

The logo for MRC North West Region Inc. It features the letters "MRC" in a large, bold, red sans-serif font. Below "MRC" is the text "North West Region Inc" in a smaller, black sans-serif font. The entire logo is enclosed within a white circle that has a black outline. This circle is positioned on a light grey background that includes a black geometric shape, possibly a stylized arrow or a corner of a building, pointing towards the bottom left.

MRC

North West Region Inc

2022



ANNUAL REPORT

**Migrant Resource Centre
North West Region Inc**



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Ph: 1300 676 044

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Broadmeadows VIC 3047
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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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About Us

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



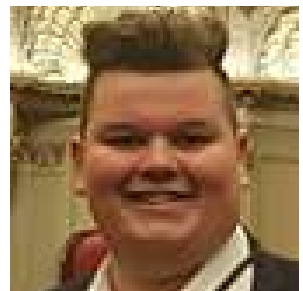
Minh Lam



George Acquilina



Sydney Vas



Nicholas Tribe

Committee Members



Our President

HAKKI SULEYMAN

I am most pleased to present the President's Report covering the 2021-2022 financial year. The overall performance during the past year has been both challenging and successful as the year began with the hope that the worst of the pandemic was over. We all started to learn to live with COVID, whilst continuing to manage with its effects.

Our lives have been redefined - and the way we work and the way we stay actively engaged in our communities has changed, perhaps forever. Challenges remained for the year, and it is only through the amazing efforts of the entire Migrant Resource Centre North West Region Inc. (MRCNWR) team that we have continued to provide exceptional support and advocacy and a broad range of high-quality services for our clients.

The past year we observed the continued changes in the community and aged care services sector and together with the Committee of Management, the executive and staff we worked diligently to ensure our services, structure and infrastructure are well designed, properly maintained and continuously improved to cope with these changes.

Our RTO, learning centre services continued to flourish ensuring our students are provided with the best educational and employment pathway opportunities with many successful and positive outcomes, while traditional services such as settlement services for newly arrived migrants and refugees continued successfully with collaborative work together with our funding partners in program reform and evaluation processes.

Together with the Committee, I would like to thank the staff and volunteers led by our Executive Officer, for their professionalism, dedication, and commitment to MRCNWR. Each day they bring generosity and understanding to the work they do. It is through their commitment that so many individuals and emerging communities have gained essential skills and confidence upon which to build futures.

My wholehearted thanks to my colleagues on the Committee of management who have again worked exceptionally hard in the last year, your individual commitment and support, especially given pandemic related matters that required extra attention was incredible.

To our partners and supporters, thank you for your continued support, we look forward to continuing and deepening ties, and bringing forward innovative and exciting new projects and collaborations over the next 12 months. As ever, I am grateful for the support of our various funding bodies and community leaders - their engagement has ensured MRC's ongoing success.

In concluding, MRCNWR will continue to maintain a solid base with sound service delivery models and a great reputation as one of the leading community service providers in its region. We will continue our focus of service excellence, commitment to continuous improvement, with a very committed Committee of management, dedicated staff, and volunteers, and achieve the best positive outcomes for our communities.

**Hakki SULEYMAN
President**



Our Executive Officer

GULTEN METIN

Welcome to Migrant Resource Centre North West Region Inc. (MRC) Annual Report for 2022. Although it has been another difficult year as the pandemic persisted into its third year, it gives me pleasure to share our report on activities undertaken over the 2021-2022 financial year.

We again had another lockdown for Victoria but at MRC we were swift in transitioning to COVID safe working practices and most of our programs were back into remote service delivery arrangements. I extend my gratitude to all our team for their resilience, strength and connection, it is all thanks to all your efforts and commitment that we enabled MRC, to persevere through unprecedented times.

The fact that we have been able to achieve so much over the year is testament to our exceptionally hard working, innovative, adaptable, and collaborative team of staff and volunteers. My sincere thanks go to every one of our staff, volunteers, and supporters. Your efforts have ensured that despite being an extraordinary year on many levels, we have continued to make outstanding progress towards our mission to support and encourage culturally diverse community members to reach their potential.

