

2023-24 Annual Report



**Migrant Resource Centre North
West Region Inc**



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MRCNW would like to acknowledge the Indigenous peoples as the traditional custodians of this land. We would like to pay respect to the Elders both past, present and emerging. We recognise this land was never ceded.





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About Us



WHO WE ARE

The Migrant Resource Centre North West Region (MRCNWR) is a community-focused, non-profit organisation dedicated to assisting and empowering migrants and refugees in settling down and leading fulfilling lives in the northwestern metropolitan area of Melbourne.

OUR VISION

The MRCNWR fosters an inclusive environment where individuals from various cultural backgrounds can fully engage in the Australian community while continuing to celebrate and uphold their unique cultures and heritage.

OUR MISSION

The MRCNWR is committed to promoting equal opportunities for everyone in our community and combating discrimination. We achieve this through direct services, systemic advocacy, information dissemination, and community development initiatives that empower migrants and refugees to attain and sustain a safe and healthy life in Australia.

WHAT WE DO

We address the needs of our communities by providing effective, targeted, and meaningful services.

We are dedicated to advocating for our multicultural communities and collaborating with like-minded mainstream organisations to ensure the delivery of responsive and culturally inclusive services.

The MRCNWR offers a wide array of services and projects, including, but not limited to:

- 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
Vice-President



Daniel Wallace
Treasurer



Alicia Matene
Secretary



Joe Caf



Minh Lam



Sydney Vas



Nicholas Tribe

Committee Members

Our President



HAKKI SULEYMAN

I am pleased to present the President's Report for the 2023-2024 financial year. This year has been one of reset and renewal, as we look forward to all the new opportunities that lie ahead. As anticipated, the team at the Migrant Resource Centre North West Region Inc. (MRCNWR) has once again demonstrated exceptional performance in providing outstanding support, advocacy, and a diverse range of high-quality services to our clients.

I would like to take this opportunity to express my heartfelt gratitude to our staff and volunteers, led by our acting Executive Officer, for their unwavering professionalism, dedication, and commitment to MRCNWR. Their tireless work has helped empower individuals and emerging communities to develop essential skills and build the confidence necessary to forge their futures.

This year, we concentrated on adapting our services to align more closely with the evolving needs of the community and the aged care sector, especially within the NDIS and HCP programs. Thanks to the relentless efforts of the executive team and our dedicated staff, we ensured our services continue to meet the high expectations of our communities. We remain steadfast in our commitment to service excellence and continuous improvement to provide our communities with the support they deserve.

Our Registered Training Organisation (RTO) and learning centre services have experienced a range of enhancements that have positioned us for successful outcomes now and into the future.

Our settlement assistance for newly arrived migrants and refugees has remained robust through collaborative initiatives with our funding partners, particularly in the realms of program reform and evaluation.

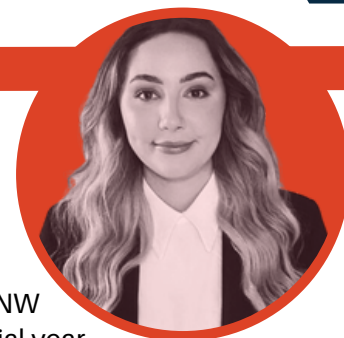
I also want to extend my sincere appreciation to my colleagues on the Committee of Management for their outstanding contributions over the past year. Your individual commitment and has been remarkable, and a guiding light.

To our partners and supporters, thank you for your ongoing collaboration. We look forward to deepening our relationships and launching innovative and exciting projects and partnerships over the next 12 months. I am also grateful for the continued support of our funding bodies and community leaders, whose engagement has been crucial to MRCNWR's sustained success.

In conclusion, MRCNWR remains committed to establishing a strong foundation with effective service delivery models and a solid reputation as a leading community service provider in the region. Our focus will continue to be on service excellence and continuous improvement, ensured by a dedicated Committee of Management, passionate staff, and committed volunteers. Together, we will strive to achieve the best possible outcomes for our communities.

Hakki Suleyman
President

Our Executive Officer



BRIDGET MACCIOTTA

As the Acting Executive Officer, it is my distinct privilege to present the MRCNW report detailing the activities and accomplishments of the 2023/2024 financial year.

This has been a pivotal year for MRC, during which we have prioritised continuous improvement and compliance, ensuring that our programs not only meet but exceed the expectations of our clients and stakeholders.

In this past year, we have been fortunate to assist thousands of individuals and community groups in enhancing their participation, transition, and integration into Australian society. This growth in outreach and effectiveness speaks volumes about the impact of our work.

The successes of the past year stand as a testament to the passion, dedication, and commitment of our extraordinary staff and volunteers. It is an honour to work alongside such a talented team, and I extend my heartfelt thanks to each member for their hard work and unwavering commitment. The remarkable passion, skills, and experience you bring across all program areas are invaluable assets to our organisation.

