



2023

ANNUAL REPORT

**Migrant Resource Centre
North West Region Inc**



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We would like to acknowledge Indigenous peoples as the first Australians and Traditional Custodians of this land. We would like to pay respect to the Elders both past, present and emerging.





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WHO WE ARE

Migrant Resource Centre Region (MRCNWR) is a non profit community based organisation that supports and empowers migrants and refugees to settle and live fulfilling lives in north west metro Melbourne.

OUR VISION

The MRCNWR, supports an environment where people from diverse cultural backgrounds are able to participate to their full potential in the life of the Australian Community while they are free to maintain their individual culture and heritage.

OUR MISSION

The MRCNWR, within its scope and capacity will pursue equality of opportunity for all people in our community and challenge discrimination through direct services, systemic advocacy, information provision and community development projects which further the capacity for migrants and refugees to achieve and maintain a safe and healthy life in Australia.

WHAT WE DO

Our main focus is on meeting the needs of our communities through effective, targeted, and meaningful services. We strive on promoting the needs of our multicultural communities through advocacy and by working with like-minded mainstream services to support the delivery of responsive and culturally Inclusive services.

MRCNWR's extensive range of services and projects include but not limited too:

- Individual and group case management
- Capacity building
- Community development
- Support for frail, elderly and people with a disability and their families
- Disability Services & Disability Advocacy
- Specialised settlement services
- Education & Training services
- Youth settlement work
- Home Care packages
- NDIS Case Coordination
- Health, wellbeing and life skills programs, activities and services.

Our Committee



Hakki Suleyman
President



Troy Atanasovski
Vise-President



Daniel Wallace
Treasurer



Alicia Matene
Secretary



Joe Caf



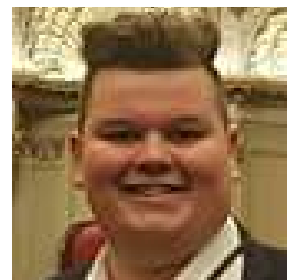
Minh Lam



George Acquilaina



Sydney Vas



Nicholas Tribe

Committee Members

Our President

HAKKI SULEYMAN

I am pleased to present the President's Report for the 2022-2023 financial year. This past year has been one of significant change and adaptation as we emerged from a period of global disruption. While the initial challenges remain in our memory, the Migrant Resource Centre North West Region Inc. (MRCNWR) team has shown exceptional resilience and dedication in continuing to provide outstanding support, advocacy, and a broad range of high-quality services to our clients.

Throughout the year, we focused on aligning our services with the evolving needs of the community and aged care services sector. With the diligent efforts of the Committee of Management, the executive team, and our staff, we ensured that our services, structure, and infrastructure were well-designed, properly maintained, and continuously improved to meet these emerging priorities.

Our Registered Training Organisation (RTO) and learning centre services continued to thrive, providing our students with the best educational and employment pathways, leading to many successful outcomes. Meanwhile, traditional services, such as settlement assistance for newly arrived migrants and refugees, remained strong through collaborative efforts with our funding partners in program reform and evaluation processes.

Together with the Committee, I extend my heartfelt thanks to the staff and volunteers, led by our Executive Officer, for their professionalism, dedication, and commitment to MRCNWR. Their unwavering support has empowered many individuals and emerging communities to gain essential skills and confidence to build their futures.

I am also deeply grateful to my colleagues on the Committee of Management for their exceptional hard work over the past year. Your individual commitment and support in navigating this period of change has been remarkable.

To our partners and supporters, thank you for your continued cooperation. We look forward to deepening our ties and initiating innovative and exciting new projects and collaborations over the next 12 months. I am also thankful for the support of our various funding bodies and community leaders, whose engagement has been crucial to MRCNWR's ongoing success.

In conclusion, MRCNWR will continue to maintain a solid foundation with sound service delivery models and a strong reputation as a leading community service provider in the region. We will remain focused on service excellence and continuous improvement, supported by a committed Committee of Management, dedicated staff, and volunteers. Together, we will achieve the best possible outcomes for our communities.

Hakki Suleyman
President

Our Executive Officer

GULTEN METIN

Welcome to the Migrant Resource Centre North West Region Inc. (MRC) Annual Report for 2023

I am pleased to share our report on the activities undertaken over the 2022-2023 financial year. As we emerged from a period of significant global disruption, MRC adapted swiftly to a new era of service delivery. Most of our programs transitioned back to face-to-face interactions, strengthening the connections within our community. I extend my deepest gratitude to our team for their resilience, strength, and unwavering commitment. Thanks to their efforts, MRC persevered through this period of change.

Our achievements this past year are a testament to our dedicated and adaptable team of staff and volunteers. My sincere thanks go to each member of our team, along with our valued supporters. Your efforts have ensured that, despite being an extraordinary year, we have made significant progress towards our mission of empowering culturally diverse members of our community to reach their full potential.

The continued support we receive from all levels of government reflects the trust and confidence in our organization's strong track record. We acknowledge the government departments for their ongoing recognition of our capabilities in delivering SETS Client services, aged care, disability services, education, training, and employment preparation programs, and general support to migrants. I also extend thanks to our many partner agencies, clients, and members for their substantial and continuing support.