The support we continue to receive from all levels of government is a reflection of the trust and confidence in an organisation with a strong track record and reputation. We acknowledge the government departments for their ongoing recognition of our capabilities to deliver SETS Client (settlement) services, aged care, disability services, education, training and employment preparation programs and general support to migrants. I also wish to extend thanks to the many partner agencies, our clients and members for their continuing substantial support.

My sincere thanks to our President, Mr. Hakki Suleyman, for his support, direction and for his trust in me as the Executive Officer of MRC during this time. My sincere thanks to Mr. Daniel Wallace our Treasurer, for his oversight on all our financials. To our Committee of management members, thank you all for your role in governing and supporting me through the period. You always make a huge difference and help us to be more transparent, accountable, strategize and pursue our charitable purpose.

To my resilient management team, thank you for working together with me to excel in our service delivery no matter what obstacles come our way. Your exceptional passionate skills, calibre and experience across all program areas is an asset to the organisation. The collegial and mutual respect we have for each other is outstanding.

In concluding, I wish to acknowledge and thank our family members for their support and understanding and the added responsibilities that they accept each year, as we serve and be a voice for our communities. I hope you all enjoy our Annual Report as we move towards building on our collective strengths.

Gulten METIN
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 2021/2022. Confronting the many difficult challenges caused by the Covid 19 pandemic during the year, our Management and staff steadfastly worked from home or office and delivered our services as required. The Committee of Management took all necessary measures to preserve capital and guided the MRC through this uncertain period.

Financially, the year commenced with a revenue of \$4,009,828 and closed with an expenditure totalling to \$3,571,46, resulting in a remainder totalling \$438,382.

A concise breakdown of "other than regular" expenses, is as follows:

1. Replacement of 3 minibuses used in our community service activities, and purchase of two sedans for use by staff involved in our programs servicing NDIS, D&D, CHCP, RTO and other clients visit requirements.
2. Replacement of all our now outdated desktop computers, laptops and other allied portable equipment. This includes the relevant operating systems, and anti-virus software.
3. Upgrading our Network Server with the highest level of Cyber-attack protection and constant monitoring service/reporting by our service provider.
4. Replacement of all landline telephones with more efficient units.
5. Upgrading our internal and outside CCTV systems with extended reporting and callouts in emergency situations.
6. Purchase and Installation of Air Purifiers in individual cubicles and open areas of all premises.
7. Purchase of Disinfection Dispensers and allied materials including PP clothing.
8. Professional and Certified Disinfection of premises .

These changes were applied to our St. Albans and Broadmeadows premises.

Looking ahead we will continue to strengthen the MRC's establishment by surmounting operational and strategic challenges with a renewed focus on investing in our workforce and their wellbeing. Further, we will focus on planned investment into new technology and service models in keeping with our vision and strategic direction.

In concluding I extend my sincere thanks to our Chairperson Mr Hakki Suleyman, together with my colleagues in the Committee of Management and our Executive Officer, Mrs Gulden Metin with her dedicated team of workers for all the effort they put into the outstanding results achieved. 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 2021/22.

Daniel Wallace

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 2022

	2022	2021
	\$	\$
REVENUE		
Operational funding income	3,917,787	3,708,578
Other income	37,328	153,209
Interest received	9,258	18,482
Profit on Disposal of Fixed Assets	45,455	-
TOTAL REVENUE	4,009,828	3,880,269
EXPENDITURE		
Audit Fees	5,850	-
Communication Expenses	63,804	55,052
Community Activities Expenses	287,521	177,180
Depreciation and Amortisation Expenses	265,708	183,793
Equipment Expenses	112,174	104,454
Finance Charges on Leased Liabilities - Leases Premises	19,563	21,284
Insurance Expenses	2,411	2,855
Legal & Professional Fees	268,955	242,191
Learning Centre Expenses	177,209	174,294
Miscellaneous Expenses	1,908	1,014
Motor Vehicle Expenses	15,581	13,053
Payroll Costs	2,251,138	2,076,767
Premises Expenses	60,855	38,772
Professional Resources Expenses	21,584	16,619
Staff Expenses	17,185	16,539
TOTAL EXPENDITURE	3,571,446	3,123,867
Net surplus/(deficit) before income tax	438,382	756,402
Income tax expense	-	-
Net surplus/(deficit) attributable to the Association	438,382	756,402

