

Australian Migrant Resource Centre Annual Report Jan–Dec 2022



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

Australian Migrant Resource Centre

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AMRC



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Organisational 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 guides us to 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. Our practice of participatory governance enables our members to contribute directly to achieving our goals.

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

Our aim for excellence in our service delivery has been recognised by awards for achieving, and exceeding, quality standards, as established and evaluated by our funding partners. Building and sustaining effective partnerships is fundamental to meeting the needs of our clients and communities.

Chairperson's Report



I acknowledge this land as the traditional land of the Kaurna people.

I welcome the Hon Tung Ngo MLC, representing the Hon. Peter Malinauskas MP, Premier of South Australia, and the Hon. Zoe Bettison MP, Minister for Multicultural Affairs, our patrons, mayors, community leaders, our valued AMRC members, our many distinguished guests and friends all.

2022 has certainly been a year of considerable change and also one that has given us renewed optimism, and pride.



The AMRC has again been recognised as a Service Excellence Organisation and is in the final stages of reaccreditation for the White Ribbon workplace program. The AMRC has also commenced reporting to the Workplace Gender Equality Agency and has ranked well compared to other similar organisations.

Such recognition of the professionalism and the worth of the AMRC is important. The awards and recognition support our external credibility and reputation, and contribute to a positive work culture of continuous improvement within the AMRC.

On behalf of the Board, I offer congratulations to Eugenia, to our managers, and to all of our staff on maintaining the Australian Service Excellence Standards (ASES) at the Certificate and Award level. It is a proper reflection of the approach taken by everyone to providing services to our many clients, and a testament to the quality of our work, our relationships with clients, and our relationships with partners and the many stakeholders.

This year the AMRC has been involved in various national and state consultations, submissions and papers to further advance migration and settlement interests, as well as pursuing our endeavours in the areas of Aged Care and Disability Services to our clients and communities of non-English speaking backgrounds.

I offer my personal thanks to my fellow Board members for their sound advice, and for their valuable work in assisting our strategic planning effort in the last 12 months. That process ensures that we have a comprehensive strategic business plan in place for the coming 5 years.

On behalf of the Board, I congratulate our staff for their diligence, their flexibility, their collaboration with partners, and their excellent teamwork, ensuring that the AMRC continues as the leading settlement agency in South Australia.



I would like to acknowledge and thank our state and federal governments for their assistance and support, as well as our philanthropic donors, our other generous supporters, and our volunteers who will be more formally acknowledged a little later.

There is another topic which I must touch upon. As many of you will be aware, Eugenia Tsoulis will be stepping back from her role as CEO of the AMRC as from 6 December 2022. Eugenia's contribution to the AMRC, and to the clients and members of the AMRC, will be more formally recognised in the coming year. Eugenia's career has involved over 50 years of service as a leader in multicultural policy, research, and reviews, across sectors including mental health, education, the arts, employment, and training, in addition to the important role in ensuring the full participation of migrants and refugees in the Australian community.

She has had roles in the South Australian Education Department, was Director of the Migrant Workers Centre, is a founding member of the Settlement Council of Australia, was awarded an OAM in 1994 for services to multiculturalism, was the Zonta woman of the year in 2007, and was awarded the Individual Achievement Award in the Governor's Multicultural Awards in 2012. She received the inaugural Harmony Alliance Award in 2017 for her lifelong work in empowering and supporting migrant and refugee women, and in 2017 was also named on the South Australian Women's Honour Roll.

That is a partial list of Eugenia's roles, achievements, and recognition. What a list like that, impressive as it is, does not do is capture Eugenia as a person. Eugenia is a fierce advocate for the rights and interests of refugees, and for the clients of the AMRC.

She is a fierce protector of our staff, and of our organisation. She is a caring, principled, dedicated person who spends her time in the service of others, for the benefit of others.

She is a prodigious writer. She is a thoughtful employer – bringing her management and staff with her – bringing out the best in them, and training and improving them. Eugenia rarely rests – when on holidays she writes grant applications. She is creative and constructive and effective. She is a loyal friend. It has been my pleasure to work with Eugenia for so many years.

I am very pleased that Eugenia, who is a Life Member of the AMRC, has agreed to be co-opted onto the Board of the AMRC, and to say, on behalf of my fellow Board members, that we look forward to Eugenia's ongoing contribution in the years to come.

The AMRC has gone through a comprehensive recruitment process, incorporating the assistance of an independent recruitment HR specialist, and I am very proud to announce that one of the AMRC's senior managers, Mirsia Bunjaku, has been selected as the new CEO, and will formally commence in that role on 7 December 2022. Mirsia has a long and successful 18-year history with the AMRC. During that time, she has been assigned to, and managed, a number of programs and services, and is highly experienced in the work we do, and in the culture of our organisation. Mirsia will be assisted by Alex Parken who will take on the newly created role of Deputy CEO. Alex has considerable legal experience, including as a Senior Associate with one of Australia's leading law firms, before starting as a volunteer at AMRC, becoming a valued staff member, and for some time now, appointed as AMRC corporate counsel.

Once again, thank you to our patrons, to the Board, to our CEO and senior managers, to our staff, to our volunteers, and to all of you here tonight for the role you have played in our collective achievements over the past year. Thank you.

His Honour Judge Rauf Soulio
Chairperson

Chief Executive Officer's Report



The AMRC team has been busy engaging our communities, stakeholders, volunteers and partners in developing innovative opportunities for our client groups. We have provided case management and other settlement services, as well as specialist services through various programs to over 4000 clients this calendar year.

We have trained a number of staff and worked with the Afghan United Association to provide services and capacity building to the Afghan evacuees and other humanitarian entrants. We have worked with the Ukrainian Association of SA to assist the servicing and supports for Ukrainian new arrivals. We continue to put in place new initiatives to service skilled migrants in metropolitan and regional South Australia. The AMRC will continue its representation on the Settlement Council of Australia Board, the peak national body for settlement, through Mirsia Bunjaku.

In terms of research and applying what we learn, we will continue to partner with UniSA on the "Life After Migration" study. We have also partnered with the Edmund Rice Centre on the "Settlement Cities: A place-based study of Australia's major refugee settlement destinations".

I want to acknowledge the AMRC staff, volunteers and partners whose work has once more been rewarded as the AMRC gained the Service Excellence Certificate and Award in October. This achievement is a culmination of hard work and dedication by the people within our services to create a quality organisation. In addition, the AMRC has again continued our efforts in the domestic and family violence sector with our reaccreditation as a White Ribbon Workplace. Well done to all!

I have been very privileged, humbled and inspired to have worked with incredible staff and an amazing, supportive Board and Chair, community leaders, partners, colleagues and friends. Thank you to all who have worked with me or supported me in the role of CEO over the past 27 years. I am humbled to have been part of so many people's journey to belonging.





The journey advancing multiculturalism and a sense of belonging for our new arrivals has been incredibly rich and fulfilling, not least because it has been about committed professionals working together closely with community. There is always more to be achieved and new challenges, and I look forward to the next chapter of the AMRC. Although I step down from the AMRC CEO role as of December 2022, I will still be contributing as a Board and Life Member, and also through my continued involvement with the sector generally, so my commitment to pursuing shared aspirations for migration and settlement will be ongoing.

I am delighted that the AMRC Board has appointed Mirsia Bunjaku as the new CEO and Alex Parken as Deputy CEO. I add my congratulations to both Mirsia and Alex along with those expressed by the Chair. Both have substantial experience in the work we do and have shown themselves to be dedicated and talented contributors in achieving our purpose and values. I have every confidence for the future with this leadership in place, and in their outstanding management team. They will also be supported by the AMRC's 140 staff, who are culturally diverse and passionate about supporting their communities and client groups. Thank you for your continued support of the AMRC's work.

Eugenia Tsoulis, OAM
Chief Executive Officer



Governance

We acknowledge our patrons for their support and guidance of our work to ensure its integrity and our life members for their considerable contributions to the AMRC

Chief Patron



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

Patrons



The Hon. Christopher Kourakis,
Chief Justice of South Australia



The Hon. Amanda Vanstone AO



The Hon. Robyn Layton AO QC

The Board

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

Life Members

Florina Fernandes

Tung Shen Chin

Eugenia Tsoulis OAM

2022 Board Members

His Honour Judge Rauf Soulio	Chairperson
Ms Elizabeth Ho OAM	Deputy Chairperson
Mr Denis Yengi CPA	Treasurer
Mr Tarik Beden Association of SA	Chairperson, Iraqi Community Cultural
Ms Raghad Dib	Chairperson, Multicultural Youth Link SA
Mr Mabok Deng Mabok Marial	Multicultural Service Unit, Department of Human Services
Ms Vahedeh Mansoury	Chairperson, Middle Eastern Communities Council of SA
Dr Annette Osei-Kumah (until July 2022)	Manager, African Communities Council of SA
Mr Hussain Razaiaat JP	Chairperson, Afghan United Association of SA
Ms Erika Vickery OAM	Mayor, Naracoorte Lucindale Council
Ms Ke Wang	Secretary, Overseas Chinese Association of SA
Dr Evelyn Yap	Partner, Benson Radiology
Ms Eugenia Tsoulis OAM	Chief Executive Officer, AMRC

The board welcomes our new members to the Board in 2023. They are Eugenia Tsoulis OAM, as a Life Member, Mirsia Bunjaku, CEO, and Alex Parken, Deputy CEO, who will continue to perform Board secretariat duties.



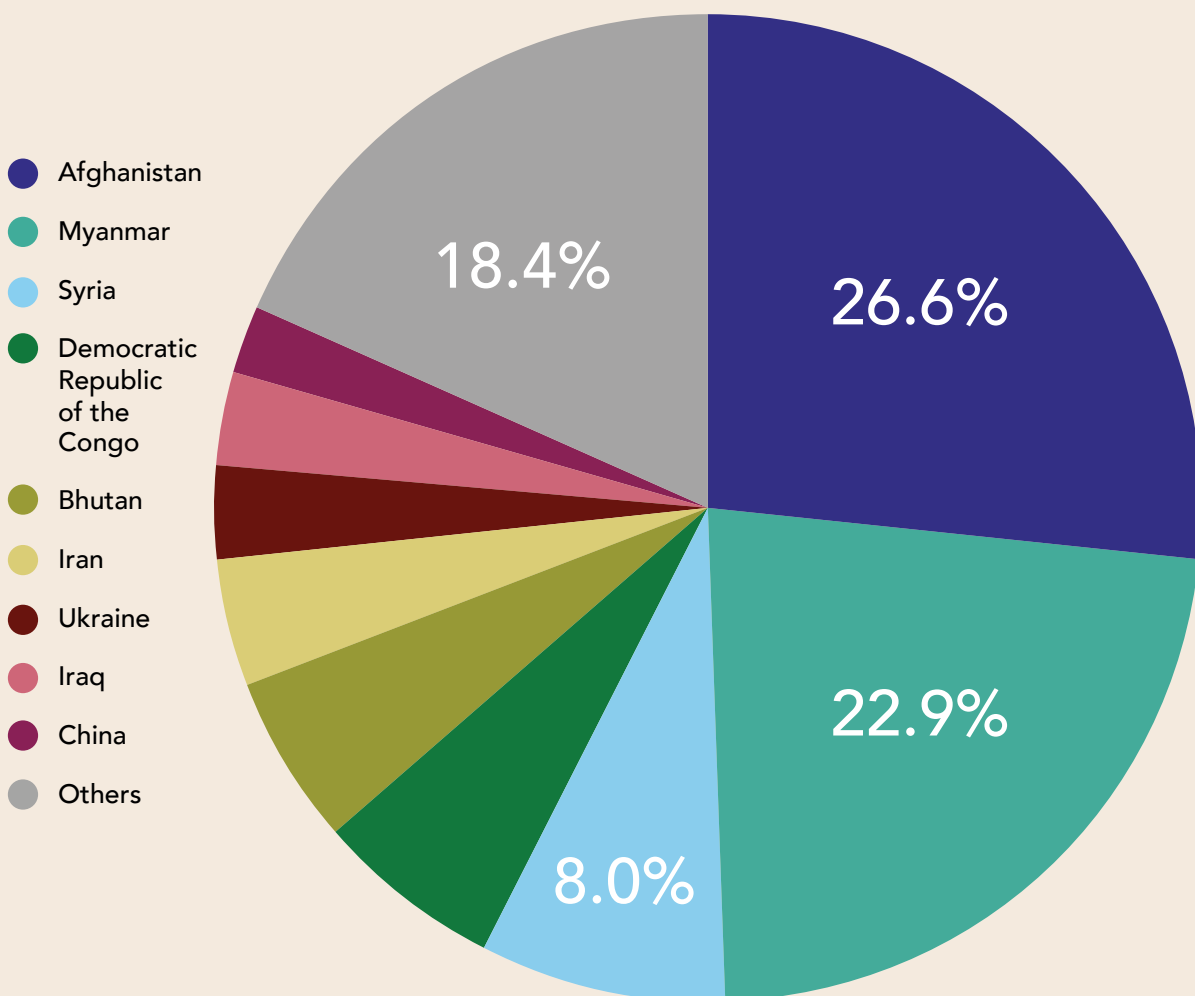
Settlement and Community Services

Settlement and participation have been the core business of the 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 and community services, funded by various commonwealth and state programs as well as by private assistance, in partnership and collaboration with key stakeholders. These services are provided through our network of centres in Adelaide, Salisbury, Bordertown, Naracoorte, Mount Gambier and Murray Bridge and through our Multilingual Telephone Services.

We have partnered with the Afghan United Association and the Middle Eastern Communities Council, providing services to recent Afghan evacuees and to other new arrival Afghans, and with the Ukrainian Association to assist new arrival Ukrainians.

4,000+
people assisted
with information,
case management
and referral





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

The AMRC is contracted to AMES Australia with funding through the Department of Home Affairs to deliver HSP. The AMRC manages the delivery of HSP in regional areas, and SIS in Adelaide and regional areas. In 2022, the AMRC took on the accommodation component of settlement services for regional HSP.

