

ANNUAL REPORT 18-19

WESTERN SYDNEY
MRC



POWERED BY COMMUNITY

**“COURAGE
IS THE MOST
IMPORTANT OF
ALL THE VIRTUES
BECAUSE
WITHOUT
COURAGE,
YOU CAN'T
PRACTICE ANY
OTHER VIRTUE
CONSISTENTLY.”**

Maya Angelou

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CHAIR ADDRESS

This year marks a significant milestone in our organisation, 40 years of delivering services, programs and projects to our community. Can I start by thanking everyone who has been a part of the MRC family in one form or another over these last 40 years: past and present clients, volunteers, staff, board members, partners and stakeholders.

It is often said that Australia is the most successful multicultural nation on Earth. This does not come about organically. It is due, in large part, to the effort of settlement services organisations working day in, day out to build strong, diverse and harmonious communities. Communities such as Liverpool and organisations such as the Western Sydney Migrant Resource Centre.

It also requires genuine support from all three tiers of government and across all political persuasions. While after 40 years, we may be 'world's best practice', more than ever, there is still plenty of work to do.

External change and uncertainty have been key considerations for the board and staff over the past year. Chief among them, the completion of the Complex Case Support Program and the Community Proposal Pilot, a funding reduction to the Settlement Engagement and Transition Support program and an increasingly combative political climate.

Recent years have also seen much change within the organisation: a new name, a new structure, a rebranding and the move to a skills-based board. As a result, a primary focus of this past year has been realising the opportunity those changes bring and the development of a new strategic plan.

The strategic plan reaffirms our four decades-long mission of leadership in championing the needs and aspirations of our diverse communities. The plan also looks to the future, placing a priority on diversifying our funding base, while continuing to build and strengthen the capacity of our core services. Strengthening community partnerships and building on our sector expertise through education and advocacy are also primary strategic focuses.

New programs and projects delivering on those strategic priorities include the Refugee Employment Support Program (RESP), ParentsNext and Connect Conversational English, while early signs from fundraising are positive. The Parenting Place, another new project, which empowers and equips parents with the skills to build strong and resilient families, has also strengthened our long connection to the local Gandangara Aboriginal Land Council.

In closing, I would like to acknowledge the hard work, sacrifice and dedication of all the amazing volunteers, staff and fellow board members at Western Sydney Migrant Resource Centre. This past year, my first as Chair has been both challenging and immensely rewarding. We come to the end of it a stronger MRC family and I look forward to another big year ahead.

Councillor Nathan Hagarty



ACTING CEO ADDRESS

Looking back at the past 40 years the two constants that come to mind are firstly the knowledge that every year will bring change and secondly that our staff and community will face those changes with courage and compassion. This year has certainly been no exception. We have seen fundamental changes to our programs and staff, and therefore more challenges in meeting the needs of our clients and community. Our strategic priorities have ensured that we are focussed and clear about the path ahead (see page 37 for more information).

My journey at the Western Sydney MRC started as a caseworker in 2014 and I have had the privilege of sharing my journey with the community. As I have moved through various roles, my time one-on-one with clients has reduced, allowing me to take my grassroots knowledge and learnings into new areas for exploration and growth. When I meet former clients, we have the opportunity to share stories on where our paths have taken us, on what we have left behind and what we see ahead. And in every meeting - I am reminded of the power of human connection.

In 2018-19, Western Sydney MRC has seen the addition of new programs including the NDIS, ParentsNext, Refugee Youth Peer Mentoring Program (RYPMP), The Parenting Place to name a few. Core to all our programs is the promotion of capacity building and community connection, and it always a joy to witness the lasting imprint that engaging with Western Sydney MRC has on both our clients and staff.

We are saddened to have seen some of our long-standing staff move on to new opportunities. We are honoured that the Western Sydney MRC has been part of their journey, and their commitment and passion will live on through our service delivery and the successful settlement and achievements of our communities.

Thank you to our community for continuing to inspire us during this time. Our community provides ongoing feedback and insight as we adapt to the change. I have been astounded by the continuous courage of our staff and community to innovate new ways to meet the growing needs in Western Sydney with fewer resources. Our community continues to be our backbone to our service delivery. Over the past year, 87 (under RYPMP) + conversational English + other volunteers have engaged with the Western Sydney MRC to support in various ways from reception support to youth mentoring to our voluntary board directors. We continue to appreciate their knowledge, passions, and expertise and value their contributions.

Lastly, a special thanks to our partners who have taken this journey with us. We continue to need more partnerships, funding, and resources, and I implore you to reach out and make a connection, be the change you want to see in Western Sydney and take the first steps to your Courageous Journey alongside Western Sydney MRC.

Anna-Marie Kanaan

WHO WE ARE

AND WHO WE CONTINUE TO BE

VISION

Our vision is a socially inclusive Australia where diversity is celebrated.

MISSION

Western Sydney MRC champions our diverse community to be empowered, informed and connected

OUR VALUES

Diversity

We celebrate our diversity and respect the diversity of others

Integrity

We act ethically in all situations and decision making.

Collaboration

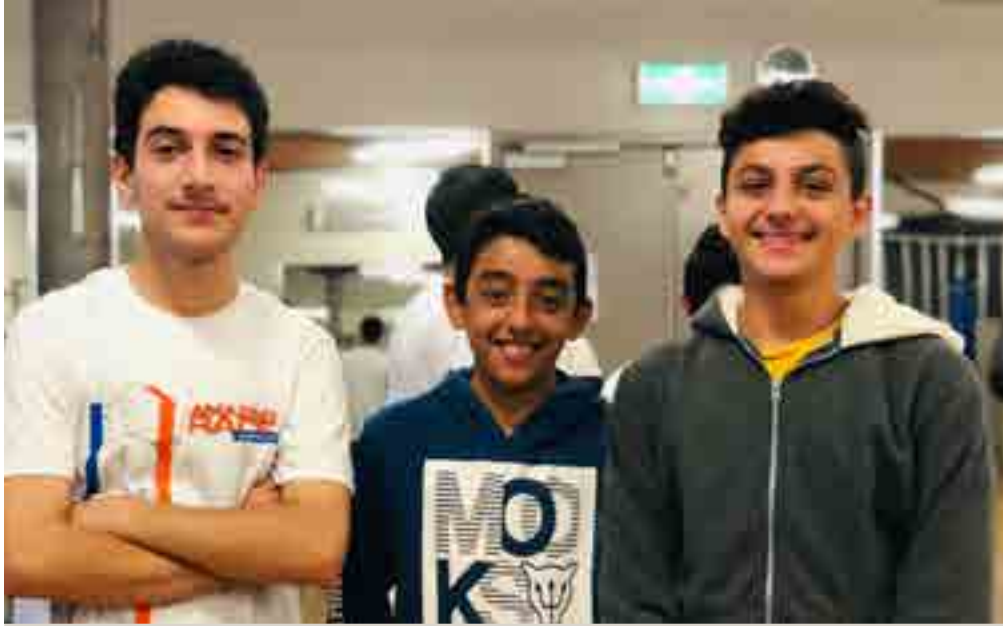
We work as one team to support our communities.