My sincere thanks to our President, Mr. Hakki Suleyman, for his unwavering support and guidance. My thanks also go to Mr. Daniel Wallace, our Treasurer, for his oversight of our financials. To our Committee of Management members, thank you for your role in governing and supporting me through this period of change. Your efforts make a huge difference and help us to be more transparent, accountable, strategic, and focused on our charitable purpose.

To my resilient management team, thank you for your dedication to service excellence, no matter the challenge. Your exceptional passion, skills, and experience across all program areas are invaluable assets to the organization. The collegiality and mutual respect we share are truly outstanding.

In conclusion, I wish to acknowledge and thank our family members for their unwavering support and understanding. As we serve and advocate for our communities, their support allows us to continue this important work. I hope you all enjoy our Annual Report as we continue to build on our collective strengths.

Gulten Metin
Executive Officer

The above statement was developed by the MRCNW team, on behalf of the late Gulten Metin, who passed away in March 2024. Her memory continues to inspire our organization.

**Bridget Macciotta,
Acting Executive Officer**

Our Treasurer

DANIEL WALLACE

On behalf of the Committee of Management, I am pleased to present the Treasurer's annual report for the financial year 2022/2023. The past year presented its share of challenges as we emerged from a period of significant global disruption. Despite these adjustments, our Management and staff remained dedicated, delivering our services seamlessly. The Committee of Management took necessary measures to ensure financial stability and guided MRC through this period of change.

Once again, we have within the prescribed financial limits, fully attained the goals as set by our funding bodies. The Statement of Financial Performance, audited by Collins & Co., is included for your kind perusal.

Looking forward, we remain committed to strengthening MRC's foundation by overcoming operational and strategic challenges. We will prioritize investments in our workforce's well-being and development. Additionally, we will focus on strategic investments in new technology and service models to align with our evolving vision and direction.

In conclusion, I extend my sincere thanks to our President, Mr. Hakki Suleyman, my colleagues on the Committee of Management, and our Executive Officer, Mrs. Gulden Metin, along with her dedicated team for their efforts in achieving outstanding results. Finally, I thank and commend Mr. Ryk Eksteen, our Auditor from Collins & Co., Auditors Pty. Ltd., for his timely, precise, and diligent auditing of our accounts for the past financial year 2022/2023.

Daniel WALLACE
Treasurer

Financial Statement

COLLINS & CO AUDIT PTY LTD

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	3,278,858	3,026,691
Financial assets	3	2,015,959	1,993,699
Trade and other receivables	4	101,913	23,518
TOTAL CURRENT ASSETS		5,396,730	5,043,908
NON CURRENT ASSETS			
Property, plant and equipment	5	216,497	297,146
Intangible assets	6	86,381	239,066
TOTAL NON-CURRENT ASSETS		302,878	536,212
TOTAL ASSETS		5,699,608	5,580,120
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	124,716	69,287
Income received in advance	8	26,573	267,546
Provisions	9	700,765	640,338
Lease liabilities	10	79,499	164,946
TOTAL CURRENT LIABILITIES		931,553	1,142,117
NON-CURRENT LIABILITIES			
Provisions	9	199,388	296,674
Lease liabilities	10	15,825	95,324
TOTAL NON-CURRENT LIABILITIES		215,213	391,998
TOTAL LIABILITIES		1,146,766	1,534,115
NET ASSETS		4,552,842	4,046,005
EQUITY			
Contributed Equity		100	100
Accumulated Funds for Future Activities		4,552,742	4,045,905
TOTAL EQUITY		4,552,842	4,046,005

The balance sheet is to be read in conjunction with the audit report and the notes to the financial statements.

Financial Statement

COLLINS & CO AUDIT PTY LTD

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
REVENUE		
Operational funding income	4,106,641	3,917,787
Other income	143,907	37,328
Interest received	35,690	9,258
Profit on Disposal of Fixed Assets	-	45,455
TOTAL REVENUE	4,286,238	4,009,828
EXPENDITURE		
Audit Fees	6,075	5,850
Communication Expenses	80,449	63,804
Community Activities Expenses	250,228	287,521
Depreciation and Amortisation Expenses	249,733	285,708
Equipment Expenses	85,507	112,174
Finance Charges on Leased Liabilities - Leases Premises	12,087	19,583
Home Care Expenses	241,279	-
Insurance Expenses	2,980	2,411
Legal & Professional Fees	323,767	268,955
Learning Centre Expenses	144,056	177,209
Miscellaneous Expenses	1,433	1,908
Motor Vehicle Expenses	14,670	15,581
Payroll Costs	2,265,180	2,251,138
Premises Expenses	52,678	60,855
Professional Resources Expenses	28,660	21,584
Staff Expenses	20,619	17,185
TOTAL EXPENDITURE	3,779,401	3,571,446
Net funds carried forward for future activities before income tax	506,837	438,382
Income tax expense	-	-
Net funds carried forward for future activities attributable to the Association	506,837	438,382

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
	506,837	438,382
	506,837	438,382
Net funds carried forward for future activities attributable to the Association	506,837	438,382
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	-	-
Total funds carried forward for future activities attributable to the Association	506,837	438,382

Financial Declaration

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the Committee, the financial report as set out on pages 2 to 15, satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and:

- 1 a. comply with Australian Accounting Standards applicable to the association; and
b. give a true and fair view of the financial position of Migrant Resource Centre North West Region Inc. as at 30 June 2023 and its performance for the year ended on that date.
- 2 At the date of this statement, there are reasonable grounds to believe that Migrant Resource Centre North West Region Inc. will be able to pay its debts as and when they fall due.