Thank you, for helping my family who returned from Iraq with finding accommodation.

HSP Service Delivery in Mt Gambier

Since international borders opened in May, we have welcomed a steady number of arrivals throughout 2022.

Orientation

The Mount Gambier MRC has established strong relationships with a range of stakeholders in delivering financial workshops and in facilitating justice education through tours to the police station and courthouse. We worked in collaboration with the Mount Gambier Library to introduce library services to new arrivals, including borrowing books and audiobooks, the availability of free Wi-Fi and the use of library computers and online resources. The AMRC offers regular information sessions including on areas such as scams/cybersecurity, tax, wills, health, mental health, carer support, fire prevention, household budgeting, community gardening, health and wellbeing (COVID/vaccination) and employment opportunities.

Accommodation

Despite the current housing challenges across Australia, the AMRC took over the accommodation support for HSP arrivals in Mt Gambier so as to not to compromise clients' needs. With the trust and collaboration of the local real estate agencies, AMRC has been able to find appropriate affordable housing for all new arrivals, whilst also supporting other refugees and migrants with housing needs, such as those moving from interstate or ending leases.

Employment

In Mt Gambier the AMRC received the first adult traineeship which is usually only available for young people. Thanks to the ongoing efforts to facilitate employment pathways, Mt Gambier has achieved the lowest unemployment rate amongst refugees.

Stakeholder Relationships

The AMRC has netted many positive outcomes for clients over 2022. As an example it advocated for one of the local schools to take in new arrival students who came during Term 4, with appropriate support such as the IELP program and free transportation from home to school. The AMRC also corresponded with a local bank to ensure it met the needs of clients in Mt Gambier. The bank has since employed an Arabic-speaking teller, thus overcoming language barriers and directly assisting clients with their banking needs.



4,400+
activities delivered
across 14
service types

Settlement Engagement and Transition Support (SETS)

The 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. It does so by addressing their settlement needs and strengthening their capacity building.

In 2022 SETS achieved the following:

Client Services

In times of major COVID outbreaks and isolation, our services seamlessly delivered through a Multilingual Telephone Service to specific communities to keep them safe and connected. During the global crisis, the AMRC supported the new emerging cohorts, including those from Afghan, Ukrainian and Myanmar backgrounds, as well as other refugees and migrants who came in 2022.

Domestic and Family Violence prevention and intervention supported an increasing number of women, through case management and various empowerment and educational initiatives. Through a collaborative effort with community leaders and stakeholders, we provided direct assistance and case coordination for women and children in domestic violence situations. Women were also supported with training and employment pathways and negotiating access to mainstream supports.

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

The AMRC is a place that welcomes new people to South Australia with passion and commitment and I would like to be part of it! Member, Civic Club

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

AMRC client

Community Support Program (CSP)

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

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

This year, the AMRC submitted visa applications covering 236 individuals, and since the Australian border has opened, 96 individuals reunited with their families. Despite all the uncertainty surrounding COVID-19, border restrictions, the Afghan Crises, unrest in Myanmar, Sudan and Ethiopia, the interest in CSP has been strong with the AMRC receiving 109 expressions of interest.

The humanitarian arrivals under CSP come from a variety of ethnic backgrounds – Afghani, Iraqi, Syrian, Eritrean, Congolese, Burmese, Ethiopian, and Congolese – and have successfully been reunited with their family members living in Australia.



Status Resolution Support Services (SRSS)

In 2022, SRSS clients in Adelaide and regional South Australia who had either received a Temporary Protection Visa (TPV) or a Safe Haven Enterprise Visa (SHEV) found employment or were no longer eligible for SRSS. As a result, the number of clients in SRSS has progressively decreased over the past 9 years from about 3,000 to 12. A significant number obtained employment through the AMRC's Employment Hub, which works closely with metropolitan and regional employers to assist clients to gain employment and a stable income, thus supporting themselves and their families.

The SRSS contract and program finished in mid-2022. The AMRC would like to send its sincere thanks to the volunteers, staff, service providers and partners who were involved in the program and provided great support to our clients over the years. AMRC appreciates and thanks the Department of Home Affairs for the support and funding to provide support services to asylum seekers who were in need.

Skilled Migrants Services

The AMRC appreciates the continued support and partnership with the Department of Premier and Cabinet to provide much-needed services to skilled migrants living in regional South Australia.

This particular project has identified the profiles of migrants living and working across specific South Australian regions, has linked skilled migrants to their local communities and services and has addressed any barriers or issues these workers are facing due to their migration status or settlement needs.

This is especially true of the ongoing arrivals of Pacific Islander communities in regional towns as well as other communities. We have continued to identify the challenges faced by these new arrivals and have been working closely with them to overcome them. We have additionally worked with local employers to ensure the sustainability of their workforce and to build the overall settlement sustainability and social cohesion in regional South Australia.

We have achieved the following:

Held critical regular consultations, feeding the results back to service providers, industries and government through the CSCI and other forums

- Identified and contacted new Pacific Islanders working across South Australia as far north as Port Augusta
- Delivered face-to-face services to over 500 individuals
- Collaborated with other partners to organise cultural, social and sporting activities
- Worked with the Department of Health to have new communities in regional areas included in COVID-19 vaccinations

You have made it possible for me to be part of the soccer club and I feel both welcomed and that I belong in this community.

Thank you for your work in the community, especially with our workers.

Pacific Labour Facility Network





Core Funded Targeted Services

The AMRC continued to provide settlement services and support for refugee and migrant individuals and families particularly those who are ineligible for Commonwealth funded services in the Murraylands, Limestone Coast and Adelaide metropolitan region. The Program also assisted Ukrainians who were not eligible for SETS, refugees here over 5 years, those relocating from interstate, those who arrived through family reunion, general migration, bridging visa holders and temporary visa holders, including visitors who have been stranded due to COVID-19.

1000+
migrants and
refugees assisted
in metropolitan
Adelaide

Services Responding to Global Emergency

Afghan-Australian Community & Settlement Support (AACSS)

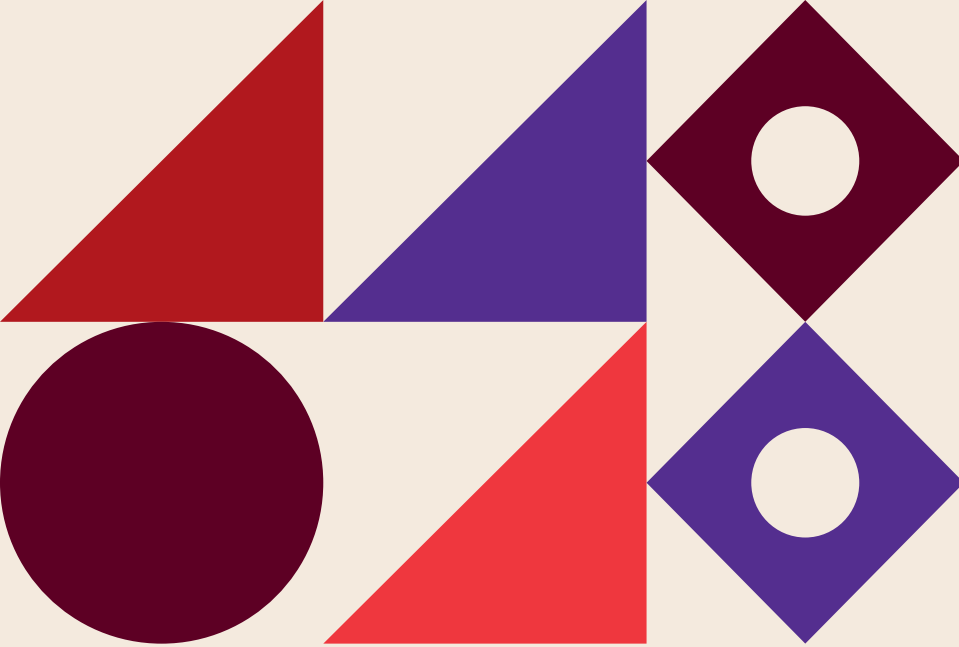
Following the Afghanistan Crisis, the AMRC and the Afghan United Association of SA (AUASA) established the Afghan Community Service Hub (ACSH) with emergency support from the Department of Premier and Cabinet - Multicultural Affairs. This service came to an end in March.

In its place, the AMRC partnered with AUASA to commence the Afghan-Australian Community Settlement Services (AACSS) funded by DHA through the Migration Council of Australia. AACSS provided updated 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. In addition, the project is supporting the Afghan community, including new arrivals and the more established community, to connect and build capacity through

- Youth recreational and sporting activities
- Connecting women
- Volunteer training workshops
- Connecting the community through various workshops, activities and events and
- Increasing participation in sports, training and employment pathways.

AACSS delivered information workshops to over 2,000 Afghans; provided case management to over 300 Afghans and engaged over 500 people in local activities such as sports, recreation, training and employment pathways. Information sessions were 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.



100%
agreed that 'I am respected' and that 'I feel comfortable to raise any concerns with AMRC staff'

Ukrainian Displaced People's Support Services (over 300 people assisted)

Similarly, the AMRC negotiated to work with the Association of Ukrainians in SA to assist newly-arrived Ukrainians who fled from the war in Ukraine. Through this collaboration the following has been achieved:

- Provided settlement information and support to around 300 new arrivals
- Held employment forums for jobseekers with speakers from government, Job Services, the hotel industry, service agencies and other employers during SA Refugee Week at the Ukrainian Community Centre
- Organised additional English acquisition sessions for client's ineligible for AMEP and during school holidays.
- Linked training and employment opportunities
- Increased participation at events such as the Youth Forum, International Women's Day, Refugee Week and others.

Thank you for the welcome education backpacks for my son and daughter. So beautiful. I feel very welcome here. The office is so beautiful.

Thank you for helping my grandmother get her citizenship certificate. It was delayed for 5 years. Now she can use it to apply for a passport.

It's good to have a bilingual worker who understands my feelings.

Myanmar Crisis Response

The AMRC continued to support clients affected by the Myanmar crisis which led the Chin community to form 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 especially 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; hinderances caused by collapsed internal systems and exit avenues crippled by COVID-19 and the warring state; lack of progress in citizenship applications due to lack of documentation; as well as ongoing settlement hurdles such as employment.

Surveys have been conducted six-monthly and

- **95% agreed** that 'my care is well planned and meet all my needs'
- **100% agreed** that 'AMRC has qualified care workers'
- **97% agreed** that 'I am assisted by my Case Manager when I need it'
- **100% agreed** that 'I am respected by AMRC staff'
- **100% agreed** that 'I feel comfortable to raise any concerns with AMRC staff'
- **98% agreed** that 'I am encouraged to be independent as much as I can'
- **99% agreed** that 'I am assisted to make choices and decisions on my own care and services are delivered'

The AMRC supported the Burmese communities by advocating for progress in citizenship applications with DHA, provided meeting spaces; supported Burmese community young people to raise funds for internally displaced people to apply for migration and citizenship applications; provided English classes to prepare for citizenship tests; provided information regarding COVID; and included community members in volunteer and other employment pathways programs.





Specialist Services

The 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 whom they know and trust. The AMRC provides training and qualifications in Community Services and then employs these graduates in programs that accommodate their family responsibilities. These programs also enable the AMRC to provide input into mainstream developments, and to train many providers in cultural understanding and cultural safety.

Aged Care – Home Care

The 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 a wide range of care services at home such as Domestic Assistance, Social Support, Allied Health, Nursing Services, Gardening and Home Maintenance and Mobility Equipment for individuals and groups to establish, maintain and promote social interaction and independent living. The AMRC also delivers the Commonwealth Home Support Program (CHSP) which provides entry-level support for older people who require assistance to remain living independently in their own home for as long as they can. 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.

In 2022, AMRC bilingual workers and staff provided care and support services to more than 100 clients from different cultural backgrounds. These backgrounds included Hazaragi, Syrian, Bhutanese/Nepali, Burmese, Chilean, Congolese, Egyptian, Eritrean, Filipino, German, Greek, Persian, Iraqi, Italian, Liberian, Pashtun, Sudanese and Vietnamese. The AMRC assisted more than 200 clients aged 65 years or older to register with My Aged Care and ensured they received the services they required. Within the AMRC Aged Care Program, 10% of clients live with Dementia or Alzheimer's diseases, 30% with diabetes and around 20% live alone and require intensive care support.

The AMRC delivered the Strength for Life program in partnership with COTA SA, which combined physical and social activities to support seniors in developing their fitness and overall wellbeing. These classes ran as part of the Seniors' Social Group in the Northern Area MRC and included strength training sessions to improve balance and reduce the risk of falls, and social activities, to raise self-esteem, self-confidence, and enhance mental wellbeing.

My special thanks to you for your care and support that you showed me. I haven't had this before. It just feels so nice that someone is offering help especially during our lockdown.

It was a good experience for you to be our case manager and thank you so much for your kindness and understanding of our situation. Your untiring help you have given us is beyond compare. I am so grateful and thankful that you are our case manager.

Thank you and the care worker who have provided great support to my father and my family during this difficult time. Although my father has only couple of months left, your care to my father has helped to relieve him in so many ways.

I am most satisfied with very flexible services, staff who are very caring and good listeners; staff are culturally competent.



450 participants with disabilities and **850** carers have been engaged in empowering activities and accessing required services

National Disability Insurance Scheme (NDIS)

The 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 2022, we serviced 160 clients through Core Support Services – such as helping with domestic tasks, personal care, learning and life skill development, leisure pursuits, and community access. Through specialist support coordination, we assisted clients to access services, as well as build capacity and resilience. We enhanced our service delivery through successfully completing a registration to provide services for Implementing Behaviour Support Plans. Our innovative and intensive efforts to support clients to pursue their goals has achieved innumerable benefits for them, their families and communities. We continue to advocate and address the challenges and barriers of NDIS participants to improve their access and inclusion to mainstream services.

