poster Awards Exhibition with the Department of Education and The Bob Hawke Prime Ministerial Centre at the University of South Australia. The COVID19 pandemic and lockdowns halted the majority of these projects, some with very short notice before delivery. We were able to present the Fringe Café Musica program of three café-style performances at the Australian Multicultural Centre, featuring African artists AfroOz Musica, Elsy Wameyo and Manadi Lopa. Importantly we were able to adapt and present the SA Refugee Week launch and World Refugee Day celebration with limited participants and an on-line launch, with the delivery of messages from His Excellency the Governor of SA and from the Assistant Minister to the Premier.

The SA Refugee Week Youth Poster Awards Exhibition for 2020 was finally launched at the Kerry Packer Civic Gallery at The Bob Hawke Prime Ministerial Centre on Monday 2nd November 2020. Originally intended to be displayed during SA Refugee Week in June, but put on hold due to restrictions on social gatherings, the exhibition features a curated selection of eight-eight works shortlisted from over 400 submissions from primary, high school and tertiary institutions across South Australia. Thank you to all the schools, teachers and students for contributing towards one of the best exhibitions we have held over the past ten years. This is especially notable for occurring during such a volatile year. The artworks are fine examples of the courage, resilience, strength and contributions of people of refugee background and were to be displayed

in the gallery until Wednesday 25th November before touring throughout the following 12 months. Unfortunately a second lockdown closed the exhibition 2 weeks after its launch. The posters can be viewed on the AMRC website.

The magnificent mural, The Great Wall of Cultures, organised by, and proudly on display at, the Mt Gambier MRC still awaits a formal launch, having had two COVID19 reschedulings.

We look forward to working together with our partners in 2021 to re-imagine and deliver our cultural events to ensure that the images, voices, music and culture of the communities of new Australians is celebrated and developed. Some of the artists we have recently worked with, and supported, are going on to greater achievements. We congratulate Zuhir Naji and Salah Al Mansori for being featured artists in the Nexus Interplay Development Program and Farhan Shah for receiving the Adelaide UNESCO City of Music Best International Collaboration Award at the SA Music Industry Awards. Throughout the year AMRC Arts facilitated networking performers from new arrival communities into a range of regional and city events before the COVID-19 restrictions came into place. These included Unley Council's Gourmet Gala street party, International Women's Day Symposium, Nexus Arts Interplay, the SA Refugee Week Youth Poster Awards Exhibition launch and a variety of forums.

Sport and Recreation

In 2020 the AMRC worked closely with local and state clubs to create opportunities for refugee and migrant communities to participate in various sports including new initiatives in cricket and women's football. With Adelaide United Football Club we looked at the issues for new arrival communities and where Adelaide United could strategically assist. We distributed a large number of footballs and team kits to a wide range of communities courtesy of the Football Federation of South Australia (FFSA).

THE AMRC, in partnership with the Naracoorte Council, the Limestone Coast Multicultural Network and local clubs, ran the increasingly popular Soccer Carnival which this year had the full participation of eighteen teams from the Limestone Coast Region.



MRC Works – Training and Employment

MRC Works is the registered training arm of the Australian Migrant Resource Centre (AMRC). It links with AMRC client services and programs by providing and delivering accredited and non-accredited training tailored to staff, volunteers and clients in order to support professional development and employment pathways. In 2020 we provided accredited and non-accredited training to industry and employer groups, especially to frontline workers and to young people. Over the calendar year, because our specialist services increased in number, we were able to increase staff by twenty percent as well as take on fifty percent more trainees and provide training to over 250 TTL women and volunteers. We registered over a hundred students in non-accredited and AMEP accredited training. Through formal projects, industrial networks and collaborating employers we estimate we have gained employment for over 160 youth, women and other workers.



Community Support Workers

Over the past year the AMRC recruited a workforce now matching core staff numbers to total over fifty Community Support Workers from over forty diverse cultural and linguistic backgrounds. These workers meet the criteria of high standard of skills, legal industrial knowledge and compliance and qualifications and experience. The workers are the front line in our aged care, NDIS, crèche and family support programs and are supervised by senior case managers. The AMRC provides regular, compliant-specific training as well as structured on-board induction (classroom and practically-based) covering topics such as the clinical diagnosis of clients, job roles and responsibilities, codes of conduct and values, human resource and reporting procedures.

During the COVID-19 period, all our community support workers completed a range of compliant online infection control trainings. Moreover, information with regards to infection control protocols and COVID-19 symptoms were constantly updated to our workers to ensure they were able to educate our clients and their families, provide the required supports in a context that is understood by clients and also help to identify any early health issues in the community. To further safeguard our clients, all our community support workers were provided with personal protective equipment to ensure a high level of protection for both groups.

Over 50% of these very valuable workers were recruited from our own employment and training programs, Launch Into Work (LIW) and Try Test and Learn (TTL), as well as from our volunteer program. Most are women with small children who want to work, but with flexible working hours that accommodate their family responsibilities. As essential front line workers they need to be congratulated for keeping themselves, our clients and their families and communities safe in this unpredictable year.



Women's Employment into Action: Try, Test and Learn

Women's Employment into Action (WEIA) is one of several AMRC initiatives to encourage refugee and migrant women in Adelaide to pursue education and employment participation pathways that are flexible in accommodating their family responsibilities.