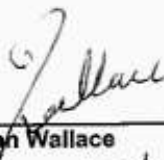
This declaration is signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profits Commission Regulation 2013.

Chairperson



Mr Hakki Suleyman

Treasurer



Mr Dan Wallace

Dated this

day of

11/10/23

Our Staff

Gulten Metin - Executive Officer

Natasha Kocovski - HR Officer

Vesna Bajic - Administration/Reception (St Albans)

Chamila Fernando - Finance Officer

Settlement - SETS Client Services Team

Ban Pitros - SETS Team Leader

Sevean Kakos - Admin/Reception (Hume)

Tamkeen Munawar- Youth Settlement Worker (Hume)

Lanfen (Betty) Huang - SETS Client Services

Deng Yong Deng - SETS Client Services

Learning Centre Services RTO & LLO

Peter Crowle - Training & Compliance Team Leader

Andreana Vassallo - Admin & Student Support Officer

Champika Ranasingha- Admin & Student Support Officer

Age Care & Disability Services Team

Zeinab Hussein - Aged & Disability Team Leader

Ahmed Adam - Home Care Packages Support Worker

Amal Sery - Coptic Elderly Assistant Coordinator

Arhet Ibrahim - Home Care Packages Support Worker

Atarjit Brar - Indian/Sri Lankan Social Support Group Coordinator

Barbara Furgal - Home Care Packages Coordinator & Access & Support

Chamini Jayamanne - Sri Lankan Social Support Group Assistant

Christian Astourian - DnD Program Coordinator

Gamal Ali - NDIS support Coordinator & African Elderly Social Support Group Coordinator

Gulgen Tahir - Turkish Social Support Group Assistant

Gulumser Yuksel - Home Care Packages Support Worker

Huong Tran - Home Care Packages Support Worker

Hayat Mohammed - Home Care Packages Support Worker

Ismeta Huremovic - Bosnian Social Support Group Coordinator

Kim Pham - Home Care Packages Support Worker

Amandeep Brar - Home Care Packages Coordinator

Losene Fofana - Access & Support / NDIS support Coordinator

Manjula Perera - Home Care Packages Support Worker

Muna Hassen - Home Care Packages Support Worker

Naagla Anis - Coptic Elderly Social Support Group Coordinator

Navpreet Kaur - Indian Social Support Group Coordinator/ Support Worker

Nhung Nguyen - Home Care Packages Support Worker

Raziye Yilmaz - Volunteer Coordinator / Access & Support

Regine Keys - German Social Support Group Coordinator

Shusila Bhandari - Home Care Packages Support Worker

Shyaamalekhhaa Rodrigo - Sri Lankan Social Support Group Coordinator

Simranjit Kaur - Home Care Packages Support Worker

Suthaluxmy Kunalan - DnD Administration

Tracey Allan - Disability Advocate

Zehra Mutluel - Turkish Social Support Group Coordinator

Our Volunteers

At MRC North West Region (MRCNW), we hold our volunteers in the highest regard. Their unwavering dedication and compassion are the backbone of our diverse programs, empowering countless individuals within our community.

Making a Difference Through Service:

Our volunteers come alongside our clients in a multitude of ways:

- **Settlement Support:** Guiding newcomers and families as they build a new life in Melbourne, navigating challenges and celebrating triumphs.
- **Social Connection:** Fostering intergenerational friendships and combating social isolation, our volunteers help people of all ages connect and feel engaged.
- **Empowerment & Independence:** Building confidence through English conversation practice, supporting educational journeys, and helping access mainstream services.
- **Event & Activity Support:** Their enthusiasm brings our events to life, creating a vibrant and inclusive community space.
- **Administrative & Project Assistance:** Behind the scenes, our volunteers provide crucial support, ensuring programs run smoothly.

Adapting in Challenging Times:

While the pandemic's restrictions temporarily suspended in-person volunteering, we swiftly pivoted to remote support via digital platforms. This ensured the health and safety of everyone involved while maintaining vital services for our clients.

The Heart of MRCNWR:

The success of our organization rests firmly on the shoulders of our dedicated staff and volunteers. We extend our deepest gratitude to each and every one of you for making a truly remarkable difference in our community.

*Thank you
to all!*



Volunteer Celebration Night

The Volunteer Celebration event, which took place on December 15, 2023, was a resounding success. During the event, certificates were distributed to the dedicated volunteers.

Our Year 2022-2023

45,143 +

**Age Care
Program service
hours**

160

**Young People
engaged in
SETS Youth
Services**

3,640

**Volunteers
service hours
delivered**

185

**Online
informational
sessions hosted
across all
programs**

500

**Disability
Advocacy
program
clients**

1560

**SETS Client
Services
casework**

600

**NDIS Support
Coordination
hours
delivered**

11,000

**Clients
supported
and serviced
across North
West**

90%

**of serviced
clients are
from CALD
communities**

Our Highlights





Our Services

MRCNWR across all of its services and programs touch the lives of many people from newly arrived to longer term established migrant communities providing the best positive outcomes for all.

