

2024-25 Annual Report



**Migrant Resource Centre North
West Region Inc**



St Albans Office
20 Victoria Crescent, ST ALBANS VIC 3021
Ph: 1300 676 044

Hume Office
Level 1, Suite 10, 11-17 Pearcedale Parade,
Broadmeadows VIC 3047
Ph: 1300 676 044

Website: www.mrcnorthwest.org.au
Email: mrcnw@mrcnorthwest.org.au

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.





Contents of Annual Report

About Us

Our Committee

Our President

Our Executive Officer

Our Treasurer

Financial Statement

Our Staff

Our Volunteers

Our Year Snapshots

Our Services

SETS Client Services

Age Care & Disability Services

Learning Centre Services

Our Partners & Supporters

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.

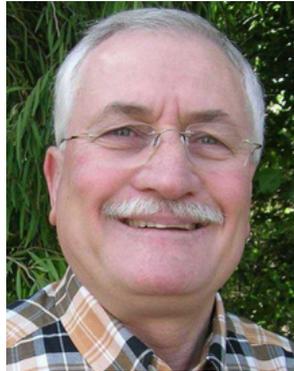
WHAT WE DO

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.

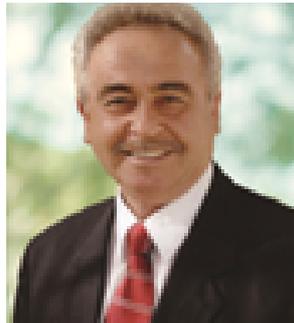
MRCNWR's extensive range of services and projects include but not limited too:

- 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



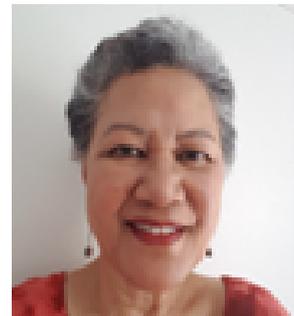
**HAKKI SULEYMAN
CHAIRMAN**



**TROY ATANASOVSKI
VICE CHAIRMAN**



**DANIEL WALLACE
TREASURER**



**ALICIA MATENE
SECRETARY**



**JOE
CAF**



**MINH
LAM**



**NICHOLAS
TRIBE**



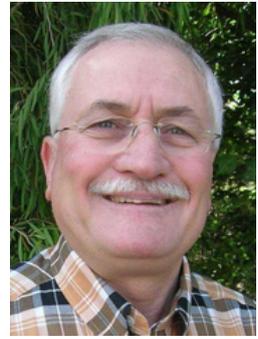
**ANTIPAS AK
KOO**



**SAM
DAVID**

Our President

HAKKI SULEYMAN



I am most pleased to present the President's Report for the 2024-2025 financial year. This past year has been marked by resilience, growth, and a renewed commitment to our community's evolving needs. As we emerge from the challenges of recent years, the Migrant Resource Centre North West Region Inc. (MRCNWR) continues to stand as a pillar of support, advocacy, and high-quality service delivery.

Throughout the year, our dedicated team worked tirelessly to adapt to new circumstances and to enhance our programs, ensuring they remain relevant and impactful. Our focus has remained on strengthening partnerships, expanding innovative initiatives, and fostering an inclusive environment where all members of our community can thrive.

Our Registered Training Organisation (RTO) and learning centre services have seen continued success, providing pathways to education and employment for many individuals. Simultaneously, our core services including settlement assistance for newly arrived migrants and refugees have remained steadfast, thanks to fruitful collaborations with our funding partners and community stakeholders.

I extend my sincere gratitude to our staff, volunteers, and the executive team for their unwavering professionalism, dedication, and compassion. Their efforts have empowered countless individuals and emerging communities, helping them build confident, prosperous futures.

My heartfelt appreciation goes to the Committee of Management for their exceptional leadership and support. Your commitment and strategic guidance have been instrumental in navigating this year's opportunities and challenges.

To our partners, supporters, and funding bodies thank you for your ongoing collaboration and trust. Your engagement is vital to our success, and we look forward to deepening these relationships and exploring new avenues for positive impact.

As we move forward, MRCNWR remains committed to maintaining a strong foundation of service excellence, continuous improvement, and community engagement. With a dedicated team and a clear vision, we aim to achieve the best possible outcomes for our communities, fostering inclusion, empowerment, and resilience.

Together, we will continue to build on our successes and embrace new opportunities to serve and support the diverse communities in our region.

Hakki Suleyman
President

Our Executive Officer (ACTING) ZEINAB HUSSEIN



With great pride and optimism, I present the MRCNW Annual Report for the 2024–2025 financial year. This report captures a year defined by resilience, innovation, and unwavering commitment to our mission.

This year has been one of transformation and resilience, marked by significant reforms in aged care and the National Disability Insurance Scheme (NDIS), alongside operational disruptions that tested our adaptability. Despite these challenges, our team, supported by the Committee of Management rose to the occasion, not only meeting all our obligations but expanding our service offerings with new projects that strengthen our impact.

Building on the foundations of previous years, we continued to prioritise continuous improvement, compliance, and service excellence, ensuring that our programs exceed the expectations of clients and stakeholders. Our commitment to empowering culturally diverse communities remains unwavering, and this year we assisted thousands of individuals and community groups in enhancing their participation, transition, and integration into Australian society.

The successes of this year are a testament to the passion, dedication, and commitment of our extraordinary staff and volunteers. Their resilience and adaptability enabled us to navigate reforms and disruptions while maintaining high-quality service delivery. I extend my heartfelt thanks to each team member for their exceptional skills and experience across all program areas these are invaluable assets to our organisation.

We also acknowledge the continued support from all levels of government, which reflects the trust and confidence in our strong reputation. Securing funding across programs and projects, despite financial pressures, demonstrates recognition of our capabilities in delivering services such as:

- Settlement Engagement and Transition Support (SETS)
- Aged Care and Disability Services
- Education, Training, and Employment Preparation Programs
- Comprehensive support for migrants and culturally diverse communities
- This year, we stepped up to new challenges by introducing additional projects that broaden our service portfolio, ensuring we remain responsive to emerging community needs.

My sincere gratitude goes to our Chairman, Mr. Hakki Suleyman, for his leadership, and to our Treasurer, Mr. Daniel Wallace, for his diligent oversight of financial matters. To the members of our Committee of Management thank you for your governance and strategic guidance, which enhance transparency, accountability, and focus.

In conclusion, I wish to acknowledge and thank our staff, volunteers, supporters, and partner agencies for their unwavering commitment. Together, we have not only overcome challenges but strengthened our capacity to serve and advocate for our communities. I hope you find this Annual Report insightful as we continue to build on our collective strengths and expand our impact.

With shared commitment, we are transforming lives.

Our Treasurer

DANIEL WALLACE



On behalf of the committee, and with great pleasure I present you this Financial Report for the year 2024/25. The organisation has been very successful in completing all the community requirements entrusted to us by funding bodies.

The audited Financial Report displays a comprehensive statement of our Fiscal Management for the year 2024/25. The detailed Report can be perused by our members by appointment.

During the year, our staff have been meticulously carrying out the responsibilities allotted to them for which the COM is very thankful. In addition, and to meet the changing needs in the functions entrusted to us, some major upgrades as listed below were carried out;

- Appropriate staffing.
- Upgrade of the data firewall to the highest level available.
- Increasing CCTV System capacity outside and within our premises.
- Replacing hardware as required.
- Modernising our website.
- Advertising our services in the local papers.
- Training staff to meet the changing needs of their work topics.

Professional fiscal management resulted in successfully carrying out all the necessities, without impairing the tasks for which we are funded.

The MRCNWR financial position remains healthy, and the organisation will continue to deliver and expand its valued services to the local communities and other stakeholders. I am grateful to the respective federal and other funding bodies for their ongoing support and trust they place in us to continue to deliver the services that are expected and needed in our communities.

In closing I thank our president Mr. Hakki Suleyman and all my colleagues in the COM. I applaud and commend all the staff, particularly our accounts, section, for their contributions to the success of the MRCNWR.

Treasurer
Dan Wallace

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 2025

	2025	2024
	\$	\$
REVENUE		
Operational funding income	4,870,769	4,141,805
Adult, Community and Further Education Board	43,981	25,489
Department Of Human Services: Aged Care Packages	871,259	923,167
Department of Education and Training	585,643	495,980
Department of Falmsess, Family and Housing Grants	426,191	411,672
Department of Health	760,765	735,018
Department of Home Affairs	1,393,030	1,239,648
Department of Human Services Grants	245,603	239,613
Department of Social Services Grants	461,282	-
National Disability Insurance Scheme Income	46,905	61,218
Other Grants	36,110	10,000
Other Income	78,701	34,876
Interest received	130,320	91,940
TOTAL REVENUE	5,079,790	4,268,621
EXPENDITURE		
Audit Fees	6,600	6,375
Communication Expenses	75,324	77,837
Community Activities Expenses	497,780	135,411
Depreciation and Amortisation Expenses	234,339	225,123
Equipment Expenses	90,163	69,117
Finance Charges on Leased Liabilities - Leases Premises	46,203	39,012
Home Care Expenses	316,164	281,169
Insurance Expenses	3,191	3,136
Interest Paid	485	-
Legal & Professional Fees	445,041	340,332
Learning Centre Expenses	15,922	99,508
Miscellaneous Expenses	1,918	(444)
Motor Vehicle Expenses	16,223	20,929
Payroll Costs	2,537,959	2,381,901
Premises Expenses	86,322	95,028
Professional Resources Expenses	72,431	28,536
Staff Expenses	22,614	12,486
TOTAL EXPENDITURE	4,468,679	3,815,456
Net funds carried forward for future activities before income tax	611,111	453,165
Income tax expense	-	-
Net funds carried forward for future activities attributable to the Association	611,111	453,165

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2025

	2025	2024
	\$	\$
Net funds carried forward for future activities attributable to the Association	611,111	453,165
Other comprehensive income for the year, net of tax	-	-
Total comprehensive Income for the year	611,111	453,165
Total funds carried forward for future activities attributable to the Association	611,111	453,165

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

Financial Statement

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	3	2,892,092	3,712,272
Financial assets	3	3,697,159	2,104,309
Trade and other receivables	4	70,115	31,466
Prepayments		51,120	-
TOTAL CURRENT ASSETS		6,710,486	5,848,047
NON CURRENT ASSETS			
Property, plant and equipment	5	113,823	166,923
Intangible assets	6	627,460	609,008
TOTAL NON-CURRENT ASSETS		741,283	775,931
TOTAL ASSETS		7,451,769	6,623,978
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	222,868	116,064
Income received in advance	8	127,569	28,336
Provisions	9	625,124	649,232
Lease liabilities	10	170,303	111,694
TOTAL CURRENT LIABILITIES		1,145,864	905,326
NON-CURRENT LIABILITIES			
Provisions	9	183,959	190,275
Lease liabilities	10	504,828	522,373
TOTAL NON-CURRENT LIABILITIES		688,787	712,648
TOTAL LIABILITIES		1,834,651	1,617,974
NET ASSETS		5,617,118	5,006,004
EQUITY			
Contributed Equity		100	100
Accumulated Funds for Future Activities		5,617,018	5,005,907
TOTAL EQUITY		5,617,118	5,006,007

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 2025 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 2022.

Chairperson

Treasurer

Dated this

Our Current Staff

Zeinab Hussein – Executive Officer (Acting).

Nazlican Kayaoglu - HR Officer

Chamila Fernando - Finance Officer

Sevean Kakoz - Administration/Reception (St Albans)

Settlement - SETS Client Services Team

Betty Huang - SETS Team Leader

Yamamah Azeez - Admin/Reception (Hume)

Tamkeen Munawar- SETS Worker (Hume)

Bayda Ilyas- SETS Worker (Hume)

Deng T. Yong Deng -Senior SETS Worker

Learning Centre Services RTO & LLO

Sue Tantaró - Training & Compliance Team Leader

Champika Ranasingha- Admin & Student Support Officer

Age Care & Disability Services Team

Zeinab Hussein - Aged & Disability Team Leader

Amal Sery - Coptic Elderly Assistant Coordinator

Arop Abiel - 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 / Support Worker

Christian Astourian - DnD Program Coordinator

Em Thi Huong Tran - Support Worker

Fikere Shefaraw- NDIS Support Coordinator/ Access & Support Coordinator

Gamil Abdalla - NDIS Case Worker - African Social Support Group Coordinator

Gulgen Tahir - Turkish Social Support Group Assistant

Halima Omar - Support Worker

Huong Tran - Home Care Packages Support Worker

Ismeta Huremovic - Bosnian Social Support Group Coordinator

Julie Sciberras - Project Worker

Kim O Pham - Home Care Packages Support Worker

Liljana Sajkarovska - Finance Administration & Home Care Packages care Coordinator

Naagla Anis - Coptic Elderly Social Support Group Coordinator

Navpreet Kaur - Indian Social Support Group Coordinator/ Support Worker

Nhung Nguyen - Home Care Packages Support Worker

Lal Tuimuk- Home Care Packages Support Worker

Raziye Yilmaz -Volunteer Coordinator/Access & Support/ Social Support Coordinator

Regine Seifert - German Social Support Group Coordinator

Shyaamalekhaa Rodrigo - Sri Lankan Social Support Group Coordinator

Suthaluxmy Kunalan - Project Coordinator / DnD Administration

Tracey Allen - Disability Advocate

Trang Nguyen - Support Worker

Youssif Assafiri - Project Worker



Our Volunteers

At MRC North West Region (MRCNWR), we deeply value our volunteers and recognize them as the cornerstone of our community initiatives. Their unwavering commitment and heartfelt compassion drive the success of our diverse programs, positively impacting countless lives across the region.

Transforming Lives Through Service:

- Our volunteers play a vital role in supporting our clients through various meaningful ways:
- Settlement Assistance: Helping newcomers and families settle into their new lives, guiding them through challenges and celebrating their milestones.
- Community Building: Promoting social inclusion by fostering friendships across generations and alleviating loneliness, ensuring everyone feels connected.
- Fostering Independence: Supporting language development through English conversation practice, aiding educational pursuits, and helping access essential services.
- Event & Program Support: Bringing energy and warmth to our community events, creating welcoming and inclusive environments.
- Operational Support: Providing essential behind-the-scenes assistance to ensure our programs run seamlessly and effectively.

Adapting to Change During Difficult Times:

When in-person volunteering was limited due to the pandemic, we quickly adapted by offering remote support through digital platforms. This approach allowed us to continue delivering crucial services safely and effectively to those in need.

The Spirit of MRCNWR:

Our organization's strength lies in the dedication of our staff and volunteers. We extend our heartfelt gratitude to all who contribute their time and effort, making a profound difference in the lives of our community members every day.



Thank you



We ♥ our Volunteers

Our Year 2024-2025

**27068 Outputs
Hours
CHSP Clients**

**Delivery of 16
SETS information
session**

**426 new SETS
client**

**3,234 over the
counter SETS
clients assisted**

**495 ongoing DnD
Clients
96 new DnD
Clients**

**Supported 34
Clients on 4
levels of HCP**

**252 New Clients
ILC Power Throug**

**85% of support
workers obtained
their qualification
at MRC**

**75% Student
Job Secured**

2024/25 Highlights



2024/25 Highlights



2024/25 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 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 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;

MRCNW 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 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 member. 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: Empowering Settlement Through Tailored Support

During the financial year, SETS program supported 426 new clients, provided services to 1548 individuals, 2112 counter contacts, and 105 group-based activities delivered to 502 participants. SETS Client Services is committed to empowering clients with the knowledge, guidance, and advocacy they need to successfully navigate the settlement process. Our dedicated team provides expert advice and hands-on assistance to help individuals access both mainstream and specialised services, ensuring no one is left behind.

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
- Police Checks & Working with Children Checks
- Renting and Rental Bond Loans
- Public Housing
- Material Help
- Tax help
- Centrelink Payments
- Enrolment in Childcare Services & Schools
- Enrolment in Training Courses
- Work Placement and Employment
- Subsidised Dental Care and Eye Tests



We operate through a needs-based approach, delivering personalised support that reflects each client's unique circumstances. Whether it's securing housing, accessing healthcare, or connecting with community resources, we tailor our services to meet the diverse needs of those we serve.

Our work includes comprehensive case management and ongoing support for clients referred through Humanitarian Settlement Program (HSP) initiatives and local community networks. Many of these individuals have relocated from other states and face additional challenges during their transition. We've played a pivotal role in helping them obtain essential documents and services—critical steps toward building stability, independence, and a sense of belonging in their new communities.

SAWA Women's Group

SAWA, meaning "together" in Arabic, is a community-led initiative supporting Arabic-speaking women as they settle in Australia. Established in May 2025, it currently includes 14 women from diverse backgrounds, many of whom are refugees.

Since its start, SAWA has grown through weekly sessions that provide a safe space for building friendships, sharing stories, and engaging with guest speakers on topics like wellbeing, education, employment, and local services. A key highlight was a visit from a Palestinian-Australian speaker who shared her journey from refugee to community advocate, inspiring meaningful conversations on resilience and belonging.

SAWA has made a positive impact by reducing social isolation, increasing awareness of support systems, and empowering women with life skills. Moving forward, the program aims to reach more women, develop tailored workshops, strengthen partnerships, and continue celebrating women's stories and strength.



Youth Program



The Youth Program supports newly arrived migrants aged 16–24 from refugee backgrounds, with a focus on young people from Iraqi and African communities.

Over the past year, the program successfully achieved its three core goals: enhancing cultural engagement, developing leadership skills, and fostering a strong sense of community belonging. Through targeted activities and personalized support, the program adapted to challenges and delivered meaningful outcomes that empowered participants to thrive in their new environment.

Community Engagement

- Social Integration: 8–10 bowling outings and a film screening helped build social connections and a sense of belonging.
- English Language Development: Role-play and café conversations improved participants' confidence in spoken English.
- Cultural Awareness: NAIDOC Week activities deepened understanding of Aboriginal history and literature.

Education & Career Pathways

- Academic Success: Participants enrolled in Paramedics, Biomedical Science, and Professional Cookery programs.
- Employment Readiness: Resume workshops and interview prep led to 4 internships and 6 job placements.
- Entrepreneurship: Financial literacy sessions and THRIVE workshops supported 5 new youth-led businesses.
- Individual Support: Staff assisted with citizenship applications, tutoring, and enrolment in the MRC Driving Program.

Key Metrics

- Education & Employment: 7 of 10 participants are in tertiary education; 6 have secured jobs.
- Leadership: 5 participants led workshops and mentored peers.
- Community Belonging: 90% reported increased sense of belonging.

Client Support Snapshots

- Citizenship assistance for a 17-year-old.
- Initial assessment and tutoring support for a new referral.
- Driving and education guidance for a youth seeking VCE and university pathways.

Looking ahead, we aim to expand the program in collaboration with youth projects in Brimbank, Melton and Hume areas, to empower the young people to integrate, grow, and thrive in Australia.



The Road Safety Program - For New Arrivals

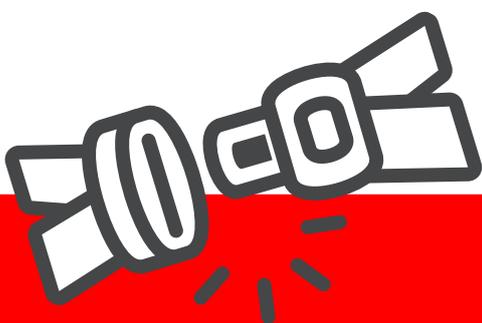
MRCNW's Driving Program has made a significant difference to individuals living in Brimbank and Hume area who aspire to become safe and better drivers. The MRCNW's program through department of home affairs' funding with partnership of Vic Police, Early Learning Association Australia, Legal Aid Services, Victorian Consumer Affairs, Ambulance Victoria and Car Maintenance Services represented by School Driving Instructors focused on providing new and emerging communities with information that goes beyond simple driving principles. Many issues addressed have included legal obligations when driving, child restraints, pedestrian safety, road rules and safety, consumer rights and responsibilities.

The program's key achievements included:

- Six driver safety workshops aimed at providing participants with a solid understanding of road rules and road safety approaches.

- Professional driving lessons were provided to 40 participants by driving school instructors to build driver's confidence and experience before taking their test.

- As part of evaluation phase, the feedback received from all participants indicated and increase in understanding of road safety rules, the program generated a sense of client participation in Australia society.



Family Social, Citizenship Group & Men's Shed Program

The group targets for this program during this year were people of cultural and linguistic diverse background who settled in Australia at local general area of Brimbank with in 5 years and more. The program focused on providing participants /men with a space where they can socialize and take part in a range of practical activities. The program gives group members a chance to share experiences with fellow peers' access information and support about a range of social family and health- based issues.

The program's key achievements included:

- Information sessions on family relationships, lifestyle skills, financial counselling, Australian law and society with the assistance of an interpreters were present at the sessions were informative and provided participants a chance for question-and-answer time.
- Social activities and friends made and English language improvement skills
- Australian Citizenship studies and test practices before formal the Citizenship's test.
- 15 participants successfully obtained their Citizenship Certificate.



AGED CARE & DISABILITY SERVICES



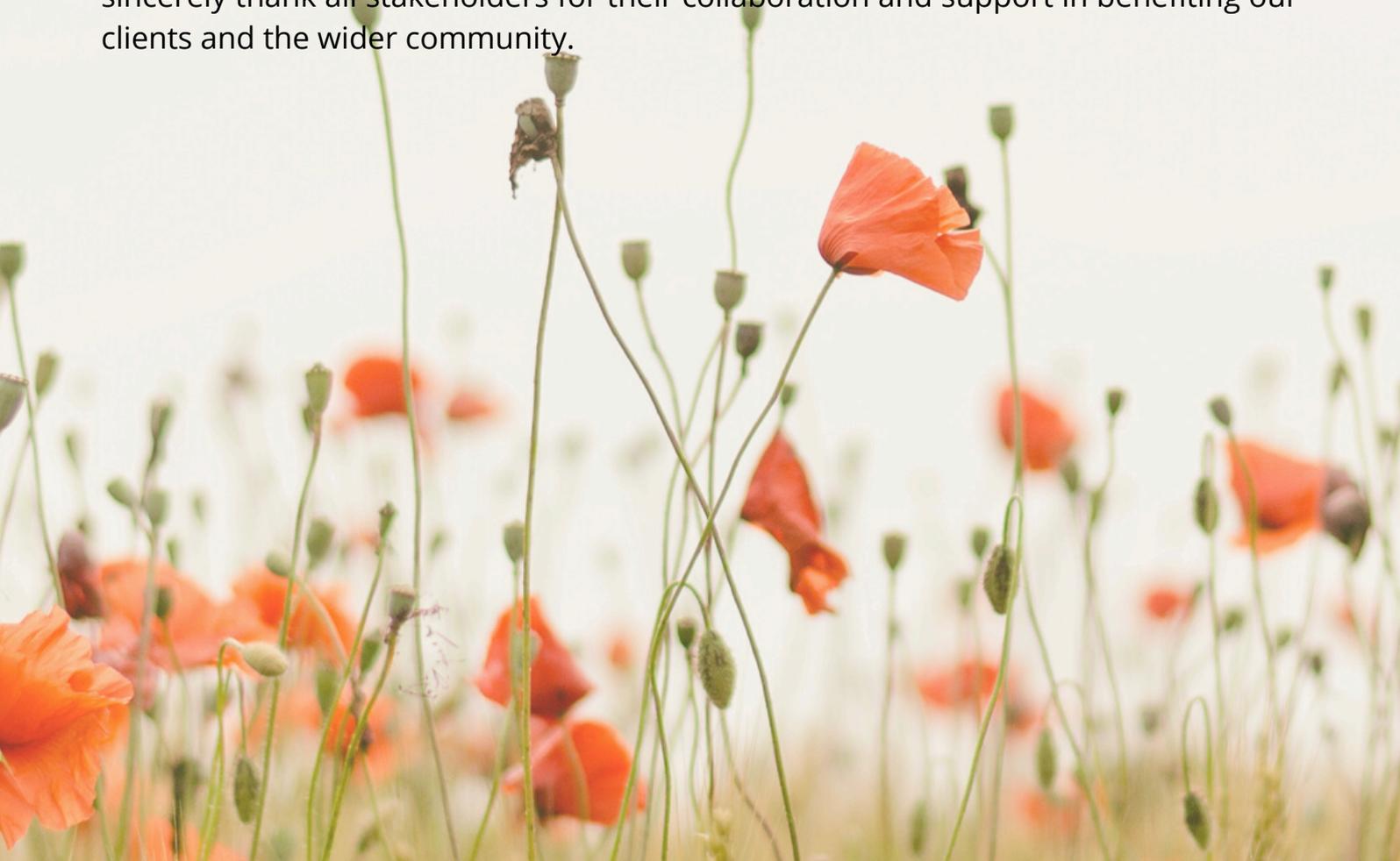
The Aged and Disability Services team has had a productive year, successfully delivering a broad range of programs while adapting swiftly to recent changes in the Home Care Packages and Commonwealth Home Support programs. We also conducted registration audits for the Disability Services Program and NDIS to ensure compliance.

The HACC-PYP remains stable and continues to serve the under-65 demographic effectively.

Our skilled Support Workers, Coordinators, and team members are the foundation of our success, driving our mission to be the preferred provider within the Migrant Resource Centre North West Region. Our dedicated volunteers further enhance our capacity to reach more community members.

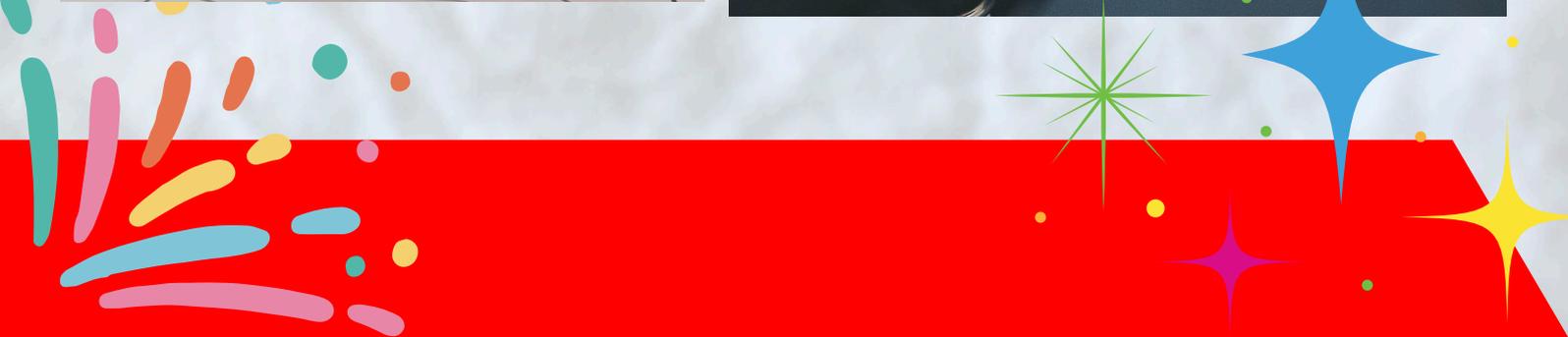
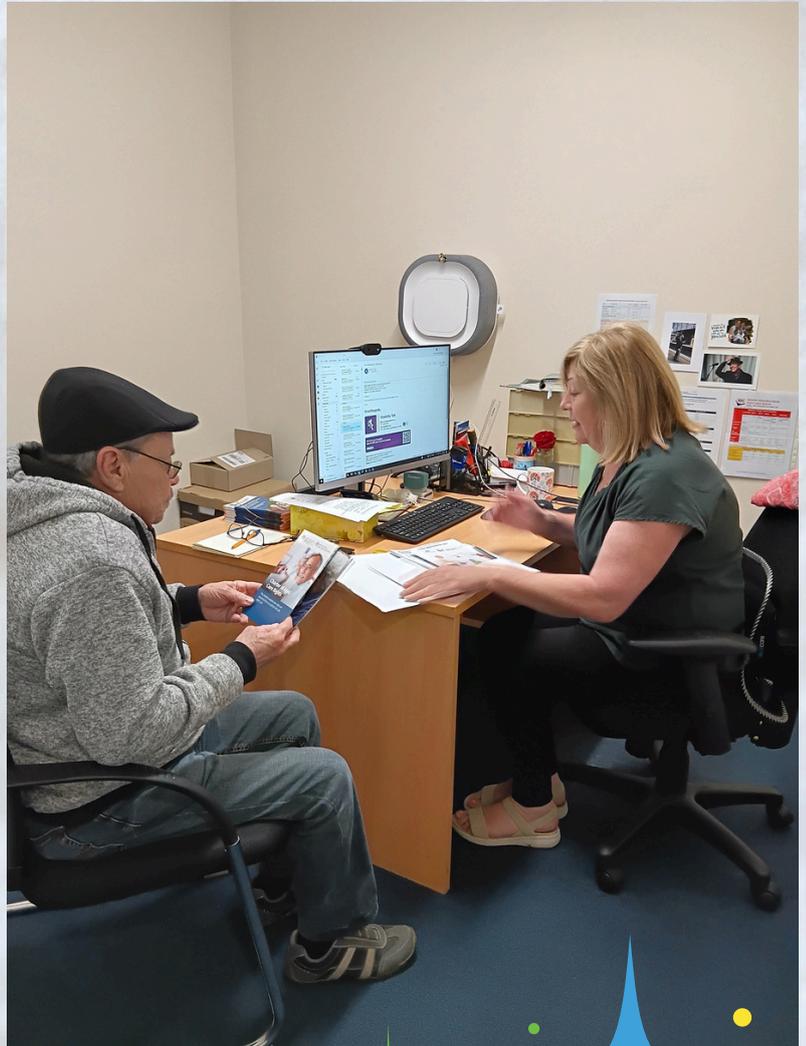
We are committed to continuous improvement through ongoing training, fostering a supportive environment where staff and volunteers feel valued and empowered to deliver high-quality care.

The following pages highlight key achievements during this reporting period. We sincerely thank all stakeholders for their collaboration and support in benefiting our clients and the wider community.



ACCESS AND SUPPORT SERVICES

The Access & Support program delivers tailored assistance to eligible individuals over 65, under the Commonwealth Home Support Program (CHSP), as well as younger people under the Home and Community Care Program for Younger People (HACC PYP). The primary goal is to help those who encounter barriers to accessing necessary services due to their diverse circumstances. Specifically, the HACC PYP provides support to younger individuals with disabilities who do not qualify for the National Disability Insurance Scheme (NDIS). The program is designed to promote independence and enable these individuals to continue living at home by addressing access challenges and removing obstacles to essential support services.



HOME CARE PACKAGES PROGRAM



Our Home Care Packages Program (addressed to frail elderly people who are at risk of premature placement in residential care) continued to grow over the last 12 months. Currently it is supporting 32 seniors on all 4 levels of care. The clients are assisted by two Care Coordinators- Barbara and Liljana and a group of 7 qualified and dedicated Support Workers: Huong, Kim, Trang, Nhung, Halima, Chamini and Navpreet. Fun fact: 70% of our Support Workers gained their qualifications (Certificate III or Certificate IV in Individual Support) at 'home'- at our own Migrant Resource Centre!



In 2024, we rolled out a new computer program called Visual Care to help us manage client and staff information with greater ease and efficiency.

This was another step away from paper-based processes and towards streamlining and digitising of our systems. Now, support workers can use apps on their phones to clock in and out, write case notes, report incidents, and more making day to day tasks quicker and smoother.



Sharing information has become more accurate, and everything just flows better. One of the best parts of Visual Care is its rostering feature, which helps us match carers with clients based on things like gender preference, qualifications, skills, languages, and even personal interests. This means we can offer even more personalised, person-centred care.

Here is feedback from the wife of one of our clients about our services:

"For the past 2 years of your service, we are very happy for the services you provided. When we needed your help, you always provide immediate actions. You are a great help to me and especially to my husband. I am very thankful and grateful for your great service. Your staff are very accommodating and helpful. Thank you so much. Nahid'.

NDIS SUPPORT COORDINATION



“At Migrant Resource Centre (MRC) Northwest Region, our Support Coordination team is dedicated to helping participants identify and engage with the right supports to pursue their goals. We pride ourselves on our compassionate approach, clear communication, and strong collaboration with both participants and providers”

Throughout this year, MRC has delivered high-quality services to participants of the National Disability Insurance Scheme (NDIS), with a particular focus on individuals from Culturally and Linguistically Diverse (CALD) backgrounds. Our dedicated Support Coordinators work diligently to increase participants understanding of NDIS and to connect with appropriate services in line with their NDIS plan including core and allied health services, ensuring they receive timely assistance that significantly enhances their quality of life.

In addition to immediate support, our team empowers participants to build essential capacity skills, enabling them to make informed choices, gain independence, and work towards achieving their personal goals.

A recent success story highlights the impact of our commitment: A participant who had left MRC two years ago returned to our Support Coordination services after experiencing a significant reduction in their NDIS funding. Recognizing the urgency of the situation, our team assisted the participant in submitting a Change of Circumstance request and diligently followed up with the NDIS. By gathering evidence from allied health professionals and community supports, we successfully advocated for an increase in funding.

This outcome demonstrates our unwavering dedication to exceeding participant expectations and ensuring they receive high-quality, timely support. With increased Core Supports and ongoing guidance, the participant has since made significant progress toward independence, engaged in meaningful activities, and developed self-advocacy skills to better manage their NDIS plan.

At MRC Northwest Region, our mission is to ensure every participant receive the right support, at the right time, from the right people to empower them to live fulfilling and independent lives.



DIVERSITY AND DISABILITY (DnD) & ILC



The diversity and Disability program has continued to provide new services in the last financial year, where we have made a difference to CALD people with a disability and their families. We have to run the arts, music and woodwork groups. Also, our parents' group was very well received. We have been successfully also running the self-advocacy support group for CALD people with a disability in Dandenong, Merri Bek, Brimbank and Keilor.

We supported 96 new clients and 495 ongoing attendances to our support groups throughout the financial year 24/25.



The Power Through Knowledge initiative, led by the Migrant Resource Centre North West Region INC. (MRCNWR) in partnership with ECCV and VALID, aims to empower culturally and linguistically diverse (CALD) Victorians with disability through peer-led education and community engagement.

In its first year (July 2024 – June 2025) of this 3 years project, we 2successfully launched ten regional support groups, delivering 42 sessions and engaging 132 participants with disability. These sessions focused on building confidence, rights awareness, decision-making skills, and practical independence. Facilitated by peers with lived experience, the groups provided culturally safe spaces where participants could learn, connect, and grow. Additionally, 11 workshops were held for 120 family members, carers, and community leaders. These sessions addressed stigma, promoted supported decision-making, and encouraged inclusive attitudes within CALD communities. Feedback showed high satisfaction and increased confidence among carers to support independence at home.



DISABILITY ADVOCACY

The MRC Northwest Disability Advocacy Program provides assistance and support to people with a disability, their carers and families that reside in the Western region.

The Advocate can assist with;

- Listening to and understanding your issues.
- Helping you to understand and access services.
- Making sure your rights are upheld, and that you are being listened to.
- Referring to relevant services. Support in applying for NDIS and Disability Support Pension.

This year has been a successful one we have worked, and support may clients achieving great outcomes. We have assisted clients in becoming successful participants in the NDIS and supported clients in the process of applying and obtaining the Disability Pension.



Turkish Social Support Group



The program pairs volunteers with clients who share similar interests, hobbies, or backgrounds. This allows clients to participate in social activities that enhance their overall wellbeing. Activities are chosen based on the clients' preferences and aim to boost both mental and physical health, as well as promote greater independence. Examples of group activities include creating soft toys from felt, needlework, canvas painting, knitting beanies and wool socks, crocheting handbags, and making silk and felt flowers. Our programs also feature weekly puzzles, word searches, and gentle stretching exercises. Additionally, information sessions are held on topics such as Centrelink, home care packages, continence management, and heart health. The program continues to grow stronger and more impactful.



German Social Support Group

The German speaking Support Program is a very active group, which meets at the Westvale Community Centre, 45 Kings Road, Kings Park every Thursday from 9:30 am until 12:00 pm. Morning tea is provided.

Activities include art and crafts, board and other games, mental stimulation, gentle exercises, celebration of carnival, Easter, Christmas, group's birthday, new fact learning, jokes, singing of folk songs, music, excursions and having fun.

Group members love to talk in German and are looking forward seeing each other every week.

The group has been going on since 2001. New and varied activities are still being provided every week.



Sri Lankan Social Support Group

This year, the Sri Lankan Social Support Group has been full of laughter, colour, and connection. From sharing delicious home-style meals to celebrating cultural festivals, playing games, dancing, and creating beautiful crafts, our members have truly made the most of their time together.

The group is more than a meeting—it's a family. Friendships have grown, traditions have been kept alive, and new memories have been made. Special highlights included our joyful Sinhala and Tamil New Year celebration, Christmas lunch, special day celebrations, and monthly craft workshops, which always spark creativity and conversation.



The clients love speaking in Sinhalese and attends the group regularly. They enjoy their time at the group very much. We started in 2015 and is happy to announce that we'll be completing 10years in November this year.



Indian and Indian & Sri Lankan Social Support Groups

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

Indian Social support group meets at Jamieson way community center 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.

Both groups start their session with various exercises, like cardio exercises, stretch exercises and exercises with music while watching videos on data projector. Both groups celebrated Festivals, Easter, Diwali, Holi and New Year by participating in their traditional food, dance, quizzes, dressing up for festivals and sharing how they celebrate festivals. Craft activities like colouring ,painting and orgammi are also organised as group members love to participate in these activities. Healthy skin with Boltan Clark, IPC health "Stress and relaxation session" and information session with Centrelink.

I want to say big thanks to all the information session providers and the Saltwater community center for providing us with the venue as Jamieson Way was under renovation and was not ready.



Bosnian Social Support Group

The Bosnian Social Support Group is for people from Bosnian speaking backgrounds, who feel isolated and would like to enhance their connections with the community. Members are over 65 who are frail or elderly, or people under 65 with a disability or health condition.

The group meets weekly in the Cairnlea Community hub, where clients participate and enjoy in activities like arts/crafts, quizzes, word searches, gentle exercises, information sessions, health promotion, and social support.

The group also goes on excursions and enjoys traditional celebrations, etc...

Feedback has been very positive from the clients, saying they feel less lonely and isolated, have developed new social and emotional skills, and have gained a sense of belonging.

Activities are designed to meet each client's requirements and preferences, and to support their wellness and increase mental awareness.



African Elderly Social Support Group

The African Elderly Social Support Group, funded by the Commonwealth Home Support Program (CHSP) and the Home and Community Care Program for Younger People (HACC-PYP), supports frail, elderly, and disabled individuals who wish to remain living independently at home.

Meeting weekly at the Jean McKendry Neighbourhood Centre in North Melbourne, the group offers tailored activities including:

- Health and wellbeing information sessions.
- Local outings, walking, and light exercise
- Monthly social lunches

In 2025, members were informed about changes to aged care laws through two dedicated sessions—one in April by Ms. Zeinab Hussein, and another in June by Gamil. Members were also supported with their aged care assessments by Ms. Fikere, the group's Access and Support Worker.

Also, a session about Men's Health was held in partnership with Cohealth in July. The group thanks the Migrant Resource Centre North West, coordinators, and volunteers for their ongoing dedication and support.





LEARNING CENTRE SERVICES

The Migrant Resource Centre North West (MRCNWR) has been an a Learn Local provider offering English classes to our local community for over 15 years and has been a registered training organisation since 2017. Our mission is to empower individual by enhancing their skills and knowledge, fostering integration, and helping them succeed in the new community.

In the end of last year, we saw many challenges to the Learning Centre team. However, in 2025 we have managed to develop a professional team with extensive knowledge and experience in both education, training and employment.

Registered Training Organisation

At the beginning of this year MRCNWR saw a growth of the RTO with the successful application to the VRQA to remain a training provider in the North West region of Victoria.

We aim to increase our numbers in the Certificate III in Individual Support CHC33021 the training we provide in the aged and disability in second to none as we teach at a high level all the requirements to become a professional aged and disability sector worker. We offer our students additional one to one training and the opportunity to participate in extra English classes that will enhance their learning and build the skills and knowledge to be a successful aged and disability support worker. Many of our past students are now working in the field and many students moving to higher levels of education.

ACFE – Learn Local

We managed to offer two days a week of English with an additional focus on developing basis computer skills which will help our students with emails, job application, how to navigate systems such as Centrelink and many more. We also offered a pre accredited class in pathway to the aged and disability sector. Almost 90% of participants moved into the accredited training.





LEARNING CENTRE SERVICES

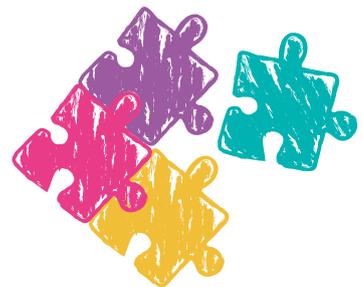
RECONNECT

This program is funded by the DJIR that allows participants from aged 17 to 65 to access support in education and employment pathways. This program has been funded until January 2026, with a possibility of extending. The program is designed to respond to the multiple barriers faced by vulnerable disengaged, such as homelessness, mental health, family violence, drugs and alcohol. This program is to assist the community who want to change their lives by attending education, training, social connections and pathways to employment. We have had over 200 participants since the beginning of the program, many now employed or moved to higher education

In 2024/2025 MRCNWR was offering:

CHC33021 Certificate 111 in Individual support.

This course is a requirement if you would like to work in the aged and disability sector. It is also required for student wanting to upskill to the CHC43121 Certificate III in Disability We also have had a number of past students who have now completed the Diploma in Nursing and some going into degree courses in nursing or community services. This not only an achievement for them but an achievement for MRCNWR as we gave the students confidence to more forward and create a career.



OUR PARTNERS & SUPPORTERS



GOVERNMENT DEPARTMENTS

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

COUNCILS

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

OTHER

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

COMMUNITY ORGANISATIONS

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

EDUCATIONAL INSTITUTES

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



St Albans Office
20 Victoria Crescent, ST ALBANS VIC 3021
Ph: 1300 676 044

Hume Office
Level 1, Suite 10, 11-17 Pearcedale Parade,
Broadmeadows VIC 3047
Ph: 1300 676 044

Website: www.mrcnorthwest.org.au
Email: mrcnw@mrcnorthwest.org.au



Migrant Resource Centre North West Region Inc



1300 676 044



mrcnw@mrcnorthwest.org.au



www.mrcnorthwest.org.au