The WEIA program, supported by the Try, Test and Learn Fund, is an initiative of the Australian Government Department of Social Services. The project aims to address issues hindering refugee and migrant women from entering the workforce and to provide them with the opportunity to break cultural stereotypes, explore potential employment pathways and develop skills around networking, personal growth and engagement in the care industry. Intensive case management, including mentoring through different phases were a hallmark of the project. All participants were supported to find employment and were linked with an aged-care or disability-care service provider to undertake work experience or undergo further training. All host workplaces were offered free cultural awareness training.

One hundred and ten women participants engaged with the program and despite the challenge of COVID-19 we were still able to progress forty-three women into employment, thirty-one to receive the Certificate III in Individual Support and another ten to pursue further education. Twenty-six who started midway through the program are in the process of work experience, job searching, volunteering and further training pathways. The evidence from this project highlights that flexible and intensive support for women to pursue training and other pathways to employment have had innumerable benefits for them, their families, and communities. Moreover, success for these women, particularly for those who gain employment, is multilayered, but not only for those women. In many cases where women previously were experiencing significant social isolation, they now had work options as well as networks that would relieve some of the burden of family responsibilities for caring for children, the elderly and disabled members. Women in employment are achieving financial independence and meaningful work gives them a sense of self-worth as productive members of society. The program has also reinforced the need for many women to enter and/or finish AMEP English language training. A significant number could not be registered in TTL and instead have been enrolled in the AMEP/AMRC Accredited English Language Program.



Volunteer, Work Placement and Traineeships

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

Currently, AMRC registered and trained volunteers are actively involved in supporting specific services, clients and projects and in assisting with the coordination and management of events such as the Youth Forum and Roundtables, International Women's Day Forum, Community Leaders forums, Crèche Support, Parenting workshops, English for Understanding Civic Responsibilities and Australian Values sessions, Study Group for Young People, and cultural awareness presentations at schools and networks. The volunteer program was interrupted during COVID-19 restrictions however volunteers were subsequently engaged and inducted and have played a vital role since restrictions were eased. Some outcomes from the program include four participants successfully obtaining full time jobs in aged care and in community services. Six participants having been engaged as bilingual workers and seven participants as crèche support workers, with others having successfully registered for further studies in 2021.

All volunteers received training and thus gained a better understanding of the roles and responsibilities of volunteers prior to their engagement in the AMRC's programs and services. They were also exposed to practical experience in an Australian workplace, gained a greater understanding of industrial requirements and thus were able to build their skills yet, just as importantly, were able to contribute their multilingual and cultural skills to the AMRC's volunteer program. Unfortunately, due to the cancellation of our end of year forum, we were not able to publicly acknowledge their invaluable contribution to our work. The program continued to take relevant tertiary student placements as well as six trainees across the metropolitan and regional service outlets.

Connecting Job Seekers with Employers

In 2020 the AMRC increased collaborations with individual employers both in metropolitan and regional areas. At various AMRC locations there were a number of sessions held with employers on the topics of getting job ready, what employers are looking for, applying for a job and employment pathways and opportunities. Through our advocacy more and more employers are engaging with refugee and migrant communities and offering employment opportunities. Some of the opportunities offered this year included at the Bend Motor Sport, JBS Bordertown, Thomas Foods International, SA Mushrooms, Sundrop Farms and other local farms and orchards. Employment was organised in the electrical, construction, hospitality, forestry, cleaning, aged care and disability industries.

Youth Career Pathways

Initiatives were developed to support young migrants and refugees in their career options and job searches. These initiatives included a number of round tables and forums on career pathways and netted into partnerships with the three SA Universities, TAFE SA and the Department of Innovation and Skills. The aims were to set up support systems for young people to access information on career pathways, to develop actual pathways and to identify employment opportunities and the industries which will be in demand over the next three to five years. We partnered with the Adelaide Institute of Hospitality and the United Nations Association of Australia to provide opportunities for young people to engage in the hospitality industry that could lead to apprenticeships and further career pathways into education. The AMRC and its partners is organising a Youth Symposium to be held in January 2021 to further initiatives.

Adult Community Education Program

In 2020 the AMRC continued to deliver the Adult Community Education (ACE) program in Mt Gambier. This program focuses on the development of foundation skills in computing for settlement and employment, with twenty new arrival clients in Mt Gambier. The AMRC in regional areas continued to offer community-run English language programs, covering language and life skills, cultural immersion activities, women's health issues and community interaction. After the COVID-19 hiatus, and with warmer weather at the end of the year, the volunteers invited women for much needed excursions around and out of towns.

AMEP/AMRC Accredited English Language Program

The long term TAFE SA AMEP and AMRC partnership organised accredited English language classes in all MRCs, across metropolitan and regional South Australia, taking advantage of the new eligibility requirements for participants. Over one hundred women registered for classes to assist their employment pathways. This came as a result of many women in particular who had stopped English classes due to family care responsibilities or who had finished the allocated hours and could not engage in other training. The women wanted something to be delivered in a familiar environment and to be able to improve their skills and future involvement in training and employment. The AMRC supported women with foundation skills to further study, to access the free crèche and to engage in English language conversation as a pathway to support community engagement, especially for isolated women in regional areas.

Cert II in Food Processing

In partnership with TAFE SA, the AMRC engaged women and young people to complete a Certificate II in Food Processing with job opportunities as baker's assistants across a variety of sectors. Both the participants and the teacher really enjoyed the course which included components of diverse food knowledge from across different cultures.

Teacher at TAFE SA: "I can honestly say both Certificate II groups were amongst the most rewarding I have had during my teaching career – so motivated and diverse. They were an absolute pleasure".