This year our service teams have accomplished another outstanding productive year continuing to act within the aspirations and needs of our community, providing space for voices to be heard, and working with appropriate initiatives that address their needs even during unprecedented times with COVID-19.

Our programs cater for people from all cultures and backgrounds living in the North West regions of metro Melbourne and beyond.

These include:

- Age Care- Commonwealth Home Support Program, HACC PYP;
- Home Care Packages program;
- Access & Support Services;
- Settlement SETS Client Services
- Youth Settlement Support;
- Diversity & Disability -Self Advocacy Services;
- NDIS Support Coordination;
- Disability Advocacy;
- RTO and LLO for Education, Training and employment pathway opportunities;
- Community projects.



SETS Client Services

SETS – Client Services provides clients with settlement-related information, advice, advocacy, and assistance to access mainstream and other relevant services. Services will be delivered in accordance with a needs-based approach.

Our work encompasses delivering casework and providing ongoing support to clients referred from HSP Programs and local communities, including those transferred from other states. We have assisted clients in applying for various essential documents and services, enabling them to achieve their goals and integrate successfully into the community. The support and assistance provided include:

- Immicard Replacements
- Australian Citizenship
- Australian Passports
- Australian Travel Documents
- Registration of Birth Certificates
- Change of Name Certificates
- Linking Visa to Passport
- Police Checks & Working with Children Checks
- Renting and Rental Bond Loans
- Public Housing
- Material Help
- Financial Help
- Centrelink payments
- Enrolment in Childcare Services & Schools
- Enrolment in Training Courses
- Work Placement and Employment
- Subsidized Dental Care and Eye Tests

MRC North West Citizenship Training Course - Successful Stories

Our MRC North West FREE Citizenship Training Course has been a significant success. Many of our clients participated in the course, and the majority of those who took the Australian Citizenship test passed with full marks. This accomplishment reflects our commitment to supporting our clients in achieving their citizenship goals and integrating fully into Australian society.



Congratulations to Ronza Sabah and her family for receiving Australian Citizenship! MRC North West assisted Ronza and her family in applying for their Australian Citizenship. Ronza is also a member of the Women of the World (WOW) Women's Group.

MRC North West Women of the World (WOW) Group

The MRC North West Women of the World (WOW) group program offers participants weekly information sessions where they can make friends, improve their English, and learn about Australian values to better integrate into the community. This year, we had 471 women attend 28 sessions, covering a diverse range of topics aimed at empowering and educating our participants.

Topics Covered from July 2022 to June 2023:

- Gardening classes
- Cooking classes
- Sewing classes
- Art and craft classes with SisterWorks
- Active classes at Broadmeadows Leisure Centre and Zumba classes
- Library sessions at Craigieburn Library and Craigieburn Global Learning Centre
- Heart health and diabetes sessions with DPV Health Community
- Family violence prevention and support sessions with DPV Health Community
- Harmony Day celebration
- English learning and practice sessions
- Excursion to Melbourne Museum
- Natural therapies session
- Healthy eating sessions with DPV Health Community
- Oral health sessions with DPV Health Community
- Various activity sessions

Participant Testimonial:

Catreen shared, "I would like to thank everyone at the MRC North West Women of the World (WOW) Group. My social life has improved significantly through the group. I have learned a lot about Australian law and parenting skills, which I can now share with my friends and family."

The WOW program continues to be a vital resource for women in our community, fostering social connections, personal development, and community integration.



Welcome Hume Youth (WHY) Program

MRC North West Welcome Hume Youth (WHY) group program, Youth Settlement Group for Young People aged 16-25 Years, new to Australia and living in Hume. Making friend while learning about life in Australia, practicing their English, trying new sports, exploring different jobs and grow their confidence.

Weekly participating in information sessions and activities. We had 48 Members, 160 Youth attended 33 sessions.

List of the information sessions topics covered during the period July 2022- June 2023:

Information Sessions Topics:

- Fund/loans to refugee & asylum seeker background community
- Business ideas, how and from where to start, what steps should be taken to prevent failure, what skills one should have to run a successful business. What are laws and regulations in Australia.
- Citizenship session: Introduction to Citizenship - Requirements, application, test, and preparation. Our Common Bond book in English and Arabic.
- Life talks: developing yourself, pathways. Making connections with people, interviews.
- National Reconciliation and National Sorry Day
- Aboriginal history, stolen land, how they had to fight for their own acknowledgement/ read books written by Aboriginal writers/ learned about Aboriginal Culture, Art, Dance and Believes.
- Consultation & games/ Discussion
- Lawn games, card games, board games/Games & challenges.
- World belly dance day .
- Broadmeadows Leisure Centre.
- Refugee week Celebration.
- Cultural dance/ Sharing of culture.
- Photos, memories, practices.
- Group discussion ideas: Business session, different purpose, visual ideas for starting a business, suppliers of food/resources, focus on business plan for a certain amount of time, business model, new business owners.
- Cooking Classes: Cakes and Sweets- Different cuisines



Sports:

- Volleyball
- Soccer
- Table Tennis
- Basketball
- Football
- Self defense



Excursions:

- City excursion, public places in the city.
- National Gallery Victoria
- Bowling
- Melbourne Museum
- Clip and climb/indoor rock climbing, Lazer tag
- Bounce/climbing.
- Roller skating.
- National Parks/ Bush walking, hiking
- Spike ball
- Leisure Centre
- Queen Vic Market
- Easter celebration.