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
	\$	\$
Net surplus/(deficit) attributable to the Association	438,382	756,402
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	438,382	756,402
Total comprehensive income attributable to the Association	438,382	756,402

The income statement 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 POSITION AS AT 30 JUNE 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	3,026,691	2,883,338
Financial assets	3	1,993,699	1,985,301
Trade and other receivables	4	23,518	32,048
TOTAL CURRENT ASSETS		5,043,908	4,900,687
NON CURRENT ASSETS			
Property, plant and equipment	5	297,146	332,435
Intangible assets	6	239,066	258,578
TOTAL NON-CURRENT ASSETS		536,212	591,013
TOTAL ASSETS		5,580,120	5,491,700
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	69,287	271,294
Income received in advance	8	267,546	451,024
Provisions	9	640,338	673,546
Lease liabilities	10	164,946	115,622
TOTAL CURRENT LIABILITIES		1,142,117	1,511,486
NON-CURRENT LIABILITIES			
Provisions	9	296,674	243,240
Lease liabilities	10	95,324	129,351
TOTAL NON-CURRENT LIABILITIES		391,998	372,591
TOTAL LIABILITIES		1,534,115	1,884,077
NET ASSETS		4,046,005	3,607,623
EQUITY			
Contributed Equity		100	100
Accumulated Funds		4,045,905	3,607,523
TOTAL EQUITY		4,046,005	3,607,623

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



Financial Declaration

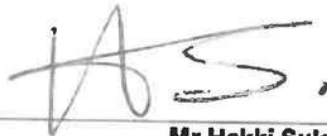
**MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT BY MEMBERS OF THE COMMITTEE**

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 2022 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 3/10/2022 day of



Our Staff

Gulten Metin - Executive Officer

Natasha Kocovski - Executive Assistant

Vesna Bajic - Administration/Reception (St Albans)

Chamila Fernando - Finance Officer

Settlement - SETS Client Services Team

Victoria Fisher - SETS Team Leader

Ban Pitros - SETS Client Services (Hume)

Sevean Kakos - Admin/Reception (Hume)

Laura Di Giorgio - Youth Settlement Worker (Hume)

Lanfen (Betty) Huang - SETS Client Services

Deng Yong Deng - SETS Client Services

Learning Centre Services RTO & LLO

Sue Tantaró - Training & Compliance Team Leader

Peter Crowle - Training & Compliance Team Leader

Sanela Makki - Admin & Student Support Officer

Andreana Vassallo - Admin & Student Support Officer

Chompika Ranasingha - Admin & Student Support Officer

Age Care & Disability Services Team

Zeinab Hussein - Team Leader

Ahmed Adam - Home Care Packages Support Worker

Amal Sery - Coptic Elderly Volunteer 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