I also wish to express my gratitude to our valued supporters, whose contributions have been instrumental in propelling us forward. Together, we have made significant strides toward our mission of empowering culturally diverse community members to realise their full potential.

Our continuous support from all levels of government reflects the trust and confidence in our organisation's strong reputation. The increased funding we have received across our projects, despite current financial pressures in government is a testament to the exceptional work of our staff. We sincerely appreciate the recognition of our capabilities in delivering services, such as Settlement Engagement and Transition Support (SETS) for clients, aged care, disability services, education, training, employment preparation programs, and comprehensive support for migrants.

I would also like to extend my deep appreciation to our President, Mr. Hakki Suleyman, for his exemplary leadership. My sincere gratitude also goes to our Treasurer, Mr. Daniel Wallace, for his diligent oversight of our financial matters. To the members of our Committee of Management—thank you for your governance and invaluable commitment to MRC. Your contributions enhance our transparency, accountability, and strategic focus.

In conclusion, I wish to acknowledge and thank the entire MRC staff for their enduring support. Their encouragement enables us to serve and advocate effectively for our communities. I hope you find our Annual Report insightful as we continue to build on our collective strengths while focusing on improving our operations and maximising our service offerings. Together, we are making a difference.

Bridget Macciotta
Executive Officer (Acting)

Our Treasurer



DANIEL WALLACE

On behalf of the Committee of Management, I am pleased to present the Treasurer's Annual Report for the 2023/2024 financial year. This past year has been one of further strengthening our position as a well-managed and respected organisation. Our staff have demonstrated unwavering dedication in delivering our services effectively during this period of revitalisation. The Committee of Management has taken necessary steps to ensure financial stability and guide MRC through this exciting phase of growth.

We are proud to have successfully met the goals set by our funding bodies within the prescribed financial limits. The Statement of Financial Performance, audited by Collins & Co., is included for your review.

Looking ahead, we remain committed to strengthening MRC's foundation by addressing operational and strategic challenges. Our priorities will include investing in the well-being and development of our workforce, as well as making strategic investments in new technology and service models to align with our evolving vision for the future.

In conclusion, I would like to express my sincere gratitude to our President, Mr. Hakki Suleyman, my fellow Committee of Management members, and our acting Executive Officer, Ms Bridget Macciotta, along with her dedicated team for their outstanding efforts. I also extend my thanks to Mrs Chamila Fernando, our Finance Officer, for her astute performance this financial year.

Additionally, I would like to thank Mr. Ryk Eksteen, our Auditor from Collins & Co., Auditors Pty. Ltd., for his timely, thorough, and diligent auditing of our accounts for the past financial year, 2023/2024.

Daniel Wallace
Treasurer

Financial Statement



COLLINS & CO AUDIT PTY LYD

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
REVENUE		
Operational funding income	4,141,802	4,106,641
Other income	34,876	143,907
Interest received	91,940	35,690
Profit on Disposal of Fixed Assets	-	-
TOTAL REVENUE	4,268,618	4,286,238
EXPENDITURE		
Audit Fees	6,375	6,075
Communication Expenses	77,837	80,449
Community Activities Expenses	178,860	250,228
Depreciation and Amortisation Expenses	225,123	249,733
Equipment Expenses	69,117	85,507
Finance Charges on Leased Liabilities - Leases Premises	39,012	12,087
Home Care Expenses	237,720	241,279
Insurance Expenses	3,136	2,980
Legal & Professional Fees	340,332	323,767
Learning Centre Expenses	99,508	144,056
Miscellaneous Expenses	(444)	1,433
Motor Vehicle Expenses	20,929	14,670
Payroll Costs	2,381,901	2,265,180
Premises Expenses	95,028	52,678
Professional Resources Expenses	28,536	28,660
Staff Expenses	12,486	20,619
TOTAL EXPENDITURE	3,815,456	3,779,401
Net funds carried forward for future activities before income tax	453,162	506,837
Income tax expense	-	-
Net funds carried forward for future activities attributable to the Association	453,162	506,837

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2024

	2024 \$	2023 \$
Net funds carried forward for future activities attributable to the Association	453,162	506,837
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	453,162	506,837
Total funds carried forward for future activities attributable to the Association	453,162	506,837

Financial Statement

COLLINS & CO AUDIT PTY LYD

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2024

	Note	2024 \$	2023 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	3,712,272	3,278,858
Financial assets	3	2,104,309	2,015,959
Trade and other receivables	4	31,466	101,913
TOTAL CURRENT ASSETS		5,848,047	5,396,730
NON CURRENT ASSETS			
Property, plant and equipment	5	166,923	216,497
Intangible assets	6	609,008	86,381
TOTAL NON-CURRENT ASSETS		775,931	302,878
TOTAL ASSETS		6,623,978	5,699,608
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	116,064	124,716
Income received in advance	8	28,336	26,573
Provisions	9	649,232	700,765
Lease liabilities	10	111,694	79,499
TOTAL CURRENT LIABILITIES		905,326	931,553
NON-CURRENT LIABILITIES			
Provisions	9	190,275	199,388
Lease liabilities	10	522,373	15,825
TOTAL NON-CURRENT LIABILITIES		712,648	215,213
TOTAL LIABILITIES		1,617,974	1,146,766
NET ASSETS		5,006,004	4,552,842
EQUITY			
Contributed Equity		100	100
Accumulated Funds for Future Activities		5,005,904	4,552,742
TOTAL EQUITY		5,006,004	4,552,842