Just a note to say thank you to the AMRC for ensuring many of her needs were met and for being committed and caring. Your support and commitment have been very much appreciated.

Feedback from a Plan Nominee

I am forever grateful to AMRC, NDIS and other services for their support in changing our life.

Quote from Burmese client

I am happy that the AMRC has organised this kind of activity. I can meet up with friends here as without carer transport, I am confined at home most time.

Thank you for inviting me. We have a wonderful time together and the activities allowed me to rest my mind from the distress.

The Art Therapy sessions have been adaptive to our constraints. Instructions are easy to understand and follow. I can complete the artwork and really feel good for the achievement.

I really enjoyed the International Day of People with Disabilities. It was great to meet with other people like me and I tried bowling for the first time in my life. Thank you AMRC for making it possible.

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

The AMRC's ILC facilitated capacity-building supports people with disability, their carers and family members, and promotes 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 which in turn improved their access to mainstream services.

We collaborated with state and national stakeholders, such as the SAMHRI Reference Group, Australian Human Rights Commission, NDIS Royal Commission and the Commissioner for Children and Young People in facilitating consultations which gave people with disability, their carers and family members the opportunity to share their feedback, to make suggestions and to actively engage in conversations around topics based on their own experiences and insights into shaping a better future.

This year we engaged over 450 participants and 850 carers and family members on capacity building activities. With an increased focus on the regional areas, we incorporated many life-skill learning activities (such as safe-cycling excursions, baking lessons, colour-dyeing activities and art therapy lessons) which aimed to build their confidence, gain independence and encourage social connectedness.

Partnering with Salisbury Bowling Club and the Rotary Club of Campbelltown, the AMRC hosted an International Day of People with Disabilities event in December. Over 200 participants, their carers and family members joined us to celebrate and acknowledge everyone's achievements and contributions towards the common goal of inclusivity and empowerment.



MRC Works – Training and Employment Hub

MRC Works is the registered training arm of the 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.

In addition, the AMRC has been strengthening its current partnerships and building new ones with RTOs to best assist in meeting the accredited training needs of our clients.

Community Support Workers

The AMRC has a total of 85 Community Support Workers from over 35 diverse cultural and linguistic backgrounds. These workers meet the criteria of high standard of skills and experience, legal industrial knowledge, compliance and qualifications. The workers are the front line in our aged care, NDIS, crèche and family support programs and are supervised by senior case managers. The AMRC provides regular, compliant-specific training and structured onboard induction (both classroom and practice-based) covering topics such as codes of conduct and values, job roles and responsibilities, WHS and reporting procedures, clinical assessment of clients, infection control, food safe and drive safe.



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

The AMRC, in partnership with the Department of Social Services through Try, Test and Learn, was awarded a continuation of the project for 2022/2023. The primary aim of this project is to support migrant and refugee women with family responsibilities, to complete vocational training and to assist them in finding work, as well as to build participation 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 faces. The evidence gained from the evaluation of the project is that innovative and intensive efforts to support women to pursue training and other pathways to employment have innumerable benefits for them, their families and communities. Moreover, success for these women is multi-layered, particularly for those who gain employment. The AMRC wants to thank the Department for the opportunity to support refugee and migrant women thereby making a huge difference to their achieving greater training and employment participation, and addressing other issues such as mental health, social isolation, financial hardship etc.

Assisted with
369 job
applications

Over 80
registrations
for training
and courses

31 Different
ethnicities and
29 different
languages

Over 100 job
outcomes

I think that the day when I meet you in AMRC is my luckiest day, it answered so many of my questions and solved so many issues. Thank you for your support.

I'm from Myanmar and have been in Australia for the last 13 years. I completed a Cert III in Individual Support two years ago but was unable to secure a job. I decided to attend the WEIA Training and within 1 month I successfully secured a NDIS Support Worker position. I am forever thankful to the WEIA team who have instilled confidence in me and made me a much happier person! Thank you AMRC!

I recently started an Aged Care Traineeship. The AMRC Training and Employment Officer, provided me the entry point to get this traineeship. I really appreciate the hard work of my mentor and the WEIA team for supporting young women to stand on their own feet. I am very happy and look forward to where this path is going to lead me.

I was unemployed and now, with the help of the WEIA Program, I have found a suitable position that works with my schedule.

I am a first-year student at UniSA and attended WEIA Training with the intention to secure casual/part-time employment. I have been mentored and guided with the job application process and interview techniques. Currently, I am working at KFC Salisbury on a casual basis with a minimum 3 shifts a week. I feel confident as I have improved my communication skills by communicating with new clients during every shift. I thank the AMRC for their support and improving my self-confidence.

I had been hunting for a job as a Personal Care Worker for nearly a year when I registered for WEIA Training. I was mentored and guided with job applications and interview strategies. I am currently employed as a Personal Care Worker with St Hilarion Nursing Home on a part time employment and working up to 70 hours a fortnight. I am thankful to AMRC staff to have assisted me with formatting my resume and cover letter. I was also provided with interview techniques which gave me the confidence to attend my first job interview. I was thrilled when I received the good news that I was offered part-time employment within a few hours after my interview. This would not have been possible without the encouragement and support from AMRC.



Volunteer, Work Placement and Traineeships.

The 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 Australian workplace. 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. They support specific services, clients and projects and assist in coordinating and managing events.

This year the AMRC worked with over 300 volunteers, and formally registered and trained over 100 with bilingual background. Of those trainees, 50 took part in formal work experience at the AMRC, to better understand the processes we use in providing settlement services to clients of migrant and refugee background. Participants in 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.

Prior to joining the AMRC, the volunteers, work placement students and trainees reported challenges such as:

- Lack of local work experience or qualifications, job references, resumes and interview preparation
- Limited local networks
- Costs in upskilling and appropriate qualifications

The program achieved the following outcomes in 2022:

- 35 new volunteers were recruited (for the crèche, youth leadership, interpreting, women's support groups)
- 29 volunteers exited due to employment in childcare, aged care, disability and hospitality; 5 exited to start a family.
- 54 references were provided for applications for scholarships, Masters studies, or openings in social work, hospitality, aged, disability and childcare.
- A cohort of 24 exited volunteers sought an AMRC reference for jobs or higher education such as Masters courses and PhD research.

It's been a very challenging journey as a student from a refugee background, but I am so glad to have met people like you who have inspired me.

I just wanted to let you know that I have been offered a place to study medicine at Flinders University next year!

I am very excited and wanted to thank you for offering to be listed as a referee in my application.

Thank you for training me how to prepare to get a job such as turn up and be on time.

I realised today I attended the best training ever. I learned about conflict resolution, risk management, harassment, and workplace safety. So informative. It's a great feeling. I feel confident and happy with myself.

The training I attended about volunteer role and responsibilities is very good. It's the first time I learned about client service charter, code of conduct, confidentiality and privacy.

I am taking some time off to do a course, but I would like to continue volunteering after my course.

I feel well supported and valued as a volunteer. Thank you for making me feel I belong and that is a great feeling.

I wish to thank you that I started my career in Australia by becoming a volunteer with you. It provided me the entry point to the Australian workplace. Thank you for providing me a job reference. I am now working with the Department of Premier and Cabinet.

Through Children's Eyes - Child Safe Environments (CSE) Training

Through its accredited CSE trainers, the AMRC conducted 4 training workshops for 60 AMRC staff, volunteers and community women from new and establishing communities. These workshops followed legislative requirements and ensured participants gained an enhanced understanding of child safe environments for when they are present at the AMRC, in community venues and in homes. Participants provided feedback that they had gained improved confidence in the campaign to provide safe environments for children. This has been an entry requirement for many jobs and therefore the training assists our clients to access more opportunities for employment.

White Ribbon Training

The AMRC allocated significant resources to equip all staff and volunteers with regular training to gain a good understanding and knowledge around preventing violence against women. 100% of our leaders had completed the White Ribbon manager training and were able to mentor staff to better understand the training content and to support the community around preventing violence against women. The AMRC has successfully been re-accredited as a White Ribbon Australia Workplace the second time, demonstrating our leadership and commitment to drive social change.

Connecting Job Seekers with Employers

Throughout 2022 the AMRC continued to increase partnerships with employers and was able to engage with over 100 different employers from various industries such as aged care, disability, hospitality, meatworks, retail, private business, farming, primary industries, education and construction.

Employment forums were held across metropolitan and regional areas by bringing employers, Workforce Australia and other providers together, thus offering opportunities for our clients to gain employment. An employment forum was also held specifically for the Ukrainian cohort in partnership with the Association of Ukrainians in SA.

I have suffered trauma due to family issues and currently have no permanent address. I have been staying with friends, in caravan parks and motels from time to time as I am unemployed and do not have the financial support to rent a property. My current income support payment is enough for my daily expenses. I was supported, motivated, and empowered by the TTL team that I matter and in order to change my current situation, it would be me who would have to make the first step to change my life. The TTL team was constantly contacting me with welfare checks for my safety and also supported me with job applications. Within a month of attending WEIA training, I have been successful in securing part-time employment and have started to work. I have been successful in securing a rental property 10 minutes away from my employment site and the TTL mentor encouraged and supported me to study a Bachelor of Business at Flinders University. I feel complete and am forever grateful to AMRC.

I am so excited that we were able to offer 17 TTL women positions within our residential facilities. We are hoping that we can continue this success into 2023. Please advise when you have another group that we can assist into employment.

Aged Care Employer





Youth Career Pathways

The AMRC held a number of workshops and forums to support young migrants and refugees in their career pathways.

These included the:

- Youth Forum - Pathways to Belonging - which featured high achieving young people of migrant and refugee background as speakers. They shared their stories of challenges and successes in leadership and employment. The forum was supported by key youth program stakeholders which included the Commissioner for Children and Young People, Multicultural Youth Link of SA and the South Australian Government. The Forum also introduced young people to apprenticeships and pathways for further education, training and employment through information stalls by various industries
- Online survey by Thomas Foods International (TFI), to understand the attitudes and opinions of young people on the jobs and housing being offered in Murray Bridge. The survey also facilitated the participation of young jobseekers in applying for jobs online and networking with service providers in the regions
- Various forums in Adelaide and regional South Australia, which linked young people and employers through workshops, site visits and work experience.

I am from Sudan and lost my mother when I was 4 months old. I grew up in refugee camps until I came to Australia to live with my Aunty. I applied for many jobs but was unsuccessful because I did not know Australian standards of employment and did not have any qualification. I attended the AMRC's Youth Forum held at the Adelaide Festival Centre. I shared my life story on the stage and informed the attendees that I would like to be a role model to the Sudanese community. I was approached by the AMRC team and attended their training. The team supported me with building my confidence, encouraged me to start driving to be job ready and assisted with job applications. Currently, I have started working and am very excited. This is my first job in Australia. The AMRC have encouraged me to study online and I have received an offer from Tabor College to start a Bachelor Degree in Information Technology next year as a part-time student. Thank you AMRC to have been a light in my life. I want to show the world that not all Sudanese youth get involved in criminal activities. I will be a role model to my community and the AMRC have been a great support in achieving my goals.



AMEP/AMRC Accredited English Language Program

TAFE SA AMEP and AMRC's partnership delivered accredited and non-accredited English Language classes in metropolitan and regional South Australia to over 200 women who registered for classes to assist their employment pathways. Taught by TAFE SA teachers while supported by AMRC bilingual staff and the circle of volunteers, 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 improve their skills and future involvement in training and employment. The program addressed employment barriers, worker shortage and need for childcare while improving women's wellbeing and reducing their isolation.

There were many positive outcomes including:

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

Teacher has taught me how to use WhatsUp App to leave messages. I use it and I feel proud of myself.

I don't miss class now. We have very good teacher, Deepika. She teaches me new tricks to learn.

I really like my English class. This is the best teacher and we not miss class.

We learn on our mobile phone but match words with pictures. It is fun to learn.

We do not miss class now. We like computer class and class activities.

Myself and my daughter like the centre very much. It is clean and beautiful.

We like the bilingual teachers Effie and Deepika because we understand the teachers' speaking.

We struggle with Australian teacher's accent.

My baby is only 5 months, so I would prefer crèche here rather than a big childcare. Because staff here speaks my language and they call me whenever my baby needs a feed.

Cultural Competence Training

MRC Works delivered cultural awareness training to 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, local councils and providers in the aged care and disability sectors. Cultural awareness was also provided to various committees on which staff are representatives. The providers who undertook cultural awareness training gave very positive feedback, with staff reporting their knowledge of working with people from diverse backgrounds had increased. Some comments from staff were:

Presenting cultural awareness from a different perspective with real examples was very good and easy to understand.

I learnt to show respect for diversity and inclusiveness across all areas of work.

The trainer's understanding and education opened my eyes to more understanding and I learnt new things I didn't know.

This is very good training for aged care to understand the culture and understand and respect different people and not just see one part to make decisions.



