

# Australian Migrant Resource Centre Annual Report Jan–Dec 2021



AMRC



We acknowledge the Aboriginal peoples of this land who possess the oldest continuing cultures in human history, and take this opportunity to move forward with them, hand in hand.

### Multicultural Community Centres

Adelaide Multicultural Centre  
Bordertown MRC  
Mount Gambier MRC  
Murraylands MRC  
Naracoorte MRC  
Northern Area MRC

### Trade Names

MRC Arts  
MRC Works – Multicultural Employment Hub  
SA Refugee Week

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AMRC



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# Organisational Vision, Purpose and Values

## Our Vision

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

## Our Purpose

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





## Our Values

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

**Our passionate commitment to social justice** reflects our belief in the right of all people to have access to fully participate in society and to receive all services and opportunities available to South Australians, regardless of their age, gender, country of origin, ethnicity, religion or ability.

Our inclusive and responsive manner shapes the way we welcome everyone with whom we interact to join our community and to belong to the Australian family by assisting them to develop practical strategies and to create links that help them to meet their needs and aspirations.

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

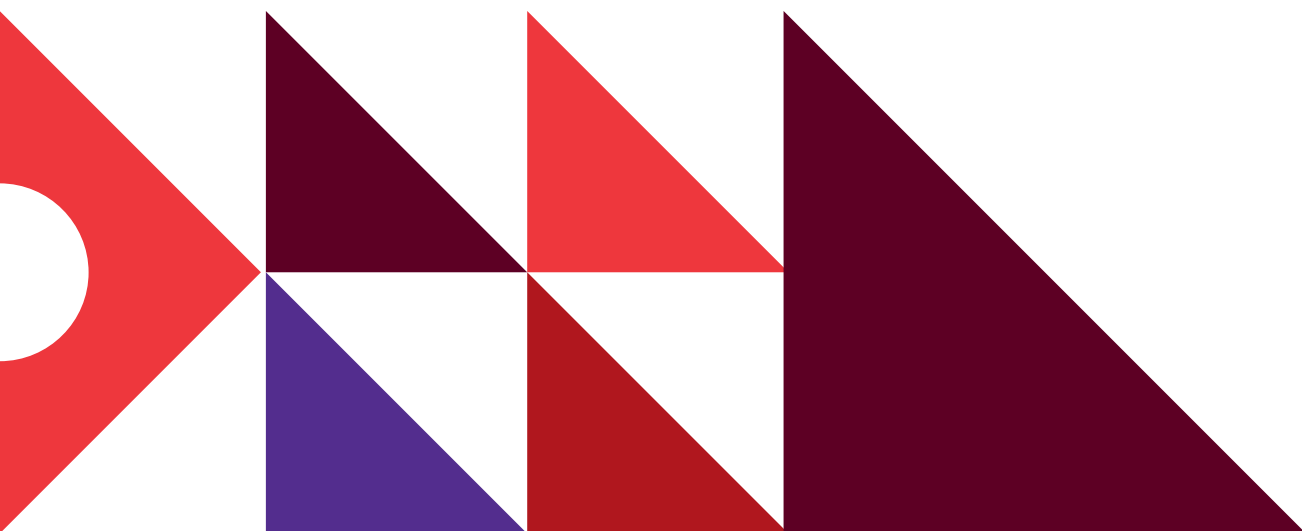
# Chairperson's Report



The COVID-19 environment has been a challenge in terms of supporting our client groups through all the fluidity and uncertainty of the COVID-19 era; lock downs, pandemic prevention, and the resulting isolation. It has however, been a time of opportunity. During this continuing process we have been able to work in partnership with our new and our established communities, to identify their specific concerns and needs and to assist them to find solutions to enable people to continue their day-to-day lives in as normal a fashion as possible.

We held our AGM and Board elections in 2020, during lockdown, and with only a minimum number of attendees. We were not able to thank our past Board members, nor congratulate newly elected members publicly. I wish to more publicly acknowledge our outgoing Board members, Florina Fernandes, Tung Shen Chin, and Dr Lillian Mwanri. I am also pleased to congratulate our new Board members for the 2021 to 2023 term and to thank them for their ongoing work.

Last year the membership of AMRC approved changes to our constitution that resulted in the ability to appoint inaugural life members, those who have, over a significant number of years, made an outstanding contribution to the AMRC.





Their knowledge and experience are a most valuable resource that AMRC needs, and will call upon. I offer our congratulations and our appreciation:

- to Florina Fernandes, for over 30 years of service as Board member, and a former Chair and Deputy Chair
- to Tung Shen Chin, for over 15 years as Board member and former Treasurer
- and to Eugenia Tsoulis OAM for over 25 years as CEO and Ex Officio Board member.

In the past year, and in between lockdowns, AMRC delivered Governance Training to 45 community leaders, developed Risk Management plans, established initiatives that addressed the communication challenges of COVID, and established an emergency response to the Afghan crisis. Our initiative especially assisted women at risk and in small and regional isolated communities. We could not have achieved so much without our partnerships with our client communities, our bilingual young people, and with collaborating organisations.

I thank our amazing staff and our volunteers. I would also like to thank and acknowledge the support of the State Government, especially the Department of the Premier and Cabinet, Multicultural SA, the Department of Human Services, and our Commonwealth funding partners, the Department of Home Affairs, the Department of Social Services, the Department of Health and the National Disabilities Insurance Agency. Thank you to our patrons, to Eugenia, to our management and other staff, to our volunteers, and to all who have played a role in our collective achievements.

Thank you.

**His Honour Judge Rauf Soulio**  
Chairperson

# Chief Executive Officer's Report



AMRC's programs are delivered from six migrant resource centres in metropolitan Adelaide and regional SA by 120 full time, part time and casual bilingual workers who between them speak over 50 languages. These staff are supported by approximately 300 volunteers. For our bilingual volunteers, the MRCs are usually their first foray into an Australian workplace, and the first opportunity to use this as a stepping stone to education, training and employment.

Many of our volunteers are recruited as employees in NDIS, Aged Care, child care and other human services, where a second language is an asset. Community volunteers provide support to our clients in English classes and social, cultural and recreational activities, and provide valuable networks towards civic and economic participation.

Our partnerships with government, both state and Commonwealth, with community groups and with other services have assisted us to be flexible and timely in addressing community needs during a time of immense change and uncertainty.

A few examples of the amazing work that AMRC staff and volunteers have achieved include:

- Identifying and registering women who previously were not eligible for accredited English classes to attend classes in our Adelaide, Northern Area, Murray Bridge, Bordertown and Naracoorte centres, by establishing the TAFESA AMEP/ AMRC partnership
- Over 200 people attend accredited and non-accredited courses at all MRCs, with access to on-site creche.
- Approximately 60 women to date have gained ongoing employment as result of the Try, Test and Learn project, which provides pre-vocational mentoring, training that leads to a Certificate III qualification, and work experience during 2020/2021.





Thanks to the SA Government for its quick and supportive responses to address our client needs in regional and metro areas during the COVID-19 environment.

These resources helped us to:

- Establish a Multilingual Telephone Service to clients during isolation and lockdown in 2021, which continues to be used by isolated workers and families that cannot travel
- Provide specific services to women and families at risk during COVID-19, and together with Commonwealth funding provide emergency relief and financial assistance
- Set up Vaccination Hubs in the Northern Area
- Fund regional services to skilled migrants not eligible for Commonwealth assistance. We look forward to the continuation of this valuable resource.

Most recently AMRC – through our long-term partnership with the Afghan United Association of SA – was able to immediately respond to literally hundreds of people accessing the MRCs and Wali-e-Asr Centre in the first week of the Afghan crisis. We established the Afghan Community Service Hub to assist Afghan clients throughout SA. The SA Government immediately recognised the need to support the Afghan community.

We continue to provide expert input and advice through numerous channels including:

- Input into state and national developments through our work with SCoA, MCA and SAMC
- Partnering with UniSA on the Life After Migration youth project, which is currently in its first phase in Australia, USA and Canada
- Partnering with the Edmund Rice Centre for Justice and Community Education, researching successful local government settlement models including Salisbury Council.

I congratulate our managers, staff and volunteers for so willingly working over and above the line of duty to improve and develop our services, in order to meet current client needs and aspirations in a changing environment; the community groups and leaders that have partnered with us and assisted our work; other service partners and collaborating organisations who are essential to our work; local, state and federal governments for their financial assistance and other support.

Thank you also to the Chair and members of the AMRC Board. Their support, advice and passion form the basis from which we collectively achieve settlement outcomes for our newest Australians - to build a place where they feel they belong. It's a privilege to work with you all.

**Ms 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 Patrons



His Excellency, the Hon. Hieu Van Le, AC  
Governor of South Australia  
(until August 2021)



Her Excellency, the Hon. Frances Adamson AC,  
Governor of South Australia  
(from November 2021)

## Patrons



The Hon. Christopher Kourakis  
Chief Justice of South Australia



The Hon. Amanda Vanstone, AO



The Hon. Robyn Layton, AO, QC

## Life Members

Florina Fernandes

Tung Shen Chin

Eugenia Tsoulis OAM

## The Board in 2021

We thank the following members of the Board for their valuable voluntary contributions, especially to our strategic planning and the development of a business plan for the years ahead.

## 2021 Board Members

His Honour Judge Rauf Soulio

Chairperson

Ms Elizabeth Ho, OAM

Deputy Chairperson

Mr Denis Yengi CPA

Treasurer

Mr Tarik Beden

Chairperson, Iraqi Community Cultural Association of SA

Ms Raghad Dib

Chairperson, Multicultural Youth Link SA

Mr Mabok Deng Marial Mabok

Services Australia

Ms Vahedeh Mansoury

Chairperson, Middle Eastern Communities Council of SA

Dr Annette Osei-Kumah

Manager, African Communities Council of SA

Mr Hussain Razaat JP

President, Afghan United Association of SA

Ms Erika Vickery, OAM

Mayor, Naracoorte Lucindale Council

Ms Ke Wang

Vice President, Overseas Chinese Association of SA and its Ethnic School

Dr Evelyn Yap

Partner, Benson Radiology

Ms Eugenia Tsoulis OAM

Chief Executive Officer, AMRC



## Tribute to the Chief Patron

by His Honour Judge Rauf Soulio

It is my honour to pay tribute to South Australia's Former Governor and Chief Patron of the AMRC, the Hon. Hieu Van Le AC, and to his wife, Mrs Lan Le.

Hieu had been a patron of the AMRC for many years before being appointed to the position of Governor and continued as Chief Patron upon his appointment. His patronage has been of immense importance and value to the AMRC's success in supporting each new wave of migrants and refugees to settle in South Australia.