Edina Pajevic - Home Care Packages Support Worker

Gamal Ali - NDIS Care Coordinator & African Elderly Men's Social Support

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

Ilse Draper - Home Care Packages Support Worker

Ismeta Huremovic - Bosnian Social Support Group Coordinator

Kim Pham - Home Care Packages Support Worker

Amandeep Brar - Home Care Packages - Assistant Care Coordinator

Losene Fofana - Access & Support / NDIS Case Worker

Madleane Ghali - Home Care Packages Support Worker

Manjula Perera - Home Care Packages Support Worker

Muna Hassen - Home Care Packages Support Worker

Naagla Anis - Coptic Elderly Volunteer Coordinator

Navpreet Kaur - Indian Social Support Group Assistant

Nhung Nguyen - Home Care Packages Support Worker

Raziye Yilmaz - Volunteer Coordinator / Access & Support

Regine Keys - German Social Support Group Coordinator

Sherine Parsom - Home Care Packages Support Worker

Shusila Bhandari - Home Care Packages Support Worker

Shyaamalekhaa Rodrigo - Sri Lankan Social Support Group Coordinator

Simranjit Kaur - Home Care Packages Support Worker

Suthaluxmy Kunalan - DnD Administration

Unal Mehmet - Home Care Packages Support Worker

Tracey Allan - Disability Advocate

Zehra Mutluel - Turkish Social Support Group Coordinator

Our Volunteers

At MRC North West Region (MRCNW) we are deeply appreciative and thankful for all our volunteers who played an active and selfless role in supporting our programs, activities and events throughout the year. Our programs are very diverse and require compassionate and dedicated volunteers. The many areas that our volunteers assisted our communities included: -

- Working with people and families as they build a new life in Melbourne,
- Provide social support to people of all ages,
- Give elderly frail, aged people the opportunity to be socially active and engaged with the community,
- Help build confidence and independence.,
- Support people with English conversation,
- Assist young people with their studies and build confidence in education pathways,
- Assist with events and activities,
- Provide administration and project support,
- Support people to access mainstream services.

The restrictions imposed due to COVID-19 yet again during the period, had a significant impact on our volunteer program, with all volunteer activity being suspended due to the pandemic. This was necessary to protect the health and wellbeing of our volunteers, our clients and our staff. We acted swiftly to develop processes that allowed our volunteers to continue to provide support remotely, via digital platforms.


The success of an organisation is underpinned by its volunteers and staff so we thank them all for their contributions.

*Thank you
to all!*



Volunteer Celebration Night

Volunteer Celebration night held 14th of March 2022 was a successful night with Dr Daniel Mulino MO and The Hon Anthony Carbin MP attending the evening and handing out certificates to volunteers.



Our Year 2021-2022

35+

**Age Care
&
Disability
Programs**

115

**Young
People
engaged in SETS
Youth Services**

140

**Volunteers
Engaged**

185

**Online
informational
sessions hosted
across all programs**

370

**Participants
in Diversity
and Disability
Program (DnD)**

1450

**SETS Client
Services
casework**

2,200

**Welfare calls
during COVID-19**

10,000

**Clients
supported and
serviced across
North West**

110,000

**Hours of
service delivery**

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 Care Coordination;
- 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;
- And support and information on COVID-19.



SETS Client Services

SETS Client services program delivery was significantly impacted by COVID-19 this year, with a marked decline in new arrivals into the Humanitarian Settlement Program. The year also saw the loss of face-to-face contact across the communities that MRCNW works alongside for the delivery of all services, creating real service provision challenges during the 2021-22 year.

Our work - Is delivering caseworks and maintaining follow-up support to clients referred from HSP programs and local communities including clients transferred from interstates.

Clients have been assisted to apply for:

- 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
- The services provided have enabled clients to achieve their goals.

Successful Stories - MRCNW Citizenship Course

Many clients attended our MRCNW FREE Citizenship Course, most of them sat the Australian Citizenship Test and passed it with full marks.



Our clients Athra Omran (left) and Hanaa Ishaq (right) attended MRC North West Citizenship Course on Zoom, they attended all the classes. When Athra and Hanaa sat the Australian Citizenship test, they both passed it with full marks. They were both very happy, grateful and thankful for MRC North West help and support to prepare them to sit the Australian Citizenship Test.

MRC North West Women of the World (WOW) Group

It's a great women group program the ladies meet weekly participating in information sessions: Hume City Council COVID-19 information session they learned more about COVID-19 vaccines, Census session, Disability self- advocacy & independence session, sewing classes, in the group the ladies make friends and improve their English, take them on excursions, educate them on Australian Values and that will make them have a sense of belonging and they are part of the Australian community.



Dunia Botres is one of our WOW group ladies

Dunia and her husband Ayad were recognised as a Hume Residents of the Month for their work founding the Roxburgh Park Soccer Club.



MY PLACE

Ayad and Dunia Botres were recognised as Hume Residents of the Month for their work founding the Roxburgh Park Soccer Club. They spoke to Michaela Meade about how they felt about the award and why they started the club.