200
registered for
English classes

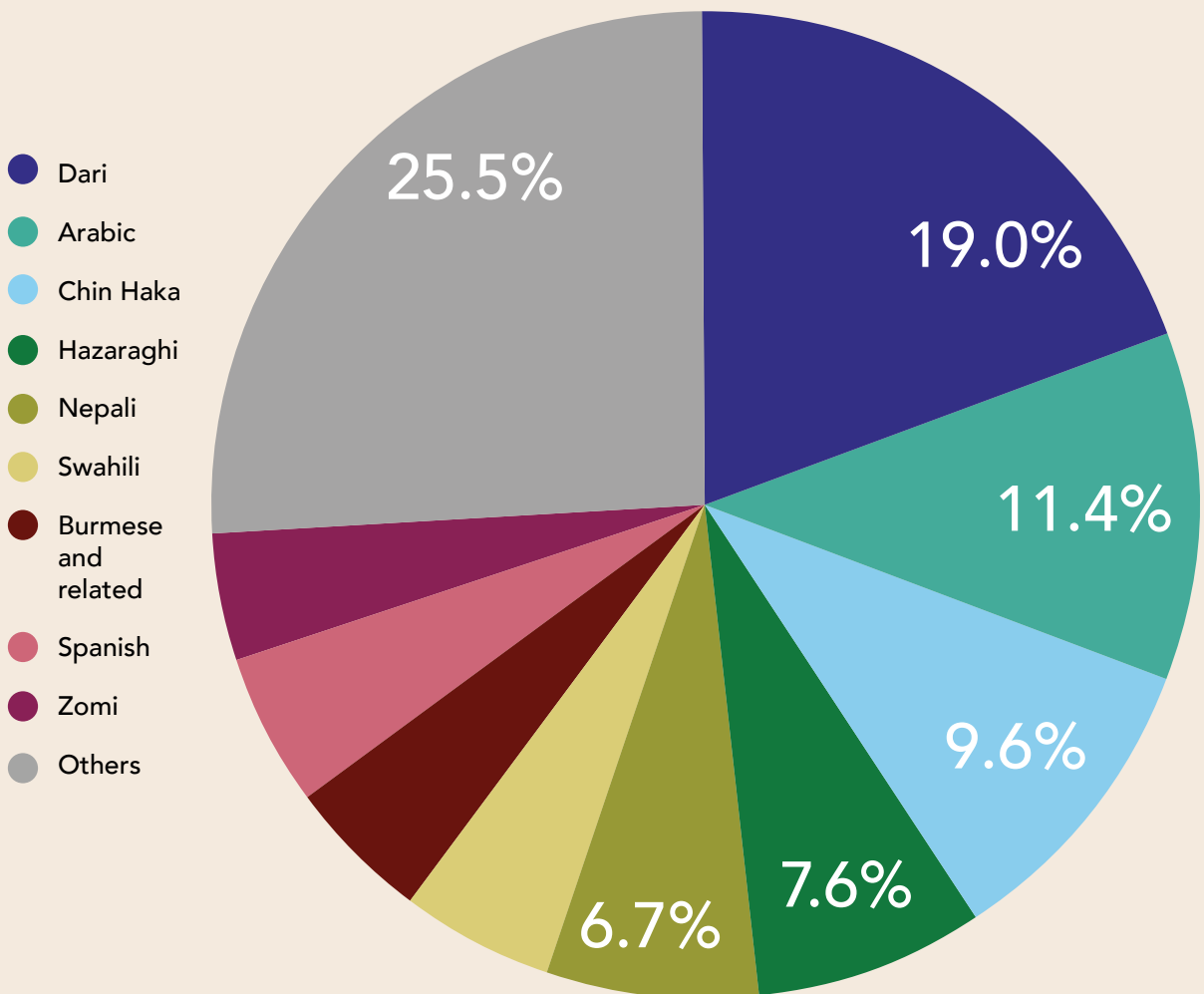
Empowering Community - Development and Engagement

The AMRC delivered activities in governance and leadership to new and emerging community groups and organisations aiming to increase community resources collectively, develop advocacy skills and better engage with government and the broader community. The volunteer and employment pathways and English Language Programs provided a range of job opportunities and further education for young people, women and men.

Governance and Youth Leadership forums provided opportunities for reinforced leadership skills among men, women and youth leaders and key community volunteers who are actively involved in community capacity building activities. This year, the AMRC supported 4 Ethnic Leaders Forums in metropolitan Adelaide on Governance, Youth Leadership, Census and addressing the Burmese and Afghan Crises. Over 20 small ethno-specific

communities were assisted to organise and register for Refugee Week events in June 2022. This support empowered them to practice, to plan and implement projects and events that enabled them to build their capacity to use these skills in the future. Through this they understood what is involved in planning and in connecting with the broader community. The AMRC also conducted 6 Governance Training sessions to various community groups and supported 12 ethnic communities to build their capacity to hold national and religious events, bringing the community together in sharing ideas, interacting and engaging with local stakeholders.

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.





2000+
women assisted
across South
Australia

The AMRC assisted the Afghan community to develop their own community strategies, by establishing two Afghan women's support groups in Adelaide and Salisbury. These groups assisted with improving English, offered training and employment opportunities and supported each another by sharing stories, knowledge and social networking. 15 women were also referred to the AMRC's Women's Employment into Action program (funded by Try, Test and Learn [TTL]) and are furthering their training and employment outcomes.

The AMRC, MECCSA and ACCSA hosted a youth roundtable consultation in March. The purpose of the roundtable was to gather the views of young people on issues that matter to them, with a focus on the concept of "belonging".

In Naracoorte, the AMRC worked with the local Afghan community and the local Rotary chapter to launch a Peace Pole - an international emblem of peace - in four key community languages: May peace prevail on earth. One of the languages chosen was Dari. The AMRC engaged a local resident and kindergarten teacher to say this key phrase at the ceremony.

Women's Empowerment Program (WEP)

The AMRC supported the wellbeing of migrant and refugee women by advancing their social, economic and cultural participation through WEP. It supported women's advancement into social and economic inclusion, leveraging resources and partnerships for a number of projects in women's safety, employment, English language training and volunteering. Through its community partner, the Council of Migrant and Refugee Women (CMRW), the AMRC provided ongoing executive and management support, maintained and strengthened its partnership with the Office for Women, Women's Information Service, Women's Legal Service, Women's Safety Services, Harmony Alliance, Soroptimist International and various Rotary Clubs to enhance the role of migrant and refugee women in the community. The Northern Multicultural Women's Network, supported by the AMRC, continued to provide practical support for isolated women, the elderly and women with disability.

Women's achievements were acknowledged and celebrated with Minister Zoe Bettison, Minister for Tourism and Multicultural Affairs and with Irene Pnevmatikos, Member of the Legislative Council of South Australia in June and December at AMRC celebratory forums.

Consultations were also held with women in March on the impact of COVID-19 in collaboration with the SA Commissioner for Children and Young People, and on the proposed Anti-Racism Framework in collaboration with the Australian Human Rights Commission in June.

International Women's Day Forum

International Women's Day Forum was held in March 2022. The Forum was hosted by AMRC in partnership with the SA Commissioner for Children and Young People and the Council for Migrant and Refugee Women at the Adelaide Festival Centre. Over 150 participants attended, including women from diverse backgrounds as well as 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 own achievements throughout 2021. These included:

- Supporting family members to complete their studies;
- Accessing employment;
- Becoming an Australian citizen,
- Improving English language skills;
- Becoming volunteers;
- Completing training, including a number who completed a multicultural women's leadership course;
- Upskilling in online delivery platforms;
- Improved appreciation for family and community;
- Improved wellbeing;
- Strengthening of family relationships;
- Buying a car for the first time;
- Arranging a series of mental health workshops for their community;
- Learning more about Australia and its first peoples.

AMRC facilitated surveys and consultations by the Australian Human Rights Commission (AHRC) and the SA Commissioner for Children and Young People (CCYP) to gather feedback from women.



Community Legal Education Workshops for Women

In partnership with the Women's Legal Services (WLS), TAFE SA and the Afghan United Association of SA, this program saw a large number of participants provided with information and support links. This enabled the WLS to engage with CALD communities and the NAMRC to educate communities, to debunk myths, and to address gaps in legal, women's safety and immigration matters. Participants were assisted by 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 women's safety, child protection, migration updates, and linked communities with external services. This program enhanced the AMRC's inhouse Afghan Community Services Hub to deliver post-crisis support and application assistance. The AMRC continues 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.

Many of the women have not heard of the information provided as they did not see some of the things that happened to them as crimes.

Financial Management, Education and Emergency Relief

AMRC Financial Management and ER services increased exponentially in 2022, 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 2400 clients throughout SA. We also provided financial assistance to a number of migrant communities during crises, funerals, terminal illnesses and emergencies. The AMRC reviewed its ER processes to ensure that clients requiring our services were assisted. Thank you to Department of Social Services Emergency Relief and other philanthropic services.

It is a really useful session and I learned a lot of new things in how to prepare and budget for things I wish to buy and save money.

I am a carer to a son who is autistic and my partner is on disability pension, I am struggling to make ends meet.

I am a single mother to a child. I had to look after my son who is unwell and my mother who is paralysed. Thank you for your support.

I just want a job so that I can send money back to my family back home. I want to sponsor them.

Crèche Services

The 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 their skills in a fun and safe environment. In 2022 we experienced an increase in the number of young parents with small children participating in crèche activities. Crèche parents participated in metropolitan and regional outlets hosted by AMRC for ILC, NDIS, Women Legal Services, Wellbeing SA and Disability Advocacy services, St Joseph's School, Murraylands Multicultural Network and the Rural City of Murray Bridge, TAFE SA, Millicent Road Safety School, and others on cancer prevention screenings, special needs in children, women's rights, child protection, road safety for children, workplace safety, emergency fire drills, financial literacy, as well as pathways in training and employment. Child Safe Environments and Basic First Aid trainings were undertaken by staff and volunteers.

A spike in demand was noted, in particular, during the easing of COVID-19 restrictions, when a weekly educational program consisting of diverse play-based activities for children was put in place. This supported parents to engage in workshops in skills formation, preparing for volunteering and budgeting.

The AMRC organised a distribution of gifts to children during its Family Fun Day pre-Christmas in December. Thank you especially for gifts donated by Refugee and Asylum Seeker Toy Drive, and other charities and individuals.

To meet with emerging demands the AMRC established additional crèche services at our regional outlets in Murraylands, Naracoorte, Bordertown and Mt Gambier to support parents attending inhouse interviews or skills formation group activities. Resources were spread appropriately in each service area as per local needs, including set up, recruiting staff and training up bilingual crèche assistants/volunteers.

Outcomes:

- 15 creche volunteers exited due to employment in childcare, hospitality, aged care and disability care.
- Trained 25 volunteers for crèche support (6 in the regions, 19 in the metropolitan area) whose ages ranged from 19 to 61. The languages spoken were Dari, Burmese, Swahili, Hindi, Nepali, Dinka, Chinese, Arabic & Anuak, Tigre, Chin Matu, Chin Haka and Chin Mizo
- Crèche children became engaged in meaningful group activities and were provided role models in socialising with other children
- Children improved reading, socialising and other development skills
- Crèche team successfully linked parents with external health services such as Child and Youth Health, local Hub and childcare playgroups.



When Joe first came to join the AMRC creche, he was very shy. He was 3 years old and attended creche three days a week while his mother attended English classes. His parents speak little English and he was the only child. Joe gradually opened up and started to join in the group activities like singing "Wheels on the bus go round and round" and Hunt for Dinosaurs game. He liked building towers with the Lego blocks and showed his masterpieces to other children. He began to socialise with the others and shared his favourite police car with them. He became happier and more confident and even spoke short phrases like "Thank you" and "May I have a fruit, please?"

Youth Leadership Program

The Youth Leadership Program has been strengthened through the active participation of young migrants and refugees in many program initiatives. General outcomes of their participation were evidenced by their ability to become community advocates, cultural ambassadors and mentors for their peers, including their involvement in various volunteering and community activities. They engaged as AMRC volunteers, trained as speakers for school presentations and events, provided representation at multicultural events and attended leadership workshops and forums. The President of the Congolese Youth of SA was nominated for the 2022 Governor's Multicultural Awards - Youth Awards.

Multicultural Youth Link of SA (MYLSA)

Auspiced by the AMRC, MYLSA continued to undertake support work for refugee and migrant youth and their communities. The AMRC provided technical and management support for MYLSA to ensure that they understood their responsibilities as a peak youth advisory body to AMRC programs. Initiatives by the group included presentations at various forums, school assemblies, multicultural events and representation on peak bodies such as:

- Multicultural Cricket Advisory Committee of South Australia
- Committee for Adelaide
- 2022 African Communities Council of South Australia Annual General Meeting
- AMRC Board of Management
- Youth Forum - Pathways to Belonging



Youth Parliament

The AMRC registered 8 young people to represent their communities in the annual Youth Parliament, from March to July 2022. Ethnicities consisted of Afghan, Tamil, Iranian and Congolese. Participants attended leadership, public speaking and staged mock parliament activities to experience and understand the work of parliamentarians during sessions.

Community Leaders and Connecting Settlement and Community Services (CSCS)

The CSCS forums furthered connections between settlement, local service providers, stakeholders, community services and new and establishing communities to maximise the transition and engagement of mutual client groups on matters that affected the new communities. The forum has expanded to include industry and other employment services. It will continue to work with government and other stakeholders to ensure improved settlement outcomes for individuals and families of refugee and migrant background.

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 2022, the AMRC introduced performers from new arrival communities to a range of regional and city events, including Café Musica - part of the Adelaide Fringe - facilitated special public performances by Nava Persian Ensemble, AfroOz Musica playing African popular music and SufiOz performing contemporary Indian/Pakistani sacred music.

A partnership with Adelaide Fringe, resulted in artists performing at the Adelaide Airport Fringe and at Naracoorte Fringe. The Program was directly involved in a range of AMRC public events including the AGM, Youth Forum and International Women’s Day. AMRC Arts also presented a number of performances by emerging and established performers including the Latin Dance Group, Sun of Africa, Nancy Bates & Allan Sumner (Indigenous artist), San Ureshi (Asian musicians), Burmese Youth Choir and Vestine Nayaho (Burundi singer).

AMRC Arts worked with MECCSA and ACCSA to support their community festivals, Nowruz Festival (Middle Eastern New Year) and Unmasked African Festival. In both cases these festivals have returned in their former larger formats following two years of interruption due to COVID-19.

SA Refugee Week 2022 saw over 80 organisations hold events with 45 registering in the annual SA Refugee Week Calendar. Two dozen Refugee Week youth banners were displayed in the streets throughout the Adelaide CBD.