Refugee week Event Hume City Council

Hume City council welcomes refugees and Asylum Seekers, Refugee week is an annual event to celebrate the rich diversity and cultures that refugees bring to the Hume community.



SETS Programs continuation of settlement services to our newly arrived refugee and migrants who have been here in Australia for less than five years, these services included Casework, referrals, community's building capacity through group sessions, and advocac

From 1st July 2022 to 30th June 2023 period MRC NW's Family and Social program has provided several information sessions on topics such as: health and wellbeing in the new country, employment, informal English conversation, Work rights, safety law and society, family support services, Citizenship and Australian lifestyle.

The Family & Social Group plus Job Watch's information sessions photos @ Comm-Plus AMEP's students in St Albans.

Meetings have been held to discuss issues of concern especially with Comm-plus AMEP's students; the group meets fortnightly Tuesdays on their Campus as well as Wednesdays at St Albans office.



Migrant Resource Centre North West this year successfully facilitated and strengthened information pathways for a range of new arrivals community groups across the three locations about the importance of road safety.

This project successfully met the aim, which was to provide newly arrived migrants/ refugees from new arrivals communities an understanding of road safety issues. The program was delivered with the use of interpreters and the workshops were delivered in a culturally sensitive manner, which also contributed to the positive response of the participants.



The Road Safety Program - For New Arrivals

Migrant Resource Centre North West this year successfully facilitated and strengthened information pathways for a range of new arrivals community groups across the three locations about the importance of road safety.

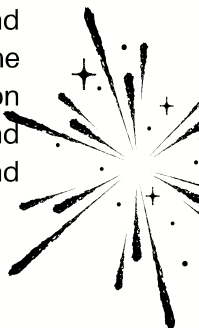
This project successfully met the aim, which was to provide newly arrived migrants/ refugees from new arrivals communities an understanding of road safety issues. The program was delivered with the use of interpreters and the workshops were delivered in a culturally sensitive manner, which also contributed to the positive response of the participants.



We had a special visit from the Road Safety's funding body under the leadership of the Minister of Transport and Roads in Victoria Hon. Melissa Horne together with VicRoads representatives on Wednesday 15th February 2023 to the MRC NW @ St Albans office to listen on our Road Safety project for new arrivals' best practice delivery, it was attended by learners' drivers, driving schools' instructors plus MRCNW's Committee of Management and MRCNW'S



Our programs met their objectives and achieved clients 'expectations with the evidence of the positive surveys' done on sights and online, therefore, our thanks and appreciations go to our funding bodies and local partners for their support always.



Aged Care & Disability Services

The Aged and Disability Services team had a busy year delivering services across the range of Aged and Disability programs, while adopting rapid changes introduced to the Home Care Packages and Commonwealth Home Support programs. In addition, the team undertook registrations audits work for the Disability Services Program and NDIS.

The Home and Community Care Program for Younger People (HACC-PYP) is steady, and the program is performing well with the under 65 years old cohort.

Our competent and skilled team members of Support Workers, Social Support Coordinators, Care Coordinators and Support Coordinators are the backbone of our success. Our staff are the force behind the motive clients or participants decide on the Migrant Resource Centre North West Region to be their provider of choice.

Our pool of dedicated volunteers is an asset adding value and augmenting our capacity to reach further groups of our community.

The MRCNW emphasis the notion of continues improvement through ongoing staff and volunteer trainings to attain employee or volunteer feeling valued, supported, and empowered to deliver an outstanding quality of care service.

The following pages will showcase highlights of the work done by the Aged and Disability Team during the year of this reporting period.

The Aged and Disability team wishes to extend our gratitude to all stakeholders that cooperated with us for the benefit of our clients/participants and the community at large.



Turkish Social Support Group



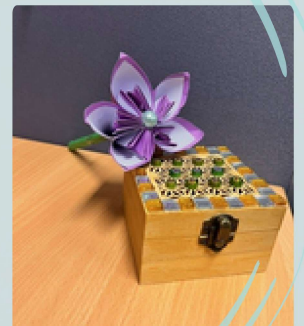
Individual Program:

Turkish Speaking Social Support

Individual Program delivers a service aimed at recruiting and training volunteers to provide support, companionship and friendship to socially isolated people who are elderly or people with disability. The program matches volunteers to clients who have a similar interests, hobbies or backgrounds. Clients will have the opportunity to take part in social activities maximizing their general wellbeing.