Training Information and Resources

The development of a Multilingual Telephone Services (MTS) during COVID-19 reduced face-to-face contact with clients, other services and community supports by providing most services by phone using multilingual staff. This was initiated to minimize risk to vulnerable client groups and staff during COVID-19. The AMRC's multilingual telephone service was available seven days a week with after-hours numbers and an emergency helpline circulated to the whole of South Australia, including through print, community networks and online advertisements on social media. Over 3,000 services were provided through this method from April to June. The service was critical in regularly connecting and monitoring the wellbeing status of our clients who were not being provided face-to-face essential services, but nevertheless were experiencing fear, anxiety and isolation. Multilingual videos were produced to target ten different language groups including Burmese, Dari/Hazaragi, Farsi/Persian, Arabic, Nepali, Swahili, Vietnamese, Pashto, Chinese and Karen.

In collaboration with SA Health we validated translated COVID-19 information in ten different languages and helped to circulate these. Regular updates on pandemic developments were circulated to communities and were used for training staff and volunteers. Feedback was also provided to SA Health and DHA regarding the impact of COVID-19 on our client groups.

Cultural Awareness Training

The AMRC delivered a number of Cultural Awareness Training workshops to various mainstream providers including the disability, aged care and housing sectors and to public schools. The feedback from participants included,

"a much better understanding of how to communicate with other cultures" and "the training opened my eyes to aspects of cultural differences I hadn't even considered previously".



Advocacy, Research and Service Development

The AMRC contributes to public policy and service development through collaboration with partners and through our participation on various committees, in roundtables and public forums, including through the convenorship of them. We also partner academic research which is relevant to service understanding, planning and development.

Research Partnerships

The AMRC has partnered and participated in a number of research initiatives including:

- Re-building Life After Migration: Settlement Experiences of Refugee and Migrant Youth, an international research partnership between Australia, Canada and the USA including the University of South Australia, Newcomer Centre of Peel, Institute for Multicultural Counseling & Education Services, University of Adelaide, University of Technology Sydney, AMRC and MYSA
- The report, Pathways to Active Citizenship: Refugee youth and their transition from school to further education, training and employment, with University of South Australia, School of Psychology, Social Work and Social Policy, the University of Adelaide, Australian Population and Migration Research Centre, AMRC and MYLSA which was launched in early 2020
- The report, Living and Working in Regional South Australia: a Case Study of Three Towns, with the Hugo Centre for Population and Housing, the University of Adelaide, Office of the Commissioner for Children and Young People and the AMRC which was launched in both Naracoorte and Murray Bridge in the first half of 2020
- The research, Culturally and Linguistically Diverse (CALD) Older South Australians: Research on Self-Reported Risk & Risk Management Strategies in COVID-19, with Flinders University, Flinders Rural Health SA and the AMRC is ongoing
- The research report, Communicating Settlement: Building Australia's Capacity to Address Critical Information Deficits and Risk Amongst New Migrant and Refugee Populations, with the University of Adelaide, Department of Media and partners, SCOA and the National Ethnic and Multicultural Broadcasters' Council (NEMBC) has been lodged with the ARC
- The project, Refugee Women and Work, with Flinders University, the University of Adelaide and the AMRC is ongoing.

Partnership Forums and Roundtables

The AMRC convened, collaborated, presented and/or participated in, a number of forums and roundtables, including those listed below:

- Emergency Relief: South Australian Coordinating Group
- Roundtable on women's economic security and leadership, hosted by the Minister for Women, Senator the Hon Marise Payne
- Multicultural sector briefing and roundtable discussion regarding the novel coronavirus, hosted by the Hon Steven Marshall MP, Premier of South Australia, and the Hon Jing Lee MLC, Assistant Minister to the Premier
- Domestic, family and sexual violence virtual roundtable, hosted by Hon Michelle Lensink MLC, Minister for Human Services, and Ms Carolyn Power MP, Assistant Minister for Domestic and Family Violence Prevention
- AMRC and SCOA consultation on the AMEP
- An International Women's Day Forum, in partnership with CMRW focussing on achievements of refugee and migrant women living in SA
- Australian Electoral Commission Education Review Consultation
- A wide range of forums, consultations and webinars in relation to the impact of COVID-19 on settlement providers and communities
- Presentation to the CALD community and healthcare providers forum organised by the Health Advisory Council (HAC) on a multilingual resource plan for CALD communities in Mt Gambier
- Presentation to Adelaide University law students on Careers in Social Justice, convened by the Social Justice Committee, Adelaide University Law Students Society.



Committee Convenorship

- Connecting Settlement and Community Services (CSCS) - Adelaide and Regional
- Council of Migrant and Refugee Women of SA (auspiced)
- Migrant Communities Can Do: Migrant Communities and Disabilities Network
- MRC Works RTO Quality Assurance Committee
- Multicultural Youth Link (auspiced)
- Murraylands Multicultural Network (Murraylands MRC auspiced)
- Limestone Coast Multicultural Network
- SA Refugee Week Coordinating Committee

Committee Representation

- ACCSA Management Committee
- Adelaide Secondary School of English: Board of Council
- Adelaide Secondary School of English: Finance Advisory Committee
- DHA SA Settlement Planning Group
- DHS Centrelink Multicultural Network in Adelaide
- DHS Centrelink Network in the North
- Electoral Commission SA Committee: CALD Communities
- Emergency Relief Network
- Equal Opportunity Commission: Stop Racism Taskforce
- Harmony Alliance: Migrant and Refugee Women for Change Governance Committee
- HSP Subcontractors Committee
- MECCSA Management Committee
- Migration Council of Australia: SETS Community of Practice
- Multicultural Cricket Advisory Committee SA
- Palliative Care South Australia
- SA Ambulance Community Advisory Committee
- SCOA Board and Executive
- Settlement Action Network
- Women's and Children's Hospital Health Network
- Working Women's Centre Management Committee