Innovation

We strive to develop innovative solutions to challenging social issues.

Excellence

We strive for quality outcomes in all that we do.



OUR SERVICES

Western Sydney MRC has responded to exponential increases to the demand in support and service delivery since 2013. Through settlement casework support alone in FY 17-18, we supported over 1200 individuals. Despite this, our organisation's overall funding for settlement support has reduced by 30%. This reduction is further exacerbated by the redirection of funds to cover the cost of interpreting services, which are essential to assisting a diverse newly arrived community base.

These budget constraints meant during this year we halved our youth work service delivery, no longer continuing our weekly program developing and mentoring young women under the Beyond Program. We halved our current youth casework delivery, and outreach to schools.

The size of groups we can support (currently average 40 participants) will need to be halved, and school holiday programming will be halved. We have also cut the number of employment preparation workshops we can deliver, down from 35 in a year to 4. We have also significantly reduced offers and requests from the community to link our clients with activities and consultation opportunities, as we cannot sustain the substantial resourcing required to facilitate, recruit and remind clients.

In saying this we continue to be hopeful, in that we know the impact of our services and support are much in need. We endeavour to seek out new opportunities for funding and financial contribution and ensure that, in the services delivered, we remain focussed on the needs of our clients and the strengths of our staff.

SETTLEM



8052

INFORMATION AND REFERRALS

Major Countries of Origin



Iraq: 528



Syria: 142



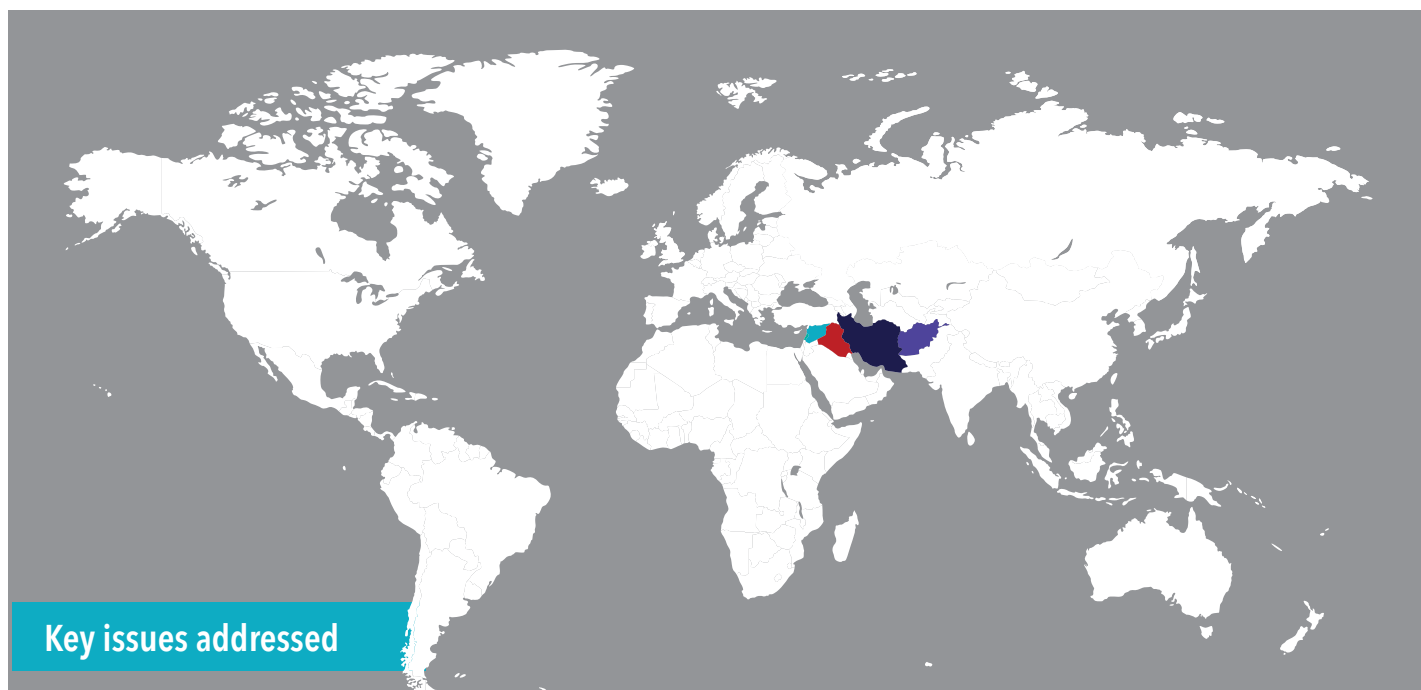
Iran: 12



Lebanon: 5



Afghanistan: 5



Key issues addressed

Community participation and networks
 Financial Capabilities
 Documents and transactions support
 Housing
 Legal / migration

Physical health
 Employment, education and training
 Mental health
 Family support
 Personal and family safety

Travel and Transport Access
 Utility Bills
 DV / Family Violence

MENTAL SUPPORT

A YEAR IN REVIEW

18-19



1444

CASEWORK
CLIENT
CONTACTS

WITH

722

INDIVIDUAL
CLIENTS

Engagement and Support

213

English Classes

English classes facilitated, 30 hours, 213 attendees

165

Group Sessions

1980 attendances 40% of sessions are child/youth focused

18

Form Sessions

Number of hours for form assistance

176

Emergency Relief

Clients supported through Emergency Relief

293

Skills/Development

Group and one-2-one sessions delivered regarding new skills and development

87

Homework Support

87 attendees over 18 sessions

76

Women's Group

Our women's group spent 76 hours together!