The AMRC partnered with the SA Department for Education, the Adelaide Festival Centre and the University of SA to present the 2022 SA Refugee Week Youth Poster Awards Exhibition. In its 12th year, the exhibition was launched by Zoe Bettison MP, Minister for Multicultural Affairs, and featured a curated selection of 90 works (our largest ever) shortlisted from over 400 submissions from primary, high school and tertiary institutions. Through posters, art students visually conveyed their ideas with respect to human rights, racism, equal opportunities, social justice and the reception of refugees in Australia. Following a seven week exhibition at the Festival Centre, the exhibition toured to regional and metropolitan galleries in Victor Harbor, Murray Bridge, West Torrens, Tea Tree Gully and the Adelaide Hills reaching an audience of over 10,000.



Sport and Recreation

In 2022, the 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. The AMRC also sponsored and assisted the ACCSA African Cup of Nations.

2022 African Nations Cup

ACCSA was supported to organise a spectacular South Australian African Cup of Nations bringing together 4 women's teams and 16 men's teams representing different countries of Africa. Over 5,000 people attended the matches, and the event gave people opportunity to connect as they came together to support their countries, celebrate achievements and the hard work together. At the end of each day of the matches, people were able to enjoy music, socialise and build connections and capacity, network and develop a sense of belonging.

Naracoorte Multicultural Soccer Carnival

This year the carnival was facilitated by the AMRC. The event was a great success bringing together teams from across the Limestone Coast region such as Naracoorte, Bordertown, Millicent, Penola and Mt Gambier. There were 12 men's teams from 25 different ethnic groups. The carnival also had 6 teams of women and 10 teams of under 13. The day was a huge success and a great example of social cohesion, inclusiveness and sharing of food and culture.

Community Facilities – 6 AMRC outlets

28,000 people from new and establishing communities registered and used the 6 AMRC community centres on a regular or occasional basis during business hours, after hours and on weekends during 2022. 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, First Aid training, Child Safe training, AMRC Home Care information sessions, workshop preparation for NDIS, culturally responsive services for CALD clients, training for Women's Employment into Action, arts and music functions and Cancer Council of SA - Cancer Presentation Health Awareness sessions. There were also activities by the Women's Legal Service, Well Being SA, Disability Advocacy of SA, Royal Life Saving SA, Justice Matters, and DV Alert Training. There were community management committee meetings and workshops, cultural awareness and citizenship sessions, road safety sessions, women's support groups, parenting sessions, emergency services workshops, education and employment pathways 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, Vietnamese, Ukrainian and Ethiopian community groups.

The 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 state and local governments for these activities.





Regional MRC Highlights

Employment and Training Opportunities in Regional SA

The AMRC hosted several forums on Employment and Training Opportunities in regional SA throughout 2022. Various partnerships were developed with employers and job vacancies were marketed to our client groups. For communities in Murray Bridge, the Murraylands MRC partnered with the Local Council and Rotary to deliver English classes which had helped our clients to gain confidence and improve their communication and language skills. As a result of this, many were able to gain employment, volunteering roles and/or further education. In the Limestone Coast, the Mount Gambier MRC actively assisted the dairy industry to fill their vacancies. The unemployment rate is now so low that workers are not available for these jobs. This is a big change for the dairy industry, who had previously been reluctant to employ refugee clients. In Naracoorte and Bordertown, the AMRC has been supporting new arrivals with their employment and engagement in the community as well as supporting women with training in childcare and individual services where there is a shortage of workers. In addition, MMRC is building stronger networks with the employers of Pacific Islander people. An employment forum was held in February to assist clients to seek support as needed and to build their understanding of Australian systems. In all, housing, transport and access to cultural food continued to be the main barrier to moving to some regional towns, even though work was available.







Mount Gambier Migrant Resource Centre (MGMRC)

In 2022, MGMRC supported its new and establishing communities through various community capacity building initiatives, employment and housing support and COVID-19 information and safety sessions. In May, the HSP program restarted in Mount Gambier alongside a new housing contract for AMRC to source accommodation for newly arrived refugees.

Employment

MGMRC employed two Yazidi community members to work as a bilingual settlement officer and an NDIS support worker. Due to the increasing number of Yazidi community members in Mt Gambier, having bilingual workers has encouraged new community members to engage in our services. MGMRC is also part of the Local Jobs Network Teams, where different organisations collaborate. services were assisted. Thank you to Department of Social Services Emergency Relief and other philanthropic services.

Community Capacity Building

In 2022, MGMRC partnered with various organisations to deliver community capacity building workshops. These organisations included:

- Training and employment providers
- Cancer Council SA, to deliver information sessions to the MGMRC Seniors Social Group
- COTA Strength for Life, to facilitate mobility classes for the MGMRC Seniors Social Group
- SAPOL, to present an online safety session with parents
- Cricket Australia to run a cricket program for 23 youth as part of Harmony Day
- UniSA assisting 18 local youths to participate in the UniSA Study - Re-building Life After Migration: Settlement Experiences of Refugee and Migrant Youth
- MGMRC continued to support clients on their pathway to Australian citizenship with several ceremonies conducted throughout the year. The MGMRC worked systematically to provide ongoing information and book clients for vaccinations.



Housing

In 2022, MGMRC secured several rental properties and subletting properties to support HSP, SETS and NON-SETS clients. MGMRC also secured 2 furnished rental properties for on-arrival/short term/emergency accommodation. These have been incredibly important with the recent housing crisis in regional SA. Troy Bell MP formed a Housing for All Group with local organisations to discuss the ongoing housing crisis and ways to lessen the burden of housing.

Cultural, Social and Recreational Activities

A range of activities linked the Mt Gambier multicultural residents with their community and the broader community. Harmony Day activities in March, and Refugee Week in June brought people together in sharing cultures, raising awareness and further creating more job opportunities as a result of networking and connections.

Naracoorte MRC (NMRC)

English Classes

Naracoorte was proud to continue the partnership with TAFE SA to deliver AMEP classes in regional locations. With the resumption in processing new arrivals on humanitarian and family reunion visas, the classroom grew, as with the capability of the centre. The introduction of a new PC lab allowed English classes to incorporate the internet as a research and learning tool and provided a space for students for self-study in English language or other topic. For some, digital literacy is low, because reading levels are low. Some struggle to use a computer; some are far more familiar with using a mobile device. Adapting to technology is part of learning both in and out of the formal classroom. From working in small groups, students have quickly gained confidence, and forged new friendships beyond cultural groups. The MRC and volunteers are helping those seeking employment with getting job ready.

Crèche

Naracoorte MRC welcomes 10 children per week while their parents attend education or information sessions. Crèche attendant Chesnamae has recently attained her Certificate III in Early Childhood Education and works hard to implement her learnings in the MRC crèche. She provides a stimulating area, with activities such as gardening, sensory activities and storybook yoga for children. Chesnamae applies techniques that account for age, family dynamics, cultural background and consistent with other local childcare services. A measure of success is when children break away from their separation anxiety and are comfortable in the MRC.

Pacific Connection

The changing face of the Naracoorte area includes a large number of entrants on the Pacific Labour Scheme. The MRC works with employer Regional Workforce Management and a host organisation to welcome new workers to the regional area, assisting with settlement. In July, Naracoorte MRC helped the local Kiribati community and Kiribati Association of SA celebrate their national day. The event included attendance from state and federal politicians, who had the opportunity to hear passionate voices sing the national anthem and watch traditional dances. Naracoorte MRC now works with members from Kiribati, Fiji, Tonga, Solomon

Islands, Samoa and Timor Leste, and collaborates with local churches, Lions & Rotary clubs, and sporting clubs such as soccer and cricket for thriving engagement in the community.

Capacity building

The Naracoorte MRC engaged in planning and consultation with local ethnic communities, and worked with local partners and stakeholders to host events and activities. A partnership with Naracoorte Lucindale Council saw great participation in Harmony Day celebrations and Refugee week events. Other once off information sessions gathered smaller groups with local professionals to better understand complex topics such as Mental Health, Nutrition and Scams. Naracoorte MRC also worked with a local trainer to bring a First Aid certificate course to a multilingual classroom for volunteers and those seeking employment in child care, aged care or disability support. By working together, removing barriers and identifying challenges, the curriculum was designed with greater online pre-work, subtitled videos, peer-learning sessions, and an in-house practical assessment.

Limestone Coast Multicultural Soccer Carnival

The reigns of the fourth annual Multicultural Soccer Carnival in Naracoorte was passed to the Naracoorte MRC in 2022. This celebrates a diverse and harmonious Australia by bringing together people from different cultural backgrounds from across the Limestone Coast. This year the event attracted over 600 attendees. Being 'The World Game' allows participants who may be new to the sport or who have not kicked a ball in years to be involved. A record 27 teams from throughout the Limestone Coast participated in the 7-a-side, 1/2 field round robin competitions at the carnival in perfect weather conditions. More than 60 games were played across 6 pitches during the day and young soccer enthusiasts also enjoyed a free MiniRoos clinic led by Football South Australia. The day combined some players and teams who live and breathe the sport, and others who were pulling on the boots for the first time in many years. Limestone Coast Multicultural Network provided food options from Afghan, Malay, Lao and Vietnamese backgrounds. The carnival brought partners, communities, local industries and stakeholders together to create the best event yet.





Bordertown MRC (BMRC)

Bordertown MRC continued to provide settlement services to people of diverse backgrounds arriving on humanitarian, and skilled visas, a welcome sight to local employers. By working with the large employers, labour hire companies, local government and the Tatiara Multicultural Network, Bordertown MRC was able to support the local community.

English Classes

Community English classes have soldiered on throughout 2022 with a strong volunteer network. By having a minimum of two teachers available caters for those at different levels, pushing some to new limits. 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's different cultural residents with their communities. Harmony Day activities included bringing cricket skills to new arrival children, and Refugee Week in June brought a documentary film on Afghan Cameleers to Tatiara Civic Centre Cinema,

with an insightful Q&A with the Adelaide-based Afghani director. Bordertown MRC also became a space for prayers during the holy month of Ramadan for the local community, as well as subsequent Eid celebrations.

Capacity building

Bordertown MRC engaged in consultation with new and existing ethnic communities, and worked with local partners and stakeholders to host events and activities. The BMRC invited communities for information sessions on topics such as budgeting and household bills, women's health, and obtaining a driver's licence. Bordertown MRC also facilitated a small group to complete their First Aid course for those requiring a certificate for current or future employment, an opportunity not always available in rural areas. Additionally, the BMRC partnered with the Carol Murray Children's Centre for a regular playgroup for diverse cultured parents. The fortnightly activity was to provide a better transition for children for when they are kindergarten and school age, but also provides parents with more opportunities to engage with each other and build trust with staff.

Murraylands Migrant Resource Centre (MMRC)

Client Services:

MMRC provided low and medium intensity services to its increasingly diverse client-base in the Murraylands. Clients were supported in education and skills acquisition, financial resilience, family functioning, community participation, personal and family safety, housing, employment and physical health. There was an increase in Emergency Relief services as clients reported financial hardship due to the rising cost of living.

Employment & Training

MMRC provided clients with employment and training support through community consultation sessions, English Language classes and partnerships with employers. In 2022, MMRC held a number of community consultations to discuss employment and training opportunities with the African, Chinese and newly arrived Pacific Islander communities. Weekly English language classes, delivered in partnership with Rural City of Murray Bridge Council and Murray Bridge Rotary, supported students to gain employment in food production, hospitality, education and aged care. MMRC continues to collaborate with the local employers. Thomas Foods is opening a new state of the art facility in late December/early January 2023, which will create over 500 employment opportunities in the region.

Community Capacity Building

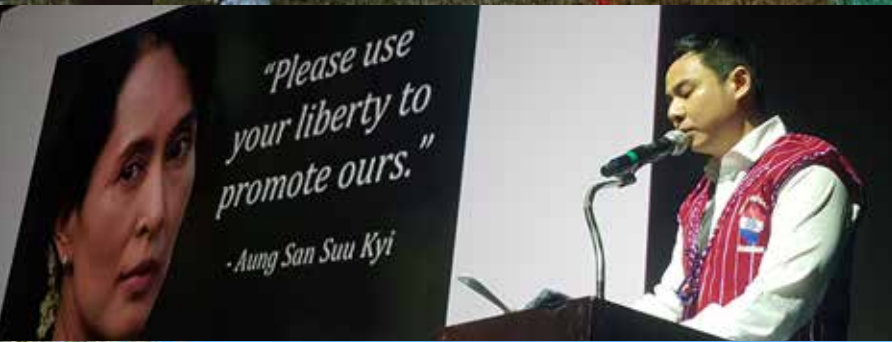
MMRC partnered with a range of organisations to deliver community capacity building workshops and events. These partnerships include the:

- Stepping Stones into Nature Program, with Trees for Life, helping clients to connect with their new home by learning about its native animals, plants and First Nations culture
- Parenting classes, in partnership with Parenting SA, to discuss digital safety, resilience and parenting in a new culture
- Multicultural Yuntu-Walun Fest and All Culture Fest, delivered in partnership with the Murraylands Multicultural Network (MMN), bringing local communities together to organise performances, food and a range of cultural stalls
- Mooncake Festival Celebration, supported by MMRC, which had over 200 local Chinese community members, other migrant and refugee communities and mainstream community members in attendance.

Youth

MMRC's Youth program provided young people with youth development and leadership opportunities. MMRC, in partnership with the Overseas Chinese Association of SA, delivered weekly Chinese ethnic school classes at the MMRC Centre. Approximately 10 local Chinese children attended the classes each week. A number of young people from the MMRC attended the AMRC Youth Forum in Adelaide and were given the opportunity to share their views on identity, belonging and anti-discrimination. A number of local primary and high school students entered posters in the 2022 SA Refugee Week Youth Poster Exhibition, with one of the entrants reaching the final of the competition.







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 the AMRC. This model has served settlement in SA well by providing connections, and ensuring that service delivery and decisionmaking are owned by governments, NGO's and communities alike.