Activities are based on clients choices and aim to improve mental and physical well being, and increase independence. Some of the group activities included making a soft toy from felt, needle work, canvas painting, knitting a beany and woollen socks, crocheting handbags and making silk and felt flowers. Weekly puzzles, word searches and gentle stretches are regularly in our programs. Information sessions were also held on topics such as, Centrelink, Home care packages, Continence and Health Health. The program is stronger than ever.



German Social Support Group

The German speaking Social Support Groups met weekly at Woodlands Park House in North Essendon and at Westvale Community Centre in Kings Park.

The German speaking Social Support Groups met weekly at Woodlands Park House in North Essendon and at Westvale Community Centre in Kings Park.

It was very sad, that the group in North Essendon closed at the end of 2022 due to low numbers. The group had been running for 20 years and experienced many activities, excursions and guest speakers.

Group members cherished the social interactions and the very varied activities program, which tried to introduce new games, craft and topics to keep the interest of the members up. Special dates like Australia Day, Carnival, Anzac Day, Easter, Queen's/King's Birthday, Oktoberfest, Melbourne Cup Day and Christmas are always celebrated with specific activities.

It is wonderful to see clients experimenting with craft activities, after they initially thought that they can not do a particular task and clients helping each other.

Every week is a highlight and celebration of every member attending.

Regine Seifert
Coordinator German speaking SSP



Indian & Sri Lankan Social Support Programs

The Migrant Resource Centre fosters social inclusion and well-being for Indian and Sri Lankan communities through its dedicated social support program. This program offers a welcoming space for elderly individuals and younger people with disabilities to connect, engage in activities, and access valuable resources.

Program Highlights:

Indian Social support group meets at Jamieson way community center every Friday from 10 to 3pm. We provide morning tea and lunch to the Friday group. Morning tea is served to all the group members of Monday group. The Indian and Indian & Sri Lankan support program is designed to support elderly people to remain living in their home and in the community by enhancing their everyday living skills and opportunity to meet people from the same cultural background and language. Younger Indians and Sri Lankans with a disability can join the social support program too. This group provides activities, information, support and excursions to its members so that that can live in the community independently.

Overall, the Indian & Sri Lankan Social Support Program plays a vital role in promoting social connections, enhancing well-being, and empowering participants to live fulfilling lives within the community.



Festival Celebrations

The Indian and Indian & Sri Lankan Social Support Program goes beyond just social gatherings. It serves as a vibrant platform for celebrating the rich tapestry of cultures within these communities. Throughout the year, participants come together to observe festivals not only specific to their heritage but also significant occasions from the broader Australian or Western calendar.

Here's a glimpse into how this program fosters cultural exchange and merriment:

- **Festivals Across Traditions:** Christmas, Easter, Holi, Diwali, and New Year are some of the festive occasions celebrated within the program.
- **A Blend of Traditions:** These celebrations incorporate traditional elements from both cultures. This may involve enjoying specific dishes associated with each festival, participating in cultural dances, or organizing fun quizzes that test knowledge about festive traditions.
- **Festive Attire:** Adding to the joyous atmosphere, participants often dress up in traditional clothing, creating a visually stunning display of cultural vibrancy.
- **Sharing Traditions:** An essential part of these celebrations is sharing stories and memories of how festivals are observed back in India and Sri Lanka. This fosters a deeper understanding and appreciation for cultural practices within the group.

By celebrating these festivals together, the program strengthens social connections, promotes cultural exchange, and creates a welcoming space where participants feel a sense of belonging and community.

Client Testimonials: Indian Social Support Programs

The Indian and Indian & Sri Lankan Social Support Program consistently receives positive feedback from participants, highlighting the program's impact on their well-being and skill development. Here are some heartwarming testimonials:

- **Rupali:** "Thanks, Atarjit ji for today's picnic. It was a very good experience... Hoping for more like this."

Rupali's feedback emphasizes her enjoyment of program outings and activities, fostering social connection and positive memories.

- **Manhar:** "I'm delighted to share that I could solve a medium Sudoku puzzle on my own... I learnt Sudoku puzzles only in our Friday session."

Manhar's experience showcases how the program provides opportunities to learn new skills and gain confidence. It highlights the effectiveness of activities like mental exercises in keeping participants mentally stimulated.

Informative Sessions

The program also incorporates valuable information sessions on various topics relevant to the participants' needs. Here are some examples:

- **Managing Sleep and Fatigue**
- **Elder Rights Advocacy**
- **Heart Matters** (joint project with Heart Foundation and Ambulance Victoria)
- Centrelink Benefits (organized by Kaled Ajaj)
- **Elder Rights Advocacy** (presented by Diane Jakin, resulting in CAPS packages for some clients)

These sessions empower participants with knowledge and resources to navigate essential aspects of their well-being and daily lives.

“ We want to say a big thanks to all the information session providers who helped our groups by providing valuable information. I also appreciate Jamieson Way community center manager for helping us to provide the free venue for Indian social support program. ”



Information session on Centrelink Benefits



Heart Matters Information session





Bosnian Social Support Group

Our Bosnian Social Support Group program is a program that focuses on increasing social networks of people by providing a chance for group members to interact socially with each other through different activities such as art and craft, memory games, puzzle, crosswords. We also go on excursions and have traditional celebration etc.

Throughout the year a number of information sessions were delivered. We use wellness and enablement approaches to deliver support to the group members.