Service Development and innovation

Highlights from 2020 have included:

- A resource package, including video and printed multilingual material for COVID-19, working directly with SA Health and the implementation of the multilingual telephone service
- An extension to the Test, Try and Learn: Women's Employment into Action project, including an increase in participants
- Accelerated career pathways for young people through the hospitality and food industry
- Working with women at risk to ensure health, wellbeing and connectedness in both metropolitan Adelaide and regional South Australia
- The AMEP/TAFE SA partnership agreement for a suite of English classes in both metropolitan Adelaide and regional areas with over one hundred women registered
- Working with SCOA to develop a governance toolkit for organisations supporting migrant and refugee communities in Australia, to be launched in 2021
- A new ILC project creating connections between people with a disability, their communities and services and defining innovative ways to increase independence and social and community participation for people with a disability.

Acknowledgements

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Lene Zefi



Community Support Staff

Krishna Adhikari
 Rana Al-Katrane
 Julie Alcantara
 Avin Anver
 Zainab Anwari
 Purna Bahadur Basnet
 Naina Kala Bhatara
 Yogu Maya Bhatara
 Robin Chhetri
 Vel Hlai Thluai Cin Zah
 Sui Hlawn Cinzah
 Tluang Chin Par Cinzah
 Geeta Dahal
 Sree Dar
 Ishwara Dulal
 Mary Jane Faulkner
 Zahra Gharjestani
 Fariba Gholami
 Abeba Girmay Giday
 Carolina Gray
 Sumiya Habibi
 Freda Hlawn Ching
 Delfina Hobson
 Ciin Sian Huai
 Helen Hughes

Thidung Huynh
 Roqia Karemi
 Bhim Maya Khadka Chhetri
 James Khadka
 Rup Khadka
 Bawi Thawng Khamh
 Khential Khential
 Claude B Kulimushi
 Lal Din Thari Lal
 Min Li
 Van Long Ly
 Agum Isaac Denyuon Madeem
 Anita Magar
 Chhali Mainali
 Januka Mahji
 Elvira Malimban
 Bunrath Mann
 Barbara Lorraine Minge
 O Mohammad Mohammad
 Dil Bahadur Mongar
 Odette Mukanana
 Thi Thanh Phuong Nguyen
 Jesika Nyiramaana
 December Paw
 Kumari Rai

Januka Rimal
 Tila Rimal
 Rose Safi
 Hei Chri Say
 Jollibee Simmons
 Phary Soeur
 Bhadri Maya Subedi
 Devi Subedi
 Rosy Suimen
 Keshang Tamang
 Kausila Thapa
 Thim Ding Tuimuk
 Tum Eng Tum Eng
 Arianne Whittlesea
 Nelly Neema Zahinda
 Talib Hussain Zakeri
 Ahmed K M Zandaanin
 Tanzila Zia

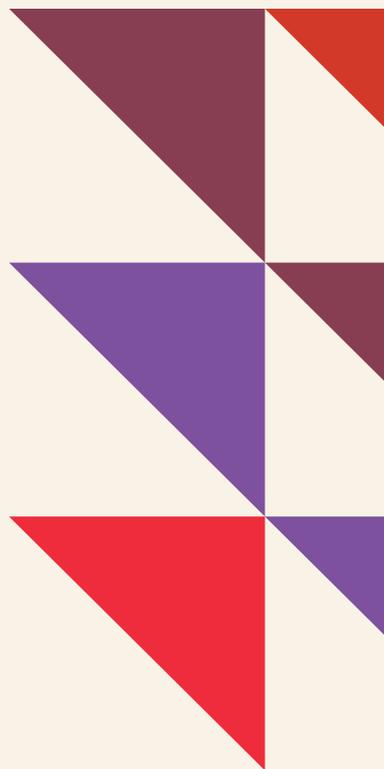


Member Organisations

- Adelaide City Care
- African Students Council of South Australia (ASCSA)
- Ahmadiyya Muslim Association Australia
- Ahwazian Community of SA
- Armenian Cultural Association of South Australia Inc
- Association of Ukrainians in SA Inc
- Australian Unitarian Druze Community SA
- Baba Gur Gur Community Australian Turkman Association Inc
- Bhutanese Australian Association of South Australia (BAASA)
- Bosnia & Hercegovina Council of SA
- Bosnia & Hercegovina Muslim Society in SA
- Buddhist Compassion Relief Tzu Chi Foundation Australia Inc.
- Congolese Community of SA
- Eritrea Community Inc in SA
- Eritrean Muslim Community Inc
- Ethiopian Community Association Inc South Australia
- Filipina Network SA
- Filipino Aged Care of SA
- Filipino Settlement Coordinating Council of SA
- Hungarian Caritas Society in SA Inc
- Igbo Community of SA
- Iranian Women Organisation SA Inc
- Iraqi Sports Association of SA Inc
- Iraqi Women's Voice of SA
- Islamic Society of SA
- Ivorian Community Association SA Inc
- Kurdish Australian Association of SA
- Liberian Community of South Australia
- Muslim Women's Association of SA
- Persian Cultural Association of South Australia (PCASA)
- Riverland Multicultural Forum
- Serbian Australian Senior Citizen Club Inc
- Sierra Leonean Women's Association
- SLAVA Ukrainian Cultural Centre
- South Australian Bangladeshi Community Association (SABCA)
- South Sudanese Australian Connection of SA Inc (SSACOSA)
- Tatar Bashkurt Association In Australia Inc
- The Association of the Burundian Community of SA
- The Croatian Club Adelaide Inc
- Turkic People Association of Australia
- Uganda Community of South Australia (UCOSA)
- Uzbek Association of Australia
- Vietnamese Community in Australia/SA Chapter
- Zomi Community Adelaide (SA)