It is most fitting that Hieu was our Chief Patron, considering that the AMRC was founded in 1979 by the Department of Immigration to settle South East Asian refugees, many of whom arrived by boat. Both Hieu and Lan, arrived in Australia as 'boat people'. Their refugee journey and approach to their new life in Australia – their courage, resilience and willingness to contribute to their new homeland – made them the face of multiculturalism in South Australia. Their contributions have made South Australia a place where diversity is valued and where diversity has a voice in decision making. I am reassured that Hieu and Lan will continue their public roles as ambassadors, mentors, and indeed legends of our multicultural society, and that they will continue their close association with the AMRC. Their inspiration and passion are much needed as we strive together to achieve goals necessary to make South Australia and Australia, home for everyone.

Thank you, Your Excellency and Mrs Le, for showing us the wealth that Australia has to gain when it opens its arms to those who seek a place to belong.

## Announcing and Welcoming our New Chief Patron

Her Excellency the Honourable Frances Adamson AC, Governor of South Australia

AMRC is honoured and privileged to announce that Her Excellency the Honourable Frances Adamson AC, Governor of South Australia, has accepted to be our Chief Patron. We look forward to working together with Her Excellency to further multiculturalism and continue to make South Australia a welcoming place to live.

Her Excellency is a proud sixth-generation South Australian – her mother, the Honourable Jennifer Cashmore AM, was a South Australian parliamentarian and her late father, Ian, was a manager at Hills Industries. Her late stepfather, Stewart Cockburn AM, was a distinguished Walkley award winning journalist.

Her Excellency studied economics at the University of Adelaide, becoming the first female captain of its rowing club in its 103-year history, and went on to join the Commonwealth Department of Foreign Affairs in 1985. She worked in Hong Kong during the early years of China's reform and opening, eventually becoming Australia's Ambassador to China from 2011-2015. In 2016, she was appointed head of the Department of Foreign Affairs and Trade, pursuing Australia's interests as world powers shifted and the COVID-19 pandemic took hold and leading the department through a period of cultural change, encouraging more women into senior ranks. She has also been International Adviser to the Prime Minister, and Chief of Staff to the Foreign Minister and Defence Minister.

In June 2021 Her Excellency was made a Companion of the Order of Australia. She is married to Mr Rod Bunten, a former British diplomat and high school teacher. They have four adult children and a cavoodle, Alfie.









# Settlement and Community Services

Settlement and participation have been the core business of AMRC for over four decades. Our multilingual, qualified case managers, caseworkers and volunteers are trained to provide individualised support to all family members from the day they arrive through their transition to independence - employment and civic participation.

We provide state-wide settlement services for eligible clients, funded by various Commonwealth, State programs and private assistance, and through partnerships and collaborations with key stakeholders. These services are provided through our network of centres in Adelaide, Salisbury, Bordertown, Naracoorte, Mount Gambier and Murray Bridge.

In 2021, our settlement and community services continued to support vulnerable clients and to build the capacity of community leaders, through both Commonwealth funding - HSP, SETS, CSP, and Creche; and through our core funding from the State government. We also advocated for additional resources, including COVID one-off funding and assistance to establish Skilled Migrant Services and the Afghan Community Services Hub.

These services have been critical in uniting individuals and communities at a time of uncertainty, and adding immense value to supporting settlement transitions, and building the capacity of communities to meet their own needs. We acknowledge these critical State and Commonwealth initiatives, which enable AMRC to ensure that our services are provided according to need, rather than just the visa that people arrive in Australia with.





## Humanitarian Settlement Program (HSP) and Specialised Intensive Services (SIS)

AMRC is contracted to AMES AUSTRALIA with funding through the Department of Home Affairs to deliver HSP. AMRC manages the delivery of HSP in regional areas, and SIS in Adelaide and regional areas. Due to border restrictions during 2021, these programs operated with very few clients due to lack of new arrivals to Australia. We look forward to welcoming new migrants and refugees in 2022.

## Settlement Engagement and Transition Support (SETS)

AMRC delivers SETS through funding from the Department of Home Affairs, to assist individuals and their families who are permanent residents and have arrived in Australia in the last five years. In 2021 SETS achieved the following:

**Client Services** using face to face assessments and referrals and the Multilingual Telephone Service in times of isolation and lock down, and targeting specific communities dealing with crisis. We achieved a multifaceted approach of communication, practical assistance and support to keep our client groups safe, connected, and to build their understanding, resilience and self-agency in times of emergencies – such as bushfires, COVID, the Afghan and Myanmar crises.

**Community Capacity Building** delivered activities in governance and leadership to new and emerging community groups and organisations, to collectively increase community resources to address COVID and other crises, and to develop advocacy skills to better engage with government and the broader community. The volunteer and employment pathways English Language Programs provided a range of job opportunities for young people, women and men.

**Domestic and Family Violence prevention and intervention** supported an increasing number of women, through education and empowerment initiatives and case management, and by working with community leaders, relevant services and other stakeholders. It also case coordinated direct assistance for a number of women and children in domestic violence situations.

## Community Support Program (CSP)

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

Despite the uncertainty surrounding numerous factors including COVID-19; border restrictions; the Afghanistan Crisis; and unrest in Myanmar, Sudan and Ethiopia, interest in CSP has been strong. This year, we processed and lodged visa applications covering 300 individuals, and have received a growing number of Expressions of Interest and many other queries. Since November 2021 - when Australia's borders re-opened - clients have been arriving, reunited with their families in Australia. The backgrounds of humanitarian arrivals who have been successfully reunited with their family members include Afghan, Iraqi, Syrian, Eritrean, Congolese, Burmese and Ethiopian.

## Regional Skilled Migrants Service

Through a partnership with the Department of the Premier, since July, we were able to establish this new regional service, building on past experience, networks and local knowledge. We immediately achieved the following:

- Holding critical consultations and feeding the results back to service providers, industries and local government through the CSCS and other meetings
- Identifying and contacting new Pacific Islanders working across SA as far north as Port Augusta
- Delivering face to face services to individuals
- Collaborating with partners to organise cultural, social and sporting activities
- Partnering with ABS to provide them access to client groups during the August Census
- Working with the Department of Health regarding COVID vaccinations in regional areas.

This project has started to identify the profiles of migrants living and working across specific regions, to link skilled migrants with their local communities and services, and to address other barriers or issues these workers are facing due to their migration status and personal needs. Representatives of the newer migrant groups are beginning to join with broader multicultural groups in social cohesion activities.



### Core Funding for Targeted Services

This project, funded by the department of the Premier, Multicultural SA, delivered services to the most vulnerable effected by COVID and bushfires, particularly international students, temporary protection visa holders and other seasonal workers not eligible for SETS and other programs. It is a well-used resource assisting financial management, child and family safety and connectedness during a time of uncertainty and isolation. We trained volunteers to identify people at risk in their communities, and connect them with AMRC and other social, training and support programs.

### Global Emergency Responses

#### Afghan Community Service Hub

Following the Afghanistan Crisis, AMRC and AUASA held consultations throughout South Australia with Afghan communities, stakeholders, members, councils and other community groups. As a result, we established the Afghan Community Service Hub (ACSH) with emergency support from the Department of Premier and Cabinet – Multicultural Affairs.

ACSH provided updated information on the Afghanistan Crisis and information, advice and referrals to those needing assistance in understanding visa types and filling in applications for family and community members. AMRC's bilingual staff were trained by our migration agents how to best assist clients with these application forms.

ACSH has received over 2,000 phone calls; delivered information workshops to over 1,000 Afghans; provided case management to over 500 Afghans; and assisted over 100 people to submit applications to DHA for their families overseas. Information sessions were also held to support Afghan students in South Australia through a partnership with TAFE SA and the AMEP program, alongside information sessions for the broader Afghan community at the Wali-e-Asr Centre.

As well as identifying the needs of the Afghan community in South Australia, we have advocated for a focused response to address their immediate and longer-term needs to local, state and Federal governments.



### **Myanmar Crisis Response from the Burmese Community**

In response to the Myanmar crisis, the Chin community formed a reference group to coordinate support for their people in Myanmar or in exile. They coordinated donations to be sent to displaced people affected by COVID-19, and by the fighting. This community has been traumatised by the COVID-19 pandemic in Myanmar killing loved ones. Community leaders and volunteers became exhausted from dealing with issues such as grieving; arranging funerals; delays in sponsoring families to come to Australia, hindered by collapsed internal system or exit avenues crippled by COVID-19 and warring state; lack of progress in citizenship application due to lack of documentation; as well as ongoing settlement hurdles such as employment.

AMRC has supported the Burmese communities by providing meeting spaces; helping with migration and citizenship applications; English classes to prepare for their citizenship tests; providing information regarding COVID; and including community members in volunteer and other employment pathways programs.

### **Status Resolution Support Services (SRSS)**

In 2021, SRSS clients in Adelaide and regional South Australia either received Temporary Protection visa (TPV) or Safe Haven Enterprise visa (SHEV) status' found employment or were no longer eligible for SRSS. As a result, the number of clients in SRSS has progressively decreased over the past 8 years from about 3,000 to less than 100. A significant number obtained employment through AMRC's Employment Hub, working closely with metropolitan and regional employers to assist clients to gain employment and a stable income, to support themselves and their families. This contract and program will finish in mid 2022.

# Specialist Services

AMRC's disability and aged care services have added immense value to achieving full participation and belonging for our new and emerging communities. These programs target people who are not able to access mainstream services, by matching clients with bilingual / bicultural workers who they know and trust. AMRC provides training and qualifications in Community Services and then employs these graduates in programs that accommodate their family responsibilities. These programs also enable AMRC to provide input into mainstream developments, and to train many providers in cultural understanding and cultural safety.

## Aged Care – Home Care

AMRC is a registered provider of the Home Care Packages Program and provides home care assistance for people from new and establishing communities aged 65 years and over. We provide domestic assistance and social support for individuals and groups to establish, maintain and support social interaction and independent living. AMRC also delivers the Commonwealth Home Support Program (CHSP) which provides entry-level support for older people who need assistance to stay at home and maintain their independence. The number of registrations for these services has progressively increased due to the qualified and trained bilingual / bicultural Community Support staff which these programs employ.



## National Disability Insurance Scheme (NDIS)

AMRC is a registered NDIS provider. We pride ourselves in providing services to those with diverse cultural needs from non-English speaking backgrounds, and have qualified and experienced bilingual staff from over 50 language groups. In 2021 we offered assistance such as domestic tasks, personal care, learning and life skill development, leisure pursuits, and community access. We also assisted participants to link to services, as well as build capacity and resilience. We partnered with people with disabilities and their families and carers to raise awareness about disability services and accessible resources in their communities, and collaborated with relevant stakeholders, such as being a representative in DAIP Community of Practice Panel, and Adelaide City Council's Disability Inclusion Advisory Group. We advocate and address the challenges and barriers of NDIS participants to improve their access and inclusion to mainstream services.

## Empowering People with Disabilities – Information, Linkages and Capacity Building (ILC)

AMRC's ILC facilitated capacity-building supports for people with disabilities, their families and carers, and promoted collaborations and partnerships with community and government services to increase inclusivity and accessibility. We delivered activities that created connections between people with disability and the communities they live in, and supported them to gain knowledge, skills and confidence and improve their access to mainstream services.