57

Wandering Books

Wandering Book delivered 30 hours of sessions

7

Parenting Place

Our new Parenting Place program to date has implemented 7 sessions with 38 attendees over 14 hours

1043

DropZone

Dropzone sessions 1043 attendances over 26 sessions (≤18years).

14

WDO Sessions

14 hours of Work and Development Order sessions

603

Playgroup

Our multicultural playgroups have been heavily attended this financial year 76 sessions, 603 attendees, 93.75 hours

GAP ANALYSIS

As part of our planning for 2019-2021 we have identified needs in the following areas:

Men's Group

Disability Support

LGBTIQ inclusivity

5-12 yrs kids programs

Sustainable Employment

PROGRAMS AND SERVICES

Programs

Connect Conversation English

Youth Activities

- Dropzone at PCYC
- Homework Support
- School Holiday Activities - Soccer Tournaments, The Amazing Race, FLYGHT Popcorn and Movie night, swimming lessons, Basketball Tournament
- Beyond Girl's Group
- Consultations, UN consultation, Footgolf, CPAC Ceramic Workshop

Strive Women's Group

RYPMP

Wandering Books

The Parenting Place

Services

Information and Referral

MooreStreet Hub

Casework Services

Youth Casework Services

Information Sessions

- English Classes
- Citizenship Forms
- Safe Driving
- Tax Assistance

Work and Development Order (WDO) Sessions

Multicultural Playgroups

Emergency Relief

Energy Accounts Payment Assistance (EAPA)

RESP Employment Programme

NDIS

ParentsNext

CHSP - Aged Care Respite

Community Development



AGED CARE RESPITE

The Commonwealth Home Support Program (CHSP) forms part of the Australian Government's support for frail, older people and their carers living in the community. The CHSP is underpinned by the wellness approach which builds on older people's strengths, capacity and goals to retain independence to live in the home. Western Sydney MRC offer various programs to address the needs of older people within our community.

Our Centre-Based and Flexible Respite programs offer an opportunity for senior participants to connect socially and provide carers with an

opportunity for respite. Sessions are designed to cater to participant interests and needs and include outings as well as leisure activities within the centre. Flexible respite offers participants support and an opportunity for carers to receive respite.

Supports are delivered in the home or out in the community. Through Flexible Respite, our support workers can assist seniors to access their community. For example, support may be requested to attend medical appointments, gain assistance completing shopping tasks or attend cultural or religious activities.



1927

FLEXIBLE RESPITE
HOURS



703

CENTRE
BASED HOURS

EMPLOYMENT SUPPORTS

Case Study

Jamal has been a dedicated participant in the RESP program.

Jamal had an established career in Iraq and wishes to carry on working in Australia and give back to his community. Whilst working to develop his own skills for employment in the Australian job market, Jamal has been supporting and mentoring younger RESP participants.

Jamal is currently volunteering three days a week as an Information and Referral officer at the Western Sydney MRC to increase his local experience and continue to refine his English skills. We are very thankful for Jamal's commitment and support.

ParentsNext

Over the past year, Western Sydney MRC has assisted participants through the ParentsNext Program. ParentsNext provides parents of young children with valuable pre-employment support to help them proactively plan and prepare for their future employment.

We have engaged with over 189 clients.

Through this program, Western Sydney MRC has supported parents to undertake training courses, improve their social connections and gain meaningful volunteering experiences.

THE HUB

2018 - 2019

The extent of support, opportunities and service provision offered at Western Sydney MRC would not have been made possible without the involvement of our many dedicated partners.

As part of the NSW Settlement Partnership together with 22 agencies across NSW and led by SSI, we continued to deliver support to newly arrived refugees and migrants as a community of practice under the Department of Social Services funded Settlement Support Programme. We also worked closely with Illawarra Multicultural Services and Macarthur Diversity Services Initiative to assist clients with intensive case management support under the Complex Case Support Programme, and to provide emergency relief support. Multicultural playgroups were delivered together with Liverpool City Council and Fairfield City Council under FACS funding. We have continued to deliver the RYPMP (Mentoring Program) in consortium led by CORE, together with Wagga Wagga Multicultural Council and Illawarra Multicultural Service, also as funded by FACS.

Our MooreStreet Hub

A Centre of Excellence (COE) is a team, a shared facility or an entity that provides leadership, best practices, research, support and/or training for a focus area.

We worked together with an even wider range of partners, to enhance social impact and supports. Key partners included the services who form the hub of co-located services operating from our Centre, through to project partners such as PCYC in the co-delivery of 'Drop Zone' our youth activities.



AUSPICED PROJECTS

Learning English Through Songs (LETS)

Learning English Through Songs (LETS) was created and facilitated by an extremely passionate and courageous man, musician and academic Bashar Hanna. Auspiced by Western Sydney MRC and funded under SSI's Community Innovation Fund the project aims to teach participants to learn English. The majority of participants are Syrian and Iraqi refugees from the South-West Sydney region. Through the beauty and diversity of Australian song, Bashar takes participants on a journey, using the music as a gateway to engage and teach participants about the Australian community, life and culture. The project was delivered weekly in Liverpool and Fairfield for ten weeks, as a result, more than 30 participants felt more confident to engage in English language dialogue,

alongside music as an avenue to heal. They felt included and begin to take the first steps of belonging in Australia. They've built and sustained new and longer-term connections with CALD and interfaith residents within the wider Australian community and they've developed a newfound sense of hope for the future.

To showcase this successful project and to celebrate the achievement of the participants after passing their English test at the end of the term, the celebration took place with their families and many of local organisations that were supporting this project.

Watch the graduation and performance on our YouTube Channel https://youtu.be/vUWX_sWJi60.

LAZIZ Project

Laziz project is a project auspiced by Western Sydney MRC and funded by SSI's Community Innovation Fund. The project was managed by Sophie Bejok, which had been in Australia for only six months when she applied for the fund after fleeing Syria with her family. She aimed to connect women from newly-arrived backgrounds to new people and gain employable skills through cooking classes.

The participants, from the Liverpool area, undertook cooking sessions at the Refugee Welcome Centre in Callan Park, and gained a Food Safety Certificate after the course provided by TAFE teachers.

Laziz project was a space for these women to have a relaxing time and every Friday they would walk by a bay, dance and exercise with a coach. They would come together, cook as a group and share the lunch as a family.

Sophie was introduced to the founder of award-winning restaurant Almond Bar, Sharon Salloum who attended the LAZIZ celebration party.