Associate Members

- Laura Adzanku
- Anna Cheung
- Florina Fernandes
- Kris Hanna
- Andrew Hill AM
- Elizabeth Ho OAM
- Eva Kannis-Torry
- Honourable Chief Justice Christopher Kourakis
- Stan Lewinski
- Mabok Deng Mabok Marial
- Alexandra Parken
- Hussain Razaiat
- His Honour Judge Rauf Soulio
- Lisa Teburea
- Jacinta Thompson
- Eugenia Tsoulis OAM
- Erika Vickery OAM
- Matthew Woodward
- Evelyn Yap
- Denis Yengi





Volunteers

Adelaide Metropolitan
 Iman Abdalmahmoudabi
 Zainab Abubaker
 Oma Adhikari
 Krishna Adhikari
 Elisabeth Aguilera
 Sara Al Farhan
 Wissam Al Farhan
 Fatima Ali
 Osman Salah Ali
 Feryl Alsharee
 Ameyo Elizabeth Ameganvi
 Alia Azimi
 Asha Basnet
 Dhan Maya Basnet
 Juna Devi Bhattarai
 Nirmala Sigaude Biswakarma
 Bakti Maya Bista
 Ganga Maya Bista
 Meena Kumari Biswa
 Joan Boylan
 Sushanta Chapagai
 Thluai Khen Mual Cin
 Bishnu Dahal
 Bishnu Maya Dahal
 Khina Dahal
 Yani Dahal
 Renuka Dhangana
 Raghad Hassan Dib
 Greg Donovan
 Tian Gao
 Andrew Hill
 Leila Hosseini
 Dil Kumari Karki
 Petra Kelly
 Neda Pour Ahmari Kermani
 Madan Kumari Khapangi
 Maya Khatiwada

Saraswati Khatiwada
 David Dennis King
 Prem Kumari Koirala
 Hongyi Liang
 Dr Mohammad Lotfollahi
 Krishna Luitel
 Akhtar Mostaghim Marvasti
 Mobaraka
 Berivana Mohamed
 Ni Ci Kheng Mual
 Mussarat Mubarak
 Sabaratnam Nadarajah
 Nasrin Naderi
 Thang Khan Khual Naulak
 Daw Ni
 Jane Nyaketcho
 Abaro Omot Omot Ojwato
 Arezou Parsa
 Chali Pokheral
 Deepa Rai
 Chitra Rimal
 Uzair Safi
 Sophia Saidi
 Shamsolok Salari
 Fatima Salihi
 Chuni M Shankhar
 Matengbeh Varmuyan Sheriff
 Roshni Subba
 Ni Sui
 Purni Maya Tamang
 Lian Thang
 Thim Dim Tuimuk
 Maria Van Gangelen
 Paul Van Gangelen
 Christa Walkinshaw
 Job Zahinda
 Zahra

Regional

Farahnaz Afzali
 Mastora Ataie
 Eman Atif
 Meredith Beck
 Barbara Burgemeister
 Deanne Butler
 Pauline Byllaardt
 Peter Doelle
 Gwen Fisher
 Kate Fry
 Lorna Gilmore
 Maria (Joy) Goodridge
 Merrawyn Hansen
 Jo Hart
 Kirsty Ilevins
 Colleen James
 Natalie Kennedy
 Barbara Minge
 Lesley Murray
 Kerry Nitschke
 Tarnya Parken
 Jennie Say
 John Scarvelis
 Carole Thomson
 Sue van der Veen
 Jennifer von Stanke
 Beijing Zhu

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 2020. We look forward to working with you in 2021. We apologise if we have omitted anyone.