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 2024 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

Redacted signature

Mr Hakki Suleyman

Treasurer

Redacted signature

Mr Dan Wallace

Dated this

Redacted date

Our Current Staff



Bridget Macciotta - Executive Officer (Acting)

Nazlican Kayaoglu - HR Officer
Sevean Kakos - Admin/Reception
Chamila Fernando - Finance Officer

Settlement - SETS Client Services Team

Lanfen (Betty) Huang - SETS Team Leader
Sevean Kakos - Admin/Reception (Hume)
Tamkeen Munawar- Youth Settlement Worker (Hume)
Betwell Muluwa - SETS Youth Worker
Deng Yong Deng - SETS Client Services

Learning Centre Services RTO & LLO

Suresh Mackenzie - Training & Compliance Team Leader
Sutha Kunalan - 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
Atarjit Brar - Indian/Sri Lankan Social Support Group Coordinator
Barbara Furgal - Home Care Packages Coordinator & Access & Support
Fikere shefaraw- NDIS Coordinator
Christian Astourian - DnD Program Coordinator
Gulgen Tahir - Turkish Social Support Group Assistant
Halima Omar - Home Care Packages Support Worker
Hannan Hangala- Home Care Packages Support Worker
Huong Tran - Home Care Packages Support Worker
Ismeta Huremovic - Bosnian Social Support Group Coordinator
Kim Pham - Home Care Packages Support Worker
Manjula Perera - Home Care Packages Support Worker
Naagla Anis - Coptic Elderly Social Support Group Coordinator
Navpreet Kaur - Indian Social Support Group Coordinator/ Support Worker
Nazlican Kayaoglu - Turkish Social Support Group
Nhung Nguyen - Home Care Packages Support Worker
Pradipika Jayamanne - Sri Lankan Social Support Group Assistant
Raziye Yilmaz - Volunteer Coordinator / Access & Support
Regine Keys - German Social Support Group Coordinator
Shyaamalekhhaa Rodrigo - Sri Lankan Social Support Group Coordinator
Suthaluxmy Kunalan - DnD Administration
Tracey Allan - Disability Advocate
Trang Nguyen - Home Care Packages Support Worker

Our Volunteers



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

Making an Impact Through Service:

Our volunteers support our clients in numerous ways:

- **Settlement Assistance:** Guiding newcomers and families as they embark on their new lives in Australia, helping them navigate challenges and celebrate successes.
- **Social Connection:** Fostering intergenerational friendships and combating social isolation, our volunteers facilitate connections and engagement for individuals of all ages.
- **Empowerment & Independence:** Building confidence through English conversation practice, supporting educational journeys, and assisting with access to mainstream services.
- **Event & Activity Support:** Their enthusiasm infuses our events with energy, creating a vibrant and inclusive community atmosphere.
- **Administrative & Project Assistance:** Operating behind the scenes, our volunteers provide essential support that helps ensure our programs run smoothly.

The Heart of MRCNWR:

The success of our organisation is firmly rooted in the efforts of our dedicated staff and volunteers. We extend our deepest gratitude to each and every one of you for making a remarkable difference in our community.



Our Achievements



**40 Student
Placements**

**Delivery of 12
SETS information
sessions**

**368 new SETS
clients**

**2,952 over the
counter SETS
clients assisted**

**766 ongoing DnD
clients**

**Supported 32
Clients on 4
levels of HCP**

**231 new DnD
clients**

**75% of
support
workers
obtained their
qualifications
at MRC**

**35 Student Jobs
Secured**

2023/24 Highlights



Our Services



MRCNWR makes a positive impact on the lives of many individuals, from newly arrived migrants to those from long-established communities, ensuring the best possible outcomes for all. This year, our service teams have achieved yet another outstanding and productive year, consistently responding to the aspirations and needs of our community. We have created spaces for voices to be heard and have implemented initiatives that address these needs.

Our programs are designed to support individuals from diverse cultures and backgrounds living in the North West regions of metropolitan Melbourne and beyond. They include:

- Commonwealth Home Support Program
- Home Care Packages Program
- Access & Support Services
- HACC PYP
- Settlement Services: SETS Client Services
- Youth Settlement Support
- Diversity & Disability: Self Advocacy Services
- NDIS Support Coordination
- Disability Advocacy
- Registered Training Organization (RTO) and Local Learning and Employment Network (LLEN) for education, training, and employment pathway opportunities
- Community Projects.

MRCNWR is proud to deliver these vital services to our communities, recognising the importance of supporting individuals from all backgrounds. We are dedicated to fostering an inclusive environment where everyone has access to the resources they need to thrive.