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

ACCSA and MECCSA receive office space, training, meeting and administrative facilities from the AMRC, in order 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. The AMRC is an ex-officio member on each management committee, and has a Memorandum of Understanding (MOU) with each council regarding governance, financials, legal, policy and technical advice and, where required, training and other assistance. These organisations are partners with the AMRC in a number of activities, ensuring cross-cultural decisionmaking and participation as a means of fostering social capital, cohesion and harmony.

Multicultural Youth Link SA

MYLSA is auspiced and supported by the AMRC. MYLSA represents a growing group of hundreds of young people of refugee and migrant background who come together at forums, camps, training, social and cultural activities. They are 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 Women's 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 share their knowledge and skills with women from other communities. 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 facilitates considerable volunteer connections and resources in the Limestone Coast.

Murraylands Multicultural Network (MMN)

The AMRC auspices the MMN to be a voice for new arrivals in the Murraylands as both communities and as individuals; to support new arrivals in their integration with the local community; to assist the AMRC in the provision of support services; and to promote cultural diversity in the Murraylands. The AMRC supported MMN with the annual Murraylands Multicultural Yuntu-Walun Festival in March, which attracted over 1,000 participants, mostly local members of the community of Murray Bridge.

Limestone Coast Multicultural Network (LCMN)

The AMRC auspices the new regional organisation: Limestone Coast Multicultural Network. The Naracoorte MRC worked closely with the Network, helping to arrange the first AGM and to facilitate the election of the first committee, which has representatives from 5 nationalities who come from Afghanistan, Malaysia, Vanuatu, Laos and Vietnam. All of these members are proactive within their communities and represent the cultural diversity of the Limestone Coast. By working together on local events such as ANZAC and Remembrance Day, the local community is reminded of the diversity in the town and its workforce. During 2022, LCMN won their first grant with assistance from the Naracoorte MRC manager and participated in local events such as providing multicultural food for the Limestone Coast Multicultural Soccer Carnival.





Advocacy, Research and Service Development

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 the AMRC. This model has served settlement in SA well by providing connections, and ensuring that service delivery and decisionmaking are owned by governments, NGO's and communities alike.

Research Partnerships

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

- **Edmund Rice Centre for Justice and Community Education, "Settlement Cities: A place-based study of Australia's major refugee settlement destinations."** This was a joint study initiated by the Edmund Rice Centre for Justice and Community Education to explore humanitarian settlement across major Australian cities. It took 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. The AMRC is one of the SA partners of Edmund Rice, who contributed by coordinating focus groups and individual interviews. The study aimed to reveal the challenges each city has faced when accommodating large numbers of new arrivals, the specific achievements of refugee settlement and the key lessons these places can teach policymakers and politicians about how to tackle refugee settlement into the future. The launch of report was held on 4 November.



- **University of South Australia, 'Rebuilding Life after Migration: Settlement Experiences of Refugee and Migrant Youth' Australian Research Council.** This is 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 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. To date, 300 young people and 30 parents have participated in this activity.
- **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.

- **Intercultural Cities Research Project.** The AMRC was a partner with the University of South Australia and the City of Salisbury in a research project comparing the experiences of intercultural cities in three national contexts: Spain, Canada and Australia. It involves four local cities: Sabadell (Spain), Sherbrooke (Canada), Ballarat and Salisbury (Australia). The aim of the research is to understand how the Council of Europe's Intercultural Cities (ICC) model is unfolding in different regions of the world. It will compare the similarities and differences in how the intercultural cities approach has been expressed in policies and practices in these different cities. The research is supported by the Erasmus+ program of the European Union.
- **University of Technology Sydney project, "Leisure provision for refugees: Bridging the gaps between knowledge and practice."** This research examines the role of leisure in supporting refugee settlement in Australia, and the AMRC is the only South Australian settlement service collaborating with UTS Business School on the project which will shed light on understand the challenges affecting the provision of leisure programs that empower refugees and support them in their settlement journey. A final report summarising the findings from all stages of the scoping review is forthcoming.
- **University of Adelaide, School of Architecture and Built Environment, "Developing resilient housing for low socio-economic older people."** This research is in its early stages, involving the Bhutanese and Burmese communities within the City of Salisbury. With more than 12 people expressing their interest to participate at a public recruitment forum, it's been characterised by the research team as their most successful recruitment event so far.

Research Partnerships

The AMRC convened a number of forums, including:

- **Connecting Afghan Women**
- **Connecting Settlement, Community and Industry (CSCI)** in Adelaide, Mt Gambier, Murraylands, Naracoorte and Bordertown
- **Employment Pathways for Displaced People from Ukraine**
- **International Women's Day - Building the Future Together**
- **Rebuilding Life After Migration**
- **Pathways to Belonging: 'When do I stop being a migrant or refugee?'** youth forum
- **Journey to Belonging** youth roundtables

Presentations

Examples of presentations to diverse networks include:

- 2022-23 Humanitarian Program Consultation Meeting, DHA
- AMRC skilled migrants service delivery, DPC
- AMRC presentation to the Rotary Club of Mitcham
- AMRC's action in relation to managing the COVID-19 situation amongst AMRC's client communities in metropolitan and regional SA, ABC Local Radio, regional SA
- Best practice for Yazidi settlement in all areas, Toowoomba Settlement Services
- COVID-19 management in the regions, Wellbeing SA
- Developing Resilient Housing for Low Socio- Economic People, University of Adelaide
- Employment and training opportunities, Jobs and Skills Networking meeting
- Financial Crisis and Material Aid - Emergency Relief, DSS
- Governance training to Bhutanese Australia Association of SA Housing Crisis, Troy Bell MP

- Interview regarding resources for refugees in regional areas, ABC Riverland
- Lions Club, Naracoorte Branch
- Lochebar Women's Agricultural Group
- Multicultural Policy Briefing, Hon Zoe Bettison MP
- National Anti-Racism Framework Consultations, Refugee Council of Australia
- New job active changes, Workforce Australia
- Palliative Care of South Australia, keynote speech
- Presentation to TAFESA AMEP staff on DV support by AMRC
- Rebuilding Life After Migration, UniSA
- Roundtable Discussion on Support for Ukrainian Refugees, DHS
- SAN Meeting presentation convened by ARA
- SETS and HSP consultations, DHA
- Study Adelaide annual visit to regional areas, RDA
- Volunteer Week morning tea, AMRC

Research Partnerships

- Connecting Settlement, Community and Industry (CSCI) – 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
- Women's Employment into Action Committee
- Empowering people with Disability Committee
- Southern CALD Networking Group
- Transport Consumer Group - Women and Children
- Women Safety Service



Committee Representation

ACCSA Management Committee
Adelaide Secondary School of English
Australian Charities and Not for Profit Commission
Central Adelaide Local Health Network
Centrelink Central Network
Children & Parenting Support Services and Budget-Based Funding Services (CaPS-BBF)
Community of Practice by Family & Relationship Services Australia (FRSA)
DSS Financial Crisis and Material Aid - Emergency Relief
Edmund Rice Centre for Justice and Community Education, NSW
Global Garden
Harmony Alliance Governance Committee
HSP - SETS Consultation Meeting
Jobs Australia
Limestone Coast Community Services Round Table (LCCSRT)
Limestone Coast Multicultural Network
MECCSA Management Committee
Migration Institute of Australia
Multicultural Australia
Multicultural Youth SA
Murraylands Multicultural Network
Naracoorte Network Services
National Disability Insurance Agency
Palliative Care SA
Public Transport Inclusion Reference Group
Red Cross
Refugee Legal Advocacy Group
Regional Leadership Development Program Steering Committee
Regional Australia Institute
SA Ambulance Community Advisory Committee
SA Equal Opportunity Commission
SA Power Networking Consumer Group
SACOSS
Salisbury Intercultural Strategic Alliance
Salisbury Intercultural Strategic Alliance
SCoA Board and Executive
Settlement Action Network Meeting
SAN Meeting Network

Service Development and Innovation

Highlights during 2022 have included:

- Establishing the Afghan-Australian Community and Settlement Support in partnership with AUASA and MECCSA, and funded by the Migration Council SA
- Establishing the Ukrainian Displaced People's Services in partnership with the Association of Ukrainians SA
- Achieving Certificate and Award level in the Australian Service Excellence Standards (ASES). This achievement is a culmination of hard work and dedication by the people within our services to create a quality organisation
- Achieving reaccreditation as a White Ribbon Workplace
- Ranking well compared to other similar organisations in relation to Workplace Gender Equality.



Acknowledgements

The AMRC Board and Management thank all staff and volunteers who invested their time in providing valuable and extraordinary services throughout the year. We congratulate Mirsia Bunjaku and Alex Parken for being appointed to leadership positions.



Mirsia Bunjaku
Chief Executive Officer

Mirsia Bunjaku has been with the AMRC for 18 years. She came to Australia as a refugee in 1999 and joined the AMRC as a volunteer. Her roles within the AMRC have spanned across various programs, managing the Humanitarian Settlement Services (HSS), Aged Care, NDIS, Training and Employment and new initiatives, Regional Skilled Migrants and Try Test and Learn Women's Employment into Action programs. Mirsia is driven by the need for cultural understanding and safety to promote better outcomes, equal access, opportunity, and full participation for migrants and refugees.

Mirsia was a member of the South Australian Multicultural Settlement Services (SAMCSS) and currently is a member of the Settlement Council of Australia (SCOA) Board, SETS Community of Practice, Palliative Care SA Board, Central Adelaide Local Health Network, Connecting Settlement, Community and Industry (CSCI), SA Ambulance Community Advisory Committee and Chair of the Woodville Gardens School Governing Council.



Alex Parken
**Deputy Chief Executive Officer
and Legal Counsel**

Alex Parken has been with the AMRC for 9 years. She holds a Bachelor of Laws (Honours) degree from the University of Adelaide and a Graduate Diploma of Legal Practice from the Law Society of South Australia. She is admitted as a barrister and solicitor in the Supreme Court of South Australia. She has previously worked as a Judge's Associate in the District Court of South Australia, in private legal practice as an Associate specialising in Insurance and Corporate Risk at Minter Ellison as well as providing pro bono legal services to the Housing Legal Clinic and Women's Legal Service.

In 2013 Alex started volunteering for the AMRC in the Migration Program, and in 2014 commenced working as the AMRC Operations Manager. Since then she has held various Senior Management roles including Corporate Services Manager and Legal Counsel. She has expertise in contract management, not-for-profit compliance and corporate governance, and holds a current practising certificate as AMRC Legal Counsel. She provides legal advice to ensure that the AMRC meets all statutory and funding legal obligations. Over the past decade, she has overseen the Service Excellence Award and White Ribbon Accreditation audit.

We thank **Anelia Blackie**, **Quyen Hoang** and **Yazdan Jawshani** who have given years of service to the AMRC and wish them well in their future endeavours.

We welcome **Amanda Lindh** as our new Mt Gambier MRC Manager and **Kugan Kanagaratnam** who has taken up the position of Manager for the Aged Care Program.



AMRC Management Staff

Eugenia Tsoulis OAM
Chief Executive Officer

Mirsia Bunjaku
Senior Manager, People and Programs
Chief Executive Officer (from 7 December 2022)

Alex Parken
Legal Counsel, Deputy CEO (from 6 December 2022)

Biljana Zubcevic
Senior Manager, Finances

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

Mirsia Bunjaku
Manager, Training and Employment Programs Information,
Linkages and Engagement (ILC)

Quyen Hoang
Program Manager,
Status Resolution Support Services and Aged Care

Dilky Wijeyekoon
Senior Program Manager,
Humanitarian Settlement Program and NDIS

Michelle Dieu
Senior Manager, Northern Area Migrant Resource Centre

Zeleka Habtegiorgis
Program Manager, Community Support Program and Migration

Grace Chiang
Manager, Human Resources and Operations

Jamila Ahmadi
Manager, Community Development (until 5/04/2022)

Amela Chandra
Program Manager, Humanitarian Settlement Program and NDIS

Anelia Blackie
Manager, Mount Gambier Migrant Resource Centre
(until 15/11/2022)

Heather Muirhead
Manager, Murraylands Migrant Resource Centre

Frances Kirby
Manager, Naracoorte and
Bordertown Migrant Resource Centre

Amanda Lindh
Manager, Mount Gambier Migrant Resource Centre
(commenced December 2022)

AMRC Staff

Elizabeth Sarai Aguilera Aguilera
Farzana Ahmadi
Atoosa Akhavan Rezayat
Hiba Al-Alwani
Maria Corazon Alles
Anna Amirkhanyan
Neha Bhalla
Sunshine Carumba
Simon Cin Zah
Chesnamea Cubero
Marilou Dacutan
Roberta Dud Falcao
De Oliveira

Tilak Ghaley
Firas Habib
Mohammad Yaseen Hakimi
Prudence Mary Hemming
Eriko Ichonohe
Yazdan Jawshani
(until 25/11/2022)
Laxman Jogi
Kuganesan Kanagaratnam
Jalal Khalaf
Saliha Khan
Cheuk Ying (Jennifer) Lau
Bao Luo

Jo Yee Lum
Josephine Mahoney
Nadia Makdadi
Eva Manatakis (until 18/11/2022)
Deng Enock Manyon
Denise Mercader
Ackim Juma Mulumba
Thulasimalar Naicker
Du Nhan
Ibrahim Nowrozi
Agnes Achieng Onunga
(until 21/10/2022)
Axia Morela Brizuela Planas

Keith Preston
Rucha Raval (until 15/2/2022)
Mohammad Dawaud Sharify
Valentine Shimaniuk
Matti Spellacy
Van Bawi Tin Hlawng
Hien Minh Tran
Lene Zefi