Aabed Bakhsh Physio

ABC International Translating and Interpreting Services

ABLE

ac.care

Adelaide City Council

Adelaide City General Practice

Adelaide Festival Centre

Adelaide Fringe

Adelaide Institute of Hospitality

Adelaide Secondary School of English

All Driver Training Solutions

AMEP English Language Services, TAFE SA

AMES Australia

Anglicare SA

APM Employment Services

Arise Psychology

Australian Bureau of Statistics

Australian Comfort Living

Australian Electoral Commission

Australian Government Department of Child Protection

Australian Government Department of Home Affairs

Australian Government Department of Human Services

Australian Government Department of Social Services

Australian Red Cross

Australian Refugee Association

Australian Taxation Office

Australian Workplace Training

Autism SA

Back on Track

Bagster Community Centre

Balance Home Services

Baptist Care

Barossa Hills Fleurieu Local Health Network

Bendigo Bank

Bensons Radiology, Mount Gambier

Birthline

Boandik Aged Care

Boosting the Local Care Workforce Program

Bordertown High School

Burnside Medical Centre

Business SA

Cara

Career Employment Group

Carol Murray Children's Centre

Catherine House

Centacare

Centrelink

Chest Clinic

Child and Adolescent Mental Health Services

City of Adelaide

City of Charles Sturt

City of Marion

City of Onkaparinga

City of Playford

City of Port Adelaide Enfield

City of Salisbury

City of Tea Tree Gully

City of Unley

City of West Torrens

Communicable Diseases Control Branch

Community Access and Services SA

Community Allied Health

Community Assist

Community Care Network

Complete Real Estate

COMREC

Construction Industry Training Centre

Country Health Connect, Limestone Coast

Country Health SA Local Network

Deaf Can do

Developing Links

Develop Therapy Services

Disability Employment Hub

Disability Advocate SA

Dental Services SA

Diabetes SA

Disability Employment Hub

District Council of Grant

Early Childhood and Child Care, Department of Education and Training

Elders Real Estate

Enable Plan Management

Equipment4living

Federal Member for Barker, Tony Pasin

Ferrers Medical Clinic



Feros Care

 First National, Mount Gambier

 Flinders Hospital

 Flinders University

 Foodbank SA

 Football Soccer South Australia

 Four Reasons Why

 Frank Kaiser Properties

 Gordon Education Centre

 Gateway Housing

 Geared 2 Drive

 Good Prospect Psychologist

 Good Shepherd Australia & New Zealand

 GTE (Group Training Employment) Mt Gambier

 Guide Dogs

 Hawkins Medical Clinic

 Headspace

 Hearing Australia

 Heart and Vascular Institute

 Helping Hand

 Hepatitis SA

 Highline Hardware

 Holmesglen Insitute

 Homecare Plus, Mount Gambier

 HomeStart Finance

 Housing SA

 Hugo Centre for Population and Housing

 HyCare

 JBS Australia

 Jim's Cleaning

 Jim's Mowing

 Job Prospects

 Julia Farr Purple Orange

 Karista

 Kinraig Medical Clinic

 Kevin Paisley Optometrists

 Legal Services Commission

 Liberty Speech

 Lifeline Australia

 Lighthouse Disability

 Limestone Coast Community Justice Centre

 Limestone Coast Local Health Network

Limestone Coast Multicultural Network

 Limestone Coast Training

 Limestone Coast Volunteer Service

 Limestone Hearing Care and Speech Therapy

 LJ Hooker Real Estate

 Lutheran Community Care

 Lyell McEwin Hospital

 Madec Australia

 Magdalene Centre

 Malseeds Real Estate

 Maxima Employment Services

 Medicare Australia

 Independent Member for Mount Gambier, Troy Bell

 MEGT

 MGA Insurance Brokers

 Michelle de Garis Kindergarten

 Migration Council of Australia

 Minda Incorporated

 Mission Australia

 Monarto Safari Park

 Morella Community Centre

 Mount Gambier City Council

 Mount Gambier Fringe

 Mount Gambier High School

 Mount Gambier Hospital

 Mount Gambier North Primary School

 MPOT

 Multicultural SA

 Murray Bridge City Council

 Murray Bridge Early Learning Centre

 Murray Bridge High School

 Murray Bridge North School

 Murray Mallee Community Health Service

 Murraylands Multicultural Network

 Muslim Women's Association of SA

 My Aged Care

 My Life My Way

 My Plan Manager

 Myriad International Consulting Services

 Naracoorte Child Day Care Centre

 Naracoorte Diversity Hub

 Naracoorte High School

 Naracoorte Lucindale Council

Naracoorte Public Library
 Naracoorte South Primary School
 NDIA: Strategic Communications and Engagement Branch
 National Disability Insurance Scheme - LAC Partners
 National OT
 Northcare Physio
 Northern Area Multicultural Women's Network
 Northern Community Mental Health Service
 Northern Domestic Violence Services
 Northern Volunteering (SA)
 Northern Women's Community Health Centre
 Novita
 Oasis Community Children's Centre
 OPSM
 Ottoson Partners Real Estate
 Palliative Care South Australia
 Paralowie High School
 Parenting SA
 Parents Next Programs
 Physio Inq
 Pinnacle College
 Plantation Treated Timber
 Playford Aquadome
 Primary Industries and Regions SA
 Prostek
 Psychology SA
 Refugee Health Service
 Regional Development Australia, Murraylands and Riverland
 Regional Development Australia, Limestone Coast
 Regional Workforce Management
 Rehab Solutions
 Relationships Australia
 Remedy Health Care
 Rotary Club of Adelaide
 Rotary Club of Bordertown
 Rotary Club of Mobilong
 Rotary Club of Mount Gambier
 Rotary Club of Mount Gambier West
 Rotary Club of Murray Bridge
 Rotary Club of Naracoorte
 Rotary Club of Salisbury
 Royal District Nursing Service of SA Ltd (RDNS)

SA Ambulance
 SA Health
 SA Pathology
 SA Police
 SA Water
 Safe Work Practice
 Safe Work SA
 Saint Martin College
 SAL Real Estate
 Salisbury High School
 Salisbury House Medical & Dental Centre
 Salisbury North Primary School
 Salisbury Primary Health Care Service
 Salisbury Primary School
 Salisbury Stitches Club
 Salvation Army, Bordertown
 Salvation Army, Mount Gambier
 Salvation Army Parent Net, Ingle Farm
 SCOSA
 Service SA
 Settlement Council of Australia
 Sir Robert Helpmann Theatre
 Skills SA
 Skylight Mental Health Services
 Skills for Jobs in Regions
 Softycare Pty Ltd
 Soroptimist Club of Mount Gambier
 South Australian Department for Child Protection
 South Australian Department for Education
 South Australian Department for Industry and Skills
 South Australian Migration Museum
 South East Regional Community Health Service
 St Augustine Parish Community Hub
 St Vincent de Paul Society
 St Louis Aged Care
 Stand Like Stone Foundation
 Sundrop Farms
 Supercraft Bedding
 Sureway Employment
 Surf Life Saving SA
 STARS
 TAFE SA
 Talking Matters
 Tatchilla Lutheran College