The group meets every Tuesday during school holiday at Cairnlea Community Hub,

Highlight of this year is that we have many new clients and there are some more on waiting list to get assessed through My Aged Care.



African Elderly Social Support Group



The African Elderly social support group is funded by both Commonwealth Home Support Program (CHSP) and Home and Community Care Program for younger people (HACC- PYP). The group is for people who are frail and elderly or with a disability who desire to continue living independently in their own home.

The social support program aims to provide a tailored program with a range of activities catered for each client's needs which supports independence and quality of life.

The group meets every Tuesday at Jean McKendry Neighbourhood Centre, North Melbourne.

The group participated in the following activities:

- Information sessions on topics such as Health and wellbeing
- Visits to local places of interest, walking and light exercises;
- 'Get together' Lunch on a monthly basis.

This year in collaboration with Cohealth and Liver Well we have conducted several Information sessions related to Mental health, Caovid-19, and liver health.



Overall feedback has been very positive, and the client has extended their heartfelt thanks to the Migrant Resource Centre North West, the coordinators and volunteers for well prepared and organized activities.



Sri Lankan Social Support Group



The Sri Lankan Social Support Group, based in Tarneit, provides a vital community service for aged clients from the Sri Lankan community residing in the Western region. Our group meets regularly at the Tarneit Community Learning Centre, offering a safe and welcoming environment where members can engage in various activities designed to enhance their social well-being, physical health, and overall quality of life.

Our objective is to create a supportive and inclusive community where aged Sri Lankan individuals can connect, learn, and thrive. Through a diverse range of activities and information sessions, we aim to empower our members with knowledge, foster social connections, and celebrate our rich cultural heritage.

Throughout the year, we hosted several information sessions to educate our clients on topics crucial for their daily lives, Centrelink benefit session, Active Travel and Road Safety Awareness and Stroke Awareness and CPR. Craft activities are a cornerstone of our program, helping to improve fine motor skills and providing a creative outlet for our members.

Throughout the year, we marked important cultural events such as Vesak, Sri Lankan New Year and Christmas, with special activities and gatherings, fostering a sense of community and cultural pride. Monthly birthday celebrations made each member feel special and valued. Mother's Day and Father's Day were celebrated with activities and events that honoured and appreciated the contributions of mothers and fathers in our community.

A highlight of our program is the freshly cooked traditional lunch served every day. Prepared by our dedicated staff, these meals are a hit among our members, offering a taste of home and an opportunity for communal dining, which strengthens social bonds.



Access and Support Services

The Access & Support program provides personalized assistance to eligible individuals, aged over 65, under the Commonwealth Home Support Program (CHSP) or the Home and Community Care Program for Younger People (HACC PYP), who face barriers in accessing services due to their diverse needs.

The HACC PYP offer younger individuals with disabilities, who do not qualify for NDIS access to services to support the desire to continue living independently at home. The program is designed to help those who encounter challenges in accessing support services and face access barriers.



Home Care Packages Program



Access & Support Program

Access and Support program supports people from diverse backgrounds who are experiencing barriers in service access. The program provides short term support for frail older people, younger people with a disability as well as their carers.

In the FY 2022-2023 MRC A&S continued assisting clients referred from external agencies, long standing clients as well as walk in queries providing information, referrals to other services and coordination of services.

Our Home Care Packages Program (addressed to frail elderly people who are at risk of premature placement in residential care) is supporting 29 seniors on all 4 levels of care. The clients are assisted by two Care Coordinators- Barbara Furgal and Aman Brar who left MRC in 2022 and was replaced by Liljana Sajkarovska and a group of 10 qualified and dedicated Support Workers: Chamini Jayamanne, Gulumser Yuksel, Ahmed Adam, Manjula Perera, Hounng Em Tran, Kim Oanh Pham, Nhunh Nguyen, Benjamin Dinh, Navpreet Kaur and Halima Omar.

Our HCP program is culturally and linguistically diverse, catering for the varied needs and preferences of our clients.

Fun fact: 80% of our Support Workers gained their qualifications (Certificate III or Certificate IV in Individual Support) at 'home'- at our own Migrant Resource Centre!



Disability Advocacy

The Program provides assistance and support to people with a disability, their carers and families. The Advocate can assist with listening and understanding the issues, helping to understand and access services. Also, ensuring the individual rights are upheld, they are being listened and referred to relevant services.



Diversity And Disability (DnD)

The Diversity and Disability program has been very successful in providing services in the last financial year, where we have continued making a difference to CALD people with a disability and their families.

We have run the arts, music and woodwork groups. Also, our parents group was very well received. We have successfully also running the self-advocacy support group for CALD people with disability in Dandenong.

We supported 109 new clients and 794 ongoing attendances to our support groups throughout the financial year 22/23. We shouldn't forget that participants are also involved through our YouTube Channel Your Life Your Way which provided a great opportunity to learn about self-advocacy and get important information and resources in our fortnightly live and on demand sessions. We broadcasted fortnightly session for 20 episodes throughout the year.