Care Workers

Zainab Abubaker
 Christine Achan (until 8/03/2022)
 Krishna Kumari Adhikari
 Fawziya Ahmadi
 Raghad Al Hajbaker
 Rana Al Katrane
 Julie Alcantara
 Niran Hameed Khif Alghizzi (until 7/03/2022)
 Roai Alhelly
 Charine Apolonio
 Lore-ann Atillo (until 5/09/2022)
 Safwat Awsee
 Santi Maya Baraili Biswa
 Purna Bahadur Basnet
 Iman Ben Sassi
 Naina Kala Bhatarai
 Yogu Maya Bhatarai (until 16/05/2022)
 Khina Maya Bhattarai
 Bhim Maya Khadka Chhetri
 Pabitra Chhetri
 Robin Chhetri
 Sui Hlawn Cinzah
 Vel Hlei Thluai Cinzah
 Geeta Dahal
 Daniel Daniel
 Sree Dar
 Anabelle Domeyeg

Tum Eng
 Mary Jane Faulkner
 Maria Fe Gardiner
 Laxmi Devi Gautam
 Zahra Gharjestani
 Fariba Gholami (until 16/05/2022)
 Khadija Ghulami
 Abeba Giday
 Carolina Gray (until 4/01/2022)
 Lorena Andrea Gualteros Romeo (until 16/06/2022)
 Sumiya Habibi
 Masuma Hassanzadeh
 Freda Hlawn Ching
 Jancy Htoo (until 15/06/2022)
 Ciin Sian Huai
 Helen Hughes
 Thi Dung Huynh (until 15/11/2022)
 Marija Jovanovic (until 5/09/2022)
 Bhim Karki
 Rup Khadka
 James Khadka (until 4/03/2022)
 Ni Ka Mwe Khin
 Parbata Koirala
 Lal Din Thari Lal
 Esther Latung
 Tran Anh Hong Le
 Shiqi Luo

Van Long Ly
 Anita Magar
 Mon Maya Magar
 Aduk Majock
 Elvira Malimban
 Bunrath Mann
 Josephine Mendoza
 Mohammad Oudeh Mohammad (until 11/10/2022)
 Hong Kim Thi Nguyen
 Ngoc Ha Nguyen
 Thi Ngoc Anh Nguyen (until 8/11/2022)
 Chau Minh Thi Nguyen (until 31/08/2022)
 Erylne Panes
 Newstar Paw
 December Paw
 Thi Hao Phan (until 11/10/2022)
 Usha Pokhrel (until 4/03/2022)
 Chakra Bahadur Rai
 Kumari Rai
 Aziza Raza
 Angelica Ann Rempillo (until 18/03/2022)
 Januka Rimal
 Hei Chri Say
 Kiran Shrestha
 Jolibee Simmons
 Phary Soeur

Bhadri Maya Subedi
 Devi Subedi
 Rosy Suimen
 Phurba Tamang (until 16/06/2022)
 Kausila Thapa
 Khamh Bawai Thawng
 Khen Tial
 Thi Ngoc Diem Tran
 Laniliza Tremotch
 Thim Ding Tuimuk
 Heshmat Sobhey Nassef Uosef
 Hannah Jill Velikkakath
 Joshy Velikkakath
 Rosa Ana Villalobos Hinostroza De Last (until 10/10/2022)
 Yordanos Zergi Weldemichael
 Lorelie Wood (until 21/11/2022)
 Shih Huai Wu (until 21/09/2022)
 Julieta Young (until 20/01/2022)
 Nelly Neema Zahinda
 Munaza Zahra
 Angela Zakarias
 Talib Zakeri
 Tanzila Tahir Zia (until 31/08/2022)

Creche Educators

Ishwara Devi Dulal
 Almas Merchant
 Rabea Rahimi





Member Associations

Adelaide City Care
 Afghan United Association of SA
 African Communities Council of SA
 African Students Council of South Australia
 Ahmadiyya Muslim Association Australia
 Ahwazian Community of SA
 Ariana Farsi School
 Armenian Cultural Association of South Australia Inc.
 Association of Ukrainians in SA Inc
 Australian Unitarian Druze Community SA
 Australians for Syria SA
 Baba Gur Gur Community
 Australian Turkman Association Inc
 Bhutanese Australian Association of South Australia
 Bosnia & Hercegovina Council of SA
 Bosnia & Hercegovina Muslim Society in SA
 Buddhist Compassion Relief Tzu Chi Foundation Australia Inc.
 Ceylon Tamil Association of South Australia Inc.
 Chin Community of SA
 Congolese Community of SA

Coober Pedy Multicultural Community Forum Inc
 Eritrea Community SA Inc
 Eritrean Muslim Community SA Inc
 Ethiopian Community Association of South Australia Inc
 Ethiopian Community of SA
 Filipino Aged Care of SA
 Filipino Settlement Coordinating Council of SA
 Greek Orthodox Community of SA Inc
 Hong Kong Cultural Association of South Australia
 Hungarian Caritas Society in SA Inc
 Hungarian Veterans Association of SA
 Igbo Community of SA
 Iranian Women Organisation SA Inc
 Iraqi Community Cultural Association of SA
 Iraqi Sports Association of SA Inc
 Iraqi Women's Voice of SA
 Islamic Society of SA
 Ivorian Community Association SA Inc
 Kurdish Australian Association of SA

Liberian Community of South Australia
 Liberian Women's Group
 Middle Eastern Communities Council of SA
 Migrant Women's Lobby Group
 Moroccan Community of SA
 Multicultural Communities Council of SA/Filipino Association of SA Inc
 Multicultural Youth Link SA
 Muslim Women's Association of SA
 Overseas Chinese Association of SA
 Pacific Islands Council of South Australia
 Persian Academic and Cultural Association in Adelaide
 Persian Cultural Association of South Australia
 Riverland Multicultural Forum
 Rotary Club of Murray Bridge
 Russian Women's Association of SA Inc
 Samahan Filipino - Australia SA Inc
 Serbian Australian Senior Citizen Club Inc
 Sierra Leonean Women's Association

SLAVA Ukrainian Cultural Centre
 South Australian Bangladeshi Community Association
 South Sudanese Australian Connection of SA Inc
 South Sudanese Community Association of Australia (SA Branch Incorporated)
 St Nicholas Romanian Orthodox Parish of Adelaide
 Tatar Bashkurt Association in Australia Inc
 The Association of the Burundian Community of SA
 The Croatian Club Adelaide Inc
 The Ethnic Schools Association of SA Inc
 Togolese Welfare Association SA Inc
 Tong De Association of South Australia
 Turkic People Association of Australia
 Turkish Association of SA
 Ugandan Community of South Australia (UCoSA)
 Uzbek Association of Australia
 Vietnamese Community in Australia/SA Chapter
 Zomi Innkuan Adelaide Inc

Volunteers, Adelaide Metropolitan

Rev Odangi Aboki Guwey

Khatera Gul Ahmad

Hanan Al Roussan

Osman Salah Ali

Asef Ali

Isabel Alvarez

Jennifer Amuni

Shikofa Anguri

Alia Azimi

Beena Basnet

Asha Basnet

Mohan Prasad Bhattarai

Bakti Maya Bista

Ganga Maya Bista

Meena Kumari Biswa

Kimi Khim Hlen Buansing

Ray Caird

Hari Chhetri

Damber Chhetri

Robin Chhetri

Cikom Cikom

Sui Hlawn Cinzah

Triphana Cooper

Jake Culkin

Stephanie Cultkin

Cungzalen

Yani Dahal

Bishnu Dahal

Letty de La Cerna

Rosa de Rodriguez

Raghad Hassan Dib

Nieng San Nuom Dopmul

Sarah Ellis

Rebeka Van Sui Em

Van Baw Fambawl

Tamara Filmer

Angela Garcia

Laxmi Gautam

Arjun Ghaley

Cristabel Gigena

Carolina Gomez Sarabia

Til Maya Gurung

Manju Gurung

Fatema Haidari

Mohan Hangkhim

Masuma Hassanzadeh

Andrew Hill AM

Bishnu Kafley

Amira Keenan

Petra Kelly

Sondos Kenaan

Rup Khadga

James Khadka

Madan Khapangi

Rasha Khatib

Sarawasti Khatiwada

Prem Kumari Khatuwal

Immaculate Kigongo

David Dennis King

Cung Kingbawl

Rai Kit

Ni La Win Koelanam

Man Kumari Ghale

Dil Kumari Karki

Chanta Kuo

Esther Latung

Vanhanglian Latung

Lairam Latung

Navang Lenvai

Doukessa Lerias

Ral Chum Lian

Mohammad Lotfollahi

Krishna Luitel

Jo Yee Lum

Ly Ly

Macham Bak Macham

Sulaxchhya Magar

Tika Magar

Ran Bahadur Magar

Bhim Bahadur Mahat

Buddhi Maya Majhi

Bikash Majhi

Emarloo Majid

Reng Ting Lune Mal

Jamila Mansouri

Agum Manyuon

Marianyss Martinez Zapata

Larissa Arakawa Martins

Lal Chuan Mawi

Nar Maya Maya Mishar

Dr Emily Miller

Bhagi Rathi Mishra

Tika Ram Mishra

Mobaraka

Tia Monydeng

Asefa Moradi

Sakina Mosawi

Akhtar Mostaghim Marvasti

Ni Ci Kheng Mual

Joseph Kham Lian Mung

Sabaranath Nadarajah

Nasrin Naderi

Zuhir Naji

Thang Khan Khual Naulak

Ganga Nembang

Beverley Newberry

Daw Ni

Wali Niazi

Solomon Nichun

Huai Nu

Man Ngaih Nuam

Zing Tung Nung

Omar Omar

John Nelson Opio

Ingrid Ormay

Ethel Osazuwa

Hiba Osman

Helena Dawt Din Par

December Paw

Bawi Peng

Rosa Perez

Lawuo Pewee

Ranee Pewee

Linh Phan

Dr Teresa Puvimanasinghe

Khadija Qalandari

Asha Maya Rai

Deepa Rai

Bishnu Maya Rai

Kumari Rai

Chakra Rai

Dhan Rai

Tek Rai

Vanessa Ricks

Lal Ruat kim

Ahmad Sadik

Uzair Safi

Shamsolmolok Salari

Kenia Salazar

Marzia Salihi

Dili Ram Sanyasi

Jamuna Sanyasi

Tika Sharma

Khaled Sidawi

Simon Smith

Prof Veronica Soebarto

Renuka Subba

Roshni Subba

Jash Maya Subba

Ni Sui

Sui Ni Suicin

Rosie Suimen

Henry Sukhinin

Angela Maria Taborda Garcia

Asari Tamang

Bir Maya Tamang

Purni Maya Tamang

Tika Maya Tamang

Dhan Maya Tamang

Dil Maya Tamang-Gurung

Tar Kin Tan

Ngala Thang

Lian Thang

James Thang

Clarence Tiong

Charles Tran

Win Kyi Tin Tuep

Thim Dim Tuimuk

Maria Van Van Gangelen

Paul Van Gangelen

Vanlalhmauk

Dr Stephanie Vuong

Gemma Ke Wang

Jacky Jiaqi Wang

Andrew Williams

Sherina Winton

Craig Wotton

Mohammad Arif Cena Ali Zada

Cer Thai Zahau

Job Zahinda

Khasahyar Zanzibar

Jenny Pau Ngaih Nuam

Zomantuang

Regional

Shaimaa Aboelez

Faiza Adeel

Latifa Akbarai

Masooma Akbari

Faris Al-Hilli

Mehdi Ali

Didar Ali

Rhoda Amonoy

Badrin Baharom

Wajiha Batool

Meredith Beck

Saliza Binti Bhatiar

Julie Burdett

Murray Burdett

Deanne Butler

Pauline Byllaardt

Nelly Castro

Martina Christ

Josie Collins

Anne Craig

Marie Davis

Carolyn Drew

Julie Earl

Heather Edwards

Misionare Erele

Gwen Fisher

Kate Fry

Lanxi Gao

Hazem Ghanaium

Simran Gill

Lorna Gilmore

Joy Goodridge

Nasima Hakimi

Ghulabb Hakimi

Khoshnav Salih Hamiqadyo

Merrawyn Hansen

Khadim Hussain Hekmati

Yvonne Hogarth

Tong Juan (Alice) Huang

Sadaf Hussaini

Talib Hussaini

Zakir Hussaini

Esmatullah Hussainzadah

Takabwebwe Iaram

Barazan Ibrahim

Colleen James

June Japri

Shelby Justine

Jamshad Karimi

Jenny Killicoat

John Kirby

Beverley Klingbiel

Hanif Kohzad

Sile Legoe

Joseph Levy

Norelyn Lopez

Jessie Lumb

Bao Luo

Enqi Luo

Julius Magapan

Gerry Mathieson

Rhett McDonald

Muhammad Mehdi

Jessie Moffatt

Sakina Mohammadi

Suze Yanti Mohd Noor

Baba Mohibi

Sale Tipa Muagutu

Niamatullah Muhammadi

Sima Muhammadi

Duncan Muirhead

Lesley Murray

Sikeli Naivalu Rua

Kerry Nitschke

Siti Nor Ahdar MD Noor

Marion Orton

Oupeth Ouvannavong

Hayley Owen

John Pakoa

Ruganteiiti (Tace) Potter

Tikoba Potter

Tatarawa Rawimwemwe

Hoveida Saberi

Sadiqa

Khaliq Salehi

Salmiza Samnt

Pascoal Dos Santos

John Scarvelis

Lyn Schinckel

Safwat Seerwan Bashar Awsee

Salvana Seerwan Bashar Awsee

Suad Seerwan Bashar Awsee

Mohammad Shams

Scott Shepherd

Shireen Sheriff

Somsack Sisalo

Rani Sivalingam

Chanthaly (Pep) Songvilay

Yong (Ken) Songvilay

Abdulhamid Jamil Souro

Linda Nassan Souro

Judy Stafford

Robyn Talbot

Moteti Taubukintaa

Peseta Tavita

Jon Thurlow

Alicia Thurlow

Ricky Tu

Sue van der Veen

Erika Vickery

Jing Wang

Jenny Ward

Borong Xu

Minguang Xu

Liz Yelland

Mei Zheng

Beijing Zhu



Partnerships and Collaborations

We thank the following organisations with which we have formal partnerships and agreements and/or with whom we have collaborated to deliver services, programs and events during 2022. We look forward to working with you in 2023. We apologise if we have omitted any organisations.