Tatiara District Council
 Tatiara Medical Centre
 Tatiara Multicultural Network
 Tenison Woods College
 Teys Brothers
 The Advertiser
 The Border Watch
 Thebarton Senior College
 The Hawke Centre
 The Smith Family
 Thomas Foods International
 Trees for Life
 Underdale High School
 United Nations Association of Australia, SA Branch
 Uniting Abilities
 Uniting Communities
 Unity Housing
 UniSA Creative
 University of Adelaide
 University of South Australia
 Variety the Children's Charity SA
 Vicki Quinn Real Estate
 Vietnamese Community in Australia SA Chapter Inc
 Volunteering SA/NT
 White Ribbon Australia
 Wise Employment
 Women in Business, Regional Network
 Women's Safety Services SA
 Women's and Children's Health Network
 Women's and Children's Hospital
 Women's Health Statewide
 Women's Legal Service (SA)
 Working Women's Centre
 Workskil Inc, Salisbury
 YMCA
 YMCA Exercise Physiology
 Your Health in Mind
 Zonta International





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, especially in this past unpredictable year. We also thank many individuals and organisations for their invaluable donations of money, goods and/or in-kind support.

2020 Refugee & Asylum Seeker Toy Drive

Australian Community Foundation

Australia Relief Organisation

Australia Wide Recyclers

Balabala Laser Clinic

Delsi Pozza

Dil Kumari Karki

Four Reasons Why

Kamina Hill

Hutt Street Day Centre

Janet Miles

Julian Mattay

Laura Adzanku

Meena Biswa

Moose Toys

Nar Maya Ghaley

Peter Jensen

Pinnacle College

Poppy Cumiskey & Richmond Primary Students 23 P

Rosie King

Rotary Club of Adelaide

Rotary Club of Mount Gambier

RSPCA

Sara Savage

St Martins Lutheran College

Sofi Ospina

Sonia Jamieson

Soroptimist International Mount Gambier

Tong De Association of South Australia

Umakumari Nadarajah

Variety the Children's Charity South Australia

We're Open

ZONTA international



Treasurer's Report and Financial Statement

I would like to recommend the audited statements from Di Nino & Co Chartered Accountants for the 2019 – 2020 financial year which highlight an increase in funding due to support from the state and commonwealth governments during the COVID-19 period.

We have received funding from:

- Department of Home Affairs
- Department of Social Services
- Department of Education
- Department of the Premier and Cabinet
- Department of Human Services
- Department of Health
- National Disability Insurance Agency

Thank you also to all the philanthropic organisations and individuals who have donated to the AMRC's work.

Funding was used for:

Staff salaries	\$4,912,647
Services and program costs	\$777,654
Administration and infrastructure costs	\$620,420

I would also like to recommend that the AMRC procure auditing services from Di Nino & Co Chartered Accountants for the period 2020 - 2021.

Accordingly, I would like to move a motion that the Treasurer's Report and the recommendation to procure auditing services from Di Nino & Co Chartered Accountants for the period 2020 - 2021 be accepted.



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

Tung Shen Chin
Treasurer

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

Financial Statements for the year ended 30 June 2020

Income and Expenditure Statement for the Year ended 30 June 2020

Income	2020
Receipt of Program Grants from:	
- Department of Home Affairs	
- Status Resolution Support Services (SRSS)	3,051,828
- SETS - Client Services	
- SETS - Community Capacity Building	
.....	
- Department of Social Services	
- Try Test and Learn	
- Emergency Relief	825,133
- Bushfire Relief	
- COVID-19 Relief	
- Creche - BBF	
.....	
- Department of Health	
- Home Care Program	829,998
- Community & Home Support Program (CHSP)	
.....	
- National Disability Insurance Agency (NDIA)	
- ILC - Information, Linkages & Capacity Building	1,666,248
- ILC - Jurisdictional Based Grants	
- National Disability Insurance Scheme (NDIS)	
.....	
- National Disability Insurance Agency (NDIA)	
- Core Activity Project	115,000
.....	
- Receipt of Program Income from:	
- AMES Australia - Humanitarian Settlement Program	303,809
- Community Support Program (CSP)	365,364
- Other Grants	213,566
- Other Income	366,179
.....	
Total Income	7,737,125
Expenditure	
Payments and Accrual of Expenses for:	
- Salaries & On Costs	4,912,647
- Other Program Costs	777,654
- Administration, Facilities & Utilities	620,420
.....	
Total Expenditure	6,310,721
.....	
Change in Net Assets Resulting from Operations	1,426,404
.....	