A special thanks goes to the MRCNW management and team for their support to the DnD Program throughout the year and to Victorian DFFH, all our partners including ECCV, CEH, Scope Australia, Yooralla, Merri Bek, Hume and Brimbank Councils, Burke and Beyond, Broadmeadows Community Hub and the Social Deck.



DN Program Manager Christina Astourian
& Admin Support Suth Kunalan



DnD Parents With children with a Disability
Support Group



NDIS Support Coordination



**Registered
NDIS
Provider**

NDIS SUPPORT COORDINATION

At MRC North West Region, we empower you to work with your support coordinator to identify all the individuals in your life who can help you pursue your goals. In 2023, our commitment to providing exceptional support services to participants from Culturally and Linguistically Diverse (CALD) communities remains unwavering.

Our NDIS Support Coordination team, specializing in assisting CALD participants, works tirelessly to connect them with suitable therapists as quickly as possible. By minimizing waiting times, we ensure that participants receive the support they need to reach their goals.



Our team's dedication to excellence is reflected in a recent client satisfaction survey, where we received an outstanding 100% satisfaction rate. This achievement underscores our commitment to exceeding participant expectations and delivering timely, high-quality services.



One of our success stories this year involves a new NDIS participant who initially received a plan that did not meet their needs. Our dedicated NDIS team worked closely with him through the AAT appeal process, gathering evidence to justify the need for additional support. Recognizing the importance of advocating for clients to meet their needs, the team ensured the participant received the necessary funds and support. Through ongoing support and advocacy, the participant made significant strides towards greater independence and well-being. He was empowered to access new resources, engage in meaningful activities, and work towards achieving his goals.

At MRC North West Region, our NDIS Support Coordination team continues to be a beacon of hope and support, helping participants navigate their journeys towards a better quality of life.

Learning Centre Services

MRC North West Learning Centre

The Migrant Resource Centre North West Region (MRCNWR) is a registered Learn Local Organization, dedicated to providing pre-accredited short community-based courses that offer educational and training opportunities for our migrant and refugee communities. Our programs focus on enhancing English and employment skills, particularly in the aged care, home care, and disability sectors.

Programs We Offer:

1. Certificate III in Individual Support
2. Certificate IV in Disability Support
3. Certificate IV in Ageing Support
4. Certificate IV in Community Services
5. English Course/Language, Literacy, and Numeracy

Our classes are delivered using a combination of face-to-face and online learning. Our contracted trainers, who have long-standing arrangements with MRC North West Region, deliver our qualifications and Language, Literacy, and Numeracy programs.

Successful Outcomes:

Many of our graduates have successfully transitioned into employment within our Home Care Program, showcasing the effectiveness of our training and the opportunities it provides. For more information about all our Learning Centre courses, please visit www.mrcnorthwest.org.au or contact us at 1300 67 6044.



Building Pathways: Continued Success with Reconnect Program

The Migrant Resource Centre (MRC) is proud to continue our successful partnership with the Reconnect Skills First program in 2023. Throughout the year, we collaborated effectively with our partner organizations to empower individuals in our community.

Showcasing Success:

A visit from the Department of Education provided an opportunity for our partner organizations to share impactful case studies. These stories highlighted the positive outcomes achieved by participants in the Reconnect program.



Language Literacy and Numeracy

Our program ran successfully during the year and provided our local community with opportunities to learn and improve their skills. Improving their skills has created a pathway to enroll in Certificate III training programs or seek employment opportunities in our community. The program success and use of our allocated funding has facilitated additional funding for a future program.



Our Partners & Supporters

GOVERNMENT DEPARTMENTS

Department of Health
Department of Home Affairs
Department of Social Services
Department of Families, Fairness and Housing
Department of Education & Training – Skills 1st
Department of Premier & Cabinet
Services Australia - Centrelink
Office of Disability
Office of Multicultural Affairs
National Disability Services
Adult Community and Further Education
Alzheimers Australia Vic
AMES Australia
Victorian Multicultural Commission
VicRoads
Victoria Police
Office of Public Advocate

COUNCILS

Moreland City Council
Brimbank City Council
Moonee Valley City Council
Maribyrnong City Council
Hume City Council
Melton City Council
Wyndham City Council

OTHER

Westgate Road Safety Group
ANZ Trustees
Westpac Bank – Community Grants
Russell Kennedy Lawyers
Collins & Co Pty Ltd - Accountants
Cancer Council Victoria

COMMUNITY ORGANISATIONS

Federation of Chinese Associations
Horn of Africa Senior Women's Program
Scope Vic
Centre of Culture, Ethnicity & Health
Carers Victoria
St Albans Connect
Helping Hands Mission
Harcourts Foundation
Diabetes Australia
Lord Mayor's Charitable Fund
Action on Disability with Ethnic Communities (ADEC)
Ethnic Communities Council Vic (ECCV)
Settlement Council of Australia (SCOA)
Leading Age Services Australia (LASA)
Brotherhood of St Laurence
DPV Health
Centre for Multicultural Youth
St John of God
Co-health

EDUCATIONAL INSTITUTES

Jackson School
Furlong Park School for Deaf Children
YMCA Camp Manyung
Sacred Heart Primary School
Bendigo Kangan Institute - TAFE (BKI)
Victoria University
RMIT University
St Dominic's Primary School



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