Our commitment to empowering migrants and promoting diversity drives us to continually enhance our programs and services, ensuring they are responsive to the unique needs of our community members. We take immense pride in our role as a trusted partner in the journey of individuals and families, helping them navigate challenges and seize opportunities for a brighter future. Through our unwavering dedication, we strive to create a positive impact and contribute to the overall well-being of the communities we serve.



SETS Client Services



SETS - Client Services is dedicated to equipping clients with comprehensive information and guidance related to settlement. Our team offers expert advice, advocacy, and assistance to help clients navigate and access a range of mainstream and specialised services. We are committed to delivering our services through a needs-based approach, ensuring that each client receives tailored support that addresses their unique circumstances.

Our work involves providing case management and sustained support for clients who have been referred to us from HSP initiatives and local communities. This includes individuals who have relocated from other states and require extra assistance during their transition. We have played an instrumental role in helping these clients apply for essential documents and services, which are critical for their integration and success within the community.

The variety of support and assistance we offer includes, but is not limited to:

- 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
- Subsidised Dental Care and Eye Tests



Through these varied services, we aim to empower our clients to overcome challenges and build a successful and fulfilling life within the Australian community.

Our MRC North West Free Citizenship Training Course has proven to be highly successful. Numerous clients have participated in the program, and a significant percentage of those who attempted the Australian Citizenship test achieved top marks. This accomplishment highlights our dedication to helping clients reach their citizenship goals and fully integrate into Australian society.



MRC North West Women of the World (WOW) Group

The MRC Women of the World (WOW) group program offers participants weekly informational sessions aimed at fostering friendships, improving English language proficiency, and familiarising them with Australian values to facilitate their integration into the community.

These WOW sessions attract a large number of women, creating a vibrant and supportive atmosphere. Participants consistently express that they leave the sessions feeling both educated and empowered.

The program not only equips women with essential knowledge and skills but also strengthens their confidence and sense of belonging. By engaging in discussions and activities, women connect with one another, share experiences, and build a supportive network that contributes to their overall well-being and successful integration into Australian society.

Some of the topics covered include:

- 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



Welcome Hume Youth (WHY) Program

The MRC North West Welcome Hume Youth (WHY) group program is thoughtfully designed for young individuals aged 16-25 who are new to Australia and living in the Hume area. Recognising the unique challenges faced by migrant youth, this program serves as a supportive platform that fosters social connections and personal development.

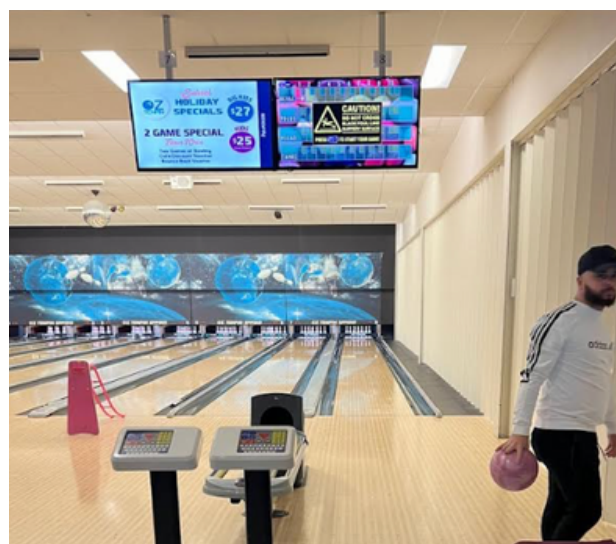
Through the WHY program, participants have the opportunity to forge lasting friendships while gaining valuable insights into life in Australia. The program emphasizes practical learning, allowing young people to enhance their English language skills in an engaging and interactive environment. Additionally, participants are introduced to a range of new sports and activities, encouraging them to step outside their comfort zones and embrace physical fitness as a means of personal growth.

Exploration of various job opportunities is also a key component of the program, enabling participants to better understand the job market and develop career-related skills. This not only prepares them for future employment but also instills a sense of purpose and independence.

Participants engage in weekly information sessions and a diverse array of activities that are designed to be both educational and enjoyable. The program creates a vibrant community where young people can learn from one another, share their experiences, and support each other through their journeys of adaptation.

Each session is carefully structured to maximise interaction, learning, and fun, ensuring that participants leave feeling more confident and equipped to navigate their new environment. This holistic approach to youth settlement not only enhances their integration into Australian society but also promotes their overall well-being and social cohesion within the community.

One of the standout features of the program is its diverse and engaging range of activities. Participants can enjoy a variety of sports, such as table tennis and basketball. In addition to regular sports activities, the program also includes exciting excursions designed to broaden participants' cultural horizons. Some of the excursions involve visits to the Queen Victoria Market and fun activities like bowling, laser tag and bushwalking. These activities not only promote physical fitness but also foster teamwork and camaraderie among participants.