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

Financial Statements for the year ended 30 June 2020
Consolidated Balance Sheet as at 30 June 2020

2020

Members' Funds and Reserves

Retained Earnings	13,605,921
Reserves	
- Reserves for Facilities Redevelopment/ Refurbishment	1,050,000
- Redundancy Reserve	1,115,716
- IT upgrade Reserve	200,000
- Refugee Assist Fund Reserve	100,000
Total Members' Funds and Reserves	16,071,637

Represented by:

Current Assets

Cash at Bank	11,830,820
Debtors	201,196
	12,032,016

Non Current Assets

Land & Buildings & Improvements	6,830,378
Plant & Equipment	23,718
Motor Vehicles	33,123
	6,887,219

Total Assets

18,919,235

Current Liabilities

Creditors & Payroll Liabilities	281,289
Accrued Expenses	15,500
Employee Entitlements	371,657
CPP Client Bond/Migration Advice	145,336
Program Balances carried forward	1,125,399
	1,939,181

Non Current Liabilities

Provisions	525,000
Employee Entitlements	383,417
	908,417

Total Liabilities

2,847,598

Net Assets

16,071,637

Financial Statements Declaration for the year ended 30 June 2020

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:

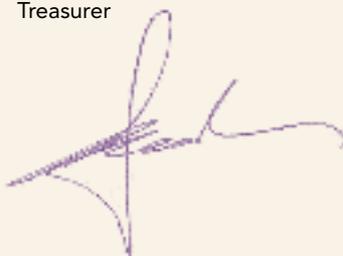
This declaration is made in accordance with a resolution of the Board.

The accompanying financial statements and notes of the organisation as at 30 June 2020:

- a) present a true and fair view of the organisation's financial position as at 30 June 2020 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.



Tung Shen Chin
Treasurer



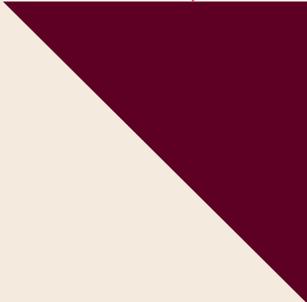
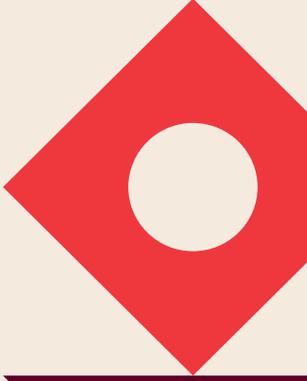
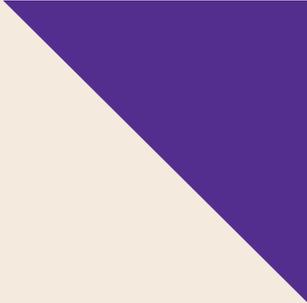
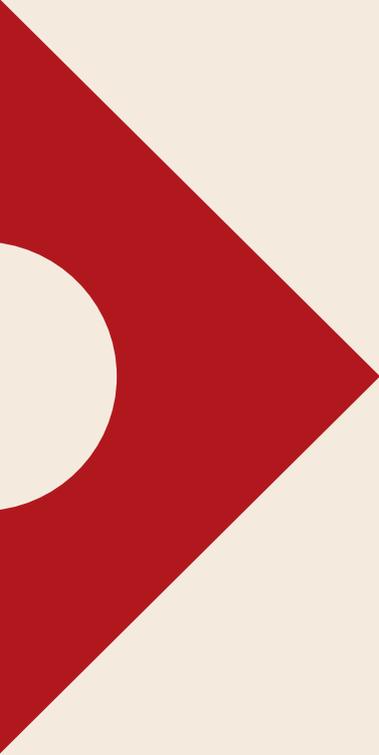
Judge Rauf Soulio
Chairperson

Dated the 16th day of September 2020

Acronyms and Abbreviations

ACCSA	African Communities Council of SA
ACE	Adult Community Education
AIAP	Access and Inclusion Advisory Panel
AMC	Adelaide Multicultural Centre
AMEP	Adult Migrant English Program
AMRC	Australian Migrant Resource Centre
APO	Approved Proposing Organisation
ATO	Australian Taxation Office
BMRC	Bordertown Migrant Resource Centre
CALD	Culturally and linguistically diverse
CHSP	Community Home Support Program
COP	Communities of Practice
CMRW	Council of Migrant and Refugee Women of SA
CSCS	Connecting Settlement and Community Services
CSP	Community Support Program
DFV	Domestic and Family Violence
DSS	Department of Social Services
DHA	Department of Home Affairs
ER	Emergency Relief
FRSA	Family and Relationship Services Australia
HSP	Humanitarian Settlement Program
ILC	Information, Linkages and Capacity Building
IWD	International Women's Day
LCMN	Limestone Coast Multicultural Network
LIW	Launch into Work
MECCSA	Middle Eastern Communities Council of SA
MMRC	Murraylands MRC
MP	Member of Parliament
MRC	Migrant Resource Centre
MTS	Multilingual Telephone Service
MYLSA	Multicultural Youth Link South Australia
MYSA	Multicultural Youth SA
NAMRC	Northern Area MRC
NDIA	National Disability Insurance Agency
NDIS	National Disability Insurance Scheme
NEIS	New Enterprise Incentive Scheme
NEMBC	National Ethnic and Multicultural Broadcasters' Council
NGO	Non Government Organisation
PEG	Parent Easy Guide
PV	Protection Visa
SA	South Australia
SAPOL	SA Police
SCOA	Settlement Council of Australia
SETS	Settlement Engagement and Transition Support
SHEV	Safe Haven Enterprise Visa
SIS	Specialised and Intensive Services
SRSS	Status Resolution Support Services
TAFE	Technical and Further Education
TPV	Temporary Protection Visa
TTL	Test, Try and Learn
UNHCR	United Nations High Commissioner for Refugees
WEIA	Women's Employment into Action
WLS	Women's Legal Service
WSS	Women's Safety Services





AMRC