What's your connection to the northern suburbs?

The northern suburbs has been our home since the day we resided in Australia. Dunia has been living in Moreland and Hume suburbs for the past 23 years, Ayad in Hume for the past 17 years. We've lived in Roxburgh Park for almost 12 years now, our children grew up here and attend local Catholic schools. Ayad volunteered in Good Samaritan Primary School for a few years as a soccer coach along with other coaches who are still until this moment volunteering in the club.

What are some of your favourite memories?

One favourite memory is the the open day of Roxburgh Park United. Now we can look back and see how far the club have achieved. As a community we create so many precious moments that we are grateful for.

How did it feel to be awarded Residents of the Month for July?

No words can describe it. The resident of the month award was an honourable recognition of the work that we did, it gave us a push to do more and give more. We've been trying our best to give to the community, to help our children grow in a healthy and friendly environment – we believe that it is our duty to help the community as residents and as parents. This award was a nice gesture from Hume City Council, that we believe will motivate more residents in the community to work hand in hand with others to shape the future of our community.

What made you start Roxburgh United, and how has the journey been?



The rapid growth that Roxburgh Park has experienced through the last few years has been so high, and watching our children grow, as a family we started thinking about what sports they enjoy more. We questioned how to keep the children occupied and where they would spend their spare time? What can we as parents do to lead them into the right direction and what is this area lacking? A soccer club! Soccer is what we know, as I – Ayad – am a former player, and a coach of many years. So I'm passionate about soccer, and wanted to pass

the knowledge and skills on to children who are the future of the game. Soccer is what will keep the children active and healthy. Soccer will bring the children together and form friendships between them, form friendship between families and, on a larger scale, form a strong, friendly, multicultural community. As everything in life, nothing comes easy. We had to work really hard to get to the point that we are now at. And none of that would have been possible to achieve without the support that we had from our family, as we both lucky

enough to have our extended family. The helping hand of our precious – who joined the club as parents of p ended up finding themselves stuck our journey, helping in anyway that to them we say a big thank you.

What's your favourite local cafe/ and why?

That's a hard question to answer. variety of restaurants in the area, but our family enjoys middle eastern food

Youth Settlement

The Hume Youth Settlement Hub Club came to the end of its 4th year term and is now the Hume Newbies.

Both programs which are funded through the Hume City Councils Community Grant's Funding provide newly arrived young people with fun group activities which are facilitated with experienced youth workers. Participants have made friends, practiced conversational English and have learnt how to straddle both their old and new cultures.

We extend our appreciation to our partners for supporting our youth people to thrive and develop a strong sense of belonging and resilience during not only their settlement but also beyond.



Fadi Shamoun received 2021 Medal of Inspiration Award

Sponsored by AICPA at Swinburne University of Technology.

Fadi Shamoun was one of the Youth Group members of MRCNW clients. MRCNW assisted Fadi to settle in Australia and we completed his citizenship application.

Fadi received his Australian Citizenship last year. He was also awarded in 2021 Medal of Inspiration Award.



2021 Medal of Inspiration Award Presentation



Fadi Shamoun and his family received Australian Citizenship

Men's Program

A highlight of this year report was the continuation of Men's group activities online due to COVID-19 restrictions. This group was formed for newly arrived men from diverse cultural communities' background with the conjunction of partnership with Spirit of the West Program to focus on men's health, its aim is to overcome social isolation and achieves skills needed for life in Australia.



From 1st July 2021 to 30th June 2022 period Men's program has provided several information sessions on topics such as: Men's health and wellbeing in the new country, employment, informal English conversation, financial counseling, safety law and society, family support services, Citizenship and Australian lifestyle.



Meetings had been held to discuss issues of concerns. The group meets fortnightly evenings Tuesdays online. The MRCNW had been attending networks meetings/forums also working in partnership with local primary schools in St Albans and Kings Park. This is to connect parents with a range of community entities that may assist them to further integrate and break down racial prejudice and build integrated community through socialization and recreational activities.

