



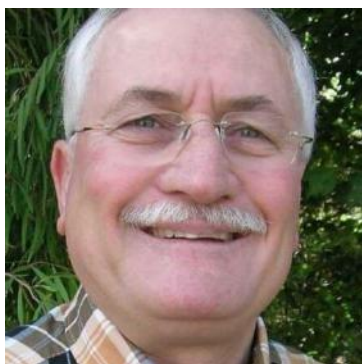
Migrant Resource Centre
North West Region Inc.

25th Annual Report 2015

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PRESIDENT'S REPORT



It is with great sense of pride and pleasure that I present my President's report for 2014-2015 as it coincides with our celebration of 26 years' service to our migrant and refugee communities in the North West of metropolitan Melbourne.

Each year the Migrant Resource Centre North West grows from strength to strength, expanding on the range of services, launching many programs, promoting the benefits of multiculturalism, advocating on many issues impacting our clients and whole community, scoping for new initiatives and improving in our quality of services. This is in no small part due to the excellent service which the Centre provides to our diverse communities.

The Committee of Management, Executive Officer Mrs. Gulten Metin, supported by a new management structure, the professional and keen staff and our volunteers provided support and advocacy for many refugees and migrant families' right through to our senior ethnically diverse communities in a wide range of client support services. I congratulate each and every one of them for their professional successes and their dedication to the tasks at hand.

Our organisation is a resilient and flexible provider that has managed the changes in government policy that impacted on funded programs and also kept in touch and adapted to the changes in client groups settling in the region. I am pleased to report we continue to be successful in the planning and delivery of all MRCNW programs and achieve positive levels of client satisfaction, with over 13,500 clients being serviced this year. The organisation continues to exceed its service delivery obligations to our funding partners and are aligned to the organisation's strategic planning priorities.

This past year also included the much-anticipated relocation of services to our new facilities in both St Albans and Hume. There has been a considerable amount of work undertaken to prepare for the transfer of the MRC offices to the new building locations, with both centrally situated. The move, which was considered to have potential for additional opportunities for MRC and its clients, has proven to be a positive outcome. These moves have become an exciting chapter for the organisation in its attempt to deliver education, training and future employment pathways for our communities, not only as a registered Training organisation (RTO) but as a Learn, Local organisation (LLO) into the future.

There is a growing compassion in the North West suburbs of Melbourne Victoria and Australia on the plight of refugees and humanitarian entrants. The MRC is on the front line to welcome those seeking asylum –to help people to resettle and integrate into the community. It is the continuing work of our organisation that looks to make a better life for refugees and the broader migrant community. We can continue to grow, to offer new and lasting opportunities and to partner with other organisations and the broader community to make this possible.

I commend this Annual Report to you with an update on our past years work and also a look back at the beginning and our journey to 2015. In concluding I extend my sincere gratitude to our members of the Committee, our Executive Officer Gulten Metin for her commitment to continue our vision for the organisation and for the community we serve, our staff for their ongoing dedication and work, all our volunteers and members for their contributions, our funding partners and supporters; thank you all. We celebrate our achievements this year and look forward to the future with confidence here's to more successful and productive achievements in 2016.

Hakki Suleyman

President

EXECUTIVE OFFICER'S REPORT



Welcome to our 26th Annual Report which is filled with positive and productive outcomes across all our service delivery areas. The contents of our report showcase an organisation working as a team to reach service and operational objectives for 2014-2015 with a number of new initiatives developed addressing the needs of the increased numbers of refugee and humanitarian entrants and migrant families settling in the North West suburbs of Melbourne.

The past year we have seen many changes with the transitioning of Settlement Grants Program (SGP) into Social Services portfolio; and are aware of future changes and reforms in Aged Care and disability services sector. Settling into the role by developing new working relationships with key stakeholders across our catchment area and consolidating more established ones, was one of my primary goals. Another was to set about examining internal business structures and practices to determine the best way forward.

Although challenging at times, it has been most rewarding, with relocating our office(s) in both St Albans and Hume; successfully being approved as a registered training organisation (RTO) and Learn Local Organisation (LLO); continuing to provide invaluable services to our communities across a range of locations; facilitating a number of unique events; meeting key milestones; always being open to innovation, passionate and ready to respond to altered policy direction; the MRCNW is well governed and astutely managed ensuring our services transform in line with our client's and our broader communities needs and expectations.

We are always evolving as an organisation and the past year we had many great achievements to prove this, as well as some not so great and we continue to rise to the challenges. I feel very privileged and proud to be working in the north west region for the MRC, with the Committee, and leading the staff and volunteers and working for our clients in the local community.

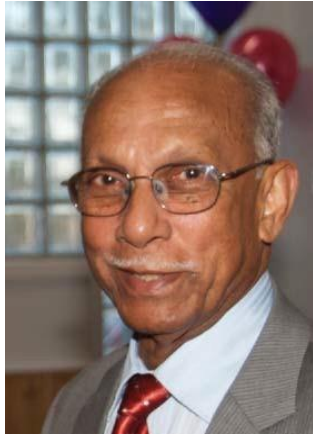
I would like to thank each and every member of the Executive and the Committee of Management who have contributed substantial time in providing their support, commitment, and leadership in the governance of our organisation as very skilled and dedicated volunteers. To my dedicated staff for their continued efforts to provide an efficient and professional service to our clients with a keen and passionate attitude. Again they have shown the ability to cope with transition and embrace change. Our volunteers for their invaluable support, I thank each of them for their contributions and commitment in and across all our programs. My sincere gratitude and thanks to our funding bodies, local Councils across the north west region and partner agencies for their continued support and interest in the MRCNWR. Without our partnerships we would not be able to achieve what we do best and value local agencies engagement, commitment and support for our client groups.

Finally, the generosity of spirit and goodwill of the wider community is also greatly appreciated and we thank all of our community members for sustaining the MRC's work with migrants and refugees in promoting diversity in our community.

Gulden Metin

Executive Officer

TREASURER'S REPORT



The 2015 year for the Migrant Resource Centre North West Inc. was not only one of continued sustainability but also saw the completion of the Committee of management's strategic review. This included the relocation to the new office, the establishment of the RTO and the fine tuning of the organisation structure.

The net operating surplus in 2015 was \$187,758 which was \$54,375 below that recorded in 2014. This decline is due in part to the reduction in funding revenue from 2014, the relocation to the new office and the finalisation of the costs associated with restructuring the organisation. Total overall income declined by \$141,238 or 6.7% to \$1,960,527 and overall operating costs decreased by 4.7% or \$86,861 from \$1,859,631 to \$1,772,769. This strong financial result continues to reflect the organisations strong record of fiscal management.

Despite the above mentioned one-off costs, the core business delivered a healthy surplus from its activities. This was \$131,671 above the operating result recorded in 2014. The one off costs i.e. the relocation to the new office and the finalisation of the costs associated with restructuring the organisation were partially offset by the write back or reversal of the 2014 provision created for the establishment of the RTO. The net impact on the overall trading performance of these one-off or abnormal items was a negative \$50,794. Whilst management had directed funds to capital works in 2015 and PAG activity funding had been fully applied, there were no further grounds to increase the provisions that had been established in the prior year.

In June 2015 we received advances of funding for use in the 2015/16 year. Included in these grants was \$95,000 for the capital purchase of a community bus which has since been acquired.

After allowing for the costs of establishing the RTO, completing the relocation of the office and finalising the strategic review of the organisation, the cash reserves grew from \$1,973,971 to \$2,211,468. This increase of \$234,547 was aided by the interest from the funds held in term deposit received throughout the financial year. The entity's net assets position continues to strengthen, increasing to \$1,455,023 up \$187,758 from 2014.

It is pleasing to end the 2015 year in a sound financial position whilst being able to continue to work alongside a dedicated committee and staff, all of which would not be possible without the ongoing funding support from the various funding bodies. I commend our auditors report ending 30 June 2015, and look forward to another year of servicing the Community.

Dan Wallace
Treasurer

ORGANISATIONAL CHARTER

Our Vision

The MRC North West, 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 MRC North West, 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.

Our Values

The MRCNW values are;

- Diversity,
- Equality for all,
- Trust, Integrity and Professionalism,
- Collaboration for the benefit of our client group,
- and treating all people with respect.

Positive, Active & Strong - Health & Wellbeing

Focus program development towards healthy lifestyle outcomes, which embrace person—centered approaches. Streamline referral processes and strengthen partnerships that assure all new arrivals have access to the best possible health care, advice and services. Develop targeted, evidence based approach in addressing immediate health concerns facing newly arrived communities.

Access to every Opportunity—Education, Training and Employment

Implement programs that prepare newly arrived communities to access local and sustainable employment opportunities. Work with accredited training providers to ensure positive transitions into quality measured and approved training opportunities. Continue to refine and replicate programs and partnerships that deliver family centered and lifelong learning approaches.

My Place—Engagement and Contribution to community

Facilitates youth engagement opportunities that encourage positive engagement and civic leadership opportunities. Ensure student placement opportunities are made available to local refugee and migrant background young people to mentor and provide experience in this area of community development.

Support school communities in engaging parents and families in education and local support services. Continue to work with a range of stakeholders to facilitate community connection/induction programs for newly arrived groups.

Further expand e-technology opportunities that focus on information sharing and program delivery.

Growing and Sharing—Partnerships

Continue to develop the whole of family approach to English Language acquisition, engagement with the Australian Education System and the Training and Employment sector. Foster partnerships that refine cross referral processes ensuring clients have timely access to appropriate services.

Fact, Evidence and Anecdote—Being a Voice

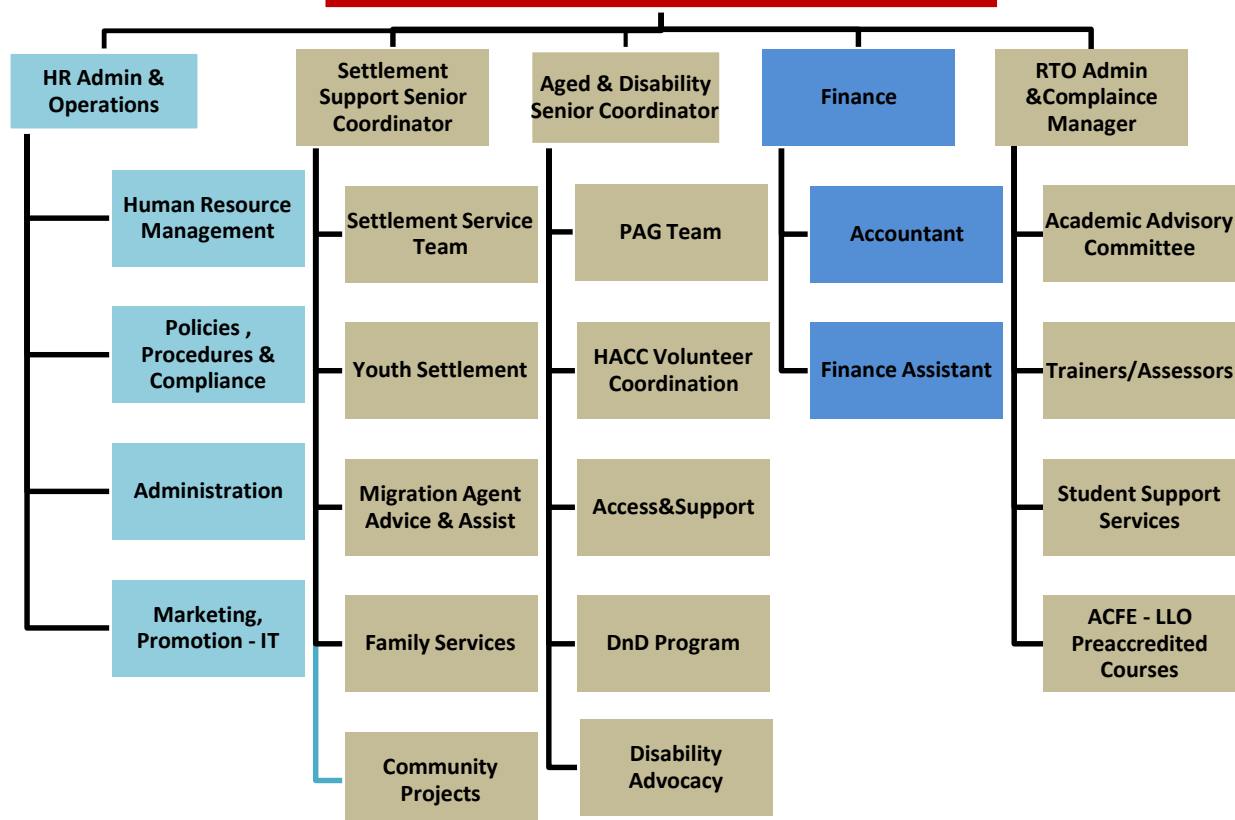
Facilitate opportunities for newly arrived individuals, groups and communities to share culture, language, experiences and expertise with the broader community. Develop an information strategy that is responsive to the work of the organisation and empowers language based communities to share their culture, experiences and aspirations. Systemically advocate on behalf of individuals and communities where major policy decisions impact on the life outcomes of refugees and migrants.

ORGANISATIONAL STRUCTURE

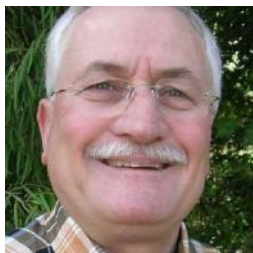
Committee of Management

Hakki Suleyman—President
 Troy Atanasovski—Vice President
 Dan Wallace—Treasurer
 Alicia Matene—Assistant Treasurer
 Sydney Vas—Secretary
 Imad Hirmiz—Assistant Secretary
 Joe Caf—Committee Member
 Godefa G'her—Committee Member
 Cuc Lam—Committee Member
 Bawi Lian Thang—Committee Member
 Grace Elikana—Member -Retired July 2015

Executive Officer- Gulden Metin



COMMITTEE 2014—2015



Hakki Suleyman
President



Troy Atanasovski
Vice President



Dan Wallace
Treasurer



Alicia Matene
Assistant Treasurer



Sydney Vas
Secretary



Imad Hirmiz
Assistant Secretary



Joe Caf
Committee Member



Godefa G'her
Committee Member



Cuc Lam
Committee Member



Bawi Lian Thang
Committee Member



Grace Elikana
Committee Member July 2015

MINUTES

Migrant Resource Centre North West Region Inc.

Minutes of the Annual General Meeting Held on 29th October 2014 at 20 Victoria Crescent, St. Albans Victoria at 6.00pm.

CHAIR: Hakki Suleyman, Chairperson declared the meeting officially open and welcomed all present.

Mrs. Gulden Metin, the then Acting Executive Officer, took over as the Master of Ceremony for the event and welcomed all the members and guests. Gulden Metin introduced all the Executive and Committee members by name and title.

APOLOGIES: Gulden Metin read out all the names of the apologies received as follows:-Maria Drakopoulos (Department of Health), George Dimopoulos (Workskill), Julie Cheetham (Workskill), Osman Osman (Lentara UnitingCare), Andrea Lemon (Kids Thrive), Andrea Rieniets (Kids Thrive), Frank Perkins (Edmund Rice Refugee Centre), Jo Read (Good Shepherd Youth & Family Services).

ATTENDANCE: A signed list of those present is on file. Approximately 90 members and guests were in attendance.

MINUTES OF THE PREVIOUS AGM: (Held on the 29th October 2013) The Secretary, Sydney Vas, read out the minutes from the previous AGM. He took this opportunity of informing members that a keen supporter of the MRCNW, Mr. George Seitz was ill and asked members to pray for his recovery. As there were no questions, he asked for the minutes to be moved for acceptance. Moved for acceptance: George Korytsky Seconded: Sam David....Carried.

CHAIRPERSON'S REPORT: (activities of the MRCNW for the year ended 30th June 2014). Hakki Suleyman read out Chairperson's report which was also contained in the ANNUAL REPORT 2014 handed out to all present. Hakki Suleyman also took this opportunity of paying his respects on behalf of the MRCNW to the Wurundjeri people and their Elders past and present. Hakki Suleyman also acknowledged and thanked all the funding partners and agencies present for their support throughout the course of the past year.

The Chairperson further commented on the recent move to the new premises at 20 Victoria Crescent St Albans and how the organisation was looking forward to establishing the Registered Training Organisation (RTO). As there were no questions, Hakki Suleyman asked for acceptance of his report. Moved for acceptance: Olga Korytsky Seconded: Sam David.....Carried.

TREASURER'S REPORT: The Treasurer, Dan Wallace, read out his report (which was contained in the Annual Report). He acknowledged and thanked Chamila Fernando and MRCNWR Finance Accountant Bernard Negline, for their great work and professionalism. As there were no questions, Dan Wallace asked for acceptance of his report. Moved for acceptance: Joe Caf Seconded: Alicia Matene.... Carried.

APPOINTMENT OF AUDITOR: The Treasurer, Dan Wallace, proposed that our current Auditors, Chan & Naylor be re-appointed for the next financial year 2014/2015. Moved for acceptance: Olga Korytsky Seconded: Sam David.....Carried.

EXECUTIVE OFFICER'S REPORT: Gulden Metin read out her report which was contained in the Annual Report. As there were no questions, it was moved for acceptance. Moved for acceptance, Olga Korytsky, Sec. Troy Atanasovski.....carried.

SPECIAL BUSINESS: Gulden Metin stated the next item on the agenda being and provided detailed brief to the RESOLUTION regarding the changes to the Constitution and to up-date certain sections in accordance with the Associations Incorporation Reform Act 2012 passed in 2013. A separate hand-out was given to all present showing all the changes.

"RESOLVED THAT THE AMENDMENTS TO THE CONSTITUTION AS DETAILED IN THE HAND-OUT, BE ACCEPTED" Moved for acceptance: Imad Hirmiz Seconded: Sydney Vas.....Carried. Hakki Suleyman thanked Sydney Vas for his input to the changes to the Constitution.

CONCLUSION: Before declaring the meeting closed, the Chairperson, Hakki Suleyman invited members and guests if they wished to say a few words. Mr. Sam David informed members that a strong supporter of the MRCNW Mr. George Seitz was seriously ill and that the MRCNW should send him get well wishes for a speedy recovery. Mr. Sydney Vas then spoke of the tremendous work and effort put in by Hakki Suleyman and Dan Wallace and the staff in moving to the new premises; from getting leases signed, getting the current premises prepared for operations and the old premises restored to its original state; procuring all the equipment, monitoring of the premises and more.

Ms. Natalie Suleyman, currently standing for the Victorian State Elections for the seat of St. Albans thanked and commended her father Hakki Suleyman for his dedication to the MRCNW and acknowledged the staff for doing such a good job in servicing the community. Ms. Alicia Matene, thanked the staff both past and present for their long and dedicated service and wished them all well. Mr. Troy Atanasovski also thanked Hakki Suleyman and the MRCNW staff for doing a great job. Ms. Natalie Hutchins current member for Keilor thanked Hakki Suleyman, the Committee members and staff and Gulden Metin (Actg. E.O.) for their dedicated work to the community. Ms. Meryl O'Neill, Program Manager for Lentara UnitingCare, acknowledged the commitment and dedication of Gulden Metin and staff for the great work on the community projects and programs delivered across the North West. Chair, Hakki Suleyman, concluded the meeting by thanking the Committee, the staff both past and present and all those in attendance for their dedication and support to the MRCNW and our communities.

The meeting was declared closed at 8.15 pm.

SECRETETARY

Sydney Vas

Highlights 2014-2015





Settlement Services

Settlement Services Team

The Settlement services team have yet again exceeded targets for 2014-2015 providing settlement assistance to newly arrived refugees and migrants (0-5years) in Melbourne's key settlement areas of Brimbank, Hume and Laverton and is funded by (DSS) under the Settlement Services Program (SSP).

The team's performance throughout the year was beyond reproach, with credit to all of the team members. The team comprises of a group of highly skilled and experienced dedicated professionals, committed to facilitating settlement casework and referrals, group work(including men's and women's settlement groups) housing support, immigration advice assistance and refugee youth activities.

The delivery of direct service is the keystone of the day-to-day activities of the team, providing newly arrived individuals and their family's information, support, referral and advocacy. During the year, various community members and groups in Brimbank, Melton, Hume and Hobson Bay areas attended information sessions on a range of topics which included updates to Refugee and Humanitarian program, Family Stream Migration information(for the purpose of proposing family members), Medicare, Aged Care services, Crime stoppers, tenancy information, consumer affairs, and life skills.

Importantly, the team worked in partnership with many local, state wide agencies and government departments to facilitate and advocate positive settlement outcomes for the newly arrived. It is also crucial to acknowledge the co-located agencies through our offices, which include Centrelink, Federation of Chinese Associations, Consumer Affairs, and the African Women's Senior Program also offer invaluable services that continue to meet the specific needs of the communities within the catchment areas. We look forward to another successful year of working together with all these stakeholders.

One of the many positive results for the settlement team during the year included was when community member from Sunshine who needed assistance and advice on proposing a family of 6 young children on Special Humanitarian Program visa. The community member was thrilled when his family was granted their visas "Thank you to the staff of MRCNW for your assistance, I'm very happy and appreciate very much"

This year the MRCNW Settlement Grants Program (SGP) transitioned into the Department of Social Services (DSS) portfolio, which our team adopted very professionally. The services continue to be instrumental in building the capacity of grassroots community organisations and community members in addressing their settlement needs through targeted community development activities. The Team have been involved in delivering a high level of service through casework provision to a range of newly arrived ethnic communities from Iraq, (including Chaldean /Assyrian), Bhutan, Nepal, Somali, Persia, Turkey and Sudan.



Youth Settlement Services

Youth Settlement undertaken as part of the Settlement Services Program continued to provide information, support and referrals via a range of unique initiatives for 2014-2015. A range of creative activities with focus on refugee youth being mentored to channel their artistic talents and engage within the broader community. The program has had a successful year working closely with refugee young people, community groups, parents, schools, and mainstream youth services building the confidence in newly arrived refugee young people.

The MRC North West Youth Settlement Program continues to reach out to young people and provide pathways for their creative talents. The positive and real outcomes associated with this work are linked with the casework which the MRC North West conducts on a regular basis. During the year MRCNW reconvened the MaRYN Network meetings, where a group of skilled youth service agencies meet to address the changing needs of refugee and humanitarian youth settling in the region.

MRCNW Men's' Shed @ Brimbank

2014-2015 the MRCNW's men's shed program engaged men from the Horn of Africa and the Burmese community, and continued the concept similar to previous year; where men can come together and socialised taking part in a range of practical activities. The Men's shed provided the participants a chance to share experiences with fellow peers, access information and support about a range of social family and health based issues. The areas identified included legal issues, health, skills training, education and employability. The sessions assisted in alleviating that lack of sense of power, and for the men to remain astute to their responsibilities to support their families in a new environment. One shed many cultures.

MRCNW Migration Services

Migration Advice and Assistance funded under the Settlement Grants Program provides assistance to eligible refugee and humanitarian entrants and disadvantaged community members who are trying to propose to bring their family members to Australia by qualified registered Migration Agents. The service also included information sessions delivered to both community groups and service providers who want to increase their awareness and understanding of the processes of particular migration visa applications such as Australian Citizenship, and proposing family members under family and refugee applications.

MRCNW School Based Father's Activity

The school based father's activity project continued to assist supporting the needs of fathers of newly arrived refugees and migrants from CALD backgrounds in the western suburbs. The program funded by the Department of Social Services (DSS), and in partnership with St Albans Primary School, strengthened the emotional capacity of fathers and provided the men tools to further connect and be involved with their children.

Partnerships

The MRCNW continued to facilitate the Network meetings across the North West. The network includes representatives from key service agencies working for refugees and new arrivals settling in the north west.

The network has regular attendance of over 30 participants every six to eight weeks. The Network representatives come together to participate in planning, advocating, networking, facilitating and providing resources, enabling more awareness through information sharing to respond to the needs of the new and emerging refugee, humanitarian and migrant communities.

Refugee Week

The Refugee Week celebrations provided great opportunities for celebrating multiculturalism and raising the awareness among mainstream providers of the issues and needs of refugees. In Hume the celebrations marked its 9th year, with the initial initiative from the MRCNW Hume branch. The event was very successful with positive outcomes and has encouraged more such events to be delivered in partnership with local service providers, local government and the broader communities.

The event held at Hume Global Learning Centre in Broadmeadows, included guest speakers from government and non-government as well as refugee youth sharing their stories and journey, with music, entertainment and dancing. The theme continued for this year's celebration with 'Restoring Hope'. MRCNW would like to thank and acknowledge Hume City Council, distinguished guests, guest speakers and all attendees for their support, efforts and participation during staging of the celebrations.

Education, Training and Employment

The Settlement Team has again exceeded in the delivery of information sessions and workshops through regular community consultations and worked closely with the newly arrived community groups and mainstream service providers in the North west region.

Information sessions were held to better orientate clients with settlement and mainstream services in the local government area. Information sessions held a high level of interest and participation, which replicates the overwhelming demand for casework provision. Sessions were held on prominent issues relating to financial counseling, schooling/education/training, Australian citizenship, mental health and wellbeing, road rules, laws and safety (Vic Police), Centrelink, housing, health/ wellbeing services, legal aid cultural competency, and pathways to tertiary education, employment rights.





MRCNW Road Safety Awareness Project

The road safety project has made a significant difference to individuals living in Brimbank who aspire to become safe and better drivers. The Migrant Resource Centre North West and VicRoads continue their program through Victorian Community Road Safety Partnership Program (VCRPP), and are supported by a steering group, represented by Victoria Police, Brimbank City Council, Brimbank L2P, Melton City Council, Westgate Roads Safety Group, and the Department of Social Services. The project has focused on providing new and emerging communities with information that goes beyond simple driving principles. Many of the issues addressed have included legal obligations when driving, child restraints, pedestrian safety, road rules & safety, consumer rights and responsibilities.

Gamal Mohamed Ali is Eritrean, was born in Sudan and grew up there, before travelling to Malaysia and eventually Australia. He was a confident driver, with an international driver's licence and he had previously driven in both Sudan and Malaysia before coming to Australia. He recalls having to observe the roads "for one week" when he first arrived in Malaysia as he had never driven on the left hand side of the road before.

When visiting the MRC North West for the first time, he developed a good rapport with MRCNW Project Worker and signed up to the Road Safety Awareness Project after seeing some brochures and information about the program. He was still new to Australia and understood that road rules and road safety were different to those in Sudan and Malaysia. He valued the information provided in the workshops, "it was very important and very useful."

Gamal recalls that though there were driving rules in Sudan and Malaysia, most drivers on the roads did not obey them and the rules were not enforced. Driving in Australia was a completely new experience and despite having been a competent driver for the past 15 years, he felt it was important to understand the different rules and regulations of Australia's roads. He was particularly concerned about children's and passenger's safety. "I am a family man. I have two kids and my partner. To drive is essential for me."

Furthermore, he highlighted the importance of interpreters assisting participants at each session. He feels that a large part of the program's success is due to all participants being able to understand fully comprehending the information being presented in the workshops. Participants were able to ask questions and make observations that they would not have otherwise been able to articulate. Gamal passed his driver's test with flying colors.



Aged & Disability Services

The Migrant Resource Centre North West Region Inc. Aged and Disability team had an action-packed year delivering our range of Home and Community Care and Disability Advocacy programs with a suite of additional new and innovative projects.

The usual active work flow of the team this year, was heightened with the new implementation and adaptation of work required to position the MRCNW Aged and Disability services in order to optimize and embrace the changing face of the Australian Aged Care and Disability sector. Both sectors are undergoing vast reforms and transitioning to new service systems under the banner of the Living Longer Living Better Aged care reforms and the National Disability Insurance scheme (NDIS).

The HACC team delivered a range of activities during the year aiming to enhance the independence and autonomy of seniors participating in the MRCNW Planned Activity Groups program (PAGs) and Volunteer Coordination program. The Planned Activity Programs Coordinators endeavored to deliver services with far reaching benefits to the communities.

All PAGs coordinators working with PAG members and their carers, rolled out a range of activities during the year. Some of the activities included mind stimulating games, fine motor invigorating activities, hand and eye coordination activities, gentle exercise, walking for fitness and wellbeing, combined with topics about health, food and nutrition delivered by experts in the field.

All activities with intent reinforced messages of the importance of living a healthy life style in line with the Victorian Active Service Model approach. In addition the groups also, enjoyed excursions and day trips to many historical and landmark sites in the metropolitan and rural Victoria. These programs are continuously improving to deliver a client focused service with increasing choice of activities.



"Before this program, I was isolated, house band and was too scared to step out of my house by myself. My fear of falling and hurting myself was overwhelming, however after meeting the MRC's Volunteer Coordinator Arzu Kayhan, with support and understanding, I am now taking part in the Well-Being Program once a fortnight. I could not have achieved this without MRC staff and their wonderful volunteers support".

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

Our Auspice groups from the Coptic, Laotian and African Elderly Communities, transitioned into the Volunteer Coordination program with ease continuing to do an outstanding job as an invaluable bridge of social support that fosters independence and self-help.

During this reporting period the *Volunteer Coordination program* expanded to launch the *Multicultural Friendly Visiting Program* and in addition commenced piloting an innovative and exciting *Well-Being program*.

The *Well-Being program* aimed to showcase seniors the benefit of living active and healthy lifestyles by providing a sequence of targeted physical activity exercises such as swimming, gentle exercise and walking with a parallel focus on healthy eating and nutrition program.

Our *Access and Support program*, with its dedicated support Workers, continued to strive at helping our clients who have diverse needs and who find it difficult to access services. The program provides short term support for frail older people, younger people with a disability, and their carer.

The MRCNW *Disability Advocacy programs* continued to provide advocacy and confidence building support for people with a disability or their carers to achieve their rights to choose, make a decision and actively participate in the community.

Delivering projects/programs in partnership with other multicultural mainstream services is part of the ethos of the MRCNW. Examples of this reporting period is the successful partnerships forged with ECCV working on projects like the CALD Senior's Elder Abuse Project; the Reducing Gambling frequency with CALD communities project in partnership with Health West PCP; the Inner West PCP 'Care Planning' project and the Carer Support project in partnership with Jackson School. The Aged and Disability team during the year continued to focus its attention on strengthening existing and forming new partnerships. The MRCNW Aged and Disability programs delivered services for Arabic speaking, Bosnian, German, Horn of Africa, Indian, Laotian, Sri Lankan and Turkish communities and in addition reached other CALD communities through their various services.

The MRCNW emphasized continuous improvement through ongoing staff training. Some of the training the team members attended include: First AID, Mental Health First Aid, Goal Directed Care Planning, Falls Prevention and many more. The Aged and Disability team wishes to extend their gratitude to all stakeholders that cooperated with MRC staff for the benefit of the service users and the wider community at large.

This year's Volunteer Week Celebrations was extremely important, as it marked MRC's 25th years of services to Brimbank and surrounding North West regional areas. The celebration was held at MRC's new office (20 Victoria Crescent, St Albans) and over 80 guests and volunteers marked this special occasion. All of our volunteers received the Certificate of Appreciation for their hard work. MRC prides itself in supporting, training and preparing their volunteers which work in all different parts of MRC programs and services.



The **German Planned Activity Group (PAG)**, funded through the Department of Health, continues to provide a service from both North Essendon and St Albans for approximately 30 clients.

Underpinned by a focus on the Active Service Model, the German PAG has sought to develop and deliver programs that respond to the needs of individual clients. While mind games, exercises, and gentle exercises were complemented by a series of information sessions, clients were also engaged actively as a means of discerning their own needs. Every effort was made to incorporate these needs into the services provided. In this context, some of the information sessions focused on pain management, continence, depression, power of attorney, wills, road safety, financial management, and environmental issues.

The **Turkish Speaking PAG** has three groups. Two of the three groups alternate on a fortnightly basis. Two of the groups is all female, whilst the other is of mixed gender. The groups' activities is underpinned by the Active Service Model approach. In this context, the notion of 'healthy minds, healthy bodies' has been embraced by the groups as a means of furthering self—independence among individuals. Activities which relate to this theme focus on intellectual, physical and social stimulation. The program is regularly reviewed and evaluated, as a means of fostering improvement and maximizing group members' engagement.

The **Indian and Sri Lankan PAG** continued to provide support to frail aged people communities of Indian and Sri Lankan background and their carers through a program of planned activities and support. The aims and objective of the program is to increase the social networks of people by providing an opportunity for the Indian and Sri Lankan group members to interact socially with each other through group activities. A number of information sessions were provided throughout the year. The aim of these sessions was to increase awareness amongst the clients about the services and assistance available. The key theme in all of these activities was the notion of independent living and we are very pleased to support them in pursuit of this goal. We thank all stakeholders for their support.

The **Bosnian PAG** (Planned Activity Group) participates in activities, excursions, health promotions, and information and social support.

Activities were designed to promote different types of wellness: exercise for physical well-being, art and crafts that increase mental awareness, guided tours advocating healthy shopping and nutrition.

Excursions were also conducted with advocacy support provided. The Program remains popular with participants and there is a waiting list among others who wish to participate.



Diversity and Disability “Be the changes you want”

The past financial year for the Diversity and Disability (DnD) program has been a very good one with more support services operating than ever before. This year will mark 10 years of service to our clients, as we prepare to celebrate.

In the last financial year, we provided support to clients both on a one to one basis and in a group setting with 208 new clients and 1460 clients on an ongoing basis. In accordance to our mission and vision statement, we aim to support people with a disability from a CALD background so they can advocate for themselves and achieve their full potential and can be recognised as valued citizens of the community.

Our program is committed to our strategic plan which is also aligned to the Victorian State Disability Plan. Our values are in accordance with the goals of the NDIS and embrace the objectives of empowerment, control and independence for people with a disability. We are also happy to announce that two new members joined the DnD steering committee which is made up of 10 people with a disability and all from CALD background.

The DnD program has support groups, which are networks providing opportunities for people to come together and break their isolation and empowering them to gain more control over their own lives. People involved in the support groups have had a chance to develop new skills, share their experiences, information and ideas. In terms of developing new skills, participants have been involved with 2 new support groups; the Men’s support group, run in partnership with Mambourin Day services in Braybrook and facilitated by Dominic Golding and David Yang. And the Conflict Resolution Support group, facilitated by MRCNWR DnD Team and TLConsult’s Liz Kelly and Tom Pagonis.

MRC North West’s DnD team with their strong partnership with the Self Advocacy Resource Unit continues to be effective in advocating the establishing the Victorian Self Advocacy Network.



Over the course of the year, back on popular demand, the DnD team continued to run the following groups:

- An Arts group called “The Power of Arts”, where people with a disability from non-English speaking background get the opportunity to explore and discover their own unique creative expression.
- The exhibition on “The International Day of people with a Disability (IDPD)” at the Granary Café in Sunshine was attended by 50 people and artwork was sold. This group is run in partnership with Scope Victoria on a fortnightly basis and facilitated by Tanya Arman and Isi Lumbroso.
- The Maribyrnong to Hollywood Theatre Group facilitated by Sandra Long and Dominic Golding involved participants the opportunity to experiment and learn about movements, acting and creating their own masks for theatre performances.
- The Music therapy group called “The Power of Music”, in partnership with Scope and facilitated by Kirsten Hillman, allowed participants to learn and play musical instruments or simply follow the music with their body and dance.
- The Creative Writing Support Group continue to encourage participants to learn about writing stories that can be either fictional or based on personal experiences. The group continue to publish their stories gaining recognition across the broader community. Sessions run fortnightly in partnership with St John of God, and facilitated by Martin Plowman and Julie Sciberras.
- The Women Support group run by Stephanie Hulsmann and Julie Sciberras, provides the opportunity for CALD women with a disability to come together, share information and experiences, empower the attendees and talk about gender specific issues affecting their lives. This is another collaborative partnership with Scope Victoria.

DnD team wish to thank the support group participants, partner organisations, external and internal stakeholders, funding partners, steering Committee members, MRC staff and volunteers for their support for the past year and look forward to another productive year ahead.



More Highlights 2014-2015



Learning Centre Services

The Migrant Resource Centre North West Region Inc. (MRC NW) was granted Learn Local Organisation status on 9th June 2015 by the Adult, Community and Further Education Board (ACFE Board). This means that MRC NW can now deliver pre-accredited short, community-based courses.

At the present, the MRC NW offers three such courses, which run for 5 weeks and cater for the needs of community members with difficulties accessing education, training or employment. Out of these three courses, one has been very popular and started in early October 2015. Accordingly, on 5th October 2015, the MRC NW began delivering the Adult Literacy & Numeracy short course at its Head Office, in St. Albans. The Adult Literacy & Numeracy classes have a current total enrolment of 20 students, including 9 students who attend the classes at the Community Centre on Biggs Street, St. Albans. Approximately, 11 other potential students have expressed their interest in this course. At the moment, this program employs two trainers and runs from Monday to Friday, 9:15 a.m. to 2:45 p.m. in St. Albans.

Delivered through funding secured from the ACFE Board, the Adult Literacy & Numeracy classes have grown in numbers as we present the program to more community members. In this respect, four information sessions have been conducted with various senior, community groups in both Errington and Hume. An advertisement was also run on the community radio station, 3ZZZ, in four languages for a month. In addition, information sessions have been conducted at local, primary schools, some of which have included course flyers in their newsletters to the parents. Very soon, a new Adult Literacy & Numeracy class will start in the Hume area.

To cater for the growing number of community members interested in improving their skills, the MRC NW has secured a partnership with the Box Hill Institute/CAE. This partnership allows the MRC NW to access additional ACFE Board funded hours.

MRC NW was also granted RTO status by the Victorian Registration and Qualification Authority on 23rd June 2015. This means that MRC NW can now deliver accredited courses and issue nationally recognised qualifications. Currently, the MRC NW has the Certificate III in Individual Support on its scope of registration. In preparation for its delivery, the MRC NW has applied for VTG funding and hopes to be able to offer subsidized training places to its community members in early 2016.

The Certificate III in Individual Support runs for 30 weeks and caters for those students wishing to gain employment in Aged Care and/or Home & Community sectors. Its cohort of students may partly come from existing students attending the Adult Literacy & Numeracy course. Indeed, some of the students in Adult Literacy & Numeracy have enjoyed their studies with us so much that they have already expressed interest in continuing onto the Certificate III in Individual Support.

Other funding opportunities for 2016 are currently being canvassed, including the CSL Berhing Community grant, Transition to Work funding and ACFE Board Capacity & Innovation funding.



Community Projects

Horn of Africa Parents Support Group Project

The Horn of Africa Parent Support Group (HoAPSG) Program has been running with great success for four years and continued until the 30th June 2015 to provide parents from Horn of Africa communities (including Sudan and South Sudan) who care for a child with a disability valuable information and support and assisting them in their role as carers.

The MRCNW would like to take this opportunity to thank the following agencies and their staff for their continued support and commitment to the program: The Smith Family - Communities for Children (CfC) Brimbank program, Down Syndrome Victoria - My Time program, the Department of Social Services, and YMCA Camp Manyung for providing funding and Interchange Western, who in partnership with us, assist with the delivery of a such an invaluable program.

KIND Cultural Harmony Project

KIND Cultural Harmony Project, funded by Lentara Uniting Care through the Department of Social Services – Communities for Children program was delivered across three primary schools in the Hume region. Program delivery was overseen by a Steering Committee involving the three school principals, representatives from Catholic Education Office, program partners Kids Thrive and the Migrant Resource Centre North West Region. The children participating in KIND project created original songs in their own class group, then showcased their talents through performances at the end of each school term, combined with the three schools for a Community Concert. The program included singing, song writing, movement, mindfulness practice, performance; facilitated reflective activities and conversations; end of term community concerts; and professional development workshops for artists, educators and multicultural agency professionals.

Clothing Campaign with Consumer Affairs Project

During the course of the last 12 months MRCNWR Hume office was involved in delivering of '**Rags2Riches**' program, developed to bring together the collective capacity of our agency, and the North Metropolitan Region of the Department of Justice in partnership with the community and other community agencies to make a difference in the lives of refugees and disadvantaged communities.

Rags2Riches provided refugee and disadvantaged communities with clean, good quality, professional clothing to enhance confidence and participation in activities such as employment, interviews, education, training, community and social activity.

Tax Help Volunteers

Every year the MRCNW St Albans Office has the Tax Help Program running during the course of August and September. Those people who have threshold incomes are eligible to visit the MRCNW from 4pm onwards to have their Tax return application lodged. The program coordinated by our administration staff is assisted by a small dedicated group of volunteers. The MRCNW appreciates and acknowledges the assistance and support of the Australian Taxation Office.

Our Programs

Settlement Services	Funding Body
Settlement Grants Program provides casework for refugees and humanitarian entrants, group (including women's and men's social support, life skills and orientation, work readiness programs). Assisting community groups, communities and association with better access to services.	DSS
Youth Settlement Services provides casework and recreation activities for refugee youth. Work is undertaken with local schools and other youth agencies.	DSS
Migration Assistance and advice through registered migration agents. This service provides free assistance and advice to SGP eligible refugee and humanitarian entrants in the North West Region.	DSS
School Based Fathers' Activity Program focusing on connecting fathers with their children, developing activities which link them into the school environment and the broader community.	DSS
Men's Shed Program provides an opportunity for men to undertake a range of practical activities, share experiences with peers, access information and support on a range of social, family, and health based issues.	DSS
Aged Care Services	
Home and Community Care (HACC) Community Development Program educates ethnic seniors about HACC services and supports the sustainability of seniors clubs.	DOHHS
Planned Activity Group(s) provides centre based recreational activities and meals for CALD clients for Turkish PAG, Indian/Sri Lankan (Brimbank & Point Cook PAG), German PAG, Bosnian PAG, and Multicultural PAG.	DOHHS
Volunteer Coordination Program provides a friendly visiting program to visit elderly CALD clients to prevent social isolation.	DOHHS
Access & Support Program provides short term support to seniors to help them access culturally appropriate HACC services.	DOHHS
Disability Services	
Disability Advocate provides information, support and where necessary advocates on behalf of people with a disability, their carers and families.	DOHHS
Diversity n Disability is a self advocacy program that empowers people with a disability.	DOHHS
Community Projects	
Horn of Africa Parent Support Program provides parents from these communities who care for a child with a disability, valuable information and support through a range of activities, assisting them in their role as carers.	The Smith Family (CFC DSS)
KIND Harmony Project is a arts based community project with three primary schools in the Hume region.	Lentara Uniting Care (CFC DSS)
Road Safety Awareness Project	VicRoads
Tax Help Program provides assistance for CALD communities in need of completing their taxation returns for the year.	ATO
Basic English & Literacy Program provides new and emerging CALD communities pre-accredited basic literacy and ESL in a culturally responsive environment.	ACFE

Services Snapshot

This year we've supplied over **60,000** hours of service

Supported and serviced **13,500** clients across 3 service locations

MRCNWR has **250** Members

Engaged with over **289** volunteers

Hosted **36** Settlement and **24** Aged Care Information Sessions

12 Local orientation tours

Co-location of **8** other agencies

32 Network meetings convened relating to services for refugee & migrant communities

Partners & Supporters

- Department Of Social Services
- Department Of Health and Human Services (HACC)—This Project Is Jointly Funded By The Australian And Victorian Governments.
- Victorian Department Of Human Services – Office of Disability
- The Smith Family - Communities for Children (CFC) Brimbank program,
- Lentara, Uniting Care Communities for Children (CFC) Hume program
- Consumer Affairs Victoria
- City Of Melton
- Victorian Multicultural Commission
- VicRoads
- Victoria Police
- Westgate Roads Safety Group
- North West Mental Health Unit
- Diabetes Australia
- Cancer Council of Victoria
- Maribyrnong City Council
- Hume City Council
- Brimbank City Council
- Darebin City Council
- Moonee Valley City Council
- Lord Mayor's Charitable Fund
- Sacred Heart Primary School
- St Albans Connect
- Macedonian Welfare (MCWA)
- City of Greater Geelong
- ANZ Trustees
- MyTime
- Interchange Western
- RACV
- Australian Taxation Office
- DHS -Centrelink
- Federation Of Chinese Associations
- Horn Of Africa Senior Women's Program
- St John of God
- Scope Victoria
- ADEC
- Cairnlea Community Hub
- Carers Victoria
- ACFE
- Jackson School
- Furlong Park School for Deaf Children
- Down Syndrome Victoria
- Health West
- ECCV
- YMCA Camp Manyung
- Workskil
- Kids Thrive
- Good Shepherd Youth And Family Services
- Campbellfield Heights Primary School
- St Dominics Primary School
- Holy Child Primary School
- Corpus Christi Primary School

Staff List

Gulten Metin -Executive Officer

HR/Administration

Nicole McGlade- Operations
Vesna Bajic
Sevean Kakozi (Hume)

Finance

Bernard Negline
Chamila Fernando

Settlement

Betty Huang (Senior Coordinator)
Aynur Canbolat - (Hume)
Ban Pitros - (Hume)
Deng T Yong Deng
Sara Aurorae

Aged & Disability

Zeinab Hussein (Senior Coordinator)
Amal Sery
Arzu Kayhan
Atarjit Brar
Barbara Furgal
Brigitte Hass
Christian Astourian - DnD
Gurpreet Kaur
Ilse Draper
Ismeta Huremovic
Laura Reinwald - DnD
Laurice Demain
Madlenane Ghali
Narinder Kaur
Naagla Anis
Regine Keys
Salyphod Phongsavanh
Sevgi Vassiliadis
Shyaamalekhaa Rodrigo
Sophie Siegel
Unal Mehmet
Zehra Mutluel

Community Projects

David Henry
Suzi Juric

Learning Centre Services

RTO & LLO

Joao Costa Canoquena
(Compliance & Admin Manager)
Geetika Singh
Pushkar Raj
Raymond O'Neil
Raksha Rajagopal

Volunteers

Zaklina Hristovska
Melika Redzepagic
Nursen Mutluel
Hatice Mehmet
Nuvit Mustafa
Ekram Calcik
Izzet Sabri
Ozlem Unal
Maurice Maghamez
Sanela Makki
Florance Habashi
Victoria Pompeani
Ramo Karastanovic
Zekerija Karahmetovic
Nievin Elyass
Alen Kaltak
Pat Aigofie Aumua
Serifa Unic
Raziye Yilmaz
Ayten Emin
Arzu Tekin
Jane Hauth
Ut Thi Le
Amal Mekhael
Azhar Al-Gargoliy
Serpil Ari
Ikay Suleyman
Joe Caf
Mary Wright

Volunteers Cont.

Sylwia Hadzimicew
Julie Sciberras
Hayriye Sabri
Pembe Sabri
Nilgun Akbelen
Guler Talat
Munufe Ali
Sevilay Kemal
Gulgen Tahir
Suzan Bishay
Amal Mekhael
Gihan Tadros
Bounna Luangphackdy
Khamphiane Khammy
Manivone Prathamavong
Thap Sriboonmak
Joan Nisari
Lori Kawasaki
Adem Osman Makelin
Saleh Mohamed
Ibrahim Karrar

Tax Help

Anh Lieng
Duong Nguyen
Jocelyn Paras
Yen Nguyen

Farewell to:

Anh Nguyen
David Henry
Mary Hatizoannou
Monique Pulo
Nuray Canbolat
Sue Armstrong
Suzi Juric
Zoe Smith

Auditor's Report

Migrant Resource Centre North West Region Inc

ABN: 94 440 426277

**Financial Statements
for the year ended
For the year ended 30 June 2015**

Chan & Naylor Moonee Ponds Operating Pty Ltd
ACN: 165 235 781 ABN: 96 327 208 780
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MOONEEPONDS VIC3039
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Caring for you, your family & business from generation to generation

MIGRANT RESOURCE CENTRE NORTH WEST REGION

ABN 94 440 426 277

Independent Auditor Report

Report on the Financial Report

We have audited the accompanying financial report of MIGRANT RESOURCE CENTRE NORTH WEST REGION (the association), which comprises the Statement by Members of the Committee, the Statement of Income & Expenditure, the Statement of Financial Position, Statement of Cash Flows, a summary of significant accounting policies and other explanatory notes for the financial year ended 30 June 2015.

Committee's Responsibility for the Financial Report

The Committee of the association is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including Australian Accounting Interpretations) and the Associations Incorporation Act 1991, and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of Australian professional ethical pronouncements.

MIGRANT RESOURCE CENTRE NORTH WEST REGION

ABN 94 440 426 277


Independent Auditor Report

Opinion

In our opinion:

- (i) The financial report gives a true and fair view of the financial position of MIGRANT RESOURCE CENTRE NORTH WEST REGION as at 30 June 2015, and of its performance and its cash flows for the year ended on that date; and
- (ii) The financial report complies with Australian Accounting Standards.

Signed on :



Sandro L Bagnati, CPA FNTAA
Chan & Naylor Moonee Ponds Operating P/L
Level 1, Suite 2, 38 Margaret Street MOONEE PONDS

MIGRANT RESOURCE CENTRE NORTH WEST REGION

ABN 94 440 426 277

Committee's Report

For the year ended 30 June 2015

Your committee members submit the financial accounts of the MIGRANT RESOURCE CENTRE NORTH WEST REGION for the financial year ended 30 June 2015.

Committee Members

The names of committee members at the date of this report are:

Hakki Suleyman - President
Troy Atanasovski - Vice President
Sydney Vas - Secretary
Imad Hirmiz - Assistant Secretary
Dan Wallace - Treasurer
Alicia Matene - Assistant Treasurer
Cuc Lam
Joe Caf
Godefa G'her
Bawi Lian Thang

Principal Activities

The principal activities of the association during the financial year were: the operations of a migrant resource and ethnic community welfare centre.

Significant Changes

No significant change in the nature of these activities occurred during the year.

Operating Result

The surplus from ordinary activities amounted to

Year ended 30 June 2015	Year ended PrevYearEnd
\$	\$
187,758	242,134

Signed in accordance with a resolution of the Members of the Committee on :



Hakki Suleyman - President



Dan Wallace - Treasurer

KEY FEATURES OF OUR FINANCIAL REPORT	ACCRUALS BASIS \$
Recurrent income	
Community recurrent grants	82,235
Local government recurrent grants	21,136
State government recurrent grants	1,753,370
Australian government recurrent grants	27,940
Other income	75,846
Total recurrent income	1,960,527
Recurrent Expenditure	
Salaries; allowances and related expenses	1,314,861
Non salary expenses	457,908
Total recurrent expenditure	1,772,769
Net operating surplus	187,758
Capital income and expenditure	
Total capital income	95,000
Total capital expenditure	75,063
Cash reserves	
Total opening balance	1,980,071
Total closing balance	2,211,768



St Albans Office
20 Victoria Crescent, ST ALBANS VIC3021

Hume Office
Level 1, Suite 10, 11-17
Pearcedale Parade,
Broadmeadows VIC 3047

Hobsons Bay Settlement Outreach
Laverton Community Hub
95-105 Railway Avenue, Laverton VIC3028

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Photos courtesy of MRC Staff, Students & Volunteers.
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