

# Australian Migrant Resource Centre Annual Report Jan–Dec 2023



The Australian Migrant Resource Centre acknowledges our Indigenous peoples who possess the oldest continuing cultures in human history. We take this opportunity to move forward hand in hand.



**AMRC**

### Multicultural Community Centres

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

### Trade Names

MRC Arts  
MRC Works – Multicultural Employment Hub  
SA Refugee Week

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# Strategic Framework

## Our Vision

Our vision is equal access, opportunity and full 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 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 immigration matters.



## Our Values

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** means that we act impartially, ethically and in the interests of the organization and our clients. The key element to our integrity is the establishment and maintenance of trust by always respecting privacy and confidentiality, and never misusing information provided to us.

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

**We aim for excellence in our service delivery** which is demonstrated by our consistent recognition and awards for achieving and exceeding the quality standards 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



Each year seems to bring great tragedy and suffering to people somewhere in the world. This year we appear to be on the edge, on the cusp, of even more troubled times with the disaster continuing to unfold in Ukraine following the invasion, and with the suffering of innocent people in the Middle East, and in so many parts of the world – with people displaced and left homeless as a direct consequence of war, of military action, and of climate change induced environmental catastrophe.

In such times, the role of the AMRC, although impacting upon only a small fraction of people so affected, becomes even more important – and the continuing work of the AMRC even more vital.

As an organisation, AMRC has continued to flourish, and in that sense, 2023 has been a successful year for the AMRC in being able to deliver services to clients and members, and to contribute to the community and to the State. 2023 has also marked the beginning of a new chapter - I commend and congratulate our CEO Mirsia Bunjaku who, in her first year in the role, has led the excellent work of AMRC.

Highlights in terms of the activities and achievements of the AMRC during this past year have included undergoing successful audits of our Aged Care and NDIS programs, and of our compliance with Workplace Gender Equality reporting obligations; the extension of a number of our current programs including the Community Support Program, Skilled Migrants, Emergency Relief, and Commonwealth Home Support Program; and convening successful major events including the International Women's Forum, SA Refugee Week and the Youth Forum.







The AMRC operates programs throughout South Australia, and during the past year our activities have encompassed regional expansion, including holding a significant forum in Whyalla in partnership with the Whyalla City Council, Department of Home Affairs and Department of Innovation, Industry and Science; initiating a new project for strong and resilient communities through funding from DSS; and the establishment of a new office in Mt Gambier to be opened in early 2024, with our current offices being repurposed to benefit the clients of the AMRC.

On behalf of the Board, I congratulate our CEO Mirsia Bunjaku, our deputy CEO Alex Parken, the Management team, and all of our staff on these achievements, and for their professionalism, diligence, teamwork, and collaboration with partners, ensuring that the AMRC continues as the leading settlement agency in South Australia. I thank our volunteers, who contribute so importantly to the work of the AMRC. I would like to acknowledge and thank our State and Federal governments for their assistance and support to deliver our programs, as well as our donors and collaborating partners.

I also take this opportunity to acknowledge my fellow Board members, as the term of the current Directors comes to an end. In addition to the ongoing task of providing governance of the AMRC, the Board has, amongst other things, this year finalised a new strategic plan; undergone governance training; and implemented initiatives to align with the Aged Care Strengthening Governance Reforms.

I would like to thank each of my fellow Board members, Deputy Chair Elizabeth Ho OAM, Treasurer Denis Yengi, Tarik Beden, Raghad Dib, Vahedeh Mansoury, Hussain Razaiat, Erika Vickery OAM, and Evelyn Yap OAM, for their dedication in providing freely of their expertise and experience in guiding the AMRC. In particular, I would like to acknowledge Mabok Deng Mabok Marial who is retiring after some 14 years on the AMRC Board. Mabok is a well-respected community leader who has served as Vice Chair and later Chair of the African Communities Council of South Australia between 2008 and 2020, and as Secretary General of the Sudanese Community Association, along with many other important community roles. Mabok has made a significant contribution to the AMRC during his time on the Board with his calm and wise approach to decision making. On behalf of the Board, staff and volunteers of the AMRC we thank him.

I congratulate our new Board members for the 2024 to 2026 term, including the newest member of the Board, Tukini Tavui, and look forward to continuing to work with my fellow Board members to further the goals of the AMRC. We also look forward to our continuing relationship with our immediate past CEO, and Life Member, Eugenia Tsoulis.

**His Honour Judge Rauf Soulio AM**  
Chairperson

# Chief Executive Officer's Report



Twelve months ago I put on some very big shoes and for me, as a person from refugee background, it was very meaningful. So, I am honoured to present my first report as CEO, reflecting on the past year.

I began this role, acknowledging the immense legacy left by Eugenia Tsoulis, whose dedication and impact in the settlement sector, education and arts spanned decades. While I cannot replicate her journey, stepping into her shoes has fueled my passion and commitment to continue driving positive change in the sector.

As we know, settlement services are delivered in a changing environment. With the number of global conflicts we see the importance of working together, supporting an environment where everyone is valued and having the same understanding that every human life is sacred, no matter where they come from. In these times we need to walk together with one another more than ever.

2023 commenced on a positive note with the announcement of the Resolution of Status (RoS) visa for those who have been patiently waiting for more than a decade for certainty about their future. We acknowledge the government for this initiative and we hope that further progress will be made in relation to fast tracking family reunion.

Our ongoing settlement work across South Australia continues to yield great outcomes for new arrivals. The new project, Strong and Resilient Communities, is supporting many women and vulnerable clients participate, connect, build confidence and develop training and employment pathways while overcoming various barriers. Throughout the year we assisted over 350 people engage in employment through many of the AMRC activities.

In collaboration with Multicultural Youth Link SA we have engaged and supported over 400 young people, most notably through the Youth Parliament initiatives and a highly successful Youth Forum held in early October and led by young people that drew over 150 participants.

This year, again, we have continued to work on many initiatives with different ethnic groups and community members throughout South Australia and I thank you all for your ongoing partnership. As a result, we saw our facilities utilised with up to 30,000 attendances. Our partnership with AMEP across 3 AMRC outlets continues to deliver great outcomes in English acquisition and other pathways.

We continue to make progress in raising awareness in disability and aged care, assisting carers and individuals to navigate services through NDIS and Aged Care and increasing cultural awareness with service providers.

I'm happy to share that our regional offices are significantly impacting local settlement, sustainability, and employment. With state government support we have completed the redevelopment of the community centre in Mt Gambier which can now be used by more community groups.

In addition, we're leading an initiative nationwide, facilitating skilled migrants' connections to employment opportunities and supporting their successful settlement in the new country supported by state Government.

Through significant events we brought together the South Australian community to share their stories. Over 200 women showcased resilience and strength, coming together at our International Women's Day event.





AMRC's Refugee Week saw a record number of event registrations from over 100 organizations, including schools, government bodies, NGOs, and migrant and refugee background communities. Three major events undertaken in partnership with the South Australian Parliament, Adelaide City Council, and Adelaide Festival Centre drew over 400 participants, connecting refugee communities and agencies across South Australia. The Youth Poster Awards engaged 56 schools with 375 entries, with the exhibition touring South Australia, mainly via local councils. Moreover, a collaboration with the Refugee Council of Australia showcased Adelaide faces in national Refugee Week promotions.

In times of need our South Australian community came together to support people and their communities affected by the earthquakes in Syria and Turkiye. The AMRC supported these communities with various fundraising events.

In Murray Bridge the Multicultural Yuntu-Walun (which means coming together) Festival, was a true highlight of community harmony with over 1,000 people attending from the wider community.

This year has also been a year of many reviews and consultations on settlement, migration, the Multicultural Framework, employment, education, skill assessment, aged care, disability and others. The AMRC has contributed to these and other consultation processes through direct submissions, taking part in focus groups, being a member of advisory bodies and through peak bodies such as the Settlement Council of Australia.

Our impact has continued through supporting the various research projects into our sector around youth wellbeing, migration, housing, health, business and others, both in the state and nationally.

All of this would not be possible without the dedicated team at the AMRC whose passion, commitment, and collective spirit drive our achievements. Special thanks must go to the Deputy CEO and a great management team who bring so much enthusiasm, energy and deep commitment to our purpose. That team is supported by a highly effective and committed Board, with decades of combined experience, knowledge, and links into local and national networks.

To all staff, volunteers, and Board members, your ongoing support and guidance has been instrumental in driving positive outcomes for our client groups and communities, and I am continuously inspired by your passion and dedication.

I would also like to thank all of our partners, the ethnic communities, and the peak ethnic organisations ACCSA, MECCSA, LCMN, TMN, MMN, CMRW, NWMN, MYLSA, AMEP, all of our colleagues across government, the broader community sector, peak bodies, local government, industry, other stakeholders and various donors that have contributed to our work in the settlement of new arrivals in South Australia, both directly and indirectly.

While the past year has been a journey of challenges and triumphs, it has reinforced our commitment to making a meaningful difference for those we work with. I look forward to our continued collaborations and collective efforts as we strive to support an inclusive, caring, empowered, and vibrant community where everyone belongs and prospers.

**Ms Mirsia Bunjaku**  
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 KC

## Life Members

Ms Florina Fernandes

Mr Tung Shen Chin

Ms Eugenia Tsoulis OAM

## 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 the development of a business plan.

## 2022 Board Members

His Honour Judge Rauf Soulio AM	Chairperson
Ms Elizabeth Ho OAM	Deputy Chairperson
Mr Denis Yengi FCPA	Treasurer
Ms Eugenia Tsoulis OAM	Life member
Mr Tarik Beden	President, Iraqi Community Cultural Association of SA
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
Mr Hussain Razaiaf JP	Chairperson, Afghan United Association of SA
Ms Erika Vickery OAM	Ex-officio member
Dr Evelyn Yap OAM	Partner, Benson Radiology
Ms Mirsia Bunjaku	Chief Executive Officer, AMRC
Ms Alex Parken	Deputy Chief Executive Officer, AMRC