The Road Safety Program - For New Arrivals

In the past year, the Migrant Resource Centre North West has successfully facilitated and enhanced information pathways pertaining to road safety for various community groups of new arrivals across three key locations. This initiative has played a pivotal role in educating newly arrived migrants and refugees about the importance of road safety issues within their new environment. The Program is a partnership between MRCNW with Road Safety's Organisations, such as Vic Police, Legal Aid, Early Learning Association Australia, and Victoria Consumer Affairs.

The primary objective of the Road Safety Program is to equip new migrants and refugees with essential knowledge regarding road safety practices and regulations. Through workshops delivered with the assistance of interpreters, we ensured that language barriers were minimised, making the information accessible to all participants.

The workshops were conducted in a culturally sensitive manner, which not only facilitated better understanding but also fostered a respectful and welcoming atmosphere. This approach contributed significantly to the enthusiastic and positive feedback received from participants, highlighting the program's effectiveness.

We are excited to announce that, thanks to new funding, we will be strengthening and expanding the Road Safety Program. This enhanced initiative will allow us to reach even more individuals from newly arrived communities, providing them with the tools and knowledge they need to navigate the roads safely.

As we move forward, our commitment to fostering safe and informed road users remains unwavering. We look forward to continuing our partnership with local communities and organisations to enhance road safety education for newcomers, ultimately contributing to safer roads and a more cohesive society.



Aged & Disability Services



The Aged and Disability Services team had a productive year, providing a wide range of services across various Aged and Disability programs while quickly adapting to changes in the Home Care Packages and Commonwealth Home Support programs. Additionally, the team conducted registration audits for the Disability Services Program and the NDIS.

The Home and Community Care Program for Younger People (HACC-PYP) has remained stable and is performing well among individuals under 65.

Our proficient and skilled team, which includes Support Workers, Social Support Coordinators, Care Coordinators, and Support Coordinators, forms the foundation of our success. Our staff play a crucial role in attracting clients and participants to choose the Migrant Resource Centre North West Region as their preferred provider.

Our dedicated volunteers are invaluable, enhancing our ability to engage with broader community groups.

At MRCNW, we prioritise continuous improvement through ongoing training for staff and volunteers, ensuring they feel valued, supported, and empowered to provide exceptional care services.

The Aged and Disability team expresses our sincere gratitude to all stakeholders who collaborated with us for the benefit of our clients and the wider community.

The services which fall under the MRCNW Aged & Disability Services include:

- Access & Support Services
- Home Care Packages Program
- Diversity & Disability Program
- NDIS Support Coordination
- HACC PYP
- Various Social Support Groups/Programs under Commonwealth Home Support Program



Access and Support Services

The Access & Support Program delivers tailored assistance to eligible individuals aged 65 and older under the Commonwealth Home Support Program (CHSP), as well as younger individuals under the Home and Community Care Program for Younger People (HACC PYP). This initiative is particularly aimed at those who experience difficulties in accessing essential services due to their diverse needs and circumstances.

The HACC PYP specifically caters to younger individuals with disabilities who do not qualify for the National Disability Insurance Scheme (NDIS). This program seeks to empower these individuals to maintain their independence and continue living at home. It provides essential support for those facing various challenges in accessing necessary services, helping to eliminate barriers and enhance their quality of life.

Through personalised support, the Access & Support Program not only addresses the immediate needs of these individuals but also works to facilitate long-term solutions that promote independence and well-being. Our dedicated team collaborates closely with care recipients to understand their unique situations and to connect them with the appropriate services, resources, and community networks that can enhance their daily living. By focusing on building capacity and fostering independence, we aim to enable care recipients to lead fulfilling lives within their own homes and communities.



Home Care Packages Program

Our Home Care Packages Program offers vital support to seniors who are frail and at risk of being prematurely placed in residential care, currently serving approximately 30 individuals across all four levels of care.

Each client benefits from the assistance of two core Care Coordinators who are dedicated to delivering the highest quality of services tailored to individual needs. These coordinators work closely with a devoted team of 10 qualified Support Workers who are committed to enhancing the well-being and comfort of our clients.

The HCP program is thoughtfully designed to be culturally and linguistically diverse, ensuring that we can meet the unique needs and preferences of each individual. This approach not only enriches the experience of our clients but also fosters an inclusive environment that respects and embraces different cultural backgrounds.



In our commitment to excellence, we prioritize recruitment through our own MRCNW pathways. As a result, 80% of our Support Workers have gained their qualifications through our accredited Registered Training Organisation (RTO). We are particularly dedicated to creating opportunities for migrants, especially those who have successfully completed their training within our program. By doing so, we not only enhance our workforce with skilled professionals but also maintain rigorous standards of care and service that our clients deserve.

Through continuous training and support, we ensure that our staff are equipped with the knowledge and skills necessary to deliver compassionate, effective care, positively impacting the lives of the seniors we serve.