"It was heartwarming to see a group of strong-willed Syrian women, who have fled a war zone — and then they're up dancing!" Ms. Salloum said. "To witness their resilience, how they've taken on life, is truly inspiring."

As a second-generation Syrian, Ms. Salloum walked away with a sense of connection to these women and the program.

Shortly after this event, she asked Sophie and the wider group of six women to participate in NICEF's Cook for Syria fundraising initiative, in which she had a key role.



OUR HIGHLIGHTS

OUR COMMUNITY
CONTINUE TO THRIVE

**WE SHALL NOT
CEASE FROM
EXPLORATION, AND
THE END OF ALL
OUR EXPLORING
WILL BE TO ARRIVE
WHERE WE STARTED
AND KNOW THE
PLACE FOR THE
FIRST TIME.**

T. S. Eliot

Exploring the new

As each year passes highlights are often an array of programs, outings, meetings and moments, events that have made us laugh and events that have enriched our knowledge.

This year is certainly no different.

What we have realised is that even though the years pass, the need does not change, we have delivered English classes, created murals and connected communities year after year, with just as much vigour, passion and community insight yesterday as today.

We are aiming to be smarter with our funding, and have been focussing on making meaningful connections with participants and delivery partners.

We want to ensure that with each interaction we work towards something bigger, something more long-term, and a focus on utilising resources and connections to the fullest.

HIGHLIGHTS 2018



**A kick-About to get along -
Breaking down barriers,
and building strong
connections.**

JULY 2018

Our Liverpool youth took-on Liverpool Police in our futsal tournament held at PCYC. The round-robin tournament saw 60 soccer players compete against Liverpool City Police Area command. Thank you to Birrong Soccer Club and Liverpool PCYC.

**African Cultural and
Dinner Nite**

AUGUST 2018

This is one of our favourite community events. This event has many VIPs attending, and is supported by many community organisations, local MPs and Liverpool City Council. We are proud to be part of the steering committee and look forward to building the event bigger and better each year.



Come Dine with us

SEPTEMBER 2018

We received funding from Western Sydney University to take social cohesion to on a new journey. We worked alongside WSU student to participate in a Safari Supper, engaging with a few of our clients to host dinners at their homes. Find out more on page 20.



**Bursting from the seams
with activities.**

OCTOBER 2018

October was a busy month. This saw such a wealth of school holiday activities - from footgolf, ceramic workshops and a basketball tournament, to popcorn FLYGHT movie night and to a community heart - 2 worlds 2 words community activity including lots of beads and a vision for something wonderful.

Mentoring and Metropolis

NOVEMBER 2018

RYPMP had their first Hacksounds session, which was an opportunity for participants to learn about sound - creation, mixing and production. One of our favourite events of the year is our attendance at the Metropolis Conference. Our team had many highlights. Visit Superdiversity - Today's migration has made cities more diverse than ever—in multiple ways.



**Our first fundraiser,
Stand Up for Refugees**

DECEMBER 2018

This event was organised by the amazing team at Mums 4 Refugees, a fun, fierce and female led night of comedy supporting asylum seekers and refugees. The line included Gretel Killeen, Zoe Coombs Marr, Nina Oyama, Rose Callaghan and Cassie Workman. For more check out page 16.

DECEMBER 2018

STAND UP FOR REFUGEES, DECEMBER 8TH

This event was organised by the amazing team at Mums4Refugees, partially in response to the SRSS cuts. On-top of our standard intake and support requests, many people seeking asylum began turning to the community and charities for emergency support, for which we receive no funding from Government.

It was estimated that as many as 3,500 people in New South Wales alone, including single parents with children, will be left with no income at all by the end of this year following the latest round of changes to SRSS eligibility.

On the night

It was a night of fun, fierce and female-led night of comedy supporting asylum seekers and refugees. The line included Gretel Killeen, Zoe Coombs Marr, Nina Oyama, Rose Callaghan and Cassie Workman. The event was held in the city's fabulous Giant Dwarf Venue, who donated the event space. 70 guests arrived ready to laugh and all shared a combined passion to advocate alongside Western Sydney MRC and Mums4Refugees. We also had a pop-up booth where everyone left their 2 worlds 2 worlds messages.

About Mums4Refugees

Mums4Refugees campaign for social justice for people seeking asylum and refugee backgrounds, by using our network to support social, material and legal needs. They collaborate and support local groups, community organisations and service providers to share resources and create new opportunities for people seeking asylum and refugees. They also rally, we peacefully protest, we advocate with politicians at all levels of government, we source material aid and donations for vulnerable asylum seekers in the community, we run playgroups and assist many not-for-profit organisations in their important work.

We want to thank everyone involved. The money raised went to several programs, including our emergency relief program, allowing us to support asylum seekers and refugees with financial assistance as well as covering a single staff members wages for 16 weeks allowing parents to connect with others at our new Parenting Place program.

We would like to make a special mention to Dulce Carolina Muñoz and Lisa Newey for their dedication and passion for making this event possible.



HIGHLIGHTS 2019



An Associate Membership overhaul.. yes they are chess players.

JANUARY 2019

Underneath our CCB funding we finding innovative way in which to both receive and give support from and to community. Our Associate Membership launch has seen a few sign ups, one from the very active Sumer Association, seen above and we are looking forward to really gaining momentum in the year ahead.

FEBRUARY 2019

Back in to the full swing we undertake a new fundraising campaign called Send your Love, we begin volunteer training for connect conversation English and the receive a visit The Hon. Ray Williams MP, Minister for Multiculturalism & Melanie Gibbons MP, Member for Holsworthy to consult our young people and provide us with some wonderful news of a new project approval - Podcast SameSame Different.



IWD2019 and Religious Harmony

MARCH 2019

March celebrated International Women's Day 2019. The theme #BalanceforBetter. What does this mean to us? It means a more gender-balanced world, and the implementation of tangible action to drive women's equality. Alongside this we also worked with Liverpool City Council to promote Religious and Cultural Harmony see page 18.



Elections, mentoring and more school holiday programs

APRIL 2019

Another 'Meet the Candidates Forum' gave attendees the opportunity to listen to candidates and understand about voting with the opportunity to ask and engage with candidates.. The event was streamed on social media and as well as having an Auslan interpreter present. Thank you to the Werriwa, Fowler and Hughes Candidates.