# 2023 Highlights in Numbers

35  
Arts and  
Cultural  
Activities



515

Young People  
Supported

27,500

Community Centres Attendance

146  
Staff

Languages 31

Dialects 56

Male 35%

Female 65%

6108

Individual Sessions Delivered

1453

Casework Support

365

Individual Visas  
Granted

5569

Individual Clients Services

1224

Education and  
Employment  
Pathways

8

Ethnic  
Leaders'  
Forums

750

Women Supported  
Through Women's  
Empowerment Programs

97

Capacity  
Building Events

171

Information  
Sessions

285  
Volunteers

Languages 39

Ethnicities 33

Male 32%

Female 68%

226

English Classes  
Delivered

501 CSP Migration  
Applications  
Submitted

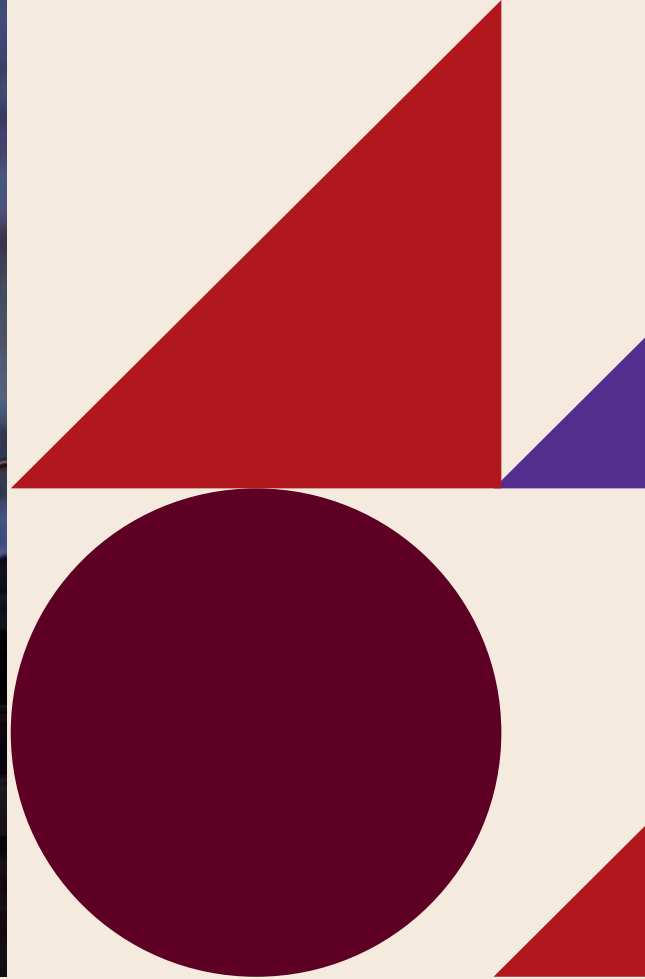
12 Youth  
Roundtables

29 Community  
Consultations

349

Housing support





## Eugenia Tsoulis OAM Celebrating a Lifetime of Leadership, Legacy and Positive Impact

Eugenia has over 50 years of experience working on multicultural policy research and change management within a human rights framework. She has held leadership positions in the mental health, education, arts, employment and training sectors. As Director of the Migrant Workers Centre, she furthered migrant women's employment, training and participation, and managed cultural diversity in the workplace. She was at the forefront of cultural development in the arts, being a member of the inaugural CALD Advisory Committee to the Australia Council for the Arts. Over the past 25 years, as CEO of the AMRC, Eugenia has overseen the expanding work of the organisation in South Australia, supporting social, cultural and economic development and ensuring the AMRC's critical leadership position in Australia's settlement sector. Eugenia was a founding member of the Settlement Council of Australia. She has contributed to a considerable number of research reports and their allied publications and served on innumerable state and commonwealth boards and advisory committees. She was appointed an Inaugural Life Member of the AMRC in 2022.



*She is our voice  
when we can't speak.*

The Hon Jing Lee MLC,  
Shadow Minister for Multicultural SA,  
Tourism and Hospitality



*A fierce  
advocate.*

Judge Rauf Soulio AM,  
Chairperson, AMRC

His Honour Judge Rauf Soulio AM, AMRC Chairperson, in reflecting on Eugenia Tsoulis' work, noted her dedication over 50 years to leadership in multicultural policy, research, and to various sectors such as mental health, education, arts, employment, and training. Her illustrious career includes pivotal roles in each of those sectors. Significantly, in 1994, Eugenia was awarded the Medal of the Order of Australia for Services to Multiculturalism in the Arts, in 2007 she received the ZONTA Woman of the Year Award and in 2012 the Governor's Multicultural Award - Individual Achiever of the Year. She was named on the 2017 Women's Honour Roll and received, from her peers, the inaugural Harmony Alliance Award in 2017 for lifelong achievement in empowering and supporting migrant and refugee women.

However, her achievements, extensive as they are, only paint a partial picture of Eugenia. She's a passionate advocate for refugee rights and our AMRC clients, a staunch defender of her staff and the organization, embodying care, dedication, and principled values in her service to others. Eugenia's prolific writing, thoughtful management, and ceaseless commitment to improvement and creativity, mark her exceptional leadership. Her loyalty to friends and ceaseless work ethic, even penning grant applications while on holiday, speak volumes about her character.





*The most devoted and passionate advocate for new arrivals, Eugenia's extensive experience has been vital in the development of the SA Multicultural Charter.*

The Hon Zoe Bettison MP,  
Minister for Multicultural  
Affairs and Tourism



As a Life Member of the AMRC and now a co-opted Board member, Eugenia's continued contributions are eagerly anticipated by her fellow Board members, acknowledging her invaluable ongoing commitment to the organization's mission and vision.

At the International Women's Day Forum Eugenia received heartfelt tributes and well-deserved recognition for her impact and for her exceptional contributions and multiple initiatives spanning various sectors.

The Hon Zoe Bettison MP, representing the South Australian Premier, highlighted Eugenia's ability to build trust within multicultural communities, emphasizing her role in designing impactful programs like Women's Empowerment, Settlement Services for Refugees and Migrants, and community support initiatives. Eugenia's strategic thinking was commended for shaping policies catering to the long-term needs of new arrivals.

Ms Melissa Monteiro, Chairperson of the Settlement Council of Australia, lauded Eugenia's decades-long dedication to multiculturalism, underscoring her leadership at the AMRC and her pivotal role in national settlement policies. Eugenia was hailed for mentoring leaders, fostering national standards in settlement, and leaving an enduring legacy.

Ms Maria Dimopoulos, Managing Director & Principal Consultant at Myriad Kofkin Global, praised Eugenia's fearlessness in advocating for migrant and refugee communities. She highlighted Eugenia's impact on shaping the settlement sector into a platform for national advocacy and community empowerment. Her relentless pursuit of social justice and compassionate leadership were emphasized.



*The 'fairy godmother' of settlement.*

Melissa Monteiro, Chairperson,  
Settlement Council of Australia





*Eugenia has made a significant contribution to research.*

Dr. Tahereh Ziaian,  
Professor of Psychology,  
University of South Australia



*A woman who has changed the map; an inspirational pioneer on multiculturalism.*

Maria Dimopoulos AM,  
Director, Myriad Kofkin Global



Professor Tahereh Ziaian, from the University of South Australia, focused on Eugenia's significant contributions to cross-cultural research, particularly in understanding the mental health needs of young refugees and migrants. Eugenia's compassionate leadership and commitment to serving communities were highlighted as driving forces behind successful collaborative research projects.

*Eugenia possesses a unique gift for identifying the untapped potential within new arrivals, guiding and nurturing them to discover their strengths. Her dedication in providing opportunities enables them to not just grow but thrive in their new journey.*

Mirsia Bunjaku, CEO, AMRC

Throughout these tributes, Eugenia was celebrated as a trailblazer, a compassionate leader, and a catalyst for positive change in the lives of migrants, refugees, and multicultural communities. Her legacy was acknowledged as enduring and far-reaching, reflecting a lifetime dedicated to advocacy, leadership, and empowering those in need.

# Service Development and Innovation

In 2023, we continued our focus on service improvement, development and innovation based on new and emerging needs with the following initiatives and accomplishments:

- Established the Inclusive Communities Project supporting women and others to engage the community in training and employment pathways.
- Continued the Afghan-Australian Community and Settlement Support project in partnership with the Afghan United Association of SA (AUASA) and MECCSA.
- Continued the Ukrainian Displaced People's Services in partnership with the Association of Ukrainians SA.
- Delivered services to skilled migrants, supporting employment engagement and sustainability.
- Updated the Mt Gambier community centre to be utilised by various groups living in the city.
- Connected with stakeholders in Whyalla and held a forum in June supporting new arrivals and meeting workforce demands in the region.
- Achieved certificate and award levels in the Australian Service Excellence Standards (ASES).
- Re-accredited as a White Ribbon Workplace.
- Ranked well compared to other similar organisations in relation to Workplace Gender Equality.
- Achieved 100% compliance in NDIS and Home Care Audits with zero non-conformities.
- Maintained Registered Training Organisation status, delivering Cultural Awareness Training, Domestic Violence Prevention Training, Child Safe Environment Training, Volunteer Training and Pre-Vocational Employment Training
- In partnership with AMEP, opened night English classes in Naracoorte to accommodate those who are not able to attend day classes due to work.
- In partnership with the Afghan United Association of SA, delivered information sessions with guest speakers from NDIA, SA Health and Office for Autism to enhance disability awareness in the community and to strengthen its capacity to navigate the health system. Sessions were held at the local mosque and at the Wali E Asr Centre.
- Involved young people from refugee backgrounds to speak at various mainstream schools, sharing their own journeys of resilience. This initiative promotes diversity and understanding while also building the confidence and capacity of young people with public speaking and advocacy.

*Your determination, resilience, grit, bravery and courage truly inspired me and opened my eyes to what refugees go through. As someone who has never been displaced or ever experienced anything nearly as traumatic or troubling as you and many others it was very eye opening. I am glad that you have the courage to share with our group as it was important, especially for me, to expand my understanding of what it is like to be a refugee. I find it inspiring that you now work to help others in similar situations. I hope to carry your story as inspiration to be as courageous and compassionate as you.*

Tatachilla year 12 student





# Settlement and Community Services

## Enhancing Impact, Building Capacity

All AMRC services are delivered across six outlets around South Australia and offer settlement support to individuals and communities from refugee and migrant backgrounds in their local area, promoting equal access and opportunity, social cohesion and sustainability while contributing to Australia's cultural, social and economic life.

Our comprehensive array of tailored settlement services covers a broad spectrum, including assistance with housing, language learning, employment opportunities, education pathways, healthcare access, cultural orientation, legal information, specialized intensive support and capacity building at individual and community levels. All programs are designed to facilitate successful settlement outcomes by promoting and assisting the transition to self-sufficiency, all the while fostering a sense of belonging and empowerment among the new arrivals.

Throughout 2023, our team provided support through several key programs:

**Humanitarian Settlement Program (HSP) and Specialised Intensive Services (SIS):** Providing specialized and intensive support specifically tailored for humanitarian arrivals, ensuring their unique needs are addressed effectively during the settlement process.

**Settlement Engagement and Transition Support Program (SETS):** Offering a wide range of client services, capacity building initiatives, and domestic and family violence support services to support the settlement and integration of individuals within the community.

**Community Support Program (CSP):** Operating as an Approved Proposing Organisation (APO), our team assists individuals in humanitarian situations overseas by managing the visa application process and facilitating their settlement upon arrival, including accommodation assistance and community support.