The Road Safety Program - For New Arrivals

MRCNW 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 program is a partnership between MRCNW with VicRoads through Victorian Community Road Safety Partnership Program (VCRSPP) and local community agencies and was funded by Department Transport.



The program has provided driving education fifteen info sessions to sixty participants from CALD backgrounds over three locations, Brimbank, Hume and Melton. Through the project, the participants have gained an understanding of road safety issues and as results more than ten participants obtained their drivers licence immediately after lessons.

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.

Social Support Program:

The aim of the Turkish Speaking Social Support Program is to increase the social networks of people by providing an opportunity for group members to interact socially with each other through group activities. Activities were designed to promote different types of wellness. Light exercise for physical well-being, art, craft, puzzles and word-searches increase mental awareness and information sessions for better health and general knowledge. Turkish Social Support Groups are funded by State and Commonwealth Department of Health. Groups meet every week Tuesdays and Thursdays at Sunshine Dempster Park Hall. Groups activities regularly assessed in relation of clients' health and ability and relevance of their care plan and goal setting.



Activities not only their choice also contains intellectual, physical and social stimulation. 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 Covid-19 information, Centrelink, Home care packages, Continence and Health Health. The program is stronger than ever. Currently our groups are full. We don't have any tables to offer a place at the centre.



German Social Support Group

The German speaking Social Support Program celebrated the return of actual groups after all the lockdowns. All clients were so happy to return for social interactions, activities, excursions and fun. Clients enjoyed the weekly hour-long phone calls during lockdowns but missed the social contact with the other group members. Clients' comments were: It was boring at home without the group, phone calls are not the same as seeing each other, really like that each week's activities are different, it is nice to learn new things, I would never try those craft activities at home, looking forward to each week.

Good news stories: Celebrated a client's 95th birthday in the group. Fantastic excursions after a two year long break due to Covid. Very happy vibe in both group sessions.



Indian and Indian & Sri Lankan Social Support Program

MRC proudly offers a range of groups, activities and programs to build social connections, encourage gentle activity and exercise, and increase people's confidence in living independently in the home and community.

Indian Social support group meets at Jamieson Way Community Centre every Friday from 10 to 3pm. We provide morning tea and lunch to 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.



Introduced Exercise with Resistance Band

Festival Celebrations

Both groups celebrated Festivals, Easter, Diwali, and New Year by participating in their traditional food, dance, quizzes, dressing up for festivals and sharing how they celebrate festival.



Indian and Indian & Sri Lankan Social Support Program

Atarjit Ji,

Inspired from the exercises of Resistance Bands done by you during Friday sessions at Jamieson Way cc, we bought from K-Mart one band @ 10\$.

Both of us started doing the exercises by using the resistance band.

This exercise is very useful for the muscles.

Thank you, Atarjit Ji for your above idea.

Manhar & Reema Jajal



Swrinder showing her completed cross stitch craft delivered during Covid.

Information session Heart Matters.



I want to say a big thanks to all the information session providers and Jamieson Way community center manager for helping us to provide the free venue for Indian social support program.



Bosnian Social Support Group

This year the Bosnian Social Support Group have enjoyed coming back to having group in person after lockdowns and online groups.

The clients have had positive feedback about the activities, crosswords, arts and crafts and excursions that we have done.

Highlights that we've had this year is welcoming 5 new clients and having an End of Year celebration. The clients enjoy coming to group and socialising with each other.

Sadly, one client, who was one of the first to join the support group, passed away this year.

The group is beneficial for the clients to stay active and continue having friendships with each other and maintaining physical and psychological wellbeing.



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.



Due to the Covid-19 restrictions, the activities were conducted using a blended method of online services with the sharing of information via Zoom, some face to face sessions when lockdowns eased and telehealth for welfare checks.

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

Access and Support Group

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.

Good news story

Access & Support Worker was approached by an NDIS Support Plan Coordinator to assist Marzia, a mother of an NDIS participant with a large fine received after breaching a travel limit imposed during COVID19 lockdown.