NDIS Support Coordination

Our NDIS Support Coordination team, specialised in serving participants from Culturally and Linguistically Diverse (CALD) backgrounds, is committed to providing tailored support that meets the unique needs of each individual. We understand that navigating the NDIS system can be challenging, especially for those from diverse cultural backgrounds. Therefore, our team works diligently to connect these participants with appropriate therapists and service providers as swiftly as possible. By actively minimising waiting times and streamlining the coordination process, we not only help our participants access the necessary services quickly but also ensure that they receive the support required to achieve their personal goals effectively.

The effectiveness of our outreach is reflected in a recent client satisfaction survey, where we proudly achieved an outstanding 100% satisfaction rate. This remarkable achievement underscores our unwavering dedication to excellence and reinforces our commitment to not only meeting but exceeding participant expectations. It is a testament to the quality of our support services and the strong relationships we build with our participants. Our team's proactive approach, combined with a genuine understanding of the diverse needs of the communities we serve, contributes significantly to this level of satisfaction.

At MRCNW, our NDIS Support Coordination team remains a beacon of hope and support for our participants. We understand that each individual's journey is unique, and we are here to guide them every step of the way. Whether it's helping them navigate complex NDIS processes, connecting them with vital services, or advocating strongly for their needs, our team is dedicated to empowering participants to enhance their quality of life. We believe that with the right support and resources, every participant can unlock their full potential and achieve greater independence and fulfillment in their lives.



Diversity And Disability (DnD)

Our Diversity and Disability (DnD) Program is dedicated to providing essential assistance and support to individuals with disabilities, along with their carers and families. Through our advocacy efforts, we empower individuals by helping them navigate and understand the array of available services. We are committed to upholding their rights, ensuring their voices are heard, and connecting them with the relevant resources they need.

Over the past financial year, the DnD Program has successfully delivered a range of impactful services, making a meaningful difference in the lives of people from Culturally and Linguistically Diverse (CALD) communities who have disabilities, along with their families. We have hosted various engaging activities, including arts, music, and woodworking groups that promote creativity and community engagement. Additionally, our parents' group has received positive feedback, providing a space for connection and support. We have also facilitated a self-advocacy support group specifically for CALD individuals with disabilities in Dandenong, further enriching our offerings.



In addition to our workshops and support groups, we actively connect with participants through our YouTube channel, "Your Life Your Way." This platform has become an excellent resource for learning about self-advocacy while offering vital information and resources during our fortnightly live sessions and on-demand content. Participants benefit from these valuable learning opportunities, enabling them to better advocate for themselves and access essential services.

We are excited to announce that we will be expanding our DnD services, thanks to additional funding we have received. This support will enable us to further our advocacy efforts for individuals with disabilities across Victoria, enhancing our capacity to make a difference in our communities.

A heartfelt thank you goes out to the management and team at MRC North West (MRCNW) for their continued support of the DnD Program throughout the year. We also extend our gratitude to the Victorian Department of Families, Fairness and Housing (DFFH), as well as to our partners, including the Ethnic Communities' Council of Victoria (ECCV), Co-operative Housing, Scope Australia, Yooralla, Merri Bek, Hume and Brimbank Councils, Burke and Beyond, Broadmeadows Community Hub, and the Social Deck. Together, we are making significant strides in supporting and uplifting individuals with disabilities in our community.

Turkish Social Support Group

The Turkish Social Support Group is dedicated to offering activities that cater to the unique preferences of our clients, promoting both mental and physical well-being while fostering greater independence. Each activity is thoughtfully designed to engage participants and enhance their quality of life.

Members of the group can enjoy a wide array of creative pursuits, such as crafting soft toys from felt, engaging in needlework, painting on canvases, knitting warm beanies and cozy woolen socks, crocheting stylish handbags, and designing beautiful silk and felt flowers. Additionally, our program incorporates regular sessions of stimulating puzzles, word searches, and gentle stretching exercises that promote flexibility and relaxation.

A distinctive feature of our Turkish Social Support Group is the 'Cultural Journeys' initiative. This unique program offers clients the opportunity to engage with different cultures through activities, culinary experiences, and educational sessions, all designed to broaden their horizons in a fun and interactive manner. Recent explorations have included delving into the cultures of Iceland and Peru, allowing members to learn about diverse traditions and practices while enjoying the richness of cultural diversity.

In support of MRCNW's commitment to empowering our community, we also hold informative sessions on a variety of important topics. These cover essential services such as Centrelink support, home care packages, strategies for continence management, and insights into maintaining heart health. By providing this information, we aim to equip our members with valuable knowledge that can enhance their well-being and independence.



German Social Support Group

The German-speaking Social Support Groups gather weekly at Westvale Community Centre in Kings Park. This group provides members with the wonderful opportunity to share their histories and cultures while celebrating their identities in a supportive environment.