**Skilled Migrants Services:** Focusing on supporting skilled migrants by providing resources and guidance to help them connect and settle in their new country.

**Core Funded Targeted Services:** Offering essential settlement services to further support individuals and communities build their capacity and engage with the broader community through various activities and events including forums, Harmony Week and Refugee Week.

Our approach encompasses individualised services, casework management, group initiatives, workshops, capacity building, engagement with stakeholders, mainstream and community events, ensuring a holistic support system to foster successful settlement within the community.

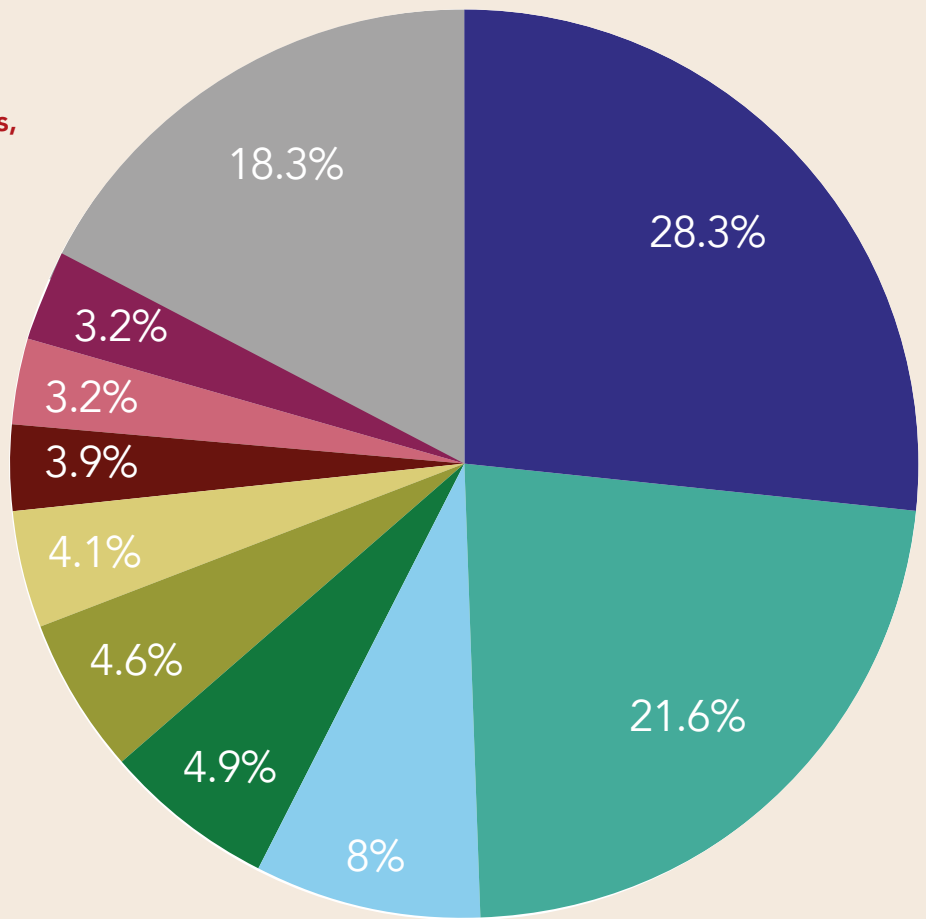
**100%**  
of clients reported  
positive outcomes in:

- Gaining knowledge and building self-agency
- Engagement with Relevant Support Services
- Empowerment, Choice and Control to make informed decisions



**Diversity of clients supported through case managed services, group services and community capacity building and training**

- Afghanistan
- Myanmar
- Syria
- Bhutan
- Democratic Republic of Congo
- Iran
- Ukraine
- Pakistan
- Venezuela
- Others



**Highlights**

In 2023 the AMRC’s initiatives encompassed a diverse range of events and programs, showcasing a deep commitment to successful settlement through community engagement, cultural celebration, and support.

**Settlement Support and Capacity Building**

**Educational Sessions**

The AMRC hosted several educational sessions focusing on crucial topics such as health, housing, training, employment, disability, aged care, legal information, migration, road safety, citizenship preparation, cyber-security etc. These sessions were delivered in collaboration with key stakeholders and were held with diverse community groups across South Australia, thus equipping new arrivals with essential knowledge, resources and connections to increase their awareness and to support them on their settlement journey.

**Consultative Forums**

These forums, held across the Adelaide, Salisbury, Murraylands, Naracoorte, Bordertown, and Mt Gambier MRCs, engaged community leaders on significant changes to visas and sponsorship, gave feedback on current policies and the multicultural framework review, thereby providing them with vital information and opportunities for discussion, advocacy and feedback.

**Permanent Visa Pathways Information Sessions**

Offering information about visa pathways and application processes, these sessions were vital for individuals navigating the complex landscape of migration, especially those on bridging visas and seeking permanent residency in Australia.

**Youth Parliament 2023**

Eight young people were nominated to the 2023 Youth Parliament auspiced by the YMCA and supported by the AMRC. This training gives new arrival youths the confidence they need to ensure they are engaged and have a voice on matters which affect them. It is one of the more visible ways in which the AMRC supports our young people to build their future.



### **Child Safe Environment Training**

By imparting knowledge and strategies for creating safe environments, these trainings provide the tools to diverse participants to contribute to a safer community, an outcome which is of particular importance for vulnerable groups like children.

### **SA Cricket Association**

In a collaborative effort, the AMRC engaged in consultations with the SA Cricket Association to conceptualize a Multicultural Cricket Academy, aimed at children aged 8 to 17, planned for the October holidays. The AMRC reiterated its commitment to involving participants from diverse client communities in local sports and recreation activities.

### **School Backpack Give-Away**

In collaboration with the Rotary Club of Mitcham the AMRC supported 100 children in receiving backpacks at the start of the new school year, thus relieving for many new arrivals the cost burden in accessing education.

### **Governance Training**

The AMRC supported over sixty ethnic leaders with capacity building initiatives such as governance training, assistance in organising community events, support in applying for grants and assistance for them to engage in volunteering in order to further build skills and help their communities.

### **Building Capacity Through Advocacy**

The Naracoorte Migrant Resource Centre (NMRC) supported Afghan women to enhance their leadership capabilities and to undertake advocacy activities within their local community. As part of this initiative, NMRC facilitated a session for these women to interact with the Minister of Primary Industries and Regional Development during the Country Cabinet's visit to the region. This initiative supported the empowerment of these women, leveraging their leadership roles and skills in furthering their involvement in advocacy work and fostering community development within Naracoorte.



## SA Refugee Week

For over 20 years the AMRC has convened Refugee Week in South Australia, crafting a program of engaging activities in which small, and not so small, ethno-specific groups and other registered mainstream and community groups hold their own events. 2023's Refugee Week, with the theme Finding Freedom, set a record number of over 55 registered events hosted by over 100 stakeholders to showcase various multicultural events and activities. Although still termed Refugee Week, it has now become more of a month of activities, celebrating the positive contributions made by refugees. It is always a very public, pinnacle time emphasizing inclusivity and acknowledging the significant role refugees play in South Australia.



## SA Refugee Week Launch

Over 60 government, community and other providers got together at the Adelaide Town Hall for the Launch of 2023 SA Refugee Week. The AMRC would like to thank The Right Honourable the Lord Mayor of Adelaide, Dr Jane Lomax-Smith AM, for hosting and launching the event with its inspiring speakers, including Elizabeth Ho OAM, Refugee Week Co-convenor, refugee youth Ackim Mulumba and Fahima Āhmādj sharing their stories, and Nava Ensemble with their multicultural performance. The celebration marked Refugee Week as one of South Australia's key annual activities to inform the public about refugees, and the AMRC is once again pleased to acknowledge the continuing assistance by the Department of Home Affairs and the support provided by the Government of South Australia.

## World Refugee Day

World Refugee Day was marked at South Australia's Parliament House and supported by the Hon Zoe Bettison MP, Minister for Multicultural Affairs and Tourism, who hosted the event in partnership with the AMRC. Attended by many distinguished guests, it was a reminder of the level of official support for refugees in their quest to belong and thrive in South Australia. The Minister, in her speech, recognised the great diversity that refugees and migrants bring, and stressed the importance of raising awareness of the plight of refugees. She stated that, "we are all part of multicultural Australia." Hafeezullah and Martha, who came to Australia as refugees, shared their moving stories of achievement and also of giving back to the community and this was followed by an insightful reflection by Elizabeth Ho OAM. Overall it was an exciting program with empowering speeches, culminating in a multicultural performance from the Sounds of Hazara. The AMRC thanks everyone involved in putting on this event and especially the Minister and her team and all the participants who shared in making it such a very positive and inspiring evening.





Over 55 registered events hosted by over 100 stakeholders



### Youth Poster Awards Exhibition

Over 200 students, young people, schools and families came along to the Festival Centre Children's Artspace for the launch of the 2023 Youth Poster Awards Exhibition. From a record number of 370 entries, the exhibition showcases 85 posters from primary, secondary and tertiary students. The posters spoke of peace, compassion, welcome, generosity and the importance of supporting refugees in building their new life in Australia. The ceremony had a very special Welcome to Country by Elaine Magias, and was launched by the Honourable Hieu Van Le AC, Chair of the Adelaide Festival Centre Trust, Chair of SAHMRI, former Governor of South Australia as well as former Chief Patron of the AMRC. Mr Douglas Gautier, CEO and Artistic Director of the Adelaide Festival Centre, welcomed everyone to the Children's Artspace, and spoke positively about the exhibition being a significant partnership between the AMRC and the Adelaide Festival Centre.



During the launch Miss Mathilda Todd, a year 9 student from Brighton Secondary School, and Miss Yen Banh, a year 8 student from St Mary's College, shared their experiences of being involved in the project. We would like to thank Mr Michael Brown MP, Member for Florey, representing the Minister for Tourism and Multicultural Affairs, Mr Ben Temperly, Deputy Chief Executive of the Department for Education, Ms Catherine Mwikya, representing the Deputy Leader of the Opposition in the Legislative Council, Shadow Minister for Multicultural South Australia and Shadow Minister for Tourism and Hospitality, and Ms Elizabeth Ho OAM, for their presence, support and their contributions. The exhibition was open from 23 June to 12 August 2023 at the Adelaide Festival Centre Children's Artspace, followed by a tour throughout metropolitan and regional South Australia.







## Other Cultural Celebrations

### Guy Sebastian's Message to Youth Forum

Adelaide's own Guy Sebastian sent an inspiring message of belonging and resilience to everyone at the AMRC Youth Forum for those of refugee and migrant background. Sharing his personal story and the challenges he faced over belonging, Sebastian delivered a resounding encouragement for those present. He stressed the significance of participation in such events which fostered a sense of community. Sebastian highlighted the importance of building communities with people we can trust and rely on and advocated sharing stories as a means of mutual support and guidance. His empowering words left a lasting impact, igniting hope and strength among those who have undergone challenging journeys.