Marzia, her husband and 4 children are refugees from Afghanistan, new to Australia. Their English is functional and they need assistance dealing with institutions and formal correspondence. Marzia is doing her best working on her English but because 2 of her 4 children have profound intellectual disability and need 24h care, her ability to learn English is limited.

After a long period of COVID19 lockdowns, travel restrictions were eased in Victoria. Both Marzia and her husband had been following the news, looking forward to traveling further from home. Their dream was to show their children snow. Coming from Afghanistan, nobody in the family has ever seen the snow.

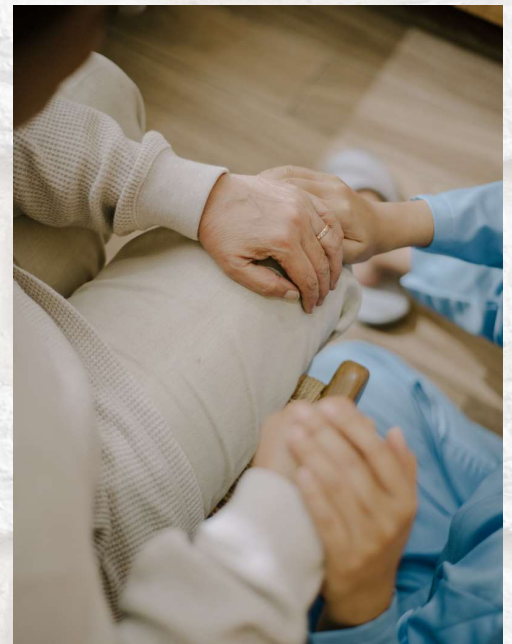
Unfortunately Marzia and her husband misunderstood the travel restrictions rules. They believed all restrictions were lifted (in fact restrictions were only eased to 25 km from home).

The family joyfully travelled to Mt Buller where they spent a day on snow play.

On their way back they were stopped by police and when it was established that they travelled more than the restricted number of kilometers, they were issued a large fine (close to \$3000) for failing to comply with travel restrictions.

A&S Worker assisted the family with writing a request to review the decision stating the family's circumstances and reasons behind the decision to travel.

The infringement notice was revoked and it was a very welcomed news by the distressed family.



Home Care Packages Program



Our Home Care Packages Program (addressed to support frail elderly people who are at risk of premature placement in residential care) currently is supporting 24 seniors on all 4 levels of care.

Ensuring the care and safety of our customers and providing them with high quality services throughout the pandemic has been paramount.

And while COVID-19 has certainly created challenges and an evolving response, it has not stopped our team from seeking to strengthen services or find innovative ways to enable people to continue doing the things they love, to maintain independence, improve health and wellbeing or remain connected to families, friends and communities.

Fun fact: 7 out of 8 of our Support Workers gained their qualifications (Certificate III or Certificate IV in Individual Support) at 'home'- at our own Migrant Resource Centre!

Our clients receive assistance with personal care, home care, cooking, shopping, transport to appointments, gardening, home maintenance, aids and equipment, Allied Health assessments and interventions.

Each client has an individual care plan according to which the services are provided.



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 your rights are upheld, and that you are being listened to and referring 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 successful. In partnership with ECCV we have run self-advocacy and wellbeing groups for CALD people with a disability in Dandenong, Broadmeadows and St Albans. The Dandenong support group has been getting an average of 20 participants for each session.

We supported 69 new clients and 291 ongoing attendances to our support groups throughout the financial year 21/22. The numbers are good, considering we were still going through Covid lockdown and many participants were not going out and couldn't attend our groups online.

Our YouTube channel called "DnD, your life your voice", 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 20 sessions with 82 viewers.