We collaborated with State and National stakeholders, such as the NDIS ILC Reference Group, Disability Royal Commission and Australian Multicultural Council to build capacity and increase cultural awareness. In addition, AMRC provided cultural awareness training to mainstream services and local councils, to raise cultural awareness for people with disability from CALD backgrounds. We engaged over 400 participants and 840 carers and family members on capacity building activities.

AMRC collaborated with the Disability Royal Commission to give a voice to people with disabilities across South Australia to discuss what matters to them. The Assistant Director of the Disability Royal Commission's Community Engagement and Counselling Support praised our team for the great work in supporting our clients with disabilities and/or mental health issues to engage in the community, and for improving access to available services. During three days of consultations with AMRC clients they heard so many positive stories about our support and services. They also commented that their visits to the regions were so worthwhile.

*It is a great step for the CALD community to be part of the broader community inputting their personal experiences on the impact of Australian systems.*



# MRC Works – Training and Employment

MRC Works is the registered training arm of AMRC (RTO 40326). MRC Works links with AMRC client services and programs, delivering accredited and non-accredited training tailored to staff and volunteers, to underpin our HR policies and to ensure program and services compliance. We also provide accredited training to employer groups and frontline workers, and develop and deliver employment initiatives informed by our client groups through funded partnerships. Some examples of our work this year are summarised below.

## Community Support Workers

AMRC employs a total of 72 Community Support Workers from over 50 cultural and linguistic backgrounds. These workers achieved their qualifications by demonstrating a high standard, combining skills, legal and industrial knowledge, compliance and experience. These workers are the front line in our aged care, NDIS, Crèche and family support programs and are supervised by Senior Case Managers. AMRC provides regular training and structured on-board induction (both classroom and practically-based) covering topics such as the clinical diagnosis of clients; job roles and responsibilities; codes of conduct and values; human resources; and reporting procedures. COVID education and prevention training has been an ongoing priority in keeping our clients and workers safe.



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

The primary aim of this project was to develop and test a program to support migrant and refugee women most with family responsibilities, to complete vocational training and find work, and participate in activities that are pathways to employment, with a view to decreasing their reliance on welfare. To do this, the project addresses barriers to employment that this 'at-risk' group face. The evidence gained from this project is that innovative and intensive efforts to support women to pursue training and other pathways to employment has innumerable benefits for them, their families and communities. Moreover, success for these women is multi-layered, particularly for those who gain employment.

*Thanks for helping me with job application. I am very happy as I started to study, got my first job, and it's all because of you, Anna. Last year I was sitting at home all day, just going out to do the grocery shopping. I was new in Australia, didn't know where to start, what to do, but now I feel more confident and comfortable in Australia. Thanks for it.*

Burmese woman

*It is a dream come true. I hope one day I can help other women, just as you helped me. Thank you AMRC and Try, Test and Learn.*

Persian woman with a PhD

*It's amazing to feel all that I can do for my client and her family... and to know I am making a difference in my own life and those around me. My own family and children see me being strong and happy... This is very good for us all.*

Teacher from Bhutan

## Volunteer, Work Placement and Traineeships

AMRC's bilingual volunteers play a vital role in assisting the provision of essential services, while also using this experience as a first entry into the workplace in Australia. Volunteers from partner organisations and local communities provide a critical link for our clients with local services, social and cultural supports, and by imparting their knowledge and skills to support inclusivity and a sense of belonging in the local community.

AMRC worked with over 300 volunteers, and formally registered and trained over 100 with bilingual background. These volunteers have supported specific services, clients and projects and assisted in coordinating and managing events. This year, 50 volunteers took part in formal work experience at AMRC, to better understand the processes we use in providing settlement services to clients of migrant and refugee background. Participants of this program have gone on to achieve child care certificates, TAFE and University entry, full and part time employment, and leadership positions on management committees of their community organisations. The Afghan Communities Services Hub could not have achieved immediate service delivery without many of these people.

*I am better prepared to undertake my internship with a company after my short training at AMRC.*

*Thank you, AMRC for giving me the opportunity to volunteer and train as a young leader. I am very inspired by the support to go for my dream job and your reference means a lot.*

*When I first came to the AMRC a young worker asked me questions. I could not answer her because I was shy. I told myself I wanted to be like her, speaking English to other people.*

*Thank you for the opportunity to become a volunteer. I was almost giving up. People said no to me so many times.*

*Today I think I just attended the most useful training about working in Australia workplace, thank you. It's so practical.*





### Child Safe Environments Training

As well as providing training for our staff and volunteers, AMRC conducted four training workshops in Child Safe Environments for 60 community participants during 2021. The 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.

### White Ribbon Training

As part of its White Ribbon re-accreditation, AMRC conducted White Ribbon Training to AMRC staff from all of our outlets, to support White Ribbon's vision, purpose and values. This training has provided knowledge and understanding of gendered violence; recognition of the health impacts that gendered violence has on women and children; and helped to build capacity in reducing and preventing gendered violence.



Northern  
Area  
Migrant  
Resource  
Centre





### Connecting Job Seekers with Employers

In 2021, AMRC collaborated with employers across South Australia to connect them with job seekers. A number of sessions were held at various AMRC locations in collaboration with employers, on topics such as 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 them employment opportunities. Some of these opportunities offered this year included the Army, Navy, Bend Motor Sport, JBS Bordertown, Labour Solutions Australia, Thomas Foods International, SA Mushrooms, Forestry Industry, The Murray Bridge, Bridgeport Hotel, Sundrop Farms, RM Williams, Electric Recycling Australia, Lavricks Roadhouse Olympic Dam, on local farms and orchards, and with the electrical, construction, hospitality, forestry, cleaning, aged care and disability industries.

### Youth Career Pathways

AMRC developed a number of initiatives to support young migrants and refugees in their career pathways. These included:

- Partnering with the Adelaide Institute of Hospitality and United Nations Australian Association (SA Division) to deliver Basic Skills in the Food Industry training. This training provided young people the opportunity to engage in the hospitality industry and leads to apprenticeships and further career pathways in education.
- Hosting the 2021 Youth Symposium: Tapping into Our Talents – Leading for Our Future in partnership with the Commissioner for Children and Young People. This Symposium featured a panel of speakers from various industries to introduce young people to pathways in further education, training and employment.
- Various forums in Adelaide and regional areas linked young people and employers through workshops, site visits and work experience.





## AMEP/ AMRC Accredited English Language Program

TAFE SA AMEP and AMRC's partnership delivered accredited and non accredited English Language Classes across South Australia to over 200 women who registered for classes to assist their employment pathways. This came about because many women in the past had stopped English classes due to family care responsibilities or who had finished the allocated hours and could not engage in other training. These women wanted classes delivered in a familiar environment, and to be able to improve their skills and future involvement in training and employment.

There were many positive outcomes including:

- Improved confidence in speaking English
- Increased ability to read and write short phrases
- Broadened social connections and friendships with other participants
- Increased understanding of community and women issues
- Women recommended the classes to their friends
- Increased employment preparation through volunteering and training

*I know what AMRC represents and I encourage my wife and kids to attend the class.*

*This is the best thing that had happened in my life: I get to read and write English and feel very good.*

*Since I started attending the AMEP class, I felt happier.*

*I would like to read the gas bill, and the letters from the school.*

*I can speak English at shopping trips now and buy things by myself.*

*To all the wonderful staff and volunteers at AMRC, we really appreciate your partnership and cheerful service to us and the migrants and refugees we mutually serve.*

Roslyn on behalf of Salisbury AMEP.

*Since my wife attended the English class, she hums to herself and she smiles a lot. She is really happy.*

*Thanks for bringing back these much needed classes to the regional areas.*



### Cultural Competence Training

MRC Works delivered cultural competence training to over 250 participants from businesses and community service providers, through accredited and non-accredited options. Trainers from diverse backgrounds presented and explored models of best practice for the various workplaces and sectors including government departments such as Housing SA, City of Unley, Torrens University, education services, and providers in the aged care and disability sectors. Cultural awareness was also provided to various committees we are represented on.

*I found the training to be very well presented and informative. I feel I have learnt a lot.*

Aged Care worker

*Overview of culture, interesting facts. Unconscious bias and how prevalent this is.*

NDIS worker

*I really enjoyed this training. It has helped me think further and opened my eyes to things I had not thought about.*

Council worker

### Governance Training

In partnership with the Institute of Company Directors we trained 50 Community leaders including a Women's group to support their understanding of responsibilities of Community management committees. Participants requested more training sessions to help them develop strategies for reviewing current practice and delivering changes to build capacity in transparent governance, inclusion of sub groups, women and young people, financial, legal and ethical management.

Although further training was considered critical by community leaders, the COVID environment precluded any further training in 2021.

# Community Development and Engagement

This past year we have learned many valuable things from our client groups – better understanding of service gaps; community participation at all levels; diverse ways of working; the need for coalface community partnerships; and patience and resilience to normalise temporary crisis.

Our diverse client groups worked together and with us to progress their community needs, volunteering and providing leadership to keep their members safe, healthy and connected. State, Commonwealth and local governments listened and responded, assisting with updated information, addressing needs from the consultations we held, and resourcing service gaps. In turn, we were able to provide a holistic and multi-faceted response to address the various needs presented by young people, women, people with disabilities and older clients, and to leverage the various intellectual and physical resources within both new and mainstream communities to progress people's pathways. Some examples include:

## Women's Civic, Social and Economic Inclusion

AMRC supported the wellbeing of migrant and refugee women by advancing their social, economic and cultural participation through its Women's Empowerment Program (WEP). WEP aimed to connect and build individual agency and community resources for women from a diversity of cultures. It supported women's advancement into social and economic inclusion, leveraging resources and partnerships for various projects in women's safety, women's employment pathways, English language training and volunteering. Activities were also supported by Council of Migrant and Refugee Women (CMRW) who, through the provision of ongoing executive and administrative support, continued to strengthen links and collaboration with the Office for Women, Women's Information Services, Women's Legal Service, Parenting SA, Country Women's Associations, and Harmony Alliance, Women for Change. This fostered migrant and refugee women's engagement and contribution to community life and their involvement in the broader community. The Northern Multicultural Women's Network, supported by AMRC, continued to provide support to isolated women, the elderly and women with disabilities. Activities enabling women's pathways to inclusion and belonging included:



### **Empowering Women Through Training and Employment Pathways**

AMRC provides volunteering opportunities for women to gain work experience at AMRC and other organisations, including regional outlets. We also offer job readiness activities including support in finding employment, resume building, job interview preparation, and training pathways that acknowledged women's own individual skills. These activities were furthered by referring the women into programs such as Try, Test and Learn; collaborations with jobactive providers; collaborations with employers and training providers; and other training and employment initiatives offered in SA. These programs led women to employment and/or training in hospitality, retail, children's services, aged care and disability, community services, health and allied health industries, food preparation, and entrepreneurship in developing catering businesses.