### Café Musica in the Fringe Festival

This event, an integral part of the Fringe Festival, featured vibrant multicultural performances that attracted over 160 attendees across three nights. It served as a platform for diverse groups to share their cultural heritage through music, dance, and artistic expression.

*The Information sessions, workshops and trainings conducted by AMRC was enjoyable and I looked forward to attend every session. The information provided was simple yet very informative and I would say it was up to date with the needs of current industry and employment sectors. Keep up the good work AMRC!"*

Settlement Program client

### Nowruz Festival

In collaboration with Afghan United Association and Middle Eastern Communities Council, celebrating Eid al-Fitr, this festival was launched by the Hon Zoe Bettison MP, Minister for Multicultural Affairs and Tourism. It embraced the richness of cultural diversity with engaging talks, folk music, traditional dance, poetry, and storytelling, thereby fostering a sense of unity and celebration amongst attendees.

### Refugee Council of Australia (RCoA) Partnership

In 2023, the AMRC collaborated with the Refugee Council of Australia (RCoA) to spotlight fifty South Australians from refugee backgrounds. These individuals were featured in RCoA's national media campaign held during Refugee Week. The initiative included capturing both individual and group portraits by a skilled Afghan photographer, Muzafar Ali, an Hazara refugee and human rights activist. This partnership not only highlighted the diverse stories within AMRC's client communities but also contributed to a successful national showcasing during Refugee Week, emphasizing the resilience and contributions of refugees in Australia.

### Northern Area MRC Citizen's Orchestra Workshop

In order to expand its activities across the arts, the AMRC hosted a workshop in collaboration with the Adelaide Symphony Orchestra which provided a unique opportunity for participants to immerse themselves in the world of orchestral music, thus fostering cultural appreciation and engagement.



## Organizational Initiatives

The following are only a glimpse of the initiatives that collectively reflect the AMRC's multifaceted efforts to foster cultural diversity, community empowerment, and social cohesion across South Australia. Through our diverse programs and events, the AMRC continues to create inclusive spaces, celebrate diversity, and offer crucial support to individuals and communities navigating the various challenges in their path towards successful settlement.

### Impact through collaborations and partnerships

The AMRC has both strengthened its existing partnerships and built new ones in order to increase opportunities and resources for our new and establishing communities. Throughout the year the AMRC has been working with over 350 stakeholders and partners to support successful settlement outcomes for new arrivals.

### Mt Gambier Multicultural Community Centre

The completion of renovations to this centre reinforces the AMRC's dedication to providing a conducive space for community activities. This was also notably supported by the South Australian government.

### Celebrating Community Champions

This event was a heartfelt acknowledgment of the invaluable contributions made by stakeholders and volunteers, recognizing their role in strengthening community bonds and connections.

### Cyber-Security ISO200 Audit

By undertaking a comprehensive cyber-security assessment the AMRC underscored its commitment to ensuring robust security measures align with regulatory standards.

*The AMRC mentor had brought out the hidden skills in me and I would not have recognised my own strengths and skills if not for attending the support services and non-accredited training conducted by the AMRC*

AMRC training and employment client







# Specialist Services - Access and Equity

The AMRC provides specialized support to individuals from culturally diverse backgrounds through a wide range of services. We offer personalized assistance, in-home care, group activities, and one-on-one case management. Our focus is on building capacity and increasing participation. In 2023, our team assisted people through the following programs.

Homecare Packages and the Community Home Support Program (CHSP) enables independent living for the elderly in their own homes through services such as:

- Domestic assistance
- Personal care
- Transport
- Social supports
- Meal preparation
- Plan coordination

People with Disabilities Program assists clients to achieve their goals and to access the necessary resources support through such schemes as the National Disability Insurance Scheme (NDIS).

Empowering People with Disabilities Program through the Information, Linkages and Capacity Building (ILC) Program provides:

- Individual tailored service
- Social, sports and recreational activities
- Skill-learning sessions
- Wellbeing and music therapy activities
- Community engagement activities
- Well-being support sessions for carers
- Information sessions and workshops
- Access and support to engage with needed services

Carers and Family Members Program supports those caring for individuals with disabilities and/or the elderly by assisting to build capacity and to navigate available resources. By offering tailored, integrated support, we both facilitate access to services and increase awareness and participation in the community.



# 97%

of NDIS and ILC participants agreed that they have shown improvement in:

- communication skills
- becoming more independent
- gaining confidence in social settings
- understanding their rights/choices
- gaining more knowledge about available services and resources

*We enjoyed the lawn bowling very much. This activity gave us the opportunity to exercise physically, make new friends, enjoy the companionship, sunshine and outdoor environment*

Participant from Information and Linkage Capacity Building (ILC) program





**1074**  
Individual Clients Supported through Specialised Services



**402**

Carers and Family Members of People with Disabilities Supported

**100%**

Compliance on Full NDIS and Home Care Audits with Zero non-conformities.

**Highlights**

**Zoo Excursions**

In a joint effort under the AMRC's Empowering People with Disabilities Program, the Northern Area Multicultural Women's Network and the Afghan United Association of SA, supported by Rotary Club of Campbelltown's donation, three excursions to the Adelaide Zoo were undertaken during school holidays. Over 80 individuals, including parents, children, and people with disabilities, participated. These visits fostered social connections among families, parents, and children with disabilities whilst providing educational opportunities to learn about Australia's native animals.

**Quarterly Senior Social Group Excursions**

Every three months, our Senior Social Group Excursions, supported by our committed care workers, case managers, and registered nurses, successfully brought together over 50 older individuals for excursions to locations like Largs Bay and Victor Harbor. These outings served as vital social events, fostering connections and embracing moments of joy for our seniors, building connections with one another while supporting them to live independently, promoting reablement and wellbeing.

**International Day of People with Disabilities Celebration/Year-end Fun Day**

The celebration of the International Day of People with Disabilities was a resounding success with 130 individuals, including people with disabilities, their caregivers and family members coming together at the Playford Bowling Club to commemorate this special occasion. The growing number of attendees each year reflects an increasing awareness due to the positive impact and dedicated services of the AMRC and their partners, in this particular instance with the Rotary Club of Campbelltown who jointly mounted this collaborative event. Through such activities the AMRC is able to connect and support ethnic communities as well as provide information, access to, and collaborations with, services and partners. Above all it is able to promote the remarkable achievements and contributions of people with disabilities.

*I like to join AMRC group excursions because it is such a multicultural group. I enjoy seeing people from diverse background even though I speak limited English.*

Home Care participant





# MRC Works – Training and Employment

The MRC Works team delivers essential support to individuals from migrant and refugee backgrounds, focusing on education, skills training, employment pathways, and English language development. As a Registered Training Organisation, our team are highly qualified trainers and assessors with extensive industry expertise and working with people from diverse backgrounds. We facilitate:

**Employment Opportunities:** Offering training, qualifications, and support to women and young people, enhancing their employability and facilitating career progression.

**Preparation for Employment:** Providing pre-vocational training, work placements, employment screening, industry expectations and volunteer opportunities to prepare individuals for the workforce.

**Youth Career Development:** Assisting young individuals in identifying and pursuing career pathways.

**Community and Employment Engagement:** Conducting expos, language programs, child-safe environment training and cultural competency sessions for various stakeholders, including employers and educational institutions, to foster better support and increase opportunities for individuals from diverse backgrounds.

Throughout 2023, our team successfully engaged in programs such as the Women's Employment into Action, volunteer training, cultural competence workshops and initiatives focused on employment and education. These efforts support the empowerment of individuals from migrant and refugee backgrounds, equipping them with the necessary skills and resources to thrive in their chosen career paths and within their new communities.



513 Individuals received cultural awareness training

53 Applications for traineeships

1224

Individual sessions facilitating education and employment pathways



519

Job applications

90 

Registrations for training or certificates

105  Volunteers trained

110 Women trained through Women's Employment into Action



116

Individuals registered in AMEP English classes delivered at AMRC outlets

 118

Community support workers trained

329

Supported into employment



## Highlights

### Women's Employment in Action (WEiA) Celebration

A WEiA celebration, coupled with a certificate presentation ceremony, highlighted the successful culmination of the WEiA training program. More than 110 women completed this program, acquiring language proficiency and skill qualifications crucial for their employment journey. These women have not only gained confidence but also expanded their skill sets and knowledge, empowering them to confidently enter the job market.

### Cultural Awareness Trainings

Cultural awareness trainings were successfully conducted across various industries and sectors including at TAFE SA's Salisbury and Adelaide campuses, engaging over 130 staff, tutors, and lecturers. The sessions garnered overwhelmingly positive feedback, with many participants citing it as the most impactful cultural awareness training they've come across.

### AMEP for Vulnerable Groups

In partnership with TAFE SA/AMEP we delivered classes for women and other vulnerable groups who were not able to access AMEP in other ways. Classes were run by AMEP teachers at AMRC facilities which also provided creche support for mothers with young children. This included classes in Adelaide, Salisbury and Naracoorte, with an additional night class opening in Naracoorte in Term 4 to address the need of workers to improve their skills. The Pilot Program is an innovative example of how local services come together to address a gap in services.

### Community English Classes

Our community English conversation classes run by volunteers continued throughout the year in various AMRC outlets. This included English classes run for Ukrainians in Adelaide, and diverse groups in Murray Bridge, Naracoorte, Bordertown and Mt Gambier.

*I had learnt real life experiences from the mentor who previously worked in the Health Care sector. I was thrilled when my interviewer commented that I had answered all my interview questions confidently and well. I had received my employment offer within 3 days from my interview and was offered a 40-hour part-time permanent contract. I owe this employment success to the AMRC!*

Client supported through  
Women's Employment into Action

### Parents Next Program Consultation

Collaborating with the Settlement Council of Australia and the Department of Employment and Workplace Relations (DEWR), the AMRC conducted consultations for the design of the new Parents Next Program. Twenty-three women from diverse backgrounds shared their experiences as young parents navigating education and employment pathways, offering invaluable insights for program development.

### Employment Pathways Workshops

A comprehensive series of over twenty Employment Pathways Workshops targeted at women and unemployed migrant/refugee clients was conducted. These workshops witnessed remarkable attendance, engaging up to 379 participants eager to explore and navigate various avenues toward employment.

### English for Work Program

The English for Work Program, a collaboration between AMRC and Community Corporate, focused on supporting job seekers who arrived on humanitarian visas. This three day program aimed to enhance participants' English-speaking confidence in workplace settings. It covered crucial topics including teamwork, goal setting, digital literacy, and interview tips, equipping individuals with essential skills for employment success.