Clients highly value the social interactions offered by the group, alongside a diverse program of activities designed to keep everyone engaged. The activities often include a mix of new games, crafts, and topical discussions, ensuring that there is always something fresh and exciting to explore. Special occasions such as Australia Day, Carnival, Anzac Day, Easter, Queen's/King's Birthday, Oktoberfest, Melbourne Cup Day, and Christmas are enthusiastically celebrated with unique activities that foster a sense of community and joy.

It's truly inspiring to witness clients experimenting with various craft projects and discovering newfound confidence in their abilities, tackling tasks they initially thought they couldn't accomplish. The camaraderie that develops through teamwork during these activities further strengthens the bonds within the group, fostering lasting friendships.

Each weekly meeting is not just an event; it's a celebration of inclusion, growth, and the collective joy of each member's participation. Together, they create a vibrant tapestry of shared experiences and mutual support, enriching the lives of everyone involved.



Indian & Sri Lankan Social Support Group

The Migrant Resource Centre promotes social inclusion and well-being within the Indian and Sri Lankan communities through its dedicated social support program. This initiative offers a welcoming environment for elderly individuals and younger people with disabilities to connect, participate in activities, and access essential resources.

The Indian and Indian-Sri Lankan support program is specifically designed to assist elderly individuals in maintaining their independence at home and in the community by enhancing their daily living skills and facilitating connections with others who share the same cultural background and language.

Younger individuals of Indian and Sri Lankan descent with disabilities are also welcome to join this social support program. The group offers a variety of activities, information, support, and excursions to help members live independently within the community.

The Indian and Indian-Sri Lankan Social Support Program is a vibrant platform that transcends typical social gatherings, celebrating the rich diversity of these communities through various festivals. Throughout the year, participants come together to honour both heritage-specific celebrations and significant events from the broader Australian calendar.

Overall, the Indian and Sri Lankan Social Support Program plays a crucial role in fostering social connections, enhancing well-being, and empowering participants to lead fulfilling lives in their communities.



Sri Lankan Social Support Group

The Sri Lankan Social Support Group, located in Tarneit, plays a crucial role in providing community services to elderly residents of the Sri Lankan community in the Western region. We gather regularly at the Tarneit Community Learning Centre, creating a safe and inviting atmosphere where our members can participate in various activities aimed at improving their social well-being, physical health, and overall quality of life.

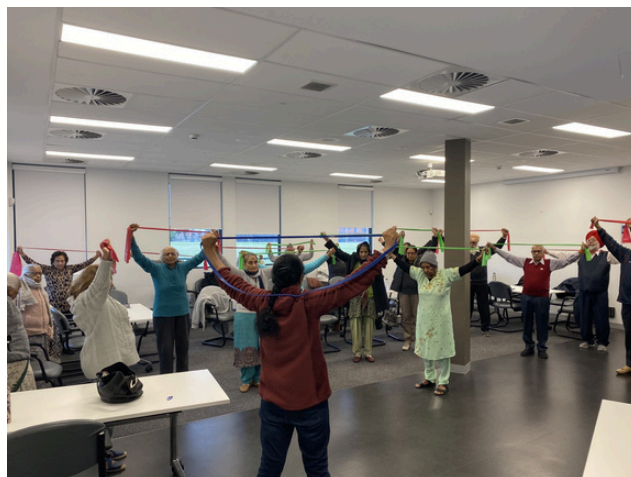
Our mission is to foster a supportive and inclusive community where elderly Sri Lankans can connect, learn, and thrive. Through a wide array of activities and informational sessions, we strive to empower our members with essential knowledge, cultivate social connections, and celebrate our rich cultural heritage.

Over the year, we organised several informative sessions to educate our members on vital topics for their daily lives, including Centrelink benefits, Active Travel and Road Safety Awareness, as well as Stroke Awareness and CPR.

Craft activities are a key element of our program, enhancing fine motor skills and offering our members a creative outlet.

We also celebrated significant cultural occasions like Vesak, the Sri Lankan New Year, and Christmas with special activities and gatherings, promoting a sense of community and cultural pride. Monthly birthday celebrations ensure that every member feels cherished and recognized. Additionally, we honored Mother's Day and Father's Day through events that acknowledged the important contributions of parents in our community.

A standout feature of our program is the daily provision of freshly cooked traditional lunches, prepared by our dedicated staff. These meals are beloved among our members, providing a taste of home and creating opportunities for communal dining, which further strengthens social connections.



Indian Social Support Group

The Indian social support group, which meets every Friday from 10 AM to 3 PM at the Jamieson Way Community Centre. One of the main focuses of the group is to celebrate and preserve Indian cultural heritage.

Attendees have the opportunity to celebrate various Indian festivals, traditions, or regions. Members engage in discussions about Diwali, Holi, or Eid, exchanging stories about their personal experiences and the ways each celebration is observed in different communities.

Participants also engage in hands-on workshops that explore traditional Indian arts, such as rangoli, pottery, or fabric painting. These activities not only allow for creative expression but also serve to educate younger members about their cultural roots.

A significant aspect of the group's mission is to expand social connections among members and the broader community. Through organized activities, participants can form lasting friendships.