Bowel Cancer Awareness

MAY 2019

An education session for community and religious leaders was delivered as part of the 'Be Bowel Cancer Smart Project'. 39 leaders attended, and covered a base level of information, feedback opportunities as well as multiple resources. Attendees reported on finding the session very useful in providing them with the information to pass on to their communities.



Refugee Week

JUNE 2019

To celebrate this year's Refugee Week theme, "A World of Stories", Liverpool City Council has partnered with WestWords, a Western Sydney Literary Arts organisation, In collaboration with local organisations Western Sydney MRC, Navitas, MTC Liverpool and Settlement Services International (SSI) to deliver "Word of Mouth: Migration is only part of the Story".



HARMONY DAY 2019

LIVERPOOL SIGNS DECLARATION ON CULTURAL AND RELIGIOUS HARMONY

MACQUARIE MALL

**"THIS
HARMONY DAY,
AND BEYOND, LET
US ASK THAT:
WE CELEBRATE
OUR DIVERSITY,
WE CELEBRATE
OUR SHARED
VALUES AND BE
PROUD OF OUR
COMMUNITY."**

In the wake of the attacks in Christchurch we extend our hearts and our support to those affected.

Western Sydney MRC was deeply saddened and shared the grief of the wider community and our Muslim family, with the attack in Christchurch in February 2019.

This was a time for all the community to come together and reaffirm our belief in the values of peaceful existence and the intrinsic right to live, worship, work and raise a family - celebrating our uniqueness.

On Monday 11th March 2019 at a consultation with the Minister for Immigration, the Hon. David Coleman, our CEO, Kamalle Dabboussy, asked the Government to take a more assertive stance to address the negative environment that affects so many. The communities we work with, in particular the Muslim Community, had feared for violence in an increasingly demonizing debate which was not being countered. Violence has no place in our, or any society.

Western Sydney MRC will continue to work to address and strive for social cohesion and demonstrate the values of a socially just Australia.

Liverpool came together united in diversity to sign a declaration on cultural and religious harmony on Harmony Day 2019.

Residents joined MPs, Councillors, religious leaders, police and council staff in Macquarie Mall to celebrate Liverpool's ongoing success as a home to people from many diverse cultures and backgrounds.

"Our declaration on cultural and religious harmony is sending a strong message from Liverpool to the rest of the world," Liverpool Mayor Wendy Waller told the crowd.

CEO Kamalle Dabboussy spoke at this year's Harmony event.

'Harmony Day is now part larger event Harmony week. This year it was also Nowruz, or New Year, for many of millions around the globe. It was also the international UN day for the elimination of Racial Discrimination, and the adopted resolution reads,

...that any doctrine of racial superiority is scientifically false, morally

condemnable, socially unjust and dangerous and must be rejected.

"We do not stand together today in sadness of what took place last Friday, but rather we draw on the strength and leadership that we have in our local area – for this is a successful multicultural multi-faith community.

We gather to sign the declaration of religious harmony for Liverpool. This is a reaffirmation of the statement that took place at the conclusion of an interfaith project in 2006. But more importantly is evidence of the harmonious society we live and aspire to. For there is far more that unites us, that what makes us different."

We at Western Sydney MRC have the goals of social cohesion and working with people to meet their aspirations at our heart – as far as our resources take us.

An extended invite was made to the community to also sign the declaration. We are powered by you, the community.

ALL RECIPES CAN BE DOWNLOADED ONLINE





COME DINE WITH US

IMAGE TBC

CULTURES CONNECT

**A NIGHT OF
LEARNING, OF
CREATING NEW
CONNECTIONS AND
BREAKING DOWN
PRECONCEPTIONS.**

The Western Sydney Migrant Resource Centre have teamed up with Western Sydney University to take social cohesion to the next level.

We received funding from Western Sydney University to take social cohesion to on a new journey. We worked alongside WSU student to participate in a Safari Supper, engaging with a few of our clients to host dinners at their homes.

About Our Hosts

Nedhal and Monther

Nedhal & Monther are a brother and sister duo who are passionate about giving back to the community. With decades of experience in helping new arrivals settle into the community, Nedhal & Monther are role models for successful settlement and are influential leaders within the Mandaean community.

Mohammed and Abeer

Abeer, her 8-year-old daughter and brother Mohammed arrived in Australia in February 2018. During their short time in Australia, they have secured accommodation and employment through proactively using their strengths and expertise and their inherent resilience to overcome adversity.

The famous recipes

A delicious range of recipes was shared with participants. Download the recipes below and let us know if you make one, send in your photos or share your recipes with us.



SINCE 1979

COURAGEOUS JOURNEYS

40 YEARS IN THE MAKING

**“DON'T BE
SATISFIED WITH
STORIES, HOW
THINGS HAVE
GONE WITH
OTHERS. UNFOLD
YOUR OWN
MYTH.”**

Rumi

For 40 years Western Sydney MRC has delivered services, programs, and projects to many clients and communities. The Western Sydney melting pot holds an assortment of culturally and linguistically diverse people, and those that have crossed our path have sought a variety of supports, connections, and assistance. Our staff, management, and board have ebbed and flowed alongside a multitude of partnerships. The lives of many individuals have intertwined, creating social connections, colleagues, and friendships... with a unified driver - a need to help others, to guide and nurture the passage of settlement that has existed for 4 decades.

On looking back, our 40 years is a kind of celebration, not one that you may associate with a party and balloons, but one of many strengths and achievements, empowering moments, struggles, laughter, challenges and passions. By looking back, we too look forward. The need still exists. We continue to greet the newly arrived with a smile and a welcome, making those first experiences of life in Australia positive and meaningful. At Western Sydney MRC we are a place that is safe, and one that holds no boundaries in fulfilling many a dream.





AFRICAN CULTURAL & DINNER NITE

AUGUST 2018

The African Cultural and Dinner Nite is so much more than just one night. The ACDN aims to build an African-Australian platform for Africans to come together, network, identify and build on community ideas and initiatives.

The committee are an African engine room for innovation, facilitation, co-operation, and above all else a space to encourage, nurture and build community capacity.

The ACDN is purely a means of connection. It certainly achieves this and we are honoured once again to be able to have the capacity to support this event, as well as have a little fun along the way.