The feedback from both sessions has been very positive. The interactive session at the beginning was very well received, as was the exceptional knowledge of Simon and his ability to answer difficult questions concerning the governing of Myanmar. One of our lecturers said it was the best cultural awareness PD we have had to date! Another said she learnt a lot and it clarified some confusion she had about Myanmar. Thanks so much for adhering to the brief as it was very supportive for our lecturers.

Principal Lecturer, TAFE SA

### Expos and Workshops

In 2023, the AMRC actively participated in numerous training and employment expos, broadening our outreach and impact. We showcased our stakeholders' stalls at significant events like the International Women's Day forum, Youth Forum, and AMRC Health and Wellbeing expos. Additionally, we presented at diverse expos such as the MBEN Conference, TAFE SA with over 150 attending students, and other events facilitated by the Local Jobs Plan. These engagements allowed us to not only disseminate information about our services but also facilitated direct connections between our clients and potential employers, fostering meaningful opportunities.

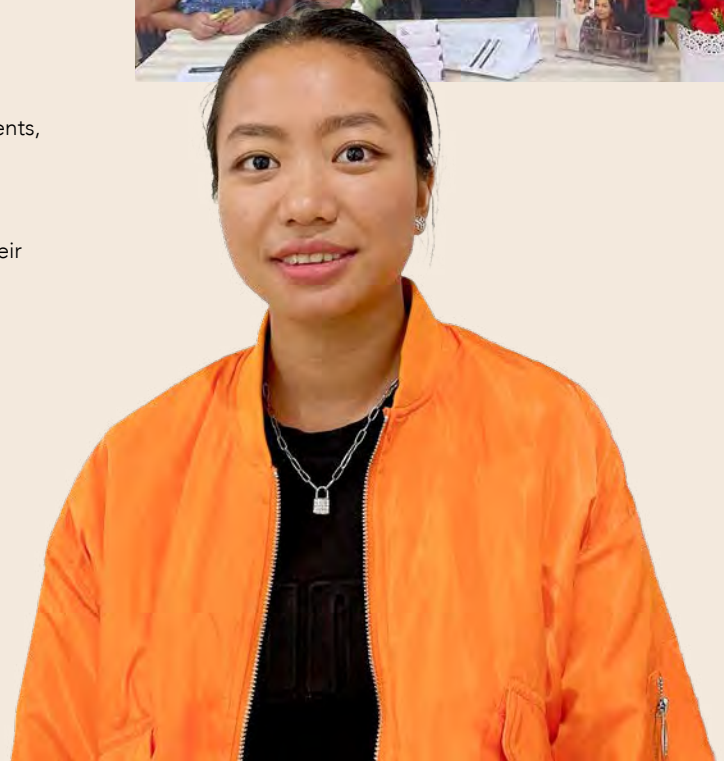
### Volunteer Engagement and Training

Our volunteer program played a pivotal role in assisting new arrivals without prior Australian work experience. Through this initiative, individuals received support to understand workplace compliance, policies and requirements, and prepare for various clearances. This year, we provided training to 105 volunteers, resulting in 38 successful job outcomes and others progressing into further training and English language acquisition, supporting them to build their skills for future employment opportunities.



*The class at TAFE is hard for me. It took a year to get used to the system. But coming to this class at the AMRC is one of the most valuable things I have done. I am speaking, reading and writing English. The teacher is very good.*

AMEP student





# Community Development and Engagement

Through Community Development and Engagement the AMRC offers comprehensive support to individuals and communities, focusing on identifying their aspirations, needs, and interests. We support communities to build self-agency by enhancing capacity, building resources, and cultivating skills in advocacy, governance, and leadership. Throughout 2023, our team actively facilitated a wide array of programs and activities, including the following.



**Community Empowerment Initiatives:** Strengthening community capacity through tailored programs.

**Women's Empowerment Programs:** Conducting educational workshops, expos, and forums like the International Women's Day event, Women's Employment into Action and Ethnic Women Leader's Forum to recognize and empower refugee and migrant women and to provide opportunities for them to recognise and build on their skills and connections.

**Youth Engagement:** Organizing forums, leadership programs, and activities such as the Youth Parliament Program and Multicultural Youth Link of South Australia (MYLSA) engagements.

**Community Leadership Forums:** Fostering connections between settlement, community, and industry through forums and activities like the Ethnic Leaders' Forums.

**Inclusivity and Awareness:** Celebrating diversity and promoting inclusivity with the mainstream through events like International Women's Day, Youth Forum, International Day of People with Disabilities.

**Financial Education and Support:** Providing workshops on financial management, education, and emergency relief.

**Cultural Development:** Nurturing arts, sports, and recreational activities within the community.

**Infrastructure and Facilities:** Supporting communities with accessing facilities and services such as crèche services.

These initiatives collectively contributed to the holistic development and empowerment of individuals and communities by addressing their diverse needs and aspirations.





## Highlights

### International Women's Day Forum 2023

The AMRC hosted over 250 women and men at our International Women's Day Forum held at the Adelaide Festival Centre on the 7th of March. The forum recognised the contributions of migrant and refugee women with stories, performances and inspirational speakers. It was an incredible honour to have the event launched by the Hon Chris Kourakis, Chief Justice of South Australia, who highlighted the importance of a gender equal future and of all of us having a role to play in supporting women's advancement. This year's event was also dedicated to recognising the contributions to multiculturalism of Ms Eugenia Tsoulis OAM, immediate past AMRC Chief Executive Officer. This was followed by inspirational stories from future refugee and migrant women leaders: Esther Nichun, Shaona Imaru, and Fahima Ahmadi.

The IWD consultation forum was then facilitated by the Commissioner for Children and Young People, Helen Connolly, giving women the opportunity to have a voice that can support policy and process change.

### Ethnic Leaders' Forum

The Ethnic Leaders Forums served as a vital platform for connecting ethnic leaders with diverse groups, mainstream providers, and stakeholders. These sessions facilitated capacity building, information sharing, and employment opportunities while supporting governance and advocacy efforts. Throughout the year, we conducted six sessions that enabled meaningful discussions and initiatives by fostering diverse voices and ideas. The forums also encouraged community leaders to actively contribute feedback to the Multicultural Feedback Review, ensuring their perspectives shaped important decisions and initiatives.

### Ethnic Women Leaders' Forum

In collaboration with the Council of Migrant and Refugee Women (CMRW), the Ethnic Women's Leader Forum attracted women leaders from the Afghan, Bhutanese, Liberian, Filipino, Cambodian, Armenian, Tanzanian, Ahwazi, Chinese, Ukrainian, Congolese, Vietnamese and Latin American communities.



Over sixty participants, representing various ethnicities, shared stories of triumphs, challenges, and accomplishments. The forum served as a platform where supportive service providers offered valuable resources and information. Additionally, the event provided an opportunity to commemorate White Ribbon Day, emphasizing empowerment in the journeys of women. The forum also provided opportunities for professional migrant and refugee women to connect with new arrival women, tapping into shared experiences and support.

### Strengthening Stakeholder Connections through Connecting Settlement, Community and Industry (CSCI) Forums

The CSCI program provides a regular forum for local services, community and industry to progress linkages and engagement of diverse cultural groups. The forum's objectives are to:

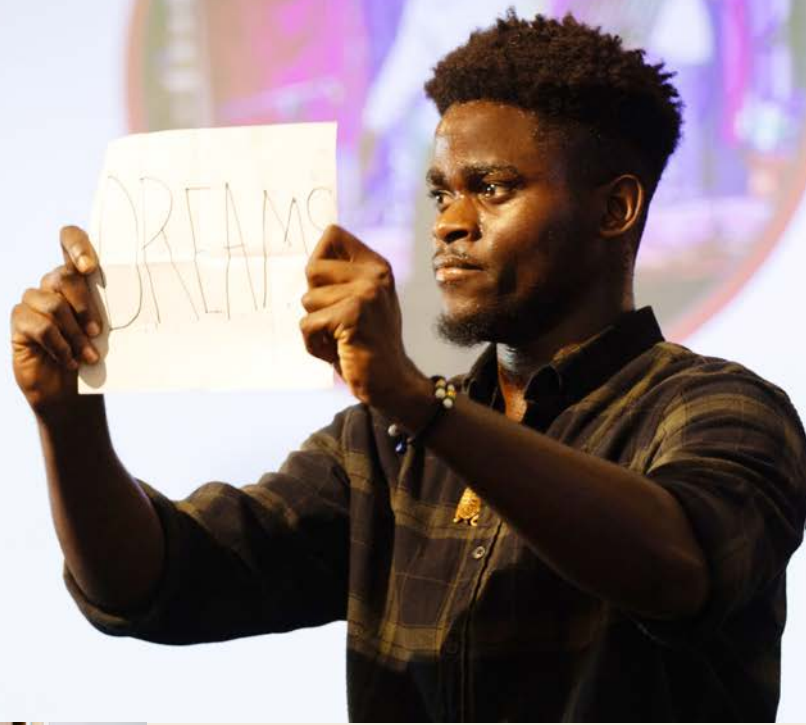
- Further connections and collaboration of settlement and community services working with new and establishing communities
- Use member networks and advocacy channels to identify and progress the resolution of gaps, issues and challenges that may impede sustainable settlement and the integration of new migrants
- Support population growth and economic and civic development in local areas and regions
- Support and assist the organisation of forums, events and other activities that have a positive impact on harmony and social cohesion.

The AMRC held eight CSCI Forums during 2023 in Adelaide, Murray Bridge, Naracoorte, Bordertown, Mt Gambier and Whyalla.



The young people from the panel sharing their stories were very moving and inspiring. Hearing the issues they faced in coming to Australia made me realise how much I take for granted.

Young attendee of Youth Forum 2023



### Youth Forum 2023

Hopes and Dreams: Celebrating Youth Diversity was a vibrant celebration bringing together over 200 young people to foster a community where diverse aspirations thrive. The forum showcased a rich tapestry of performances supported by the Minister for Multicultural Affairs and the Commissioner for Children and Young People. Many more contributors added depth to the discussions on youth diversity and engagement.

A surprise was Adelaide celebrity Guy Sebastian who presented via video messaging to emphasise the importance of embracing uniqueness and building resilience to empower young attendees. The Community Panel also offered poignant insights into our communities' rich experiences. Engaging activities like Human Bingo, facilitated by the Commissioner, brought everyone together in an interactive and enjoyable way.

The event was a platform that echoed laughter, broke cultural barriers, and showcased the beauty of the multicultural community. The Youth Forum 2023 served as an inspirational space, embracing differences, celebrating unity, and empowering young individuals to embrace their uniqueness while building resilience for their future endeavours. The stories, talents, and insights have left an indelible mark, inspiring us all to work towards creating more opportunities for our younger generations to flourish.