### **Improving English Skills and Financial Literacy**

AMRC partnered with TAFE SA to deliver weekly AMEP classes in 4 service outlets, with the participation of about 200 women in both accredited and non-accredited classes. A further 502 women were supported to manage financial issues. Women from the English classes formed strong bonds with other women from various communities, and have established great networks.

### **Social and Recreational Activities**

Despite the situation with COVID there were a number of activities throughout the year that supported women to engage with other women in social activities, and build social connections to combat social isolation. Women participated in both community and mainstream events throughout the year. Four women's teams competed for the first time in the annual African Nations Cup. Others were supported to establish exercise groups for women from various backgrounds, promoting health and wellbeing.

### **Regional Initiatives to Empower Women**

In Mt Gambier, AMRC supported Congolese women in the Recycled Runway fashion parade, with over 300 participants empowered to build confidence, raise awareness and develop independence. Congolese women engaged and supported Kareni women to make outfits. Women from Bordertown and Naracoorte participated in the Limestone Coast Soccer Carnival. This encouraged the women to form a club and engage through sport. Women in Mt Gambier from Congolese, Kareni and Yazidi backgrounds collaborated with Pangula Mannumurna Aboriginal Corporation to share their stories. Social activities, bringing together women from various backgrounds, were also held in Bordertown, Naracoorte, Murray Bridge and Mt Gambier. This included picnics, local social events, sports events etc.



### International Women's Day Forum

Held in March, the Forum was hosted by AMRC in partnership with the Commissioner for Children and Young People and the Council for Migrant and Refugee Women at the Adelaide Festival Centre. Over 150 participants attended including government representatives, peak women's organisations, service providers and community members. Despite the enormity of challenges migrant and refugee women faced during COVID-19, they remained hopeful about the future and were able to identify a number of their achievements throughout 2020. These included supporting family members to complete their studies; accessing employment; becoming an Australian citizen, improving English language skills; volunteering; completing training, including a number who completed

a multicultural women's leadership course; upskilling in online platforms; improved appreciation for family and community, and strengthening relationships; improved wellbeing; buying a first car; arranging a series of workshops for the community; and learning more about Australia and its first peoples.

### DFV interventions and Case Management

AMRC provided intervention and case management services for those experiencing Domestic and Family Violence (DFV). These services are supported through the delivery of social and economic inclusion programs that empower women and assist them to become independent. These included driver assistance; digital and financial literacy training; English language classes; and multiple referrals to partner agencies.

The examples provided as barriers to service participation were well-considered and the strategies to address these barriers are detailed.



Mary now speaks  
to me at home,  
she says thank you.

### Crèche Services

AMRC's Crèche Services provide play-based developmental activities for children while their parents are participating in AMRC programs and activities. They operate on weekdays across our six outlets. Crèche Services also provide newly arrived parents with important education sessions on a range of topics including the Australian childcare system; supporting childhood development; and parenting topics identified by parents. They also provide newly arrived children with the opportunity to learn about Australian culture while developing the skills in a fun and safe environment.

In 2021 we experienced an increase in the number of young parents participating in Crèche activities. Crèche parents participated in 2021 Census Day in August in metropolitan and regional outlets hosted by AMRC and ABS; COVID-19 Vaccination Days hosted by AMRC and SA Health; completed training (including COVID-19 training) undertaken by the staff and volunteers. Six crèche volunteers found employment.

*Myself and the Department appreciates your role in helping the South Australian CALD community, and acknowledges the data and reports submitted reflecting these services.*

*My job network sent me to put my son in this childcare.*

*The children like singing Twinkle, Twinkle Little Star.*

*You have many toys and my children like to come and play. Your volunteers speak my language.*





## Youth Leadership Program

We have been proud of the success of the Youth leadership program, and most proud of the many young people who came forth to help their own communities, their peers and other client groups in need during COVID, and the Afghan and Myanmar crises. They have developed skills to strategise, learn quickly, to organise, and to advocate to governments. 50% of our volunteers are young people who have contributed immensely to decision making and delivery during a very volatile year. Some examples of their achievements include:

### Youth Symposium

In partnership with the Commissioner for Children and Young People, AMRC held a Youth Symposium in January for 150 young people to follow up on issues raised in the previous year's Youth Forum. This year's theme was "Young People Sharing their Talents". Roundtables provided the opportunity to speak about challenges as well as examples of their successes and achievements, to date. 150 youth participants, government and non-government agencies engaged in interactive sessions throughout the day. Having explored the barriers, challenges and stereotypes that young people from refugee and migrant backgrounds face, and discussed the skills and talents they bring to mitigate these things, young people worked in small groups to develop a project "pitch", aimed at addressing one of the barriers or stereotypes they identified earlier, whilst tapping into their skills and talents.

### Multicultural Youth Link of South Australia (MYLSA)

Auspiced by AMRC, MYLSA continued to undertake support work for refugee and migrant youth. Highlights included representation at forums and various multicultural events, assisting refugee and migrant young people to inform themselves and become active participants in the broader South Australian (and Australian) community. MYLSA's Chairperson represents young people's voices on the AMRC Board of Management.

### Food Industry Training

A joint pilot project of the Adelaide Institute of Hospitality, United Nations Association of Australia, SA Branch and AMRC resulted in eight young people attending Basic Food Industry training. The participants consisted of Afghan, Syrian, Bhutanese, Venezuelan, Colombian and Indian youth. Later in the year, participants were presented with Certificates of Attainment by world renowned chef Master Cheong Liew. Two of the participants have pursued further training in the industry, while the rest have used their learned skills in their homes and at community events.

### Youth Parliament

The AMRC YP2021 Team consisted of eight young people, all of refugee background. The YP program ran from March to July and included mentoring, a training weekend, a week-long camp, access to Parliament House for youth parliament proceedings, and connecting politicians and decision makers with youth voices and opinions. Participants gave feedback that their YP experience opened up opportunities for stronger linkages with their Australian counterparts, and to pursue their dreams as new citizens of Australia.

### UNISA partnership - Rebuilding Life after Migration Research Project

We held a number of Youth Workshops for young people ages 16-25 to encourage participation in the international research project. We have trained over 100 young people to improve their communication, writing and speaking skills to raise topics they wish to discuss at the AMRC youth forum next year.





### Community Leaders and Connecting Settlement and Community Services (CSCS) Forums

In early 2021, AMRC hosted a number of Community Leaders' and CSCS Forums throughout South Australia. They included COVID-19 communication and vaccine rollout. Through our partnership with ABS, over 1000 community members were assisted with completing the census forms with the assistance of bilingual workers. Other forum themes included family safety, employment opportunities, housing and the Afghan crisis.

#### Employment and Training Opportunities in Regional SA

AMRC developed various partnerships with employers and marketed job vacancies to its client groups. Community leaders commented that housing, transport and access to cultural food items would be the main barrier to moving to some regional towns where work was available.

#### Housing in Regional SA

In May, AMRC hosted three CSCS forums focusing on regional housing in Bordertown, Naracoorte and Mt Gambier. Service providers, housing providers, Councils and other stakeholders discussed the barriers and solutions to housing in the regions. Many participants echoed the shortage of housing, as well as difficulties such as financial hardship that people of migrant and refugee backgrounds face.

### Community Facilities and other Resources

25,000 people from new and establishing communities registered and used the six AMRC community centres on a regular or occasional basis during business hours, after hours and on weekends during 2021. This includes training and other forums conducted by, or in partnership with various organisations and community groups.

Our facilities were also used for Youth, Women and Migrant Leaders Governance Training, AMEP accredited and conversation English Classes, Afghan Community Hub, First Aid training, Child Safe Training, AMRC Home Care information sessions, Workshop preparing for the NDIS: culturally responsive services for CALD clients, training for the Women's Employment into Action and arts and music functions, ABS and ATO workshops, SA health mobile COVID Vaccination Clinics, community management committee meetings and workshops, cultural awareness, citizenship sessions, road safety sessions, women's support groups, parenting sessions emergency services workshops, education and employment pathways, Justice Matters, and DV Alert Training.

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

AMRC coordinated and linked groups and organisations to community venues in the city and suburbs, and assisted communities to use local government, church groups and other facilities for their cultural and social functions. We negotiated the hire of facilities and advised on contractual requirements, insurance, and funding assistance provided by the State and local governments for these activities.



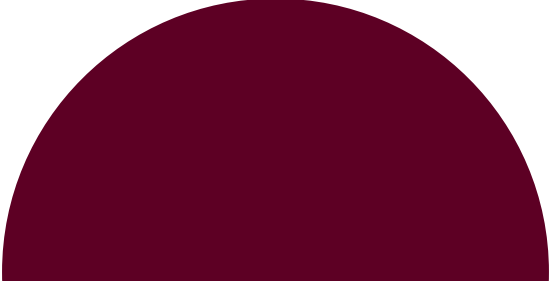
### MRC Arts and Cultural Development

The MRC Arts and Cultural Development program promotes the cultural traditions and innovations of refugee and new arrival communities in South Australia. It provides opportunities for young people to participate in mainstream arts, and creates employment pathways in these fields.

In 2021, AMRC introduced performers from new arrival communities to a range of regional and city events, including Café Musica - part of the Adelaide Fringe. AMRC partnered with MECCSA in presenting the Harmony Day Nowruz New Year Festival, and with ACCSA in presenting the Africa Unmasked Festival.

For SA Refugee Week, AMRC coordinated over 80 organisations to present the annual SA Refugee Week Calendar of Events, with 42 events registered. Youth Banners were displayed throughout the Adelaide CBD during SA Refugee Week as part of an AMRC project with MYLSA.

AMRC partnered with the SA Department for Education, the Bob Hawke Prime Ministerial Centre and the University of SA to present The SA Refugee Week Youth Poster Awards Exhibition. The exhibition was launched by the Assistant Minister, the Hon. Jing Lee representing the Premier, and featured a curated selection of 80 works shortlisted from over 400 submissions from primary, high school and tertiary institutions. It is now touring throughout South Australia. This project has had significant impact as over the past 10 years it has engaged more and more school students to visually convey their thoughts and desires with respect to human rights, racism, equal opportunities, social justice and reception of refugees. The Exhibition is being toured to regional and metropolitan galleries, reaching an audience of over 10,000.





## Sport and Recreation

In 2021, AMRC worked closely with local and state sporting clubs to create opportunities for refugees and migrants. Some of these opportunities included the Limestone Coast Multicultural Soccer Carnival in partnership with the Naracoorte Lucindale Council, Limestone Coast Multicultural Network and local clubs; and the Harmony Day Soccer Carnival in Bordertown, in partnership with the Tatiara District Council and local clubs. AMRC sponsored and assisted the ACCSA African Cup of Nations.

## COVID-19 Safe Planning and Management

### Multilingual Telephone Service

Due to the risk of COVID-19 in 2021, AMRC reduced face-to-face contact with our clients, other services and community supports by providing most of our services through the Multilingual Telephone Service. MTS caters to over 50 language groups, and continues to be available five days a week with after-hours numbers and emergency helpline circulated throughout SA through community networks, social media, print and online advertisements.