Members are also encouraged to share personal anecdotes or family histories in storytelling circles, creating bonds through shared experiences and allowing for a deeper understanding of one another's backgrounds.



African Elderly Social Support Group

The African Elderly Social Support Group is generously funded by both the Commonwealth Home Support Program (CHSP) and the Home and Community Care Program for Younger People (HACC-PYP). This group is specifically designed for elderly individuals and those with disabilities who wish to maintain their independence while living in their own homes.

The primary objective of our social support program is to deliver a personalized experience that caters to the unique needs of each participant. We offer a wide range of activities that promote independence and enhance overall quality of life, ensuring that every client feels valued and engaged.

The group convenes every Thursday at the Jean McKendry Neighbourhood Centre in North Melbourne, serving as a welcoming space for members to connect and socialise.

Throughout the year, the group has engaged in various enriching activities, including:

- **Informative Sessions:** We conduct discussions on important topics such as health and well-being, empowering participants with knowledge essential for maintaining a healthy lifestyle.
- **Excursions and Physical Activities:** Members enjoy visits to local points of interest, as well as organised walking and light exercise sessions, which promote physical fitness and foster a sense of community.
- **Monthly "Get Together" Lunches:** These gatherings provide an opportunity for members to enjoy a shared meal, strengthening social bonds and creating a sense of camaraderie among participants.

By offering these activities, the African Elderly Social Support Group helps members develop meaningful connections, gain confidence in their abilities, and enhance their overall well-being. We are committed to continuing our efforts to provide engaging, supportive, and empowering programs for our elderly community members, ensuring they lead fulfilling lives while remaining in their own homes.



Bosnian Social Support Group

Our Bosnian Social Support Group program is dedicated to enhancing the social networks of participants by providing them with valuable opportunities to engage and connect with one another. This program fosters interaction among group members through a variety of enjoyable activities, including arts and crafts, memory games, puzzles, and crosswords. Additionally, we organise exciting excursions and celebrate traditional events, creating a vibrant community atmosphere where individuals can form lasting relationships.

Throughout the year, we conducted several informative sessions aimed at enhancing the well-being of our participants. We employ wellness and enablement approaches to tailor our support, ensuring that each group member receives the assistance they need to thrive both socially and emotionally.

The Bosnian Social Support Group meets every Tuesday at the Cairnlea Community Hub, providing a welcoming and accessible space for interaction and engagement.

One of the highlights of this year has been the influx of new clients joining our program, reflecting the growing interest and need for such supportive communities. Additionally, we currently have several individuals on our waiting list who are eager to be assessed through My Aged Care, indicating the increasing demand for our services.

We are excited about the potential for further growth and are committed to continuously enhancing our program to accommodate the needs of our community, ensuring that everyone has the opportunity to connect, share, and flourish.



Learning Centre Services



The Migrant Resource Centre North West Region (MRCNWR) is proudly recognised as a registered Learn Local Organization, dedicated to providing pre-accredited short community-based courses aimed at delivering educational and training opportunities for our migrant and refugee communities. Our mission is to empower individuals by enhancing their skills and knowledge, fostering integration, and helping them succeed in their new environments.

Our programs specifically focus on improving English language proficiency and enhancing employment capabilities, particularly in high-demand sectors such as aged care, home care, and disability support. We understand the unique challenges faced by migrants and refugees and strive to equip them with the necessary skills to thrive in the Australian workforce.

In alignment with our goals for 2023/24, we have strategically prioritised several key programs, including:

- Certificate III in Individual Support
- Certificate IV in Disability Support
- Certificate IV in Ageing Support
- English Course/Language, Literacy, and Numeracy

Our classes emphasise face-to-face learning, where our trainers adapt their teaching methods to cater to the diverse learning styles of students, including visual, auditory, and kinesthetic approaches. This individualised support helps ensure that each participant can engage fully and absorb the material effectively.

The success of our programs is evident in the numerous graduates who have secured employment through our Home Care Program. Their achievements not only reflect the effectiveness of our training but also highlight the valuable opportunities that our courses create for participants as they embark on their career paths.

At MRCNWR, we are committed to continuing our impactful work in the community, supporting migrants and refugees in their journey toward successful integration and employment.



Creating Pathways: Ongoing Achievements with the Reconnect Program

The Migrant Resource Centre (MRC) takes pride in continuing our successful collaboration with the Reconnect Skills First program in 2023. Throughout the year, we worked closely with our partner organizations to empower individuals within our community.

Highlighting Success:

A recent visit from the Department of Education allowed our partner organizations to present compelling case studies that illustrated the positive outcomes achieved by participants in the Reconnect program.

Language, Literacy, and Numeracy:

Our program thrived over the past year, providing valuable opportunities for the local community to learn and enhance their skills. By improving their abilities, participants have been able to pursue enrolment in additional training programs or explore employment opportunities within the community.



Partners & Supporters



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
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
Action on Disability with Ethnic Communities (ADEC)

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

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

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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