### Health and Wellbeing Expos

The Health and Wellbeing Expos in Adelaide and Salisbury included over 30 different stakeholders and drew in over 300 participants from diverse backgrounds including from Afghanistan, Sudan, Congo, Liberia, Myanmar, Bhutan, Syria, Venezuela, and more. The expos provided invaluable information on healthcare, NDIS services, the Australian education system and education courses, employment pathways, sports activities, and an array of other resources. Participants gained valuable information and made great connections with stakeholders opening further pathways in their settlement journey.

### Kiribati Independence Day

Kiribati Independence Day was commemorated through a collaborative initiative involving the AMRC, the Kiribati Community, Teys Australia, and the Lions Club. The joint effort delivered celebratory community events in regional areas, signifying a significant milestone – not only Kiribati’s independence but also a profound step forward in bringing together mainstream stakeholders and ethnic leaders. The collaboration aimed to foster inclusivity and unity within the community, showcasing the power of cooperation between diverse groups for a shared celebration.

### A Joyful Life Book Launch

The “A Joyful Life” book launch was a joint effort between the AMRC, the University of South Australia, the African Communities Council of South Australia, Dr. Lillian Mwanri and Dymocks Books. Authored by Rosemary Kariuki, a recipient of the Medal of the Order of Australia and an esteemed local figure, the book offers a compelling memoir and inspiring narrative of Kariuki’s life. It unveils an extraordinary journey, depicting personal triumph, resilience, and the profound impact of community support in achieving a joyful existence. This event was delivered during Refugee Week which showcases refugee stories and hopes to increase awareness around the contributions of refugees.



*I just wanted to say thank you for helping us apply for the Expand Together grant. We really appreciate it.*

**Latin American Migrant and Refugee Support Group**

### Adelaide Multicultural Women Iftar Event

Adelaide multicultural women were supported in organizing an Iftar event during SA Refugee Week. Held at the Adelaide Community Centre, the event attracted over 60 participants. Assistance was provided in securing a cost-free venue thus supporting the group to facilitate safe, social, and culturally significant activities for many young women in the community.

### Latin American Society of SA, Hispanic Women’s Association and Latin American Migrant and Refugee Support Group of SA

In response to the recent humanitarian intake of individuals and families from Latin America, the AMRC has been engaging and working with these three Latin American associations. Collaborations provide greater support for new arrivals by facilitating a range of activities and events. Additionally, the AMRC is actively involved in building community capabilities by offering assistance with grant applications, donations, and other forms of support. These ethnic groups, operated by volunteers within the community, play a pivotal role in connecting both recent and established arrivals, ensuring a more comprehensive support network.





*It is hard to study at home while my little one is running around. I'm glad to have a little bit of space to complete some of my online studies at MRC with support.*

Naracoorte client studying Certificate III in Childhood Education



## Regional Services and Highlights

Throughout 2023, our Regional Services Team continued to provide vital settlement support across Mount Gambier, Naracoorte, Bordertown, and the Murraylands. Highlights include services to new and establishing communities with:

- Individual and tailored client support and advocacy
- Youth services
- Financial education and support
- Assistance for domestic violence situations
- Education, skills training, and employment guidance
- Community-building initiatives like forums and workshops
- Housing, language, childcare, transportation, and disability support services

These efforts have supported individuals, families and communities, fostering resilience and success in their settlement journey by increasing local connections, growth and sustainability.

In 2023, our team achieved an array of significant milestones across the diverse regions we serve, showcasing our commitment to building capacity of those from refugee and migrant backgrounds to settle successfully and contribute to their new home. Some of these milestones follow.

### Limestone Coast Area

We conducted four Ethnic Leaders' Forums, engaging small and establishing communities to update them on changes in federal government migration policies. Working closely with local property agencies, we facilitated housing support, ensuring clients were well-informed about the Australian property market regulations to meet their housing needs effectively.

### Mount Gambier Migrant Resource Centre (MGMRC)

At MGMRC, our successful implementation of the Humanitarian Settlement Program meant extending a warm welcome to approximately 40 new arrivals, providing vital settlement services and housing provisions. Collaborating with local stakeholders, we organized community capacity building activities and hosted insightful CSCI forums that tackled the challenges around settlement, medical costs, housing and community sustainability and also discussed the Multicultural Framework Review. Additionally, we supported the Karenni Community of SA in hosting a fundraising event and partnered with the Australian Baroque Riding Academy for an Equine Therapy Farm Tour, offering spaces for those who have experienced trauma. Our commitment to well-being was evident through monthly 'Haven' sessions focused on empowering women as well as weekly activities catering to seniors and individuals with disabilities, thereby fostering social skills, confidence, and language proficiency.





*We have never seen the police smile in our country. We are very happy to be here and feel safe now with the Australian police looking after us. Thank you AMRC for organising the Police Station Tour at Mount Gambier.*

New arrival client



### **Naracoorte Migrant Resource Centre (NMRC)**

At NMRC we facilitated consultative forums addressing the needs of new Afghan arrivals and provided tailored English classes. Supporting the Limestone Coast Multicultural Network (LCMN) with governance and grant application training, we enhanced their capacity for effective operation. Our engagement extended to Connecting Settlement, Community, and Industry (CSCI) Forums which addressed crucial shortages in labour, housing, and childcare services. Cultural celebrations and events, such as those for Harmony Week, the Kiribati Independence Day Morning Tea and the Limestone Coast Multicultural Soccer Carnival, promoted inclusivity and unity among diverse communities. Additionally, through partnerships with Wellbeing SA and the University of South Australia, we raised health awareness and provided essential tax clinic sessions aimed at supporting new migrants.

### **Bordertown Migrant Resource Centre (BMRC)**

Our initiatives at BMRC included hosting employment consultations and CSCI forums, supporting the Tatiara Islamic Society with facilities during Ramadan, and conducting regular English classes. Furthermore, we successfully delivered programs focusing on health, tax assistance, event management and sports, in order to enrich community engagement and to support their well-being.

### **Murraylands Migrant Resource Centre (MMRC)**

At MMRC our engagement was extensive, encompassing Ethnic Leader and CSCI Forums, cultural events, educational programs, and referendum information sessions. Partnering with various organizations, including Unity College Student Support Project and Pacific Labour Mobility (PALM), we provided invaluable support to newly arrived migrants and refugee students and continued our collaboration to offer orientation and settlement services. Notable events like the Yuntu-Walun Multicultural Festival, Harmony Week Celebrations, and the All Cultures Fest were instrumental in fostering a sense of belonging and celebrating diversity.

Across all regions, our collaborative efforts extended beyond direct support, forming partnerships with local organizations, local government, employers, industry and educational institutions to strengthen community bonds and promote understanding. The AMRC hosted much appreciated workshops on financial literacy and driving initiatives and organized successful multicultural festivals and sporting events.

These activities show our commitment to building the capacity of individuals and communities from diverse backgrounds to engage with, and contribute effectively to, South Australia's society, culture, economy and environment.





# Community-Driven Progress: Auspiced and Resident Partners

In 2023, the AMRC continued its robust collaboration with key partner organizations, emphasizing community ownership in service delivery and decision-making and building the capacity of local ethnic community led groups. This collaborative model, involving governments, NGOs, and local communities, underpins continuous improvement across programs and services. This approach also ensures holistic development and effective services, driven by shared responsibility and community involvement across diverse sectors. The key partners involved in this effort include:

## **African Communities Council of SA (ACCSA) and Middle Eastern Communities Council of SA (MECCSA)**

ACCSA and MECCSA receive office space, training, meeting and administrative facilities from the AMRC to support their settlement and community development work with their client groups. The two councils represent over 45 African and Middle Eastern community groups. In 2023, through collaboration with ACCSA and MECCSA, we continued to actively contribute to various activities and forums bringing the various communities together. Some of the highlights were the Nowruz and sports and recreation activities delivered through MECCSA and the Unmasked African Festival and the African Cup of Nations events delivered by ACCSA, all of which brought the whole community together promoting social cohesion and harmony.

## **Multicultural Youth Link SA (MYLSA)**

MYLSA is auspiced and supported by the AMRC. MYLSA represents a growing group of young people from refugee and migrant backgrounds who reinforce a support network through activities and forums with training in governance and representation, supporting new arrivals and other young people with similar experiences. It is a forum for experiential governance, assisting young people to become leaders of their communities. This year saw the election of a new committee trained to take part in the Youth Parliament and to present at public functions, at schools, and to other young people. One of the bigger highlights was the involvement and implementation of the Youth Forum Hopes and Dreams: Celebrating Youth Diversity. New and existing members shared their ideas about young people's sense of belonging and contributed to an innovative live drama project, as well as to program development and implementation which resulted in a hugely successful event.



### Council of Migrant and Refugee Women of SA (CMRW)

The CMRW is governed by women of refugee and migrant backgrounds. It was established in February 2018 with a steadfast commitment to fostering the empowerment of those women and to build their participation in the economic, social, cultural, civil and political life of South Australia. It does so by working to overcome barriers to participation and by adopting an intersectional approach to gender equality. The primary objective is to unite the voices of our resilient communities with those who influence institutions and policy advocacy networks. Through this collaboration CMRW creates opportunities for migrant and refugee women to play a pivotal role in driving positive change within our community. This year the AMRC, in partnership with CMRW, organised two highly successful forums, the International Women’s Day event celebrating women’s success stories and the Ethnic Women Leader’s Forum, bringing together leaders from various industries and promoting support and connections between new arrivals, refugee and migrant women.

### Northern Multicultural Women’s Network (NMWN)

NMWN provides volunteer support in the northern area through mentoring and linking women at risk with a view to sharing knowledge and skills with other women as well as supporting community participation. The network consists of sixty members aged 18-75 of diverse ethnicities. This year NMWN, in partnership with NAMRC, hosted a number of information sessions to raise awareness about personal safety, driving, women’s rights and parenting. These activities are delivered by organising regular peer support groups and inviting guest speakers from a range of industries. NMWN also organised the wrapping of donated gifts to distribute to newly arrived families and continues to be dedicated to empowering women by enhancing social and leadership skills, offering training opportunities, and nurturing a thriving and supportive community.