### Financial Management, Education and Emergency Relief

AMRC Financial Management and ER services increased exponentially in 2021, mainly due to COVID-19 which resulted in a loss of, or reduced employment for many clients of refugee and migrant background. We provided various resources to vulnerable groups to offset the impact of the pandemic, in collaboration with other NGOs. AMRC delivered a range of services to assist families and individuals to manage financially, providing consumer advocacy and direct financial support to eligible clients. We assisted and referred more than 2300 clients from throughout SA. The need for ER assistance tripled during the pandemic and there is no easing on this demand. The main request was for assistance with household bills. We also provided financial assistance to a number of migrant communities during crises, and mobilised volunteers to assist families with safety issues, funerals, terminal illnesses and other emergencies including people going into or out of quarantine.

*My bill suddenly jumped to one thousand dollars this time. I was paying \$300.*

*I have a car accident and I am hurt and lost my job. I don't know what to do.*

*I am now single mother, look after my children but cannot make decisions. I need help...*

*Thank you for acquittals and other interesting reports. It sounds like you had a very busy year with some challenging times as well. Well done on AMRC's achievements.*

# Local MRC Highlights

## Adelaide Multicultural Centre and Northern Area MRC

These metropolitan MRCs deliver all settlement transition and other services in metropolitan Adelaide and Multilingual Language Services in regional SA. They also coordinate and conduct volunteer training; Financial Management and ER; Creche Services; and through their Community Development and Employment Pathways Programs, build the capacity of new, small and establishing communities. They provide a venue for community use and hold Accredited English classes with TAFE SA.

### COVID-19 Vaccination Days

In partnership with the Northern Adelaide Local Health Network (NALHN) completed a COVID-19 vaccination program in October. The program saw a large number of participants provided with full vaccinations. This enabled NALHN to engage with CALD communities and NAMRC to educate the communities, to debunk myths, and to address vaccination hesitancy. Participants were assisted by Arabic, Nepali, Burmese and Dari interpreters and had access to flyers in different languages. Prior to this program, AMC was already a major source of information and advice on COVID-19 vaccinations and updates, and linked communities, holding various sessions with SA Health.

The AMRCs house the Afghan Community Services Hub delivering crisis support and application assistance to address the recent crisis. The MRCs continue to update and support the community in its initiatives, as well as supporting the Burmese Community with a number of concerns and needs impacted by the current Myanmar crisis.





## Mount Gambier MRC

Despite not having new arrivals in the region due to border closures, AMRC in Mt Gambier continued to support and build the capacity of existing communities through various activities.

### Employment

AMRC partnered and supported the local communities to engage in the Employment forum in Mt Gambier with a number of local employers, service providers, jobactive providers etc. The collaboration between MGMRC and Lakes Rotary Club of Mount Gambier resulted in a number of traineeships and other jobs. The club described the event as “their best ever”. Settlement services in NSW have asked for support to hold the same event in their community. Working relations between GTE, employers and jobactive were strengthened.

### Community Capacity Building

The Karen community identified the need to establish social groups specifically for the elderly in the community. MGMRC collaborated with Community Health and My Aged Care to provide information during weekly sessions around aged care services and health issues relating to ageing in newly established communities. We have recruited and trained four volunteers for these sessions. The Congolese community asked MGMRC to hold a series of consultations with community members to help build their capacity to address governance issues. The training focused on the inclusion of women and youth, and understanding the constitution. MGMRC collaborated with Federal Police to provide information sessions to Yazidi families. This resulted in building trust between the community and the police, and understanding the role that police play in Australia. As a result of having no new HSP arrivals from this community, a few families have moved from Mt Gambier, affecting the sustainable settlement of the Yazidi community.

### COVID 19 Information and Safety Campaign

MGMRC worked systematically to provide information and book clients’ vaccinations. We supported clients to learn how to use QR codes and how to download their vaccination certificates. Starting with the most vulnerable, the elderly and disabled, the MGMRC booked almost 300 vaccinations. We also collaborated with Wellbeing SA to hold information and vaccination sessions at the Karen Church in November.

### Capacity Building and Partnership Activities

MGMRC collaborated with ABS, the Royal Commission into Disability, the Recycled Runway organising committee, and Pangula Mannumurna Aboriginal Corporation to link our client groups with services and the broader community. Other engagements included participation in SA Refugee Week; organising an Employment Forum; addressing social isolation for children aged 6 to 11 and for young people aged 12 to 16 by organising a number of workshops which included physical activities and games, and activities to better understand Australian concepts and language; identifying and referring two young people to the Rotary Youth Leadership Awards (RYLA) project for leadership development; collaborating with Lifeline collaborated in a two-day Multicultural DV Alert Workshop in Mount Gambier. As a result, we have seen communities engaging more with mainstream communities, and higher employment rates among refugees settled in the area.

### Housing in Regional SA

CSCS forums focused on regional housing in Bordertown, Naracoorte and Mt Gambier. These forums provided an opportunity for service providers, housing providers, Councils and other stakeholders to discuss the barriers and solutions to Housing in the regions. Many participants echoed that as well as a shortage of housing, people of migrant and refugee backgrounds were facing difficulties such as financial hardship due to seasonal work, and rental affordability.



## Naracoorte MRC

### Afghan Crisis

Naracoorte has a large number of people from the Afghan community who are deeply concerned for the welfare of their family remaining in Afghanistan, and for many their own visa status prevents them from re-uniting with their families. As part of the Afghan Community Service Hub, we provided support to those affected, including seeking updated information on Australia's refugee and humanitarian program, assistance in humanitarian applications, referrals to migration agents, and referrals to trauma and torture counsellors.

We facilitated an Afghan community consultation where over 100 men people from Naracoorte and Bordertown gathered to hear from Tania Gerlach, Regional Director DHA and Hussain Razaiat, member of SAMEAC, and of the national Advisory Panel on Australia's Resettlement of Afghan Nationals. Also present was Erika Vickery, the Mayor of Naracoorte. The Tatiara Council provided use of the Council hall.

### Capacity building

NMRC partnered with the ABS for their Census roll out. We supported multilingual community field officers to assist community members with the form, which built a sense of pride of living in Australia, regardless of the person's country of origin or visa status.

### English Classes

Our accredited and non-accredited English classes have been a major success and are drawing more women from a range of cultures. As a result, the crèche has been expanded and we are training a young person as a Child Care Worker. Thank you to Naracoorte Circle of Volunteers who have added so much value to our work.

### Launch of NMRC and the Limestone Coast Multicultural Network (LCMN)

This year NMRC was officially launched alongside the Limestone Coast Multicultural Network (LCMN). His Excellency the Hon. Hieu Van Le AC, Governor of SA and Mrs Le launched both organisations. AMRC is proud to be part of the migrant history in a welcoming town where the cultural diversity increases as more migrants discover this place to call home! The network has brought together various cultural groups to work together to reduce isolation during the pandemic, and to build cultural, social and recreational links with established clubs, especially for newly arrived seasonal workers.



## **Bordertown MRC**

BMRC worked closely with the largest employer group, local government and the Multicultural Network to provide services to a very culturally diverse group of migrants and refugees, most of whom work at JBS. We held several consultations with community leaders, and a large consultation with the Afghan community to address the Afghan crisis and its impact on that community.

### **English Classes**

Due to seasonal work, a number of participants find it hard to commit to AMEP classes and participate in non-accredited English language training. AMEP classes return during off season periods.

### **Cultural, Social and Recreational Activities**

A range of activities linked Bordertown with Naracoorte and other regional communities including the Women's Connect Program, and football carnivals held in both towns. Linkages were encouraged between new migrant workers from the South Pacific with established workers.

### **Employment**

BMRC worked with JBS HR, Labour Solutions Australia and employment contractors to assist with recruitment and settlement services. We participated in the induction of workers. Through Skilled Migrant Services, we will be working closely with skilled migrants and their communities to enhance opportunities for orientation programs, understanding of local services, assisting with capacity building, and linkages with cultural, social and recreational resources.



## Murraylands MRC

Despite COVID-19 restrictions continuing through out 2021, MMRC continued to deliver a high-quality service to our clients. Clients were supported through casework, referrals, counter services, information and training workshops, and community development initiatives.

### Murraylands Multicultural Network (MMN)

MMRC works in partnership with Murraylands Multicultural Network, which it auspices. We hosted MMN's Annual General Meeting and the election of a new management committee. MMN continues to play an important advisory and linkage role in ensuring that diversity and cohesion thrives in the Murraylands.

### Capacity Building Activities

We delivered numerous workshops in the Murraylands, which enhanced friendships and promoted shared goals in English language acquisition, and improved health and wellbeing. Students were successful in gaining employment in hospitality, aged care and as an SSO in a local school. Activities included English language classes combined with Civic Participation, which improves English proficiency and expands vocabulary, improves understanding of Australian systems and culture, and builds opportunities to connect with other participants and prepare for the citizenship test. We also reinforced knowledge of COVID-19 and personal hygiene practices to avoid getting COVID.

The Women's Shed commenced in November and will deliver activities such as sewing, art, craft and cooking. The program combats social isolation and improves language acquisition, builds cross-cultural friendships, and provides skills training. Women attending range in age from 30 to 70, and care from Chinese, Sudanese, Congolese and Indian backgrounds. The Chinese Ethnic School was launched in October in partnership with the Overseas Chinese Association.

### Partnerships

Partnerships were established or further developed with a number of agencies to engage, inform and support our diverse migrant community. They included:

- Cricket Blast, run in partnership with Cricket Australia
- CENSUS 2021 in partnership with ABS to assist clients to complete their census forms. Health Sessions with SA Health included cancer information sessions and numerous COVID-19 information sessions
- Parenting workshops were run with Parenting SA
- Housing Information was delivered individually (for privacy reasons) or in smaller groups. Clients attended MMRC for information and assistance to complete forms, apply for government, community or private housing, request transfers, and advocacy with housing providers on tenancy matters. Housing has become a major issue for our client groups!





# Auspiced and Resident Partners

The following organisations are critical partners in AMRC programs, as they provide ongoing input into service improvement and development. They also build their own governance, advocacy and engagement skills by working in partnership with AMRC. This model has served settlement in SA well by providing connections, and ensuring that service delivery and decision making are owned by governments, NGO's and communities alike.

## African Communities Council of SA and Middle Eastern Communities Council of SA

ACCOSA and MECCOSA receive office space, training, meeting and administrative facilities from AMRC, to support their work of settlement and community development with their respective client groups. The two councils represent over 45 African and Middle Eastern community groups. AMRC is an ex-officio member on each management committee, and has a Memorandum of Understanding (MOU) with each council regarding governance, financials, legal, and policy and technical advice, and where required, training and other assistance. These organisations are partners with AMRC in a number of activities, ensuring cross-cultural decision making and participation as a means of fostering social capital, cohesion and harmony.