ABC International Translating and Interpreting Services	Bedford Group	Community Allied Health	Good Prospect Psychologist
ac.care	Bendigo Bank	Community Assist	Good Shepherd Australia & New Zealand
Adelaide Botanic Gardens	Bensons Radiology, Mount Gambier	Community Care Network	Gordon Education Centre
Adelaide City Council	Bhutanese	Complete Real Estate	Government of South Australia Department for Child Protection
Adelaide City General Practice	Australia Association of SA	COMREC	Government of South Australia Department for Education
Adelaide Dragons	Birthline	Construction Industry Training Centre	Government of South Australia Department for Industry and Skills
Adelaide Festival Centre	Boandik Aged Care	COTA SA	Government of South Australia Department of the Premier and Cabinet – Multicultural Affairs
Adelaide Fringe	Boosting the Local Care Workforce Program	Country Health Connect, Limestone Coast	Group Training Employment (GTE), Mt Gambier
Adelaide Institute of Hospitality	Bordertown High School	Country Health SA Local Network/Deaf Can do	Guide Dogs SA/NT
Adelaide Secondary School of English	Botanic Gardens of Adelaide	Dental Services SA	Hawkins Medical Clinic
Afghan Cultural Association	Burnside Medical Centre	Develop Therapy Services	Headspace
African Communities Council of SA	Business SA	Developing Links	Healthcare Australia
AMES Australia	Cancer Council	DHS Supporting New Arrival Ukrainian in South Australia	Healthsmart Physiotherapy
Amnesty International	Career Employment Group	Diabetes SA	Hearing Australia
Anglicare SA	Carol Murray Children's Centre	Disability Advocate SA	Heart and Vascular Institute
Association of Ukrainians of SA	Catherine House	Disability Employment Hub	Helping Hand
Australian Bureau of Statistics	Centacare	District Council of Grant	Hepatitis SA
Australian Electoral Commission	Centrelink	Elders Real Estate	Hi Line Hardware
Australian Government Department of Education, Skills and Employment	Chest Clinic	Enable Plan Management	Highline Hardware
Australian Government Department of Home Affairs	Child and Adolescent Mental Health Services	Equipment4living	Holmesglen Institute
Australian Government Department of Human Services	Child and Family Health Service (CaFHS)	Federal Member for Barker, Tony Pasin	Homecare Plus, Mount Gambier
Australian Government Department of Social Services	Children's Artspace	Fergus & Noel's Gardening	HomeStart Finance
Australian Institute of Company Directors	City of Adelaide	Feros Care	Hospital System
Australian Red Cross	City of Charles Sturt	Ferrers Medical Clinic	Housing SA
Australian Refugee Association	City of Marion	First National, Mount Gambier	Hugo Centre for Population and Migration Studies
Australian Taxation Office	City of Onkaparinga	Flinders Medical Centre	HyCare Australia
Australian Workplace Training	City of Playford	Flinders University	Independent Member for Mount Gambier, Troy Bell
Autism SA	City of Port Adelaide Enfield	Foodbank SA	JBS Australia
Back on Track	City of Salisbury	Football Soccer South Australia	Jim's Cleaning
Bagster Community Centre	City of Tea Tree Gully	Four Reasons Why	Jim's Mowing
Balance Home Services	City of Unley	Frank Kaiser Properties	Job Prospects
Baptist Care	City of West Torrens	Gateway Housing	
	Communicable Diseases Control Branch	Geared 2 Drive	
	Community Access and Services SA	Glen Osmond Primary School	

Julia Farr Association	Mission Australia	National Disability Insurance Scheme - LAC Partners	Rehab Solutions
Purple Orange	Monarto Safari Park	National OT	Relationships Australia
Karista	Morella Community Centre	Northcare Physio	Remedy Health Care
Kevin Paisley Optometrists	Mount Gambier City Council	Northern Area Local Health Network	Rotary Club of Adelaide
Kincaig Medical Clinic	Mount Gambier Fringe	Northern Area Multicultural Women's Network	Rotary Club of Bordertown
Labour Solutions Australia (LSA)	Mount Gambier High School	Northern Community Mental Health Service	Rotary Club of Campbelltown
Lakes Rotary Club, Mount Gambier	Mount Gambier Hospital	Northern Domestic Violence Services	Rotary Club of Mobilong
Legal Services Commission of SA	Mount Gambier North Primary School	Northern Volunteering (SA)	Rotary Club of Mount Gambier
Liberty Speech	MPOT	Northern Women's Community Health Centre	Rotary Club of Mount Gambier West
Lifeline Australia	Multicultural Youth Link of SA	Novita	Rotary Club of Murray Bridge
Lighthouse Disability	Murray Bridge City Council	NOW Empowerment Collective	Rotary Club of Naracoorte
Limestone Coast Community Justice Centre	Murray Bridge Early Learning Centre	Oasis Community Children's Centre	Rotary Club of Salisbury
Limestone Coast Local Health Network	Murray Bridge High School	OPSM	Royal District Nursing Service of SA Ltd (RDNS)
Limestone Coast Multicultural Network	Murray Bridge North School	Ottoson Partners Real Estate	Royal Life Saving Australia
Limestone Coast Training	Murray Mallee Community Health Service	Palliative Care South Australia	Royal Life Saving SA
Limestone Coast Volunteer Service	Murraylands Multicultural Network	Paralowie High School	SA Ambulance
Limestone Hearing Care and Speech Therapy	Muslim Women's Association of SA	Parenting SA	SA Health
Living to the Max	My Aged Care	Parents Next Programs	SA Pathology
LJ Hooker Real Estate	My Life My Way	Physio Inq	SA Police
Local Jobs Program	My Plan Manager	Pinnacle College	SA Water
Lutheran Community Care	Myriad International Consulting Services	Plantation Treated Timber	Safe Work Practice
Lyell McEwin Hospital	Naracoorte Child Day Care Centre	Playford Aquadome	SafeWork SA
MADEC Australia	Naracoorte Diversity Hub	Primary Industries and Regions SA	Saint Martin College
Magdalene Centre	Naracoorte High School	Prostek	Saint Martin's Lutheran College Mount Gambier
Maxima Employment Services	Naracoorte Lucindale Council	Psychology SA	SAL Real Estate
Medicare Australia	Naracoorte Public Library	Ray White Mount Gambier	Salisbury Bowling Club
MEGT	Naracoorte South Primary School	Refugee Health Service	Salisbury High School
MGA Insurance Brokers	National Disability Insurance Agency - Strategic Communications and Engagement Branch, Communications and Community Engagement Divisions	Regional Development Australia, Limestone Coast	Salisbury House Medical & Dental Centre
Michelle DeGaris Memorial Kindergarten		Regional Development Australia, Murraylands and Riverland	Salisbury North Primary School
Middle Eastern Communities Council of SA		Regional Workforce Management	Salisbury Primary Health Care Service
Migration Council of Australia			Salisbury Primary School
Minda Incorporated			Salisbury Stitches Club
			Salvation Army Parent Net, Ingle Farm
			Salvation Army, Bordertown
			Salvation Army, Mount Gambier

SCOSA
 Scots College
 Service SA
 Services Australia
 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
 Southern CALD Networking Group
 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
 Tamil Broadcasting Service
 Tatchilla Lutheran College
 Tatiara District Council
 Tatiara Medical Centre
 Tatiara Multicultural Network
 TEYS Australia
 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
 University of Technology Sydney
 Variety the Children's Charity SA
 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 the many individuals and organisations who have provided invaluable donations of money, goods and/or in-kind support.

Beverley Newberry

Era Bunjaku

Janine Pearce

Simon Smith

Trevor Anderson

Australian Relief Organisation

Findex Community Fund

Influencers Church Australia

Lochebar Women's

Agricultural Group

Naracoorte Freight Centre

Ottosons Real Estate

Pinnacle College SA

Refugee & Asylum Seeker

Toy Drive

Rotary Club of Adelaide

Rotary Club of Campbelltown

Rotary Club of Mt Gambier Inc

University of Technology Sydney

ZONTA International



Treasurer's Report and Financial Statement



Summary of audited statements from Di Nino & Co Chartered Accountants for the 2021 – 2022 Financial Year.

We have received funding from fixed tenders/grants or fee-for-service agreements from:

- Australian Government Department of Home Affairs
- Through SRSS, SETS Client Services, SETS Capacity Building and HSP through AMES
- Australian Government Department of Social Services
- Department of Education South Australia
- Department of the Premier and Cabinet, Multicultural SA
- Department of the Premier and Cabinet, Population Strategy
- Australian Government Department of Health and Aged Care
- National Disability Insurance Agency

The AMRC is grateful to all the philanthropic organisations and to generous individuals who have donated funds or goods to support the AMRC's work.

Funding was used for:

Staff salaries	\$6,666,494
Services and program costs	\$960,266
Administration and infrastructure	\$643,175

I would also like to recommend that the AMRC procure auditing services from Di Nino & Co Chartered Accountants for the period 2022 – 2023.

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 2022 – 2023 be accepted.

A handwritten signature in dark red ink, reading "Denis Yengi".

Denis Yengi CPA
Treasurer



Australian Migrant Resource Centre Inc.
ABN 42 131 904 410

**Financial Statements
for the year ended 30 June 2022**
**Consolidated Balance Sheets
as at 30 June 2022**

**Financial Statements
for the year ended 30 June 2022**
**Income And Expenditure Statement
for the year ended 30 June 2022**

Consolidated Balance Sheet as at 30 June 2022

		2022	
Members' Funds and Reserves			
Retained Earnings			
	- Opening Balance 1/7/2021	11,092,466	
	- Current Year Surplus	2,644,076	
	Closing Balance at 30/6/22		13,736,542
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	6,350,000
	Total Members' Funds and Reserves		20,086,542
Represented by:			
Current Assets			
Cash at Bank			
	- NAB Term Deposit	6,234,573	
	- AMRC Operations Acc	649,098	
	- NAB Cash Maximiser	6,385,560	
	- SRSS	603,971	
	- Aged Care	1,416,491	
	- Other	304,604	15,594,297
Debtors			485,063
Deposits Paid on Property			20,000
	Total Current Assets		16,099,360
Non Current Assets			
Land & Buildings			
	- 5 Second Street, Murray Bridge	262,251	
	- 11 & 13 Eleanor Street, Mount Gambier	455,501	
	- 28 Mary Street, Salisbury	377,585	
	- Coglein Street Community Centre	5,144,882	
	- 26 Woolshed Street, Bordertown	130,679	
	- Unit 1 & 2 No 3 Second Street, Murray Bridge	325,374	
	- 64 Smith Street, Naracoorte SA	616,101	
	- Less Accumulated Depreciation	(1,361,474)	5,950,899
Building Improvements			738,105
Plants & Equipment		462,214	
Less Accumulated Depreciation		(360,421)	101,793
Motor Vehicles		58,886	
Less Accumulated Depreciation		(40,254)	18,632
	Total Non Current Assets		6,809,429
	Total Assets		22,908,789
Current Liabilities			
Creditors & Payables			
	- Creditors	18,714	
	- Credit Card	528	
	- Payroll Liabilities	137,601	
	- Other	1,509	158,352
Accrued Expenses			18,000
GST Liability			52,822
Provision for Annual Leave			332,588
CPP Client Bond / Migration Advice I HSP Property Bond			131,319
Funds Received in Advance			175,000
Program Balances carried forward			
	- ILC 2019-20	349,028	
	- MA-CSP2	442,692	
	- Try Test & Learn	106,228	
	- HSP CSP	58,566	
	- CHSP	49,514	
	- Skilled Migrants	14,500	
	- Aged Care	12,924	
	- Other	19,382	1,052,834
	Total Current Liabilities		1,920,915
Non Current Liabilities			
Provisions			
	- Program Completion Costs Post Funding		399,602
	- Provision for Long Service Leave		501,730
	Total Non Current Liabilities		901,332
	Total Liabilities		3,591,830
	Net Assets		17,442,273

**Income and Expenditure Statement
for the Year ended 30 June 2022**

		2022	
Income			
Department of Home Affairs			
	- Status Resolution Support Services (SRSS)	2,339,974	
	- SETS - Client Services	750,741	
	- SETS - Community Capacity Building	199,676	3,290,391
Department of Social Services			
	- Try Test and Learn	428,772	
	- Emergency Relief	202,930	
	- Creche - BBF	60,479	692,181
Department of Health			
	- Home Care Program	2,357,959	
	- Community & Home Support Program (CHSP)	76,395	2,434,354
National Disability Insurance Agency (NDIA)			
	- ILC - Information, Linkages & Capacity Building	377,795	
	- National Disability Insurance Scheme (NDIS)	3,078,217	3,456,012
Department of the Premier & Cabinet			
	- Core Activity Project	149,178	
	- DPC - Skilled Migrants	235,500	
	- Afghan Community Services Hub	100,000	
	- ACSH IT Support	49,615	534,242
AMES Australia - Humanitarian Settlement Program (HSP)			
	Community Support Program (CSP)		-124,452
	Other Grants		267,276
	Other Income		259,629
			104,327
	Total Income		10,914,011
Expenditure			
Program Costs:			
	- Salaries & On Costs	6,666,494	
	- Other Program Costs	960,266	
	Total Program Costs		7,626,760
Administration			
	Facilities & Utilities		217,645
			425,530
	Total Expenditure		8,269,935
Change in Net Assets Resulting from Operations			
	- Less Net Transfers to Reserves		-2,644,076
	- Movement in Retained Earnings		2,644,076

**Financial Statements Declaration
for the Year Ended 30 June 2022**

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 2022

- present a true and fair view of the organisation's financial position as at 30 June 2022 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 18th day of August 2022

Acronyms and Abbreviations

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





AMRC