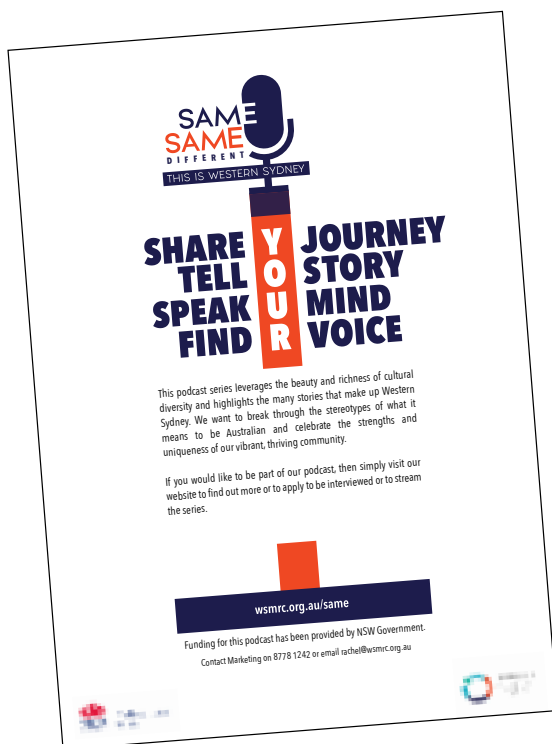
Meet Guest Speakers



SAMESAMEDIFFERENT

THIS IS WESTERN SYDNEY

THIS PODCAST SERIES LEVERAGES THE BEAUTY AND RICHNESS OF CULTURAL DIVERSITY AND HIGHLIGHTS THE MANY STORIES THAT MAKE UP WESTERN SYDNEY.



SameSameDifferent is a podcast series that aims to reflect and give voice to the diverse community that makes up Western Sydney.

It will offer participants and audiences an opportunity to hear and share stories about life journeys from around the world and in Australia across different cultural contexts, giving narrative to the every-day life, challenges, learning, achievements and dreams of guest speakers. Through an interview style podcast, hosts and guest speakers from the community will together explore life stories and different cultures, challenging the stereotype of the quintessential Australian.

Our podcast series will leverage the beauty, richness and uniqueness of cultural diversity, and highlight the triumph and strength of participants who represent cultural diversity, as an asset to improving social cohesion and community harmony. Embracing a shared and active commitment to cultural diversity by sustaining wide-reaching, accessible and robust relationships: We seek to highlight the triumphs and shared humanity across cultural groups through the podcast series, to break the stereotype of the quintessential Australian, and strengthen and improve attitudes towards cultural diversity.

Our Hosts

Having selected three hosts from within our community, we aim to build their capacity to explore the lives of others, and learn that story telling is perhaps not as easy as it sounds.

Launch Date

We aim to launch our series in November 2019, just in time for the end of year break, where people can find their favourite space to be taken on the 9 journeys.

Funding for this podcast has been Provided by NSW Government.
Thank you to audio-technica for your sponsorship.



RYPMP - MENTORING PROGRAM

2018 - 2019

Young people from refugee backgrounds have so much potential. Western Sydney MRC is working with Core Community Services, the Multicultural Council of Wagga Wagga and Illawarra Multicultural Services to deliver a flexible youth mentoring program that aims to support the capacity of young people to achieve their goals and shape their own futures.

Young people from refugee backgrounds have so much potential. MYAN, the Multicultural Youth Affairs Network, in collaboration with STARTTS, SSI, Navitas, the University of Western Sydney and group of young people from refugee backgrounds, has developed a flexible peer mentoring program that aims to support the capacity of young people to achieve their goals and shape their own futures.

The Refugee Youth Peer Mentoring Program (RYPMP) matches young people aged 17-25 with a mentor aged 21-35. The program is also open to young people aged 15-16 if they are at risk of disengaging from education. Mentees are from refugee and refugee-like backgrounds and mentors are from a range of backgrounds and experiences.

In 2017, Western Sydney MRC, in collaboration with other service providers, submitted a successful tender application to facilitate the RYPMP. In 2018, we began rolling out the program alongside other key stakeholders: Core Community Services (Fairfield / Darug Country), Illawarra Multicultural Services (Wollongong / Tharawal Country) and the Multicultural Council of Wagga Wagga (Wagga Wagga / Wiradjuri Country).

In the last 12 months, Western Sydney MRC has provided more than 100 young people with one-on-one and group mentoring in support of their social, economic and civic goals, as well as their personal wellbeing. Mentor/mentee relationships last for 12 months, with ongoing supervision and support. Western Sydney MRC runs regular creative

workshops, sporting events, social gatherings, professional networking days and other events as an opportunity for collective engagement.

We currently have over 100 mentors with a multitude of professional and personal experience. Mentors are thoroughly screened and trained and supported throughout the program. Mentoring is a terrific way for people to volunteer in an extremely meaningful way, to develop their skills and understanding of the sector, and to work with an inspiring young person.

YOUTH-CENTRED APPROACH

At the heart of the RYPMP is a commitment to putting young people at the centre of decision-making processes that affect their lives. To ensure this, young people from refugee backgrounds have been involved in every step of the RYPMP's design and delivery. MYAN coordinated a group of young people to engage with the co-design process, which is now supported by the establishment of Youth Advisory Groups in each of the regions.

For our part, Western Sydney MRC co-coordinates a Youth Advisory Group with Core Community Services, spanning the Western Sydney Region. Advisory Group meetings are held quarterly, at the offices of Western Sydney MRC and Core alternately. We strive to gauge, and actively respond to, young peoples' input wherever possible. This may include:

- Social media polls to determine the interest of young people in group activities
- Feedback surveys (formal and informal) on the program's management
- Focus groups to receive feedback on the program's management and direction
- Informal chats with individuals and groups
- Other new ideas!

Our mentors and mentees have been engaged in a wealth of experiences, excursions and many activities to further connect with one another. We hope that these have worked towards them creating happy memories and cultivate new interests. We would like to thank all the organisations, business and corporates that have made these experiences possible.

Ministerial Visits
SSI New Beginnings Festival
Museum of Contemporary Art
HackSounds
TEDx Sydney 2019
Liverpool TAFE Open Day
PCYC Futsal Competition



In partnership with Core Community Services, the Multicultural Council of Wagga Wagga and Illawarra Multicultural Services.



ProBono Support

KING WOOD MALLESON

Expert legal advice in relation to lease agreements and MOU's

KPMG

Internal review undertaken to improve system efficiencies and increase productivity.

EMPLOYSURE

Expert employer and human resource advice.

ELM PROFESSIONAL

Provision of strategies to capitalise on funding opportunities

FUNDRAISING, SUPPORTS AND PARTNERSHIPS

WE WOULD LIKE TO ACKNOWLEDGE OUR FUNDING
AND CORPORATE PARTNERS, AND THOSE WHO HAVE
PARTICIPATED IN AND ACTIVELY PROMOTED OUR SERVICES
FOR THE PAST 12 MONTHS.

Auspices

Learning English Through Song (LETS) Project
(Multicultural NSW) - Bashar Hanna

LAZIZ Project (Multicultural NSW) - Bashar Hanna

Fundraising Campaigns

**With just over \$4,000 we are so very grateful for
the support in donations that have been received.**

Mums4Refugees \$2316

Send Your Love: \$454

School Holidays online donations \$70

Homework Support online donations \$135

Associate Memberships

Welcome to our new Associate Members.

- Peacemakers Ensemble
- Sumer Association
- Centre Minds Counselling
- Christina Muchenagumbo (Individual)

New Engagements - System improvements

- Good2Give
- SDJA Auditors
- Purpose Accounting
- Employment Hero
- Everyday Hero
- Western Sydney University (student placements)
- Square
- Spacer (carpark leasing to maximise on assets to generate income)

SOME OF OUR MOMENTS

PICTURES PAINT
A THOUSAND WORDS





Statement of Profit or Loss and Other Comprehensive Income. For the Financial Year Ended 30 June 2019.

	2019	2018
	\$	\$
Revenue	2,466,479	4,076,980
Other income	82,969	72,497
Total revenue	2,549,448	4,149,477
Expenses		
Audit fees	(11,500)	(16,500)
Bad debts	(1,545)	-
Computer expenses	(67,264)	(68,315)
Conferences/seminars/training	(6,527)	(34,170)
Cleaning	(38,133)	(37,583)
Catering	(22,359)	(15,652)
Company rebranding	-	(9,073)
Complex cash management direct costs	-	(169,167)
Consultancy/facilitator Fees	(37,674)	(95,244)
Depreciation	(79,654)	(81,391)
Electricity	(30,642)	(33,423)
Employee benefits expense	(2,378,226)	(2,643,797)
Insurance	(19,416)	(15,013)
Loss on disposal of assets	(15,948)	-
Motor vehicle expenses	(11,699)	(19,827)
Program costs	(45,508)	(50,966)
Rent	(237,952)	(240,147)
Repairs and maintenance	(15,353)	(20,217)
Telephone and internet	(35,417)	(44,408)
Travel and accommodation	(10,588)	(31,505)
Venue hire	(11,080)	(9,330)
Other expenses	(134,573)	(115,547)
Total expenses	(3,211,058)	(3,751,275)
Net (loss)/profit for the year	(661,610)	398,202
Income tax expense	-	-
(Loss)/profit after income tax	(661,610)	398,202
Other comprehensive income	-	-
Total comprehensive income	(661,610)	398,202

Statement of Financial Position. As at 30 June 2019

	2019	2018
	\$	\$
Assets		
Current		
Cash and cash equivalents	581,622	1,354,707
Receivables	101,086	218,203
Other assets	29,237	27,565
Current assets	711,945	1,600,475
Non-current		
Property, plant and equipment	271,173	351,107
Non-current assets	271,173	351,107
Total assets	983,118	1,951,582
Liabilities		
Current		
Trade and other payables	130,680	161,978
Employee benefits	164,742	265,685
Other liabilities	67,355	109,474
Current liabilities	362,777	537,137
Non-current		
Employee benefits	23,375	155,869
Non-current liabilities	23,375	155,869
Total liabilities	386,152	693,006
Net assets	596,966	1,258,576
Equity		
Retained earnings	596,966	1,258,576
Total equity	596,966	1,258,576
Venue hire	(11,080)	(9,330)
Other expenses	(134,573)	(115,547)
Total expenses	(3,211,058)	(3,751,275)
Net (loss)/profit for the year	(661,610)	398,202
Income tax expense	-	-
(Loss)/profit after income tax	(661,610)	398,202
Other comprehensive income	-	-
Total comprehensive income	(661,610)	398,202

FINANCIAL REPORTS

STATEMENT OF FINANCES

Over the past financial year, Western Sydney MRC has seen a reduction in income from \$4,149,477 in 2018 to \$2,549,448 in 2019. This primarily due to changes in funded programs, with the completion of the Complex Case Support Program and the Community Proposal Pilot as well as a reduction in funding in the Settlement Engagement and Transition Support program.

2018-19 also saw Western Sydney MRC start to deliver various programs driven by client numbers, including the ParentsNext and the Specialised and Intensive Services under the Humanitarian Settlement Support Program.

Western Sydney MRC continues to be reliant on government contracts. Through 2018-19, the organisation began investing in diversified funding opportunities to create a more sustainable funding base.

Due to the reduction in revenue, the Western Sydney MRC has restructured and reduced operational costs. As of June 2019, employment costs were 66% of the total income.

It is envisioned that the investments into the diversified funding opportunities and the restructure will support a more robust budget for the year ahead.



THE PROCESS OF ANALYSIS

Approximately 300 response items to a SWOT Analysis were compiled from internal staff surveys and stakeholder surveys.

Those external stakeholders surveyed included responses mainly from clients, community leaders, community partners, former staff, and partner agencies (government and non-government).

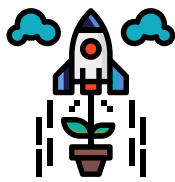
Where single responses inhered two or more substantive issues or aspects, they were broken down into their separate components for ease of subsequent classification.

Thus, 400 response items were finally deemed, as part of the SWOT.

STRATEGIC DIRECTION

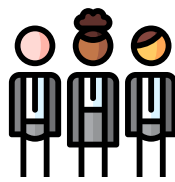
OUR STRATEGY PROVIDES AN OVERALL DIRECTION TO THE MANAGEMENT OF OUR ORGANISATION AND GIVES A SPECIFIC DIRECTION TO SEVERAL KEY AREA. THE PROCESS ALLOWS US TO REVIEW WHERE WE HAVE BEEN, AND WHERE WE ARE HEADING.

STRATEGIC PILLARS



Sustainability through Growth

Build financial sustainability that endures beyond funding cycles to deliver services and programs that address clients' and communities' needs and aspirations for the long term



Purpose-led Leadership

Through community education and advocacy, continue to demonstrate strong leadership through best practice and collaboration.



Building Service Capacity

Build and maintain a scalable systematic business infrastructure, and invest in the skills of our staff and board.



Impact through Partnerships

Create and strengthen partnerships with key stakeholders to maximise social impact; increasing reach, influence and community connectedness.

GET INVOLVED

FIND OUT MORE

IF YOU WOULD LIKE TO GET INVOLVED WITH WESTERN SYDNEY MRC, BE IT EMPLOYMENT, PARTNERSHIPS, VOLUNTEERING, INTERNSHIP OR SPONSORSHIP THEN PLEASE CONTACT US.

We are always looking for new opportunities to expand our reach and our current services to meet the needs of the community and our clients. Visit our website, drop us an email, contact us via social media or visit our Liverpool head office. We are open from Monday - Friday 9am -5pm, or just give us a call.



Facebook	@westernsydneymrc	YouTube	@westernsydneymrc
Instagram	@westernsydneymrc	Website	wsmrc.org.au
LinkedIn	@western-sydney-mrc		

Address	108 Moore Street, Liverpool NSW 2170
Phone	02 8778 1200
Email	info@wsmrc.org.au

FUNDRAISING

IF YOU WOULD LIKE TO GET INVOLVED IN RUNNING A COMMUNITY FUNDRAISER THEN PLEASE GET IN TOUCH. WE ARE ALSO ALWAYS LOOKING FOR FINANCIAL SUPPORT THROUGH CORPORATE CONNECTIONS AND OTHER PARTNERSHIPS.



Run a mufti day at school and provide much needed funding for our youth programs.



Have a bake sale at your local community centre or place of worship to support those in need of emergency relief.



Run a sporting event, to not only get active and fit but raise funds too!



Sign up for our upcoming coffee fundraising campaign - The Ultimate Coffee Rush.



Donate to one of our many causes online, youth programs, swimming and holiday activities.



Use those special occasions throughout the year to donate to a great cause, find us on facebook and choose us as your next charity.



Explore Workplace Giving. Sign up on the Good2Give Platform, and make donating a corporate focus.



Run on our City2Surf team in 2020. It's promising to be a fantastic event.



Contact us about your own ideas on fundraising, we would love to hear them.

GET INVOLVED

FIND OUT MORE

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Facebook	@westernsydneymrc	YouTube	@westernsydneymrc
Instagram	@westernsydneymrc	Website	wsmrc.org.au
LinkedIn	@western-sydney-mrc		

Address	108 Moore Street, Liverpool NSW 2170
Phone	02 8778 1200
Email	info@wsmrc.org.au

HOW TO ACCESS OUR ANNUAL REPORT

THERE ARE MANY WAYS TO ACCESS OUR ANNUAL REPORT.



@westernsydneymrc

Get onto YouTube and watch the multiple reels we have available hearing first hand from the community, staff and clients.



wsmrc.org.au

Read and download our report from our website, as well as our annual reports from the last 6 years. If you would like an organisation presentation based on our 2018/2019 Annual Report please get in touch.



Visit Western Sydney MRC

Visit our head office and pick up and copy.

Our 2018 - 2019 team

Our team are the core of who we are as an organisation. We pay respect and gratitude to their efforts in achieving our many goals. Without you this year would not have been possible.

STAFF

+

Alcina Desouza

Aseel Khalaf

Ballina Gee

Barbara Ruth Sargeant

Charles Ananda

Mahagodage

Dalia Mohamed

Darren Chan

Doria Chafic

Duyen Nguyen

Elham Mandwee

Eptesam Al Bankani

Farhad Arian

Fayhaa Al Zuhairi

Hussam Atab

Jafrana Bi

Janet Maene Aslam

Jennifer Hanson

Jennifer McLean

Jessica Spadaro

Kamalle Dabboussy

Kane Alkoraghooli

Karameli Manousso

Karren Beaumont

Khadija Sifat

Kimberly Oligo

Lina Merdawi

Mandy Wong

Marie Nyiraguhirawas

Meredith Stuebe

Meyer Nashed

Mohammed Khayat

Nada Miski

Nadia Bouchti

Natalie Pauls

Nikki Kelso

Nina Sakr

Olivia Brancato

Olivia Nguy

Pio Macri

Rachel Haywood

Rassem Asmar

Rosaria Raco

Saliha Rafiqi

Salome Joseph

Sarah Elfoul

Shuman Partoredjo

Sophia Strickland

Suhad Khalaf

Tahereh Kargar

Xuan Thi Bui

FUNDING BODY LISTING

+

Department of Social Services

Department of Family and Community Services

Department of Health

Department of Home Affairs

Department of Human Services

Multicultural NSW

Western Sydney University

UTS

Macarthur Diversity Services Initiative

South Western Local District

Settlement Services International

Department of Industry

SETS

Cultural Connect and Refugee Youth Mentoring Program

Commonwealth Home Supported Program and Community Visitors Scheme

Fostering Integration

ParentsNext

Youth Summit, SameSame Different, Volunteer Grant,

Connect Conversational English Program

Research Project

Research Project

Emergency Relief

Five Ways to Wellbeing

Settlement Innovation Funds

RESP

VOLUNTEERS

+

Admon Yokhana
Anis Benchikh Lehocine
Banu Ramkumar
Basira Amiri
Cassandra Castle
Dalia Mohamed
Essam Khalaf
Fairouz Latif
Hanan Al Zuhairi
Hiyam Al Azazi
Ivy Dao
Jamal Al Mindwy
Joanna Judge
Julie Adamson
Lucy Ray
Mark Adamson
Naqib Noori
Rachelle Pike
Razan Ozon

Riham Al Zuhairi
Ritta Kako
Sabreen Al Zuhairi
Sahinta Hamal
Sara Rahem
Sarin Kakhejian
Sheenagh Dabbagh
Shomal Prasad
Sumaia Ismail
Susan Alzuhairi
Sylvia Giannone
Tanton Nguyen
Thurawah (Sue) Alameddine
Tina Huynh
Venus Latif
Walaa Todros
Wesnaa Karim

2019 BOARD MEMBERS

+

Judy MacGraw	(Chair, resigned March 2019)
Craig Saphin	(Resigned March 2019)
Cllr Nathan Hagarty	Chair
Dr Vincent Ogu	Director
Dr Amad Mtashar	Director
Myee Gregory	Director
Eithandee Aung	Director
Jerel David	Director - Start June 2019

EXTERNAL APPOINTEES

+

Mr Ryan Hanson
Mr Andrew Campbell