## Multicultural Youth Link SA

MYLSA is auspiced and supported by AMRC. MYLSA represents a growing group of hundreds of young people of refugee and migrant background who come together at forums, camps, training, and social and cultural activities. They are trained to take part in Youth Parliament and to present at public functions, at schools, and to other young people. MYLSA is a forum for experiential governance, assisting young people to become leaders of their communities.

## Council of Migrant and Refugee Women of SA

CMRW is governed by women of migrant and refugee background, bringing together strong community voices with institutional reach and knowledge in women's policy at the state and national level, to help facilitate opportunities for migrant and refugee women to directly engage in driving positive change. Priority issues include training and employment pathways for vulnerable women; access to health services; domestic violence; support for isolated families, particularly in regional areas; services for skilled migrants; and housing equity. This group co-hosted the International Womens Day Forum, and provided volunteer assistance. Some of the goals of the group could not be progressed due to COVID restrictions.

## Northern Multicultural Women's Network

NMWN provides considerable volunteer support in mentoring, linking and engaging with women at risk in the northern area, assisting women to participate in their community as well as to work with women from other communities, sharing their knowledge and skills.

## Murraylands Multicultural Network

MMN is hosted by the Murraylands MRC and provides considerable volunteer connections and resources. Mr John Scarvelis, an active Rotary member, currently chairs the Network.

## Limestone Coast Multicultural Network

LCMN is a forum for inter-cultural understanding and engagement and considerable volunteer connections and resources in the Limestone Coast.



# Advocacy, Research and Service Development

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

## Research Partnerships

AMRC has partnered and participated in a number of research initiatives this year, including:

- Edmund Rice Centre for Justice and Community Education - New joint study to explore the achievements of refugee settlement across Australian major cities. A place-based look at humanitarian settlement in Australia, initiated by the Edmund Rice Centre for Justice and Community Education. This study will undertake the first in-depth look at refugee settlement through the lens of Australia's major settlement cities - Hume, Casey and Greater Dandenong in Melbourne; Fairfield and Liverpool in Sydney's South West; Salisbury in Northern Adelaide; and Logan City in Brisbane. AMRC is one of the SA partners of Edmund Rice, who has contributed by coordinating focus groups and individual interviews. The study aims to reveal the challenges each city has faced when accommodating large numbers of new arrivals, and the key lessons these places can teach policy makers and politicians in how to tackle refugee settlement into the future.
- University of South Australia et al, 'Rebuilding Life after Migration: Settlement Experiences of Refugee and Migrant Youth' Australian Research Council - This project is conducting an in-depth investigation of the diverse contextual factors impacting the settlement experiences of young people from refugee and migrant backgrounds, and the role of support services. The study will provide the settlement service providers with crucial knowledge on how to foster the wellbeing of these young people. Conducted across three countries - Australia, Canada, and USA - and involving 1,200 surveys and 54 focus groups, this will be one of the most comprehensive studies of refugee and migrant youth settlement ever undertaken.
- University of Adelaide's Hugo Centre, 'An evaluation of the Australian Migrant Resource Centre Women's Employment into Action program'. This project developed and tested a program to support migrant and refugee women to complete vocational training and find work and/or pathways to employment, with a view to decreasing their reliance on welfare. The innovative and intensive efforts to support the women involved in this program have had innumerable benefits for them, their families, and communities. Moreover, success for these women is multi-layered, particularly (but not only) for those who gain employment. Work gives women greater opportunity to integrate into Australian society; women in employment achieve greater financial independence; and meaningful work gives women a sense of self-worth as productive members of society.



## Partnership Forums and Roundtables

Convened a number of forums, including:

- ABS 2021 Census Forum – Stand Up and Be Counted
- Connecting Settlement and Community Services (CSCS) Forums: Mt Gambier, Naracoorte and Bordertown
- Afghan Community Consultative Forum
- Community Leaders' Forum – COVID-19 Vaccine Rollout
- International Women's Day Forum – Working Together for Change
- Rebuilding Life after Migration
- Youth Symposium - Tapping into Our Talents: Leading for Our Future

## Presentations

Examples of presentations to diverse networks include:

- Challenges and complexities that NDIS CALD clients face with NDIS & what can be done to address this - hosted by NDIS Media Unit.
- Disability Royal Commission and Australian Migrant Resource Centre Stakeholder Meeting
- Department for Education external review with Chairperson of Governing Council - hosted by Adelaide Secondary School of English
- DV-Alert Training – co-hosted by Lifeline Australia
- Presentation to the Naracoorte Lucindale Council Meeting - hosted by Naracoorte Lucindale Council
- South Australian VET Educator Series - hosted by Department for Innovation and Skills, TAFE SA and the Independent Tertiary Education Council Australia

## Committee Convenorship

- Connecting Settlement and Community Services (CSCS) – Adelaide and Regions
- Council of Migrant and Refugee Women of SA (auspiced)
- Limestone Coast Multicultural Network
- MRC Works RTO Quality Assurance Committee
- Multicultural Youth Link SA (auspiced)
- Murraylands Multicultural Network (Murraylands MRC auspiced)
- SA Refugee Week 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

The CEO and Board members are also representatives on national and state committees, including the South Australian Multicultural Commission.

## Service Development and Innovation

Highlights during 2021 have included:

- Establishing the Afghan Community Service Hub with the Afghan United Association of SA, with support from the Department of the Premier and Cabinet – Multicultural Affairs, in response to the Afghanistan Crisis
- Working with the Australian Bureau of Statistics to support community members in metropolitan and regional South Australia in understanding the significance of the 2021 Census, and assisting them in filling out their forms
- Working with the Northern Area Local Health Network to deliver COVID-19 Information sessions and to host Vaccination Days for community members at the Northern Area MRC
- The AMEP/ TAFE SA partnership agreement for a suite of English classes in metropolitan Adelaide and regional areas
- The renewal of funding for the Try, Test and Learn – Women's Employment into Action program
- Establishing Skilled Migrants Services in partnership with the Department of the Premier
- Establishing the Multilingual Telephone Service, which caters to over 50 language groups, and is available five days a week with after-hours numbers and an emergency helpline
- Reviewing and developing our DV Prevention and early intervention program

# Acknowledgements

The AMRC Board and Management thank all staff and volunteers who invested their time in providing valuable and extraordinary services throughout the year.

## AMRC Management Staff

### Eugenia Tsoulis OAM

Chief Executive Officer

### Alex Parken

Legal Counsel, Senior Contracts Manager

### Mirsia Bunjaku

Senior Manager, People and Programs

### Biljana Zubcevic

Senior Manager, Finances

### Cynthia Caird

Senior Manager, Community Services and Engagement, Women's Empowerment and Youth Leadership

### Quyen Hoang

Program Manager, Status Resolution Support Services and Aged Care

### Dilky Wijeyekoon

Program Manager, Humanitarian Settlement Program and NDIS

### Michelle Dieu

Manager, Northern Area Migrant Resource Centre, Creche and Financial Management Services

### Zeleka Habtegiorgis

Program Manager, Community Support Program and Migration

### Grace Chiang

Manager, Human Resources, Operations and ILC

### Jamila Ahmadi

Manager, Community Development

### Anelia Blackie

Manager, Mount Gambier Migrant Resource Centre

### Heather Muirhead

Manager, Murraylands Migrant Resource Centre

### Frances Kirby

Manager, Naracoorte and Bordertown Migrant Resource Centre

*We congratulate Sara Al Kufish for her marriage and relocation to Sydney to work in aged care, Kobra Dosti for acquiring a traineeship in an IT firm and Dunya Sardar for being appointed as Project Manager in a construction firm in Dubai.*

## AMRC Staff

Elizabeth Sarai Aguilera

Farzana Ahmadi

Atoosa Akhavan Rezayat

Hiba Al-Alwani

Sara Al Kufish (until 11/05/21)

Maria Corazon Allesa

Anna Amirkhanyan

Neha Bhalla

Sunshine Carumba

Amela Chandra

Simon Cin Zah

Chesnae Cubero

Marilou Dacutan

Roberta Dud Falcao De Oliveira

Kobra Dosti (until 25/10/21)

Tilak Ghaley

Firas Habib

Zeleka Habtegiorgis

Mohammad Yaseen Hakimi

Yasin Hassanyar

Prudence Mary Hemming

Yazdan Jawshani

Laxman Jogi

Akimu Mulumba Kabeya

Kuganesan Kanagaratnam

Bao Luo

Josephine Mahoney

Nadia Makdadi

Eva Manatakis

Deng Enock Manyon

Denise Mercader

Du Nhan

Ibrahim Nowrozi

Keith Preston

Rucha Raval

Dunya Sardar (until 26/08/21)

Mohammad Dawaud Sharify

Matti Spellacy

Van Bawi Tin Hlawng

Lene Zefi

## Community Support Staff

Christine Achan	Abeba Girmay Giday	Anita Magar	Seraphin Shindano
Krishna Adhikari	Carolina Gray	Mon Maya Magar	Jollibee Simmons
Julie Alcantara	Sumiya Habibi	Aduk Majock	Phary Soeur
Niran Hameed Khif Alghizzi	Jolie Hirwa	Elvira Malimban	Devi Subedi
Rana Al-Katrane	Freda Hlawn Ching	Bunrath Mann	Bhadri Maya Subedi
Purna Basnet	Jancy Htoo	Josephine Mendza	Rosy Suimen
Samuel Bannon	Nelsay Htoo	Barbara Minge	Keshang Tamang
Naina Bhatarai	Ciin Sian Huai	Mohammad Oudeh Mohammad	Phurba Tamang
Khina Maya Bhattarai	Helen Hughes	Sohaila Mohammadi	Kausila Thapa
Yogu Maya Bhattarai	Thidung Huynh	Dil Mongar	Thimding Tuimuk
Santi Maya Baraili Biswa	Fowuzia Zakir Jibril	Odette Mukamunana	Hannah Jill Velikkakath
Robin Chhetri	Marija Jovanovic	Chau Minh Thi Nguyen	Joshy Velikkakath
Vel Hlei Thluai Cin Zah	Roqia Karemi	Ngoc Ha Nguyen	Rosa Ana Villalobos
Sui Hlawn Cinzah	Rup Khadka	Eryllyne Panes	Hinostroza de Last
Geeta Dahal	James Khadka	December Paw	Yordanos Zergi Weldemichael
Sree Dar	Bhim Maya Khadka Chhetri	Rabea Rahimi	Julieta Young
Tum Eng	Roya Khanzadeh Sagharlou	Chakra Bahadur Rai	Abida Yousafzai
Mary Jane De Le Vega Faulkner	Khential Khential	Kumari Rai	Nelly Neema Zahinda
Maria Fe Gardiner	Ni Ka Mwe Paw Khin	Aziza Raza	Talib Hussain Zakeri
Laxmi Devi Gautam	Barankabaga (Claude) Kulimushi	Angelica Ann Rempillo	Ahmed Khudhur
Zahra Gharjestani	Lal Din Thari Lal	Januka Rimal	Murad Zandaanin
Fariba Gholami	Min Li	Tila Rupa Rimal	Tanzila Tahir Zia
Khadija Ghulami	Van Long Ly	Hei Chri Say	Ahmed K M Zandaanin
			Tanzila Zia



## Member Organisations

Adelaide City Care	Chin Community of SA	Liberian Community of SA	South Sudanese Community Association of Australia (SA Branch Incorporated)
Afghan United Association of SA	Congolese Community of SA	Liberian Women Group	Tatar Bashkurt Association in Australia Inc
African Communities Council of SA	Eritrean Muslim Community SA Inc	Middle Eastern Communities Council of SA	Association of Burundian Community of SA
Ahmadiyya Muslim Association Australia	Ethiopian Community Association of SA Inc	Migrant Women's Lobby Group	The Croatian Club Adelaide Inc
Ahwazian Community of SA	Filipino Settlement Coordinating Council of SA	Multicultural Youth Link SA	The Ethnic Schools Association of SA Inc
Association of Ukrainians in SA Inc	Greek Orthodox Community of SA Inc	Muslim Women's Association of SA	Togolese Welfare Association SA Inc
Australian Unitarian Druze Community SA	Hong Kong Cultural Association of SA	Overseas Chinese Association of SA	Tong De Association of SA
Australians for Syria SA	Hungarian Caritas Society in SA Inc	Pacific Islands Council of SA	Turkic People Association of Australia
Baba Gur Gur Community Australian Turkman Association Inc	Igbo Community of SA	Persian Academic and Cultural Association in Adelaide	Turkish Association of SA
Bhutanese Australian Association of SA	Iranian Women Organisation SA Inc	Persian Cultural Association of SA	Ugandan Community of SA
Bosnia & Hercegovina Council of SA	Iraqi Community Cultural Association of SA	Russian Women's Association of SA Inc	Uzbek Association of Australia
Bosnia & Hercegovina Muslim Society in SA	Iraqi Women's Voice of SA	Samahan Filipino - Australia SA Inc	Vietnamese Community in Australia (SA Chapter)
Buddhist Compassion Relief Tzu Chi Foundation Australia Inc	Islamic Society of SA	Serbian Australian Senior Citizen Club Inc	Zomi Innkuan Adelaide Inc
Ceylon Tamil Association of SA Inc	Ivorian Community Association SA Inc	Sierra Leonean Women's Association	
	Kurdish Australian Association of SA	SLAVA Ukrainian Cultural Centre	
		South Australian Bangladeshi Community Association	

## Associate Members

Laura Adzanku	Eva Kannis-Torry	Greg Mackie OAM	Jacinta Thompson
George Fomba	The Hon. Chief Justice	Zita Deng Ngor	Mayor Erika Vickery OAM
Mayor Kris Hanna	Christopher Kourakis	Alexandra Parken	Matthew Woodward
Andrew Hill AM	Stan Lewinski	His Honour Judge Rauf Soulio	Dr Evelyn Yap
Elizabeth Ho OAM	Mabok Deng Mabok Marial	Lisa Teburea	Denis Yengi CPA



## Volunteers – Adelaide Metropolitan

Mahboobeh Abbotspour	Rebeka Van Sui Em	Bikash Majhi	Ahmad Sadik
Batool Abassi	Majid Emarloo	Reng Ting Lune Mal	Uzair Safi
Mimona Abdalla	Van Bawi Fambawl	Agum Manyuon	Sophia Saidi
Iman Abdallmahmoudabi	Maria Van Gangelen	Akhtar Mostaghim Marvasti	Shamsolmolok Salari
Dilsuz Abdurachmonove	Paul Van Gangelen	Florence Mashauri	Dili Ram Sanyasi
Zainab Abubaker	Tian Gao	Rabie Elias Melhem	Jamuna Sanyasi
Shahla Ahadzadeh	Angela Maria Taborda Garcia	Almas Merchant	Sarawasti
Najma Al Abas	Laxmi Gautam	Bhagi Rathi Mishra	Farid Shah
Zuheir Al Faraj	Man Kumari Ghale	Tika Ram Mishra	Tika Sharma
Rima Al Faraj	Til Maya Gurung	Nar Maya Mishra	Matengbeh Varmuyan Sheriff
Salah Al Mansori	Manju Gurung	Tia Monydeng	Talata Sheriff
A J Al Mansori	Odangi Aboki Guwey	Asefa Moradi	Khaled Sidawi
Feryal Al Sharee	Ahmed Mohamed Hajay	Sakina Mosawi	Renuka Subba
Niran Alghizzi	Hakima Hazara	Ni Ci Kheng Mual	Roshni Subba
Osman Salah Ali	Andrew Hill AM	Joseph Kham Lian Mung	Jash Maya Subba
Asef Ali	Ro Hniang	Sabaratham Nadarajah	Ni Sui
Ghayyas Almohamad	Dim Hoi	Nasrin Naderi	Sui Ni Suicin
Ameyo Elizabeth Ameganvi	Leila Hosseini	Zuhir Naji	Rosie Suimen
Aghdas Amirinia	Mehnaz Hussaini	Thang Khan Khual Naulak	Igor Sukno
Shikofa Anguri	Elias Kabura	Ganga Nembang	Asari Tamang
Alia Azimi	Bishnu Kafley	Nisha Neupane	Purni Maya Tamang
Shahla Bahadorani	Dil Kumari Karki	Beverley Newberry	Bir Maya Tamang
Beena Basnet	Petra Kelly	Daw Ni	Purni Maya Tamang
Asha Basnet	Amira Kenaan	Wali Niazi	Tika Maya Tamang
Uk Bawi	Sondos Kenaan	Solomon Nichun	Ashari Tamang
Juna Devi Bhattarai	James Kermod	Zing Tung Nung	Dhan Maya Tamang
Bakti Maya Bista	James Khadka	Abaro Omot Omot Ojwato	Dil Maya Tamang-Gurung
Ganga Maya Bista	Madan Khapangi	Joudi Omar	Ngala Thang
Meena Kumari Biswa	Rasha Khatib	Omar Omar	Lian Thang
Nirmala Sigaude Biswakarma	Lal Ruat Kim	Rashid Omar	James Thang
Ayser Bonnai	David Dennis King	Taban Ongee	Clarence Tiong
Ray Caird	Cung Kingbawl	John Nelson Opio	Charles Tran
Tin Zi Cenhrang	Rai Kit	Aisha Omer	Win Kyi Tin Tuep
Letty de La Cerna	Kuldeep Kumar	Hiba Osman	Thim Dim Tuimuk
Sushanta Chapagai	Meena Kumari	Shakila Orozгани	Rana Vojdani
Mina Chaudhary	Ni La Win	Azizullah Paigham	Dr Stephanie Vuong
Hari Chhetri	Minaz Ladhani	Helena Dawt Din Par	Jacky Jiaqi Wang
Damber Chhetri	James Lan	Arezou Parsa	Andrew Williams
Robin Chheteri	Esther Latung	December Paw	Sherina Winton
Sui Bom Chuak	Vanhanglian Latung	Bawi Peng	Craig Wotton
Cikom Cikom	Lairam Latung	Lawuo Pewee	Mohammad Arif Cena Ali Zada
Thluai Khen Mual Cin	Navang Lenvai	Ranee Pewee	Cer Thai Zahau
Sui Hlawn Cinzah	Men Tial Lian	Janine Pierce	Job Zahinda
Triphana Cooper	Kathy Kening Liu	Dr Teresa Puvimanasinghe	Khasayar Zanzibar
Yani Dahal	Dr Mohammad Lotfollahi	Khadija Qalandari	Mariannys Martinez Zapata
Bishnu Dahal	Krishna Luitel	Rabea Rahimi	Mobaraka
Rosa de Rodriguez	Shiqi Luo	Asha Maya Rai	Dr Padhan
Renuka Dhungana	Sulaxchhya Magar	Deepa Rai	Puskar
Raghad Hassan Dib	Tika Magar	Bishnu Maya Rai	Vanlalhmuaik
Kobra Dosti	Ran Bahadur Magar	Kumari Rai	Zahra
Farid Drokhsan	Bhim Bahadur Mahat	Chakra Rai	
Shahin Drokhsan	Ajita Majhi	Tek Rai	
Chaman Sah Ehsani	Buddhi Maya Majhi	Vanessa Ricks	

## Volunteers – Regional

Farahnaz Afzali	Saliza Bhatiar	Kate Fry	Hanif Kohzard
Faiza Adeel	Saliza Binti Bhatiar	Xiaoli Fu	Barbara Minge
Lizzy Adeyoe	Karen Bryson	Lorna Gilmore	Kerry Nitschke
Farahnaz Afzali	Julie Burdett	Maria Jocelyn Goodridge	Marion Orton
Esmatullah Ahmadzadah	Barbara Burgemeister	Merrawyn Hansen	Lyn Schinckel
Fee Aitkin	Deanne Butler	Jo Hart	Judy Stafford
Mobolaji Akinbo	Pauline Byllaardt	Jenny Hinze	Robyn Talbot
Didar Ali	Josie Collins	Guofeng Hu	Erika Vickery OAM
Mehdi Ali	Marie Davis	Colleen James	Diana Vine
Vasanthi Arulmurugan	Tien Dung Do	Siti (June) Japri	Jenny Ward
Mastora Ataie	Peter Doelle	Shelby Justine	Liz Yelland
Eman Atif	Carolyn Drew	Natalie Kennedy	Hafeezullah
Wajiha Batool	Julie Earl	Jenny Killicoat	
Venita Bator	Heather Edwards	John Kirby	
Meredith Beck	Gwen Fisher	Beverly Klingbiel	

## 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 2021. We look forward to working with you in 2022. We apologise if we have omitted any organisations.

Adelaide Botanic Gardens	Australian Workplace Training	City of Onkaparinga	District Council of Grant
ac.care	Autism SA	City of Playford	Elders Real Estate
Adelaide City Council	Back on Track	City of Port Adelaide Enfield	Enable Plan Management
Adelaide City General Practice	Bagster Community Centre	City of Salisbury	Equipment4living
Adelaide Festival Centre	Balance Home	City of Tea Tree Gully	Federal Member for Barker, Tony Pasin
Adelaide Fringe	Services Baptist Care	City of Unley	Feros Care
Adelaide Institute of Hospitality	Bedford Group	City of West Torrens	Fergus & Noel's Gardening
Adelaide Secondary	Bendigo Bank	Communicable Diseases	Ferrers Medical Clinic
School of English	Bensons Radiology, Mount Gambier	Control Branch	First National, Mount Gambier
African Communities	Birthline	Community Access	Flinders Hospital
Council of SA	Boandik Aged Care	and Services SA	Flinders University
AMES Australia	Boosting the Local Care	Community Allied Health	Foodbank SA
Anglicare SA	Workforce Program	Community Assist	Football South Australia
Australian Bureau of Statistics	Bordertown High School	Community Care Network	Four Reasons Why
Australian Electoral Commission	Burnside Medical Centre	Complete Real Estate	Frank Kaiser Properties
Australian Government	Business SA	COMREC	Gateway Housing
Department of Education, Skills and Employment	Career Employment Group	Construction Industry	Geared 2 Drive
Australian Government	Carol Murray Children's Centre	Training Centre	Good Prospect Psychologist
Department of Home Affairs	Catherine House	Country Health Connect, Limestone Coast	Good Shepherd Australia & New Zealand
Australian Government	Centacare	Country Health SA	Gordon Education Centre
Department of Human Services	Centrelink	Local Network Deaf Can do	Government of South Australia Department for Child Protection
Australian Government	Chest Clinic	Dental Services SA	Government of South Australia Department for Education
Department of Social Services	Child and Adolescent	Develop Therapy Services	Government of South Australia Department for Industry and Skills
Australian Institute of	Mental Health Services	Developing Links	
Company Directors	City of Adelaide	Diabetes SA	
Australian Red Cross	City of Charles Sturt	Disability Advocate SA	
Australian Refugee Association	City of Marion	Disability Employment Hub	
Australian Taxation Office			





Government of South Australia	Job Prospects	Madec Australia	Murray Mallee
Department of the Premier and Cabinet – Multicultural Affairs	Julia Farr Association	Magdalene Centre	Community Health Service
Group Training Employment (GTE), Mt Gambier	Purple Orange	Malseeds Real Estate	Murraylands
Guide Dogs SA/ NT	Karista	Maxima Employment Services	Multicultural Network
Hawkins Medical Clinic	Kevin Paisley Optometrists	Medicare Australia	Muslim Women's Association of SA
Headspace	Kincraig Medical Clinic	MEGT	My Aged Care
Healthcare Australia	Lakes Rotary Club, Mount Gambier	MGA Insurance Brokers	My Life My Way
Healthsmart Physiotherapy	Legal Services Commission of SA	Michelle DeGaris	My Plan Manager
Hearing Australia	Liberty Speech	Memorial Kindergarten	Myriad International Consulting Services
Heart and Vascular Institute	Lifeline Adelaide	Middle Eastern Communities Council of SA	Naracoorte Child Day Care Centre
Helping Hand	Lifeline Australia	Migration Council of Australia	Naracoorte Diversity Hub
Hepatitis SA	Lighthouse Disability	Minda Incorporated	Naracoorte High School
Hi Line Hardware	Limestone Coast Community Justice Centre	Mission Australia	Naracoorte Lucindale Council
Highline Hardware	Limestone Coast Local Health Network	Monarto Safari Park	Naracoorte Public Library
Holmesglen Institute	Limestone Coast Multicultural Network	Morella Community Centre	Naracoorte South Primary School
Homecare Plus, Mount Gambier	Limestone Coast Training	Mount Gambier City Council	National Disability Insurance Agency - Strategic Communications and Engagement Branch, Communications and Community Engagement Divisions
HomeStart Finance	Limestone Coast Volunteer Service	Mount Gambier Fringe	National Disability Insurance Scheme - LAC Partners
Housing SA	Limestone Coast Hearing Care and Speech Therapy	Mount Gambier High School	National OT
Hugo Centre for Population and Migration Studies	Living to the Max	Mount Gambier Hospital	Northcare Physio
HyCare Australia	LJ Hooker Real Estate	Mount Gambier North Primary School	Northern Area Local Health Network
Independent Member for Mount Gambier, Troy Bell	Lutheran Community Care	MPOT	
JBS Australia	Local Jobs Program	Murray Bridge City Council	
Jim's Cleaning	Lyell McEwin Hospital	Murray Bridge Early Learning Centre	
Jim's Mowing		Murray Bridge High School	
		Murray Bridge North School	



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  
 NOW Empowerment Collective  
 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, Limestone Coast  
 Regional Development Australia, Murraylands and Riverland  
 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  
 SafeWork 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 Stitchers Club  
 Salvation Army Parent Net, Ingle Farm  
 Salvation Army, Bordertown  
 Salvation Army, Mount Gambier  
 SCOSA  
 Service SA  
 Settlement Council of Australia

Sir Robert Helpmann Theatre  
 Skills for Jobs in Regions  
 Skills SA  
 Skylight Mental Health Services  
 Softycare Pty Ltd  
 Soroptimist Club of Mount Gambier  
 South Australia Cricket Association of SA  
 South Australian Migration Museum  
 South Australian Reunification Court  
 South East Regional Community Health Service  
 South Park Seniors Tennis  
 St Augustine Parish Community Hub  
 St Louis Aged Care  
 St Peters College  
 St Vincent de Paul Society  
 Stand Like Stone Foundation  
 Sundrop Farms  
 Supercraft Bedding  
 Sureway Employment  
 Surf Life Saving SA  
 Survivors of Torture and Trauma Assistance and Rehabilitation Service  
 TAFE SA  
 Tatachilla Lutheran College  
 Tatiara District Council  
 Tatiara Medical Centre  
 Tatiara Multicultural Network  
 The Bob Hawke Prime Ministerial Centre

The Border Watch  
 The Smith Family  
 Thebarton Senior College  
 Thomas Foods International  
 Trees for Life  
 United Nations Association of Australia, SA Division  
 Uniting Abilities  
 Uniting Communities  
 Unity Housing  
 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  
 West Beach Surf Life Saving Club  
 White Ribbon Australia  
 Wise Employment  
 Women's and Children's Health Network  
 Women's and Children's Hospital  
 Women's Health Statewide  
 Women's Legal Service (SA)  
 Women's Safety Services SA  
 Working Women's Centre  
 Workskil Inc., Salisbury  
 YMCA  
 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. We also thank many individuals and organisations for their invaluable donations of money, goods and/ or in-kind support. We apologise if we missed any donor.

Cristina Garcia	Pham Thluai	Refugee & Asylum Seeker
Klio Niki Ioannou	Philip White	Toy Drive
Avneet Kaur	Zoe Zweck	Rotary Club of Adelaide
Allan McDougall	Australian Relief Organisation	Rotary Club of Campbelltown
Andrew Hill AM	Edge Environment	Salvation Army
Kamina Hill	'Make More Good' donation	The Gap Consulting
Omar Omar	Four Reasons Why	Group Pty Ltd
Sofi Ospina	Pacific Islands Council of SA	ZONTA International
Christopher Stenton	Pinnacle College SA	



# Treasurer's Report and Financial Statement



I would like to recommend the audited statements from Di Nino & Co Chartered Accountants for the 2020 – 2021 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	\$5,846,266
Services and program costs	\$900,133
Administration and infrastructure costs	\$483,222

I would also like to recommend that the AMRC procure auditing services from Di Nino & Co Chartered Accountants for the period 2021 – 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 2021 – 2022 be accepted.

**Denis Yengi CPA**  
Treasurer



**Australian Migrant Resource Centre Inc.**  
**ABN 42 131 904 410**

**Financial Statements For The Year  
 Ended 30th June 2021**

Level 1, 231 The Parade,  
 Norwood SA 5067

PO Box 1057, Firlie SA 5070  
 Di Nino & Co. Pty Ltd  
 ABN 19 605 283 270

### Income and Expenditure Statement for the Year ended 30 June 2021

Income	2021
<b>Receipt of Program Grants from:</b>	
- Department of Home Affairs - Status Resolution Support Services (SRSS) - SETS - Client Services - SETS - Community Capacity Building	2,826,628
- Department of Social Services - Try Test and Learn - Emergency Relief - Creche - BBF	706,241
- Department of Health - Home Care Program - Community & Home Support Program (CHSP)	1,303,988
- National Disability Insurance Agency (NDIA) - ILC - Information, Linkages & Capacity Building - National Disability Insurance Scheme (NDIS)	2,435,574
- Department of the Premier & Cabinet - Core Activity Project	120,242
- COVID-19 Related Grants - Multicultural Financial Assistance Fund - CHSP Covid - COVID-19 Coordination of ESS - COVID-19 Relief - COVID-19 Community Outreach - Ripple Fund Community Fund	342,698
- Receipt of Program Income from: - AMES Australia - Humanitarian Settlement Program (HSP) - Community Support Program (CSP) - Other Grants - Other Income	222,203 232,152 163,760 246,771
<b>Total Income</b>	<b>8,600,257</b>
<b>Expenditure</b>	
<b>Payments and Accrual of Expenses for:</b>	
- Salaries & On Costs	5,846,266
- Other Program Costs	900,133
- Administration, Facilities & Utilities	483,222
<b>Total Expenditure</b>	<b>7,229,621</b>
<b>Change in Net Assets Resulting from Operations</b>	<b>1,370,636</b>

### Consolidated Balance Sheet as at 30 June 2021

	Notes	2021
<b>Members' Funds and Reserves</b>		
Retained Earnings	2	11,092,273
Reserves		
- Reserves for Facilities Redevelopment/ Refurbishment		1,550,000
- Redundancy Reserve		400,000
- IT upgrade Reserve		200,000
- Refugee Assist Fund Reserve		100,000
- Mt Gambier Extension Community Centre		1,100,000
- Service Development Murray Bridge/Whyalla		500,000
- Community Housing Project		2,500,000
<b>Total Members' Funds and Reserves</b>		<b>17,442,273</b>
Represented by:		
<b>Current Assets</b>		
Cash at Bank	3	13,511,887
Debtors		523,411
		<b>14,035,298</b>
<b>Non Current Assets</b>		
Land & Buildings & Improvements	4	6,833,531
Plant & Equipment		140,432
Motor Vehicles		24,842
		<b>6,998,805</b>
<b>Total Assets</b>		<b>21,034,103</b>
<b>Current Liabilities</b>		
Creditors & Payroll Liabilities	5	283,876
Accrued Expenses		16,500
Employee Entitlements (Annual Leave)	6	329,643
CPP Client Bond/Migration Advice		75,939
Program Balances carried forward	7	2,063,221
		<b>2,769,179</b>
<b>Non Current Liabilities</b>		
Provisions	8	400,000
Employee Entitlements (LSL)	6	422,651
		<b>822,651</b>
<b>Total Liabilities</b>		<b>3,591,830</b>
<b>Net Assets</b>		<b>17,442,273</b>

### Financial Statements Declaration for the Year Ended 30 June 2021

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

The signatories of the organisation hereby declare that:

The accompanying financial statements and notes of the organisation as at 30 June 2021:

- present a true and fair view of the organisation's financial position as at 30 June 2021 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.
- comply with Australian Accounting Standards as detailed in Note 1 of the financial statements.

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

**Denis Yengi CPA**  
 Treasurer

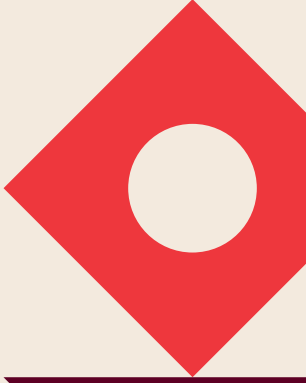
**Judge Rauf Soulio**  
 Chairperson

Dated this 24th day of August 2021

# Acronyms and Abbreviations

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





AMRC