### Murraylands Multicultural Network (MMN)

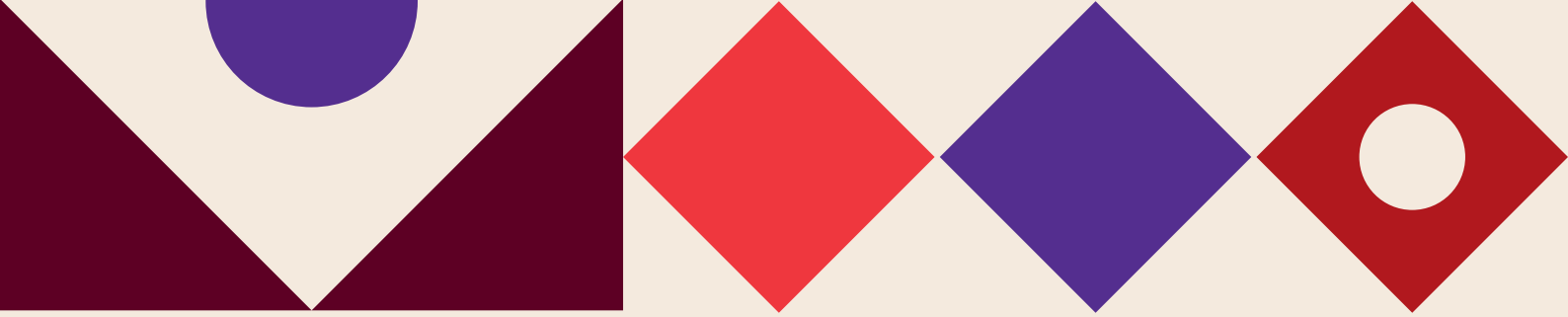
In the past year, the AMRC continued its support for the Murraylands Multicultural Network (MMN), empowering them to serve as a voice for new arrivals in the Murraylands region. MMN’s role encompassed supporting both communities and individuals whilst welcoming, and facilitating the integration and participation of, new arrivals into the local area. A highlight of this collaboration was the annual Murraylands Multicultural Yuntu-Walun Festival, attracting an impressive turnout of over 1,000 participants, predominantly local residents from Murray Bridge. Through such activities the AMRC and MMN are able to actively engage the local community and to promote cultural diversity and the value of multiculturalism within the Murraylands.

### Limestone Coast Multicultural Network (LCMN)

In 2023 Naracoorte MRC (NMRC) continued to work closely with the LCMN in hosting a series of information sessions about visa requirements, housing, the settlement experience and other matters. NMRC also supported the network with governance training and in building capacity and continue to engage and support local events representing the diverse communities in the Limestone Coast and in promoting diversity in the region.







# Research and Advocacy

## **AMRC's Drive to Improve Refugee and Migrant Settlement Experiences**

The AMRC is deeply committed to increase awareness of refugee and migrant settlement challenges through its partnerships and research collaborations. This effort sheds light on the intricacies of settlement experiences and the various issues affecting refugee and migrant groups. These collaborations enable the AMRC to actively work towards implementing approaches that can significantly improve the experiences and contributions of these communities. By advocating for best practices and innovation, the AMRC strives to improve the overall settlement journey and to support the positive impact that refugee and migrant groups make within their new communities. The following is a listing of the AMRC's 2023 research partnerships and initiatives.





## Research Partnerships

### University of South Australia, Rebuilding Life after Migration: Settlement Experiences of Refugee and Migrant Youth.

The research on Rebuilding Life after Migration is in its final stage. This is a groundbreaking study across Australia, Canada, and the USA, exploring how various factors impact the settlement experiences of young migrants and refugees aged 15-24. With 1200 surveys and 54 focus groups, this comprehensive research aims to enhance understanding of mental health's role in successful settlement. The findings will guide improvements in wellbeing and settlement practices. The final report, based on international expertise and industry collaboration, will advocate evidence-based actions for better outcomes.

### University of Adelaide, Empowering People with Disabilities Evaluation Report

This report offers an evaluation of the first two years of the Empowering People with Disabilities (EPD) project funded by the Department of Social Services (DSS) through its Individual Capacity Building Program (ICB) grant. The ICB program seeks to provide systemic, national access to peer support, mentoring and opportunities to build skills for people with a disability, their families and carers (DSS 2020). This report provides insights, evaluation and recommendations for successful implementation and improvement to be shared in the public sphere beyond 2023.

### University of South Australia, Migrant Business Resilience in Regional South Australia

The AMRC, supported UniSA Business, is conducting a study on migrant entrepreneurship in regional South Australia. Aimed at understanding the challenges faced by migrant-run businesses, this project seeks solutions through firsthand insights. Migrant business owners are invited to participate in interviews, contributing to the development of tailored policies and support mechanisms. The study aims to identify challenges, explore coping strategies, and design support systems identifying business owners' needs for capacity building and upskilling for their businesses.

### University of South Australia, Understanding Cultural Diversity in South Australia with Census 2021 Data

This report analysed the cultural diversity in South Australia and also specific regional areas such as Murray Bridge, Naracoorte, Bordertown, Mt Gambier and Whyalla. It aimed to support local diversity to inform tailored supports and services.

### University of South Australia/Australian Housing and Urban Research Institute (AHURI), Housing temporary migrants: investigating challenges and policy opportunities

The AMRC also supported this research with University of South Australia and Australian Housing and Urban Research Institute (AHURI). An investigative panel will establish the housing circumstances and experiences of temporary visa holders (TVHs) in Australia and provide critical evidence of challenges and opportunities in the development of housing policy and service provision. The panel's findings will form a set of policy and practice recommendations to improve housing outcomes for TVHs.

### Wallis Social Research, Evaluation of the National Careers Institute (NCI)

The AMRC provided feedback to the Department of Employment and Workplace Relations through Wallis Social Research who are undertaking an independent evaluation of the National Careers Institute to determine its effectiveness in the provision of careers information in Australia.

The AMRC also supported research around people from diverse backgrounds involved in farm work in regional areas as part of a project hoping to co-design resources for communities to improve wellbeing among rural communities, farmers, and farm workers. Also supported was research through Flinders University and the Department of Foreign Affairs and Trade (DFAT) which is looking at reintegration pathways for Pacific Labour Scheme (PLS) workers. It covers mental health, financial goals, financial stress or security, future self-employment, skills transfer and other factors.





## Presentations

In 2023 the AMRC's active engagement as guest speakers facilitated the sharing of best practices and firsthand experiences in working with diverse communities. These presentations spanned across schools, communities, service providers, and various industry stakeholders. We contributed useful insights, fostering dialogue and learning amongst professionals committed to embracing diversity and inclusivity. Highlights included presentations at the following key events.

- 2023 National Settlement Conference, Building the Future Together
- 3rd Australia and New Zealand Trauma Recovery in Resettlement Conference
- MYAN National Multicultural Youth Conference, Navigating Journeys, Empowering Voices
- 2023 Multicultural Business and Entrepreneur Network (MBEN) Conference
- Committee for Adelaide, Adelaide Connected Networking Event
- International Women's Day Forum
- Youth Forum: Hopes and Dreams: Celebrating Youth Diversity
- SA Refugee Week events
- Disability, Employment and Regional Development Forums
- Humanitarian Settlement Program (HSP) Sub-contractors Group
- Settlement Engagement and Transition Support (SETS) Program Community of Practice (CoP) Group

## Submissions

Throughout 2023, the AMRC played an active role in several consultations focused on shaping programs and policies that directly impact the settlement of new arrivals. The AMRC also facilitated platforms where new arrivals themselves could share their experiences and provide direct feedback. By participating in these consultations, the AMRC ensured that the perspectives, concerns, and needs of refugee and migrant communities were integrated into the development of programs and policies. Additionally, by creating spaces for new arrivals to contribute, the AMRC ensured that their voices were central in decision-making processes affecting their lives.

- Joint Standing Committee on Migration Inquiry, Migration, Pathway to Nation Building Terms of Reference
- Department of Home Affairs, Discussion Paper, Australia's Humanitarian Program 2023–24
- AMRC SETS Evaluation
- DEWR Discussion Paper, Draft Best Practice Principles and Standards for Skilled Migration Assessing Authorities
- Department of Social Services, Early Years Strategy
- Jobs and Skills Australia, Foundation Skills Study Discussion Paper
- Department of Home Affairs, Multicultural Framework Review
- Department of Social Services, National Housing and Homelessness Plan
- Government of South Australia, Draft Criminal Law Consolidation (Coercive Control) Amendment Bill 2023
- Department of Home Affairs, Request for Information for the Humanitarian Integration and Settlement Program



## Committee Representation

- ACCSA Management Committee
- Adelaide Secondary School of English
- Afghan Women's Association
- Australia for Syrians
- Australian Charities and Not-for-profits Commission
- Burmese Chin Community
- Central Adelaide Local Health Network
- Centrelink Central Network
- Children & Parenting Support Services and Budget-Based Funding Services (CaPS-BBF)
- Council of Migrant and Refugee Women
- Community of Practice by Family & Relationship Services Australia (FRSA)
- Community Roundtable on Skills Assessments (CRoSA)
- DSS Financial Crisis and Material Aid - Emergency Relief
- Edmund Rice Centre for Justice and Community Education, NSW
- Ethiopian Community of SA
- Global Garden
- Harmony Alliance Governance Committee
- HSP - SETS Consultation Meeting
- Jobs Australia
- Latin American Women
- Liberian Women's Association
- Limestone Coast Community Services Round Table (LCCSRT)
- Limestone Coast Multicultural Network
- MECCSA Management Committee
- Migration Institute of Australia
- Multicultural Youth Link SA
- Murraylands Multicultural Network
- Naracoorte Network Services
- Palliative Care SA
- Public Transport Inclusion Reference Group
- Refugee Legal Advocacy Group
- Regional Australia Institute
- Regional Leadership Development Program Steering Committee
- SA Ambulance Community Advisory Committee
- SA Equal Opportunity Commission
- SA Power Networks' Community Reference Group
- SACOSS
- Salisbury Intercultural Strategic Alliance
- SCoA Board and Executive
- SCoA Road to Belonging subcommittee
- Settlement Action Network (SAN) Meeting
- South Sudanese Association of South Australia
- Southern CALD Networking Group
- Togolese Community of SA
- Transport Consumer Group - Women and Children
- White Ribbon Australia
- Women Safety Service
- Woodville Gardens School B-6
- Yazidi, Karen and Karenni communities in Mt Gambier





# Acknowledgements

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

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Ahwazian Community of SA

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Association of Ukrainians in SA Inc

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Australians for Syria SA

Bhutanese Australian Association of South

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Chin Community of SA

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Iraqi Women's Voice of SA

Ivorian Community Association SA Inc

Kurdish Australian Association of SA

Latin American Migrant and Refugee Support Group

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 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

Russian Women's Association of SA Inc

Samahan Filipino - Australia SA 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

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

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Sadiqa



## Partnerships and Collaborations

We thank the following organisations with which we have formal partnerships and agreements and/ or we have collaborated with to deliver services, programs and events during 2023. We look forward to working with you in 2024. We apologise if we have omitted any organisation/s.

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



- |  |  |  |
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| Holmesglen Institute                             | Local Jobs Program                       | Naracoorte Diversity Hub   |
| Homecare Plus, Mount Gambier                     | Lutheran Community Care                  | Naracoorte High School   |
| HomeStart Finance                                | Lyell McEwin Hospital                    | Naracoorte Lucindale Council   |
| Hospital System                                  | MADEC Australia                          | Naracoorte Public Library  |
| Housing SA                                       | Magdalene Centre                         | Naracoorte South Primary School  |
| Hugo Centre for Population and Migration Studies | Maxima Employment Services               | National Disability Insurance Agency - Strategic Communications and Engagement Branch, Communications and Community Engagement Divisions |
| HyCare Australia                                 | Medicare Australia                       | National Disability Insurance Scheme - LAC Partners  |
| Independent Member for Mount Gambier, Troy Bell  | MEGT                                     | National OT  |
| Influencers Church of Australia                  | MGA Insurance Brokers                    | Northcare Physio   |
| IntoJobs   | Michelle DeGaris Memorial Kindergarten   | Northern Area Local Health Network   |
| Iraqi Cultural Community of SA                   | Middle Eastern Communities Council of SA | Northern Area Multicultural Women's Network  |
| Iraqi Soccer Club                                | Middle Eastern Communities of SA         | Northern Community Mental Health Service   |
| ISASA  | Migration Council of Australia           | Northern Domestic Violence Services  |
| JBS Australia                                    | Minda Incorporated                       | Northern Volunteering (SA)   |
| Jim's Cleaning                                   | Mission Australia                        | Northern Women's Community Health Centre   |
| Jim's Mowing                                     | Monarto Safari Park                      | Novita   |
| Job Prospects                                    | Morella Community Centre                 | NOW Empowerment Collective   |
| Julia Farr Association Purple Orange             | Mossop Group                             | Oasis Community Children's Centre  |
| Karista  | Mount Gambier City Council               | Office for Autism  |
| Kevin Paisley Optometrists                       | Mount Gambier Fringe                     | OPSM   |
| Kincraig Medical Clinic                          | Mount Gambier High School                | Ottoson Partners Real Estate   |
| Labour Solutions Australia (LSA)                 | Mount Gambier Hospital                   | Palliative Care South Australia  |
| Lakes Rotary Club, Mount Gambier                 | Mount Gambier North Primary School       | Para Hills High School   |
| Legal Services Commission of SA                  | MPOT                                     | Paralowie High School  |
| Liberty Speech                                   | Multicultural Youth Link SA              | Parenting SA   |
| Lifeline Adelaide                                | Multicultural Youth SA                   | Parents Next Programs  |
| Lifeline Australia                               | Murray Bridge City Council               | Physio Inq   |
| Lighthouse Disability                            | Murray Bridge Early Learning Centre      | Pinnacle College   |
| Limestone Coast Community Justice Centre         | Murray Bridge High School                | Plantation Treated Timber  |
| Limestone Coast Local Health Network             | Murray Bridge North School               | Playford Aquadome  |
| Limestone Coast Multicultural Network            | Murray Mallee Community Health Service   | Positive Partnership   |
| Limestone Coast Training                         | Murraylands Multicultural Network        | Primary Industries and Regions SA  |
| Limestone Coast Volunteer Service                | Muslim Women's Association of SA         | Prostek  |
| Limestone Hearing Care and Speech Therapy        | My Aged Care                             | Psychology SA  |
| Living to the Max                                | My Life My Way                           | RAA  |
| LJ Hooker Real Estate                            | My Plan Manager                          |  |
|  | Myriad International Consulting Services |  |
|  | Naracoorte Child Day Care Centre         |  |



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 SAL Real Estate  
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 Salisbury High School

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 Salisbury North Primary School  
 Salisbury Primary Health Care Service  
 Salisbury Primary School  
 Salisbury Stitches Club  
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 Salvation Army, Bordertown  
 Salvation Army, Mount Gambier  
 SAPOL  
 SCOSA  
 Scotch College  
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 Services Australia  
 Settlement Council of Australia  
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 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  
 South Sudanese Community of Australia (SA Branch)  
 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

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 Tatiara Multicultural Network  
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 The Border Watch  
 The Smith Family  
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 United Nations  
 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  
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 Women's Legal Service (SA)  
 Women's Safety Services SA  
 Working Women's Centre  
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 YMCA  
 Your Health in Mind







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Australian Relief Organisation

Commonwealth Bank of Australia

Findex Community Fund

Influencers Church Australia

Lochebar Women's Agricultural Group

Mary McKillop year 11 students

Ottoson Real Estate

Pinnacle College SA

Refugee & Asylum Seeker Toy Drive

Regina Betts

Resthaven

Rotary Club of Adelaide

Rotary Club of Campbelltown

Rotary Club of Mt Gambier Inc

Salvation Army

St Martins Lutheran College (Mt Gambier)

University of Technology Sydney

U3A Ladies Friendship Group





# Treasurer's Report and Financial Statement



Summary of audited statements from Di Nino & Co Chartered Accountants for the 2022 – 2023 Financial Year.

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

- **Australian Government Department of Home Affairs**  
Humanitarian Settlement Program (HSP) through AMES Australia for Humanitarian Settlement Service including Specialized and Intensive Services (SIS)  
Settlement Engagement and Transition Support (SETS) Client Services  
Settlement Engagement and Transition Support (SETS) Community Capacity Building  
Contract as Approved Proposing Organisation (APO), delivering Community Support Program (CSP)
- **Australian Government Department of Social Services**  
Emergency Relief (ER)  
Creche – Budget Based Funded (BBF) Program  
Try, Test and Learn  
Empowering People with Disabilities – Information, Linkages and Capacity Building (ILC)
- **Department of Education South Australia**  
Student Poster Award
- **Department of the Premier and Cabinet, Multicultural SA**  
Core Activities  
Provide Support Services to Skilled Migrants  
School Poster Awards 2023
- **Australian Government Department of Health and Aged Care**  
Home Care Program  
Community and Home Support Program (CHSP)
- **National Disability Insurance Agency (NDIA)**  
National Disability Insurance Scheme (NDIS)

Other income has been sourced through training partnerships, consultancy, and rent.

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.

Most importantly, the AMRC derives major in-kind benefit from the contributions of over 300 volunteers in metro Adelaide and regional centres.

**Total 2022 / 2023 Income = \$10,788,082**

## Expenditure Summary

### 1. Staff Salary costs \$7,464,137

(Total number of staff: 82 Full time Equivalent)

### 2. Services and Program costs \$1,207,150

(Includes 6 Office and Community Centre facilities)

### 3. Infrastructure Costs \$394,945

(Includes 6 Office and Community Centre facilities)

### 4. Administration \$236,779

(includes community use and insurance)

**Funds Carried forward for 2023-2024 \$1,309,204**

(for allocated programs)

I would also like to recommend that the AMRC procure auditing services from Di Nino & Co Chartered Accountants for the period 2023 – 2024. 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 2023 – 2024 be accepted.

Denis Yengi FCPA  
Treasurer



Australian Migrant Resource Centre Inc.

ABN 42 131 904 410

Financial Statements for the Year Ended 30 June 2023

Income And Expenditure Statement for the Year Ended 30 June 2023

### Income and Expenditure Statement for the Year ended 30 June 2023

Income	2023
<b>Department of Home Affairs</b>	
- SETS - Client Services	
- SETS - Community Capacity Building	
	927,754
<b>Department of Social Services</b>	
- Try Test and Learn	
- Emergency Relief	
- Creche - BBF	
	870,462
<b>Department of Health</b>	
- Home Care Program	
- Community & Home Support Program (CHSP)	
	3,104,507
<b>National Disability Insurance Agency (NDIA)</b>	
- ILC - Information, Linkages & Capacity Building	
- National Disability Insurance Scheme (NDIS)	
	3,597,265
<b>Department of the Premier &amp; Cabinet</b>	
- Core Activity Project	
- DPC - Skilled Migrants	
- School Poster 2023	
	457,907
<b>Receipt of Other Income from:</b>	
- AMES Australia - Humanitarian Settlement Program (HSP)	316,835
- Community Support Program (CSP)	980,813
- Other Grants	241,133
- Rent	49,634
- Interest & Other Income	241,772
<b>Total Income</b>	<b>10,788,082</b>
<b>Expenditure</b>	
<b>Payments and Accrual of Expenses for:</b>	
- Salaries & On Costs	7,464,137
- Other Program Costs	1,207,150
- Administration, Facilities & Utilities	631,724
<b>Total Program Costs</b>	<b>9,303,011</b>
<b>Change in Net Assets Resulting from Operations</b>	<b>1,485,071</b>

### Consolidated Balance Sheet as at 30 June 2023

	2023
<b>Members' Funds and Reserves</b>	
Retained Earnings	11,301,145
Reserves	
- Reserves for Facilities Redevelopment/ Refurbishment	2,500,000
- Redundancy Reserve	720,000
- IT upgrade Reserve	400,000
- Refugee Assist Fund Reserve	150,000
- Mt Gambier Extension Community Centre	1,000,000
- Service Development Murray Bridge/Whyalla	2,000,000
- Community Housing Project	3,500,000
<b>Total Members' Funds and Reserves</b>	<b>21,571,145</b>
<b>Represented by:</b>	
<b>Current Assets</b>	
Cash and Cash Equivalents	17,451,509
Debtors	42,603
	<b>17,494,112</b>
<b>Non Current Assets</b>	
Land & Buildings & Improvements	7,083,750
Plant & Equipment	98,427
Motor Vehicles	13,973
	<b>7,196,150</b>
<b>Total Assets</b>	<b>24,690,262</b>
<b>Current Liabilities</b>	
Creditors & Payroll Liabilities	261,600
Accrued Expenses	18,500
Employee Entitlements (Annual Leave)	261,233
CPP Client Bond/Migration Advice	409,080
Program Balances carried forward	1,309,204
	<b>2,259,617</b>
<b>Non Current Liabilities</b>	
Provisions	400,000
Employee Entitlements (LSL)	459,500
	<b>859,500</b>
<b>Total Liabilities</b>	<b>3,119,117</b>
<b>Net Assets</b>	<b>21,571,145</b>

### Financial Statements Declaration for the Year Ended 30 June 2023

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 2023

- present a true and fair view of the organisation's financial position as at 30 June 2023 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 FCPA**  
Treasurer

**His Honour Judge Rauf Soulio AM**  
Chairperson

Dated this 23rd day of October 2023

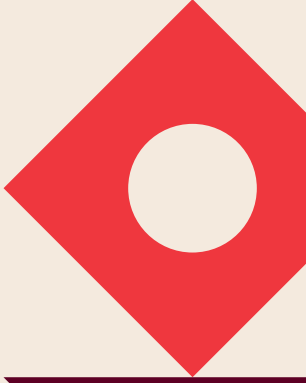


# Acronyms and Abbreviations

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







AMRC