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



NDIS Support Coordination



**Registered
NDIS
Provider**

NDIS SUPPORT COORDINATION

"At MRCNW, you can work with your support coordinator to identify all the people in your life who can support you with pursuing your goals"

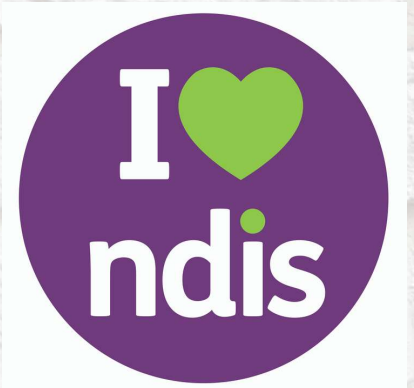
The COVID-19 pandemic has disrupted many aspects of our lives, including the important support and services provided by the National Disability Insurance Scheme (NDIS) for participants from Culturally and Linguistically Diverse (CALD) communities. With many allied services temporarily suspended, participants have been left unable to access vital capacity-building skills, impacting their ability to achieve their goals and improve their quality of life.



To address this challenge, our NDIS Support coordination team specializing in supporting CALD participants are working tirelessly to connect them with suitable therapists as quickly as possible. By doing so, they are helping participants to avoid lengthy waiting times and providing them with the support they need to achieve their goals.

Our NDIS support coordination team recently underwent a mid-term audit and received a remarkable 100% client satisfaction feedback. This is a testament to our team's unwavering dedication to going above and beyond in their efforts to exceed the expectations of the participants, and to ensure that they receive timely and high-quality services.

A positive story this year involves a new NDIS participant who received their plan, only to find that it did not meet their required needs. However, the participant had the support of our dedicated NDIS team who worked closely with them to maximize the plan's resources while also gathering evidence to justify the need for more support. The team recognized the importance of assistive technology and worked to ensure the participant could access the necessary equipment. Through ongoing support and advocacy, the participant was able to make positive strides towards greater independence and well-being. They were empowered to access new resources, engage in meaningful activities, and work towards achieving their goals.



Learning Centre Services

Learning Centre Services

This year has been one of the most challenging years for the training sector. Many of the health restrictions placed on the training industry has resulted in organisations including MRC to develop innovative changes to the way we deliver learning services.

We now deliver programs with a combination of face-to-face learning (in classroom) and remotely (using zoom).

Lockdowns and restricted access to Aged Care and Disability facilities restricted opportunities for our students to complete the work placement requirements of our training programs. However, in 2022 we have focused on rebuilding and strengthening existing relationships and created new relationships with a broader, diverse range of organisations.



Our students are now capitalising on these additional opportunities for industry work placements and therefore reducing the backlog of students who previously were not able to be offered a work placement. By completing the work placement requirements of our training, we have an increased number of students completing their Certificate III in Individual Support and Certificate IV in Disability.



Reconnect Program

The Reconnect Skills First program operated successfully during the year with our partner organisations. Staff from the Department of Education visited MRC and were presented with several successful case studies by our partner organisations in the Reconnect program. We achieved our targets for the Reconnect program and have since been awarded a contract until 2024. This contract extension will allow MRC and our partners to assist and motivate those in our community who may be restricted in pathways to education and/or employment to achieve their goals.



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 and Training – Skills
First
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

Councils

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

Other

Victorian Multicultural Commission
VicRoads
Victoria Police
Westgate Road Safety Group
Office of Public Advocate
ANZ Trustees
Federation of Chinese Associations
Horn of Africa Senior Women's program
Scope Victoria
Cancer Council Victoria
Centre of Culture, Ethnicity & Health

ADEC
Carers Victoria
St Albans Connect
Jackson School
Furlong Park School for Deaf Children
YMCA Camp Manyung
Western Health - Sunshine Hospital
Helping Hands Mission
Harcourts Foundation
Diabetes Australia
Lord Mayor's Charitable Fund
Sacred Heart Primary School
St Albans Connect
Westpac Bank – Community Grants
Bendigo Kangan Institute (BKI) TAFE
Victoria University
Collins & Co Pty Ltd
ECCV - Ethnic Communities Council VIC
SCOA - Settlement Council of Australia
RMIT University
LASA - Leading Age Care Services Australia
Brotherhood of St Lawrence
St Dominic's Primary School
DPV Health
Leading Age Care Services Australia
Russell Kennedy Lawyers
Centre for Multicultural Youth
Brotherhood of St. Laurence
St John of God
